

<b>SAP Concur Release Notes</b> <b>SAP Concur's mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 9.109 - Associated web release: January 2023 <i>Initial Post: Tuesday, February 7, 2023</i>	<i>Client - FINAL</i>

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# Version Information

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## Supported Phone OS

Device	Operating System
Apple iPhone	Version 14.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 14.0 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 9.104 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

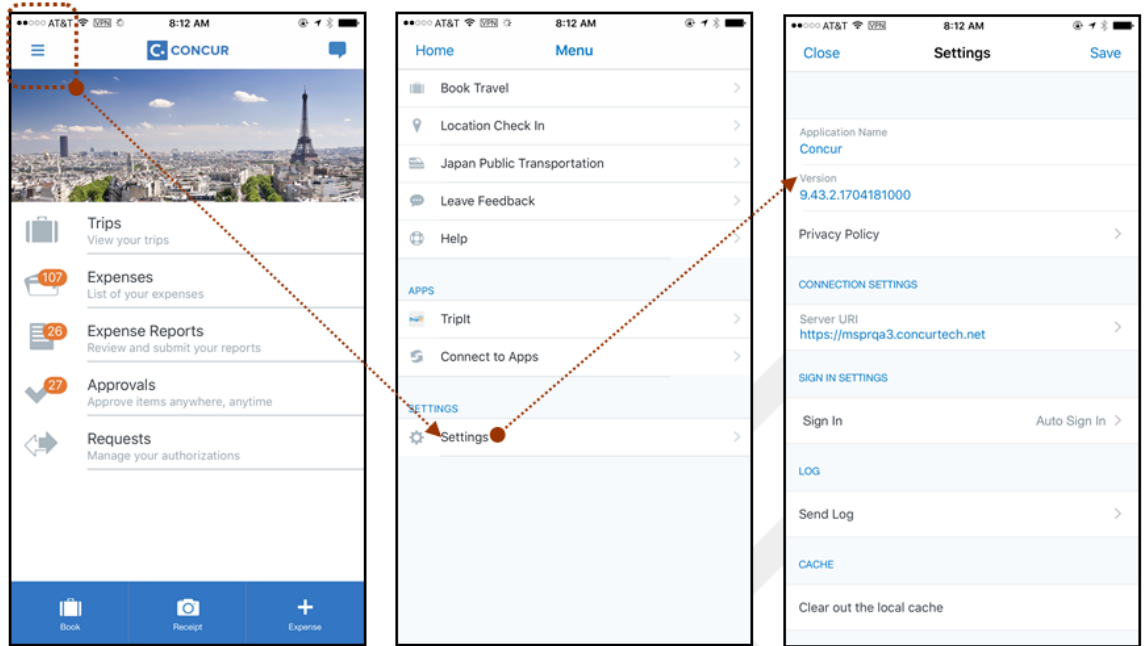
Platform	Deprecating Version
iPhone/iPad	9.104, 9.105, 9.106
Android	9.104, 9.105, 9.106

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.109	Tuesday, February 7	Update via App Store
Android	9.109	Tuesday, February 7	Update via Google Play

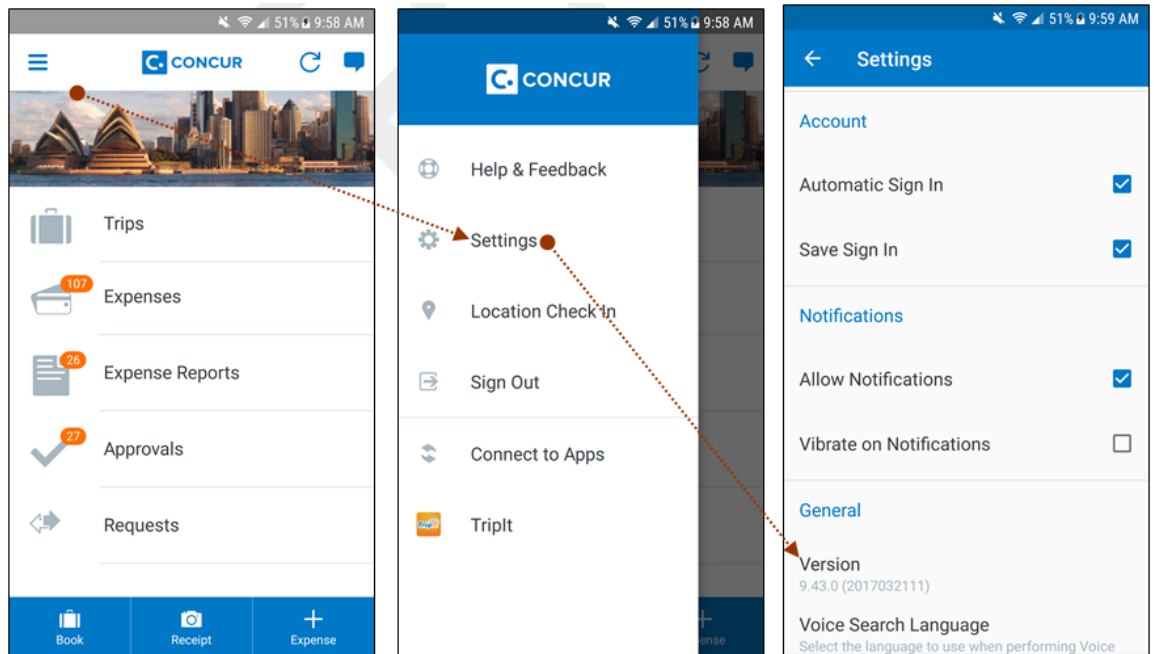
## Locate Version Information on the iPhone

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

# Release Notes

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## **Android / iPhone / iPad- Expenses now Editable in Delegate Function for GRDC users with ExpenseIt**

With this release, the SAP Concur Mobile app supports the editing of expenses within the delegate function for GRDC users with ExpenseIt.

Note the following when using this functionality:

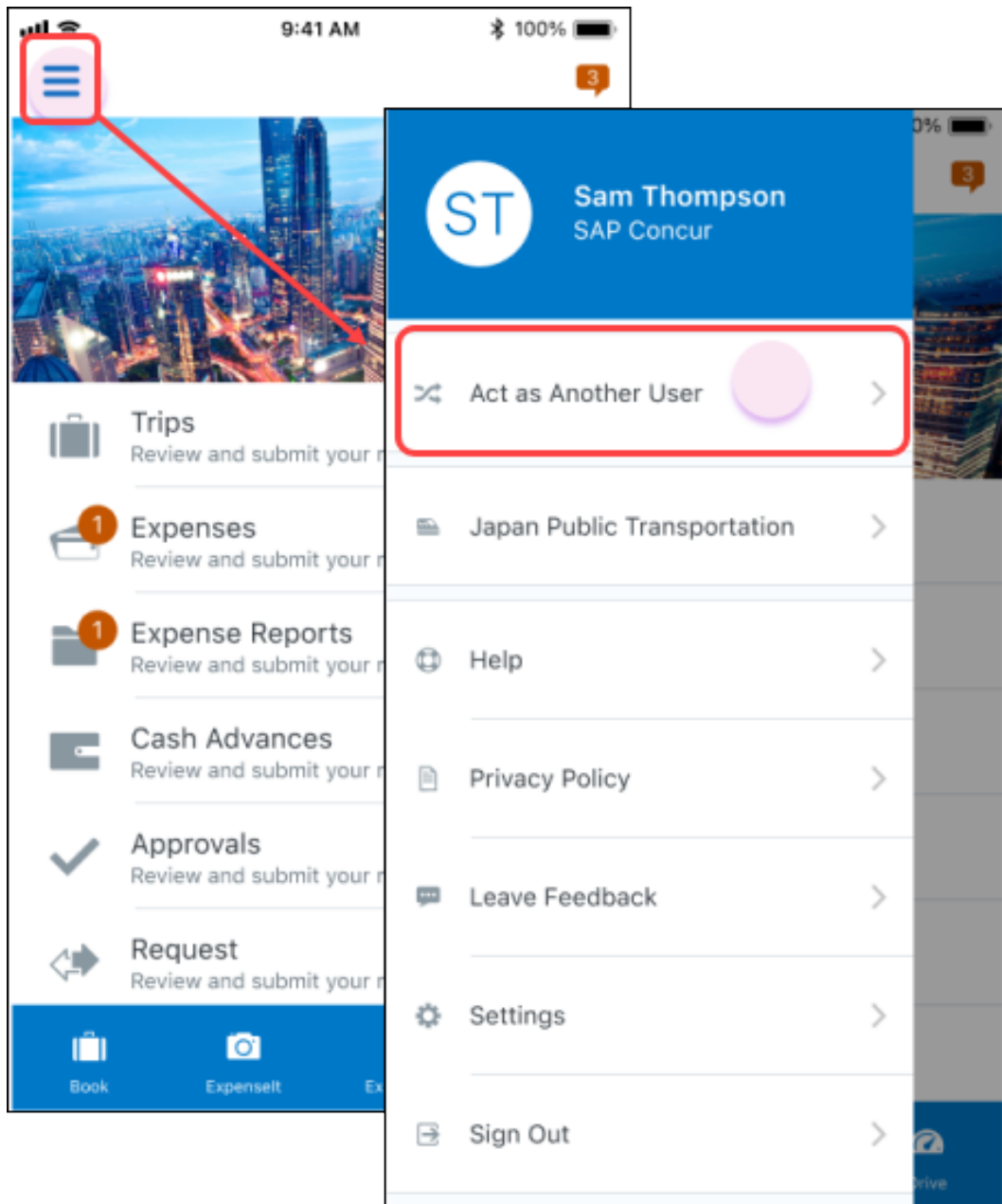
- Only GRDC users with ExpenseIt will be able to utilize this function. It is not yet available for GRDC users without ExpenseIt.
- Only user groups for France and Spain can use the delegate feature.
- In the initial release, functionality was limited to only creating expenses. Previously, expenses were only editable on the web platform. However, with this release, expenses created will now be editable directly within the SAP Concur Mobile app.
- Both user and the person they are acting on behalf of must be GRDC and ExpenseIt enabled to make use of this function.

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

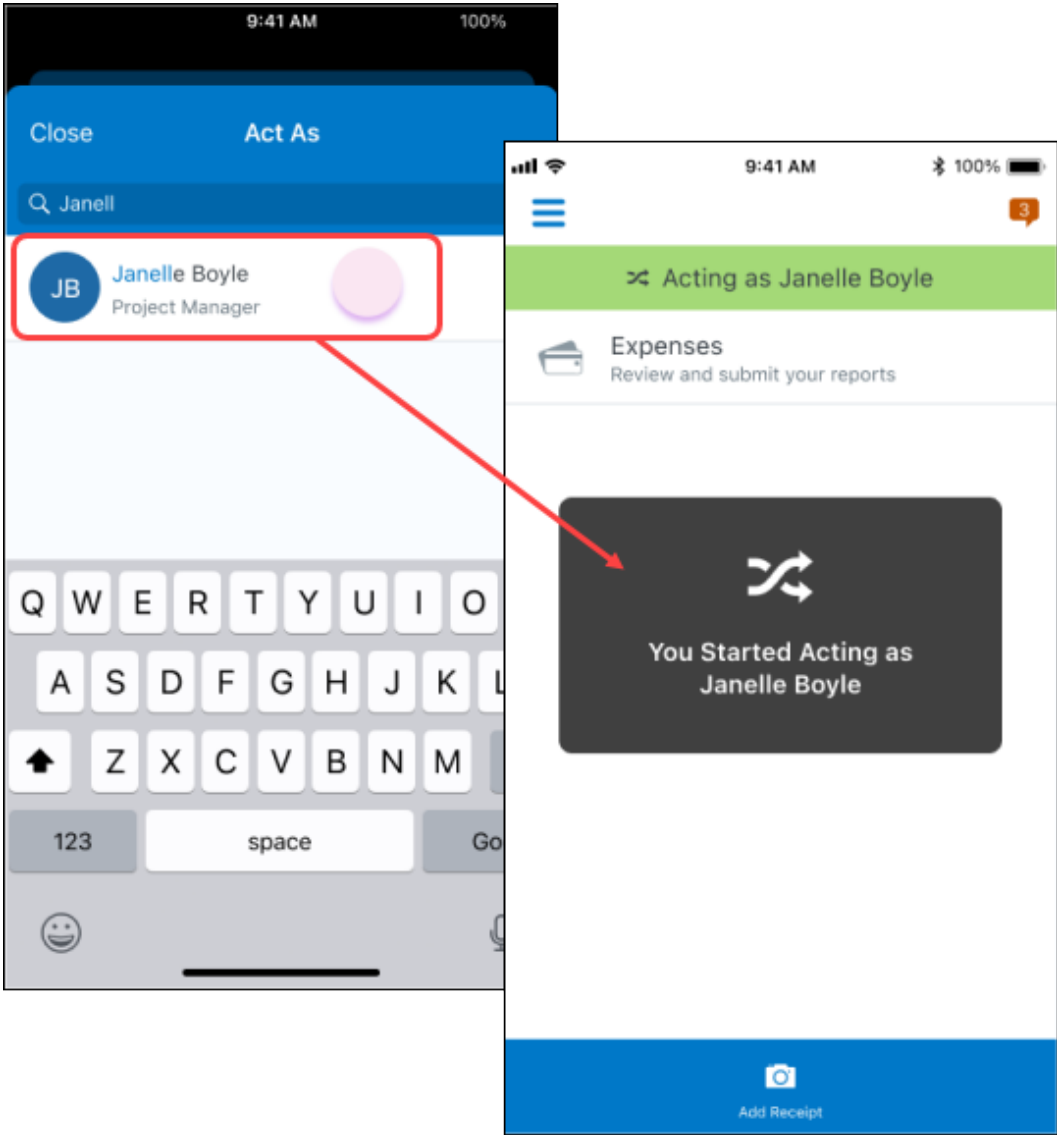
This feature lets the user edit expenses created while acting on behalf of another user. This enhances the experience as expenses no longer need to be deleted and re-uploaded or edited on the web.

**How it Works:**

1. From the menu, click **Act as Another User**.

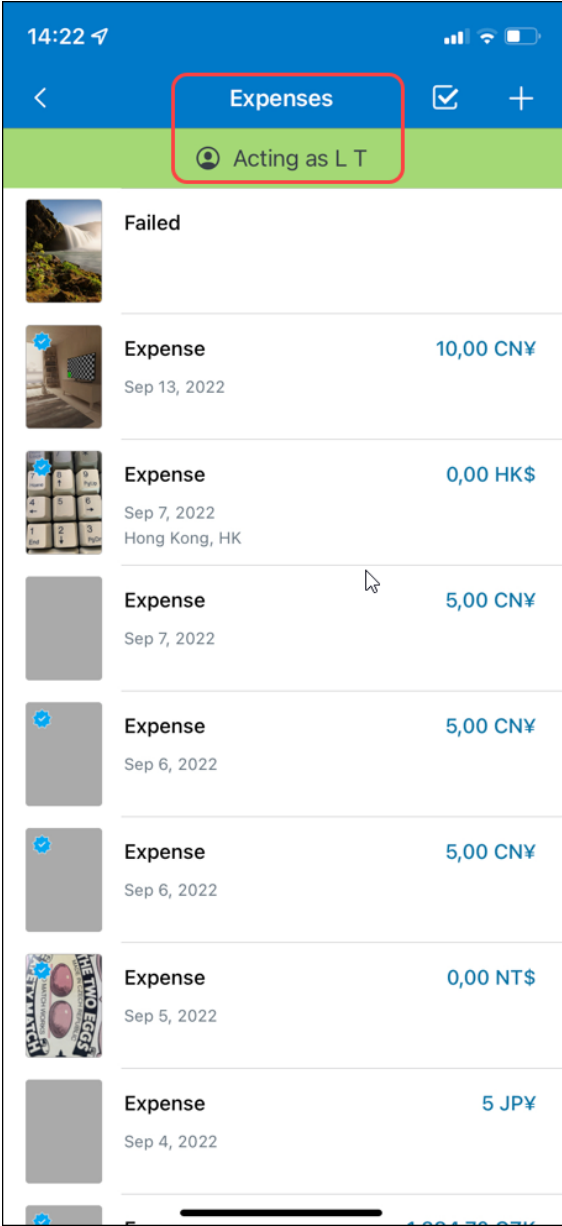


- 2. The **Act As** screen appears with options to search for the user you will act for, or select the name from a list of names to begin delegating. The banner remains in place as long as you are acting on behalf of another.

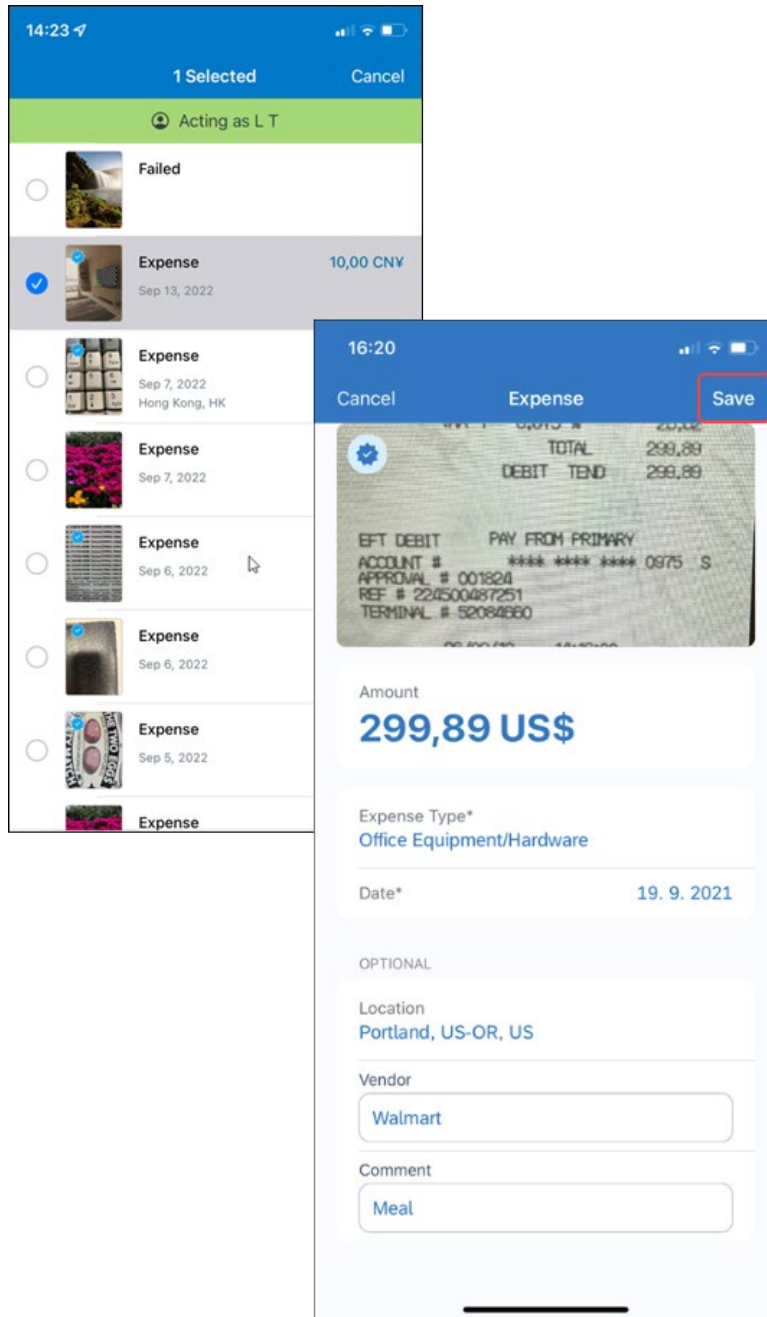




3. Once this is enabled, you are immediately directed to the **Expense List** page.



- Once on the **Expenses** page, select the Expense that needs to be edited and this will direct you to the details of this expense. Tap on the areas that need to be edited. Once the edits are made, tap **Save** for the edits to be reflected.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information, see the *Mobile App User Guide – Receipts* guide.

# Planned Changes

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## New Rental Car Workflow

### Overview

Targeted for the first quarter of 2023, Concur Travel will introduce a new rental car booking experience. This first release is limited to participating Amadeus TMC partners and is applicable for both Android and iOS. 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.

### ***Business Purpose / Client Benefit***

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

1. **Time Savings:** The user gets through the booking experience faster with less pages to go through.
2. **Delivery and Collection:** Select the Delivery and Collection service right up front with a choice of any favorite address and discover the compact and smooth booking experience.
3. **Sustainability:** Let end users consider the environmental footprint by comparing carbon dioxide (CO2) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices.
4. **Merged on-airport and off-airport search:** No matter where the user requires a rental car, all text entries will be recognized, and location suggestions are provided. All activated rental car companies with negotiated packages will be comparable. Details such as included services will display next to total rates with taxes and fees.
5. **Localized content:** When a rental car location exists in the GDS, it exists in Concur Travel. Locations will be offered in real time, with the most up-to-date location details as provided by the GDS.

## **\*\*Planned Changes\*\* New Rental Car Experience: Search for a Car Rental**

### ***End-User Experience: Search for a Car Rental***

The search options include a free text entry field for the pick-up location and when required, the drop-off location. No matter if the user is searching for an on-airport or off-airport rental car location, the user starts typing the preferred location. The "omni search" functionality will suggest matching options for cities, airports, company locations, business addresses, railway stations, points of interest and general addresses.

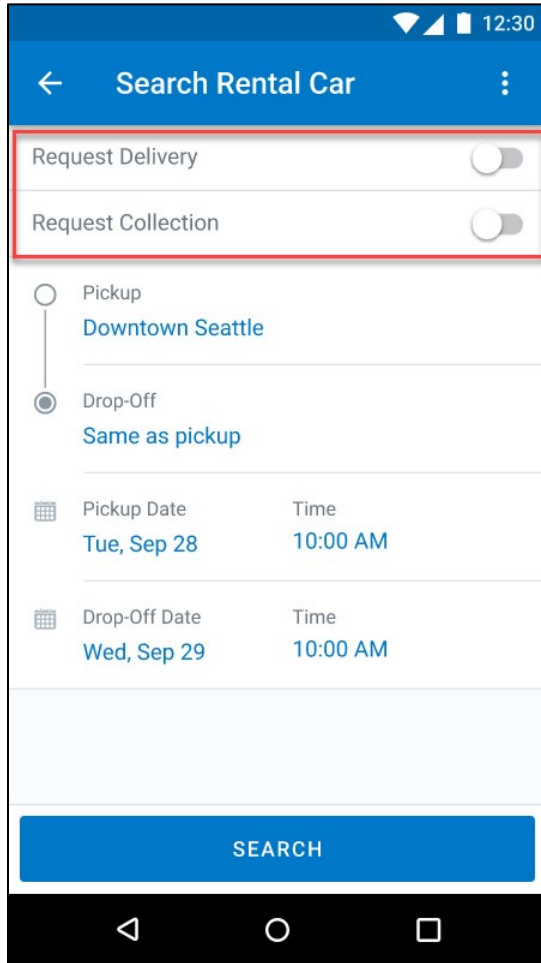
Pickup and drop-off date are pre-populated by tomorrow's date and day after tomorrow, respectively. The default time is set to 10:00 AM.

If the delivery and collection service has been activated by the Travel System Admin, equivalent toggle switches become visible within the Rental Car search tool. The end user can request this service as part of their initial search request.

### **CAR SEARCH**

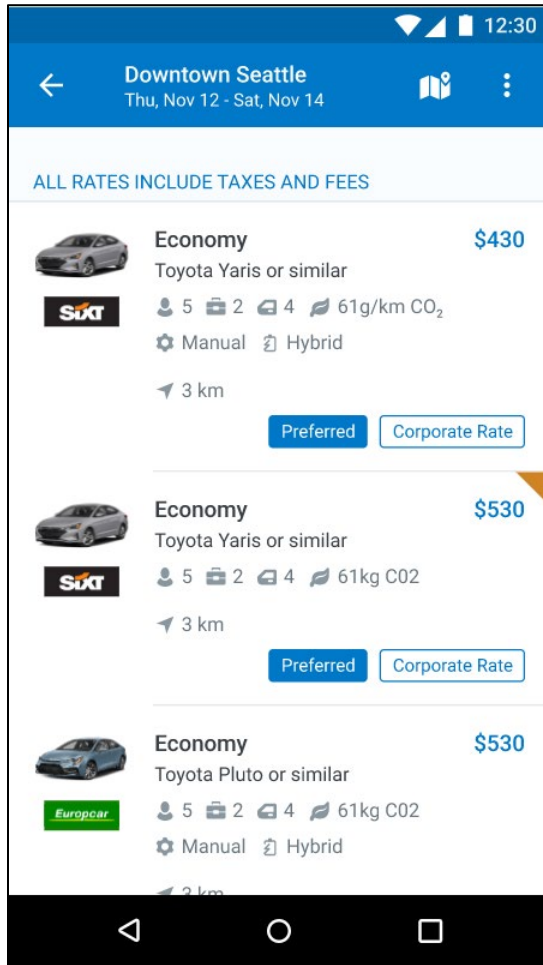
The screenshot displays the 'Search Rental Car' interface on a mobile device. At the top, there is a blue header with a back arrow, the title 'Search Rental Car', and a menu icon. Below the header, the form is organized into sections. The first section is for 'Pickup' location, with a radio button selected and the text 'Downtown Seattle'. The second section is for 'Drop-Off' location, with a radio button selected and the text 'Same as pickup'. The third section is for 'Pickup Date' and 'Time', with a calendar icon, the date 'Tue, Sep 28', and the time '10:00 AM'. The fourth section is for 'Drop-Off Date' and 'Time', with a calendar icon, the date 'Wed, Sep 29', and the time '10:00 AM'. At the bottom of the form is a large blue button labeled 'SEARCH'. The mobile status bar at the top shows signal strength, Wi-Fi, and the time '12:30'. The Android navigation bar is visible at the very bottom.

## CAR SEARCH WITH DELIVERY AND COLLECTION TOGGLES



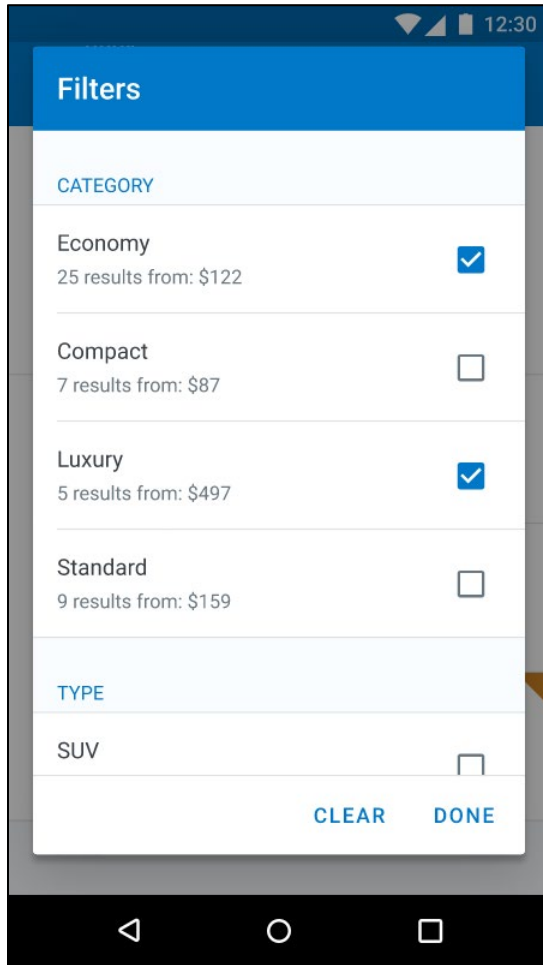
## End-User Experience: Select a Car Rental

Once the user has entered their search criteria and clicked **Search**, the search results are displayed with a new design.



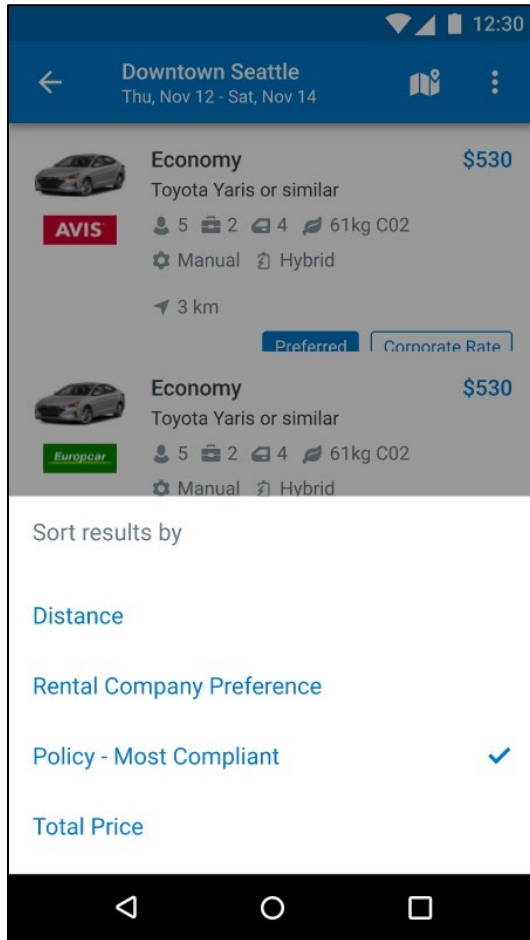
## FILTER OPTIONS

The offered filter sections are car category, car type, vendor, and specifications (transmission type, hybrid or electric).



## SORTING OPTIONS

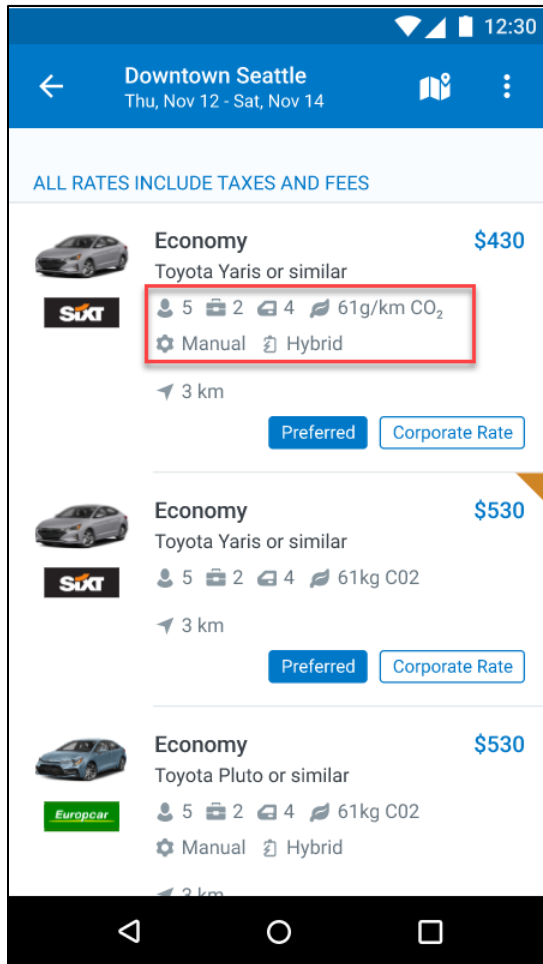
The sorting orders are reduced to sort by Total Cost, Distance, Policy, Most Compliant and Preferred Rental Car Company.





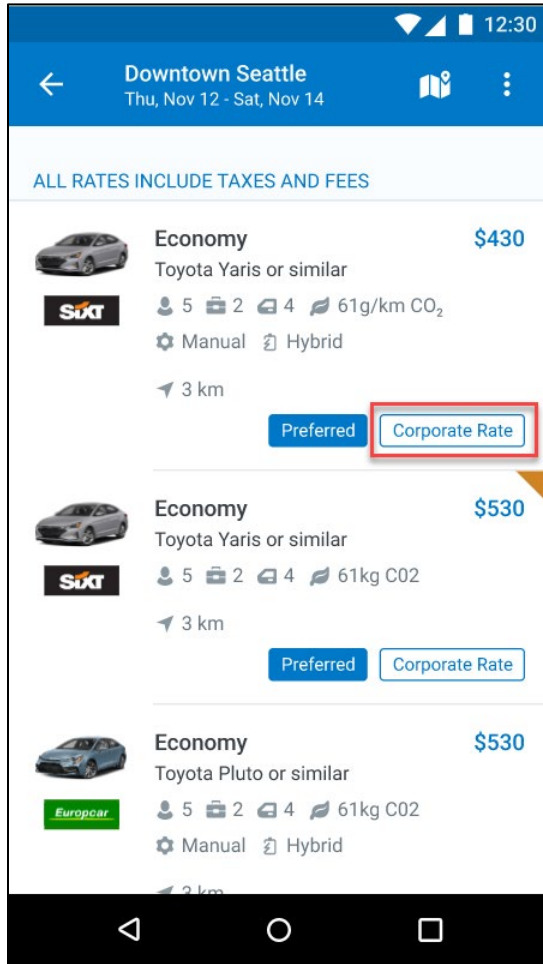
## CAR FEATURES

The emphasis of the page is set on the result list which shows consistent information across the car offers. The vehicle-related information contains information on number of seats, bags, and doors, as well as transmission, fuel type, and carbon dioxide emission values.



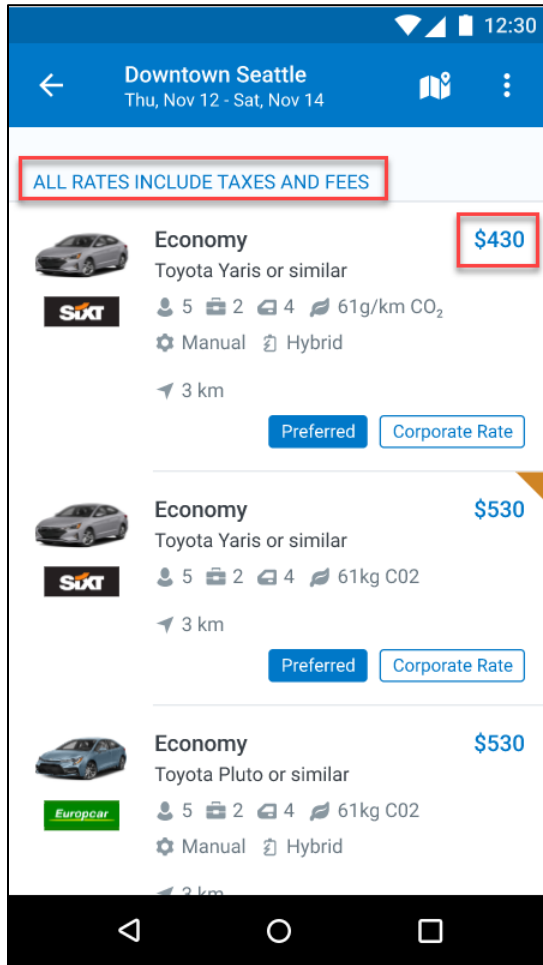
## CORPORATE RATES

Corporate rates will be highlighted via a label displayed to the user to compare all included services between the offers. In the new experience, the comparison is between rental car locations and suppliers in general. To show the most relevant results, the system limits the displayed locations to a maximum of 5 closest rental car locations per supplier.



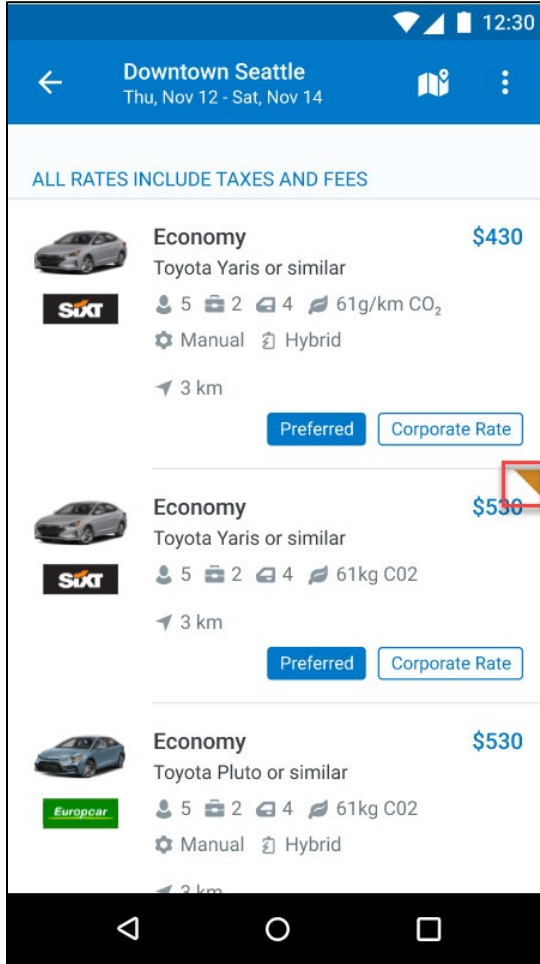
## TOTAL PRICE

Total prices are displayed in comparison to the daily rates. All rates displayed include all taxes and fees.



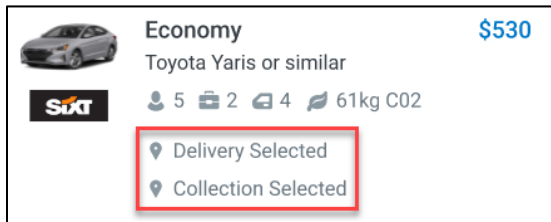
## TRAVEL POLICY

When a rental car offer violates a policy rule, the segment is marked with a corresponding warning icon.



## DELIVERY AND COLLECTION

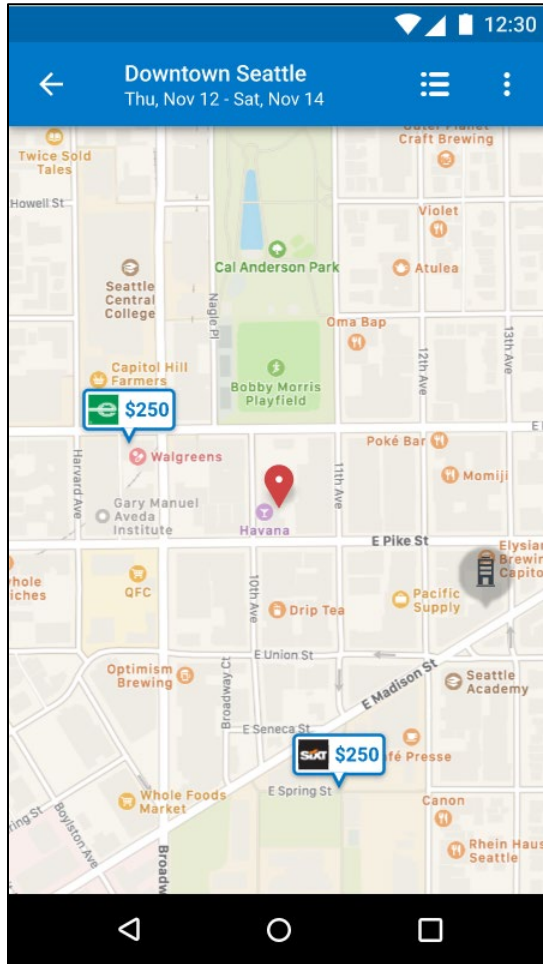
When a user searches for car rentals using the delivery and collection service, this will be indicated on the individual search results.



## MAP VIEW

The new result map view has an informational purpose and represents an additional filter option. Tap a pin to see the location address, opening hours, and the total price for the cheapest available car. In case of overlapping pins, the number of locations is displayed. Tap the pin to trigger an automatic zoom view of the map, until separate pins are displayed clearly.

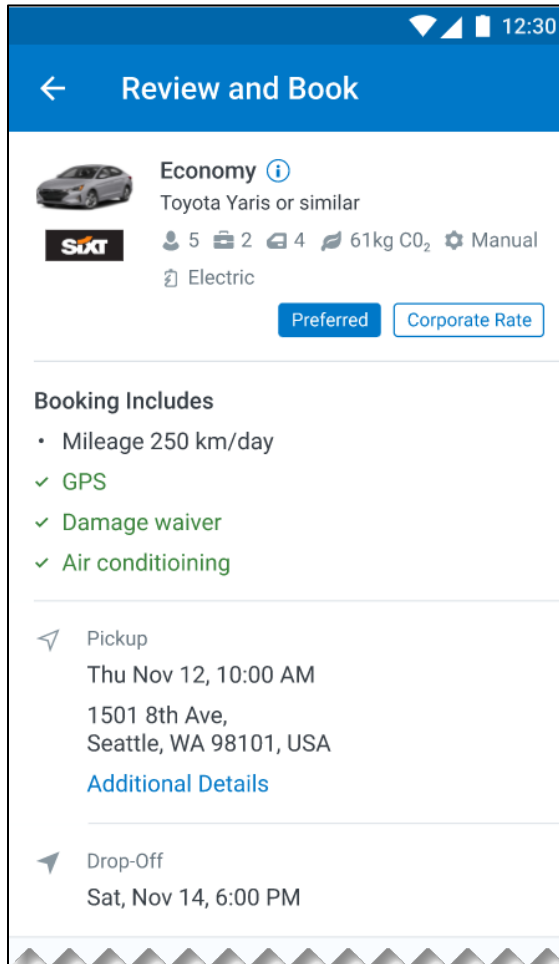
Select a specific rental car location on the map to return to the result page and show only offers connected to this pick-up location.



## **\*\*Planned Changes\*\* New Rental Car Experience: Review and Book**

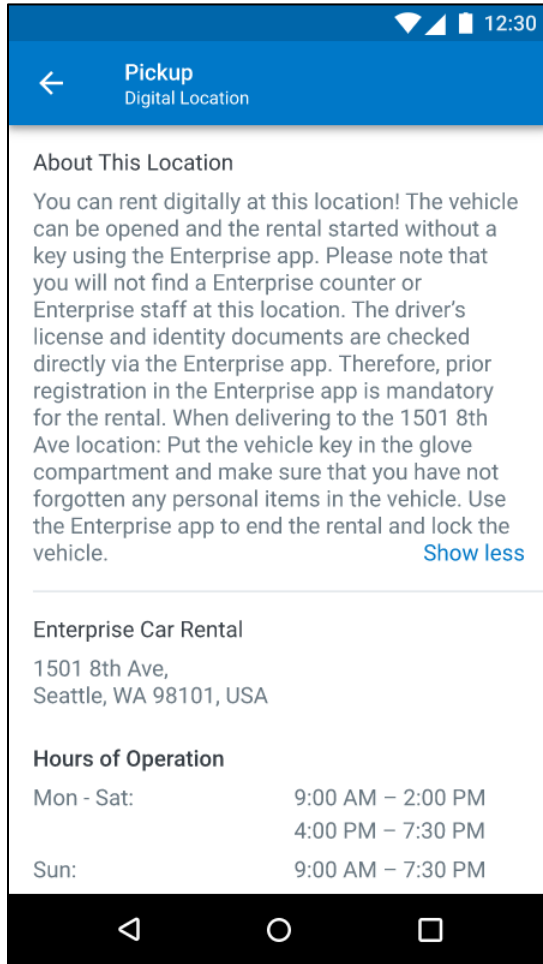
### ***End-User Experience: Review and Book***

The **Review and Book** page combines all relevant information before the user is completing the booking. All car selection related information is presented, listing all car attributes plus insurance and other services connected to the selected rate.



## ADDITIONAL DETAILS

The **Additional Details** popup contains information on pickup and drop-off address, hours of operation, shuttle, terminal information if available, and directions on how to get to the location. As Concur Travel supports out-of-hour rentals in the new rental car booking experience, the corresponding hours of operation or an alternative informational text will display.



## CAR PREFERENCES

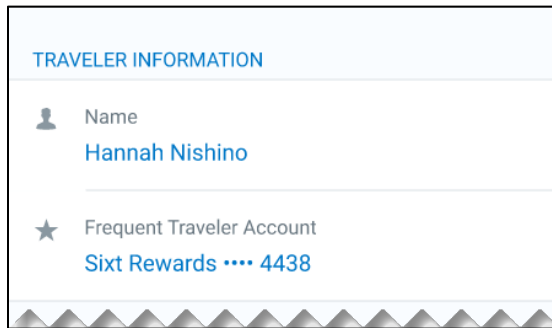
The **Rental Car Preferences** section allows users to comment on the rental car location directly as part of the booking. Given the special character limitations of some external content channels, only alpha-numeric entries are accepted.

The screenshot shows a form titled 'RENTAL CAR PREFERENCES'. It contains a text input field labeled 'Comments'. Below the input field, there is a note: '30 characters maximum % ^ & \* and other special characters are not allowed.' The form has a light blue background and a decorative pattern at the bottom.

## TRAVELER INFORMATION

The **Traveler Information** section will show the user data that is used to complete the booking and the data that is also transferred to the suppliers. It is possible to select a specific loyalty card from the user profile. When a loyalty card program is stored in the user profile, matching the selected vendor offer, Concur Travel will automatically fill out this frequent traveler card.

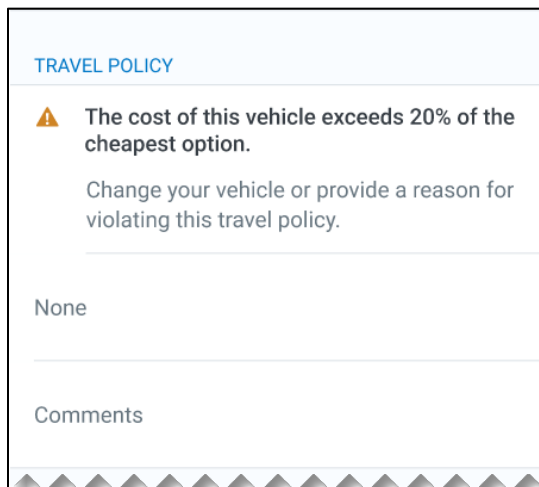
For all airport rentals, Concur Travel will display a flight number entry field. This information is important for the rental car companies to track changes of pick-up times related to flight delays.



The screenshot shows a light blue header with the text "TRAVELER INFORMATION". Below the header, there are two rows of information. The first row has a person icon, the label "Name", and the value "Hannah Nishino". The second row has a star icon, the label "Frequent Traveler Account", and the value "Sixt Rewards ... 4438". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The user will be shown which rule(s) were broken, be able to select a travel policy violation reason from the dropdown, and/or provide additional justification via a Comments box.



The screenshot shows a light blue header with the text "TRAVEL POLICY". Below the header, there is a warning icon (a triangle with an exclamation mark) followed by the text "The cost of this vehicle exceeds 20% of the cheapest option." Below this, there is a text input field with the placeholder text "Change your vehicle or provide a reason for violating this travel policy." Below the input field, there is a dropdown menu with the option "None" selected. At the bottom, there is a text input field with the placeholder text "Comments". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## PRE-BOOK CUSTOM FIELDS

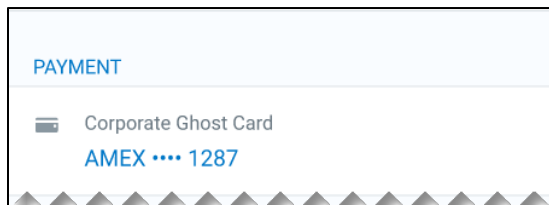
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process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



*Image to be included in subsequent update.*

## PAYMENT

The payment selection will display on the **Review and Book** page when a credit card form of payment is needed to complete the booking. The payment selection is a required field.



The user is shown a list of available credit cards to select from, based on configuration. There is no default option pre-selected, and the user is prompted to **Choose your payment method**. If the user attempts to book and continue without selecting a credit card, the following alert banner displays across the top of the page: "This trip was not booked. Please fix the indicated errors and try again." Also, the required payment selection is highlighted, and additional information is shown.

*Image to be included in subsequent update.*

The payment selection display is shown when:

- The content source indicates that a credit card is required to complete the booking, or
- The travel configuration **Require Credit card for Car Reservations** option is enabled, or
- The travel configuration **Agency Processing Fee Form of Payment for Land Only** or **Non-GDS Reservations** option is enabled and set to **Always write user-selected card**.

The choices shown in the payment selection display are determined by:

- The Corporate Ghost Cards which are set to **Allow for Car** and assigned to the user.
- The personal credit cards that a user has saved in their Concur Travel profile.



To change settings for **Require credit card for car reservations, Corporate Ghost Cards for Car, Agency Processing Fee Form of Payment for Land Only** or **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](#).

As part of the new Concur Travel experience, administrative setting validation is improved. For this reason, it is possible a configuration could be set to require a credit card yet have no cards available for the user to select. If this occurs, the user will see this error message:

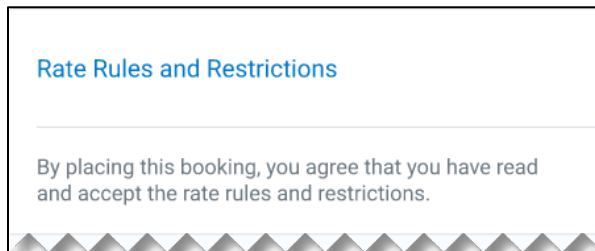
*Image to be included in subsequent update.*

The user can then:

1. Try to add a new personal credit card to their Concur Travel Profile and reattempt their booking.
2. Contact their Travel Management Company to complete the booking and/or investigate why a Corporate Ghost Card is not configured.

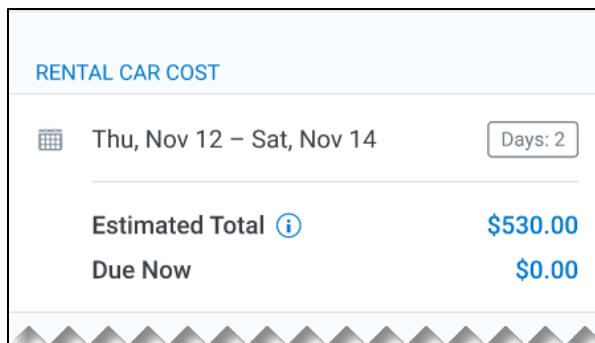
### **RATE RULES AND RESTRICTIONS**

The supplier's rate rules and restrictions will be shown via the link at the bottom of the page.



### **COST SECTION**

Within the cost section, when booking a post-pay or corporate rate, the total price will be shown in the configuration currency of the traveler. A list of all included taxes, fees, surcharges, special equipment types and insurances becomes visible when expanding **Others** within the cost section.



*Image to be included in subsequent update.*

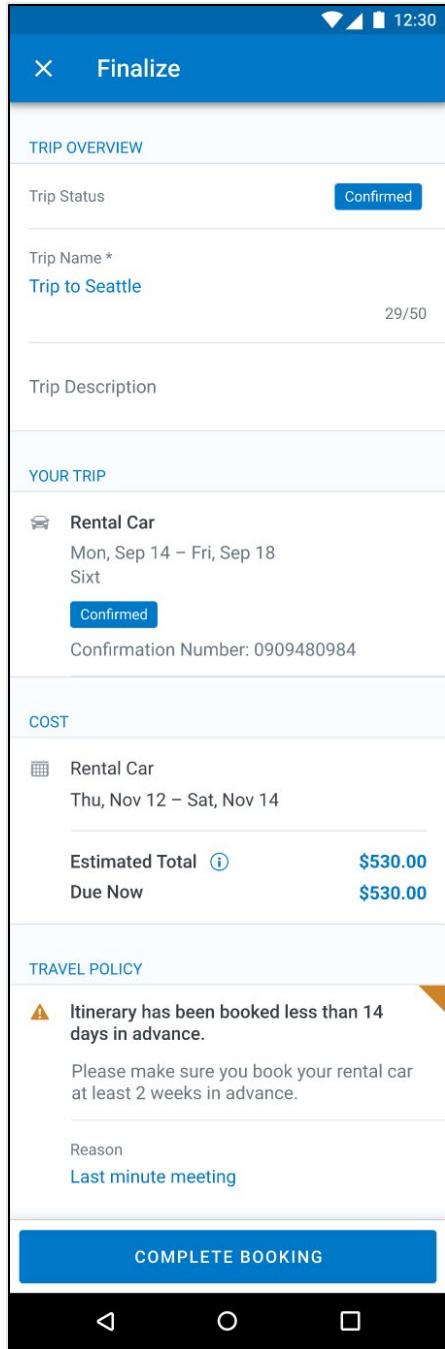
To complete the booking, complete all required fields and tap **Book and Continue**.



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

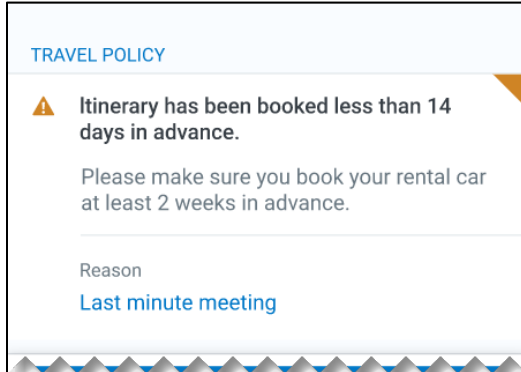
The **Finalize Trip** page in the rental car workflow will allow the user to enter a different name for the trip and provide a description. When expanding the car segment, all details about the newly created reservation will become visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, to apply trip level policy rules, to allow the user to enter trip-related custom fields, and to use approval workflows after the user has added all required bookings to a common trip. Bookings currently apply to rail and will soon apply to car. Later releases of the new Concur Travel experience will also apply to air and hotel.



## TRAVEL POLICY

For policy violation on Trip level, the **Travel Policy** section will inform the users about triggered policy rules and provides an opportunity to select a reason and/or add a comment.



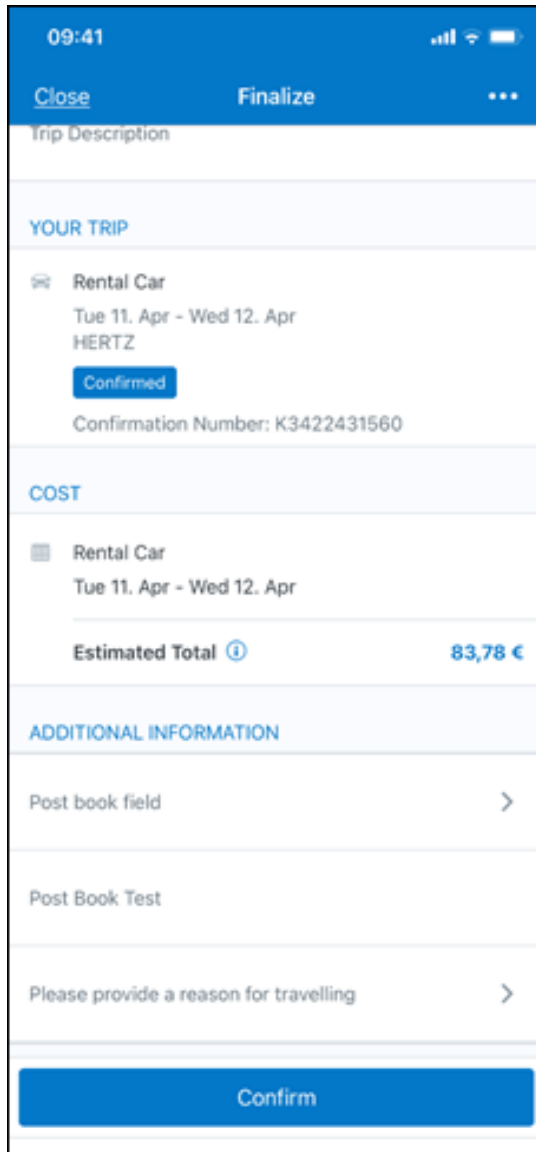
The Finalize page in the rental car workflow allows the user to determine a different name for the trip and provide a description. When expanding the car segment all details about the just created reservation become visible again.

The purpose of this intermediate step is to present an overview of all reserved segments (Rail and Car for now, Air and Hotel to be added in later releases of the new Concur Travel experience) to apply trip level policy rules, let the user enter trip related custom fields and using approval workflows after the user has added all required segments to a common trip.

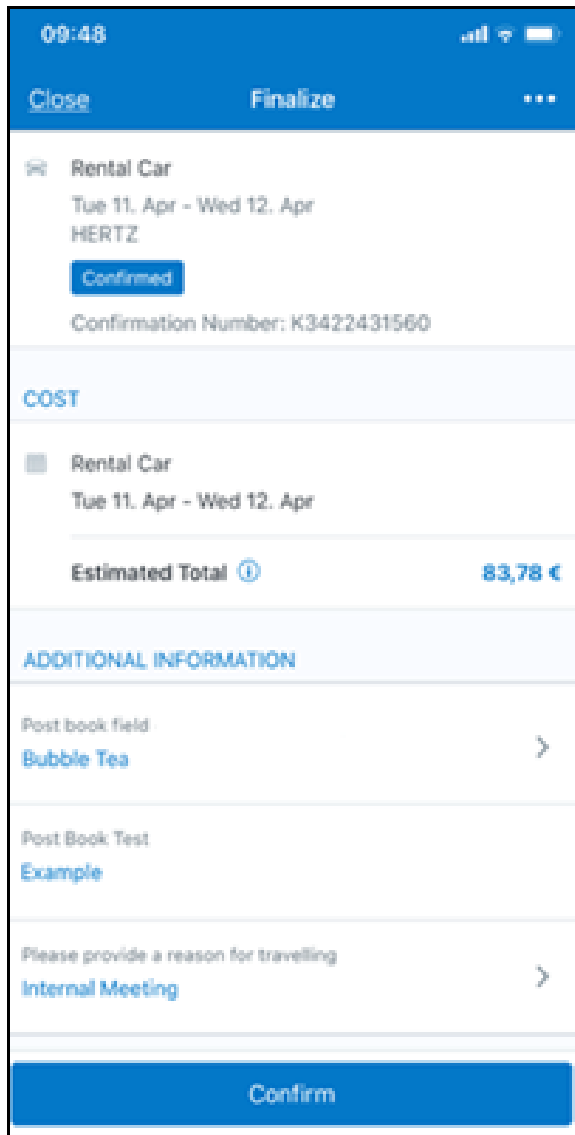
## TRIP CUSTOM FIELDS

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 are shown on the **Finalize Trip** page in the **Additional Information** section as shown in the following screenshot.

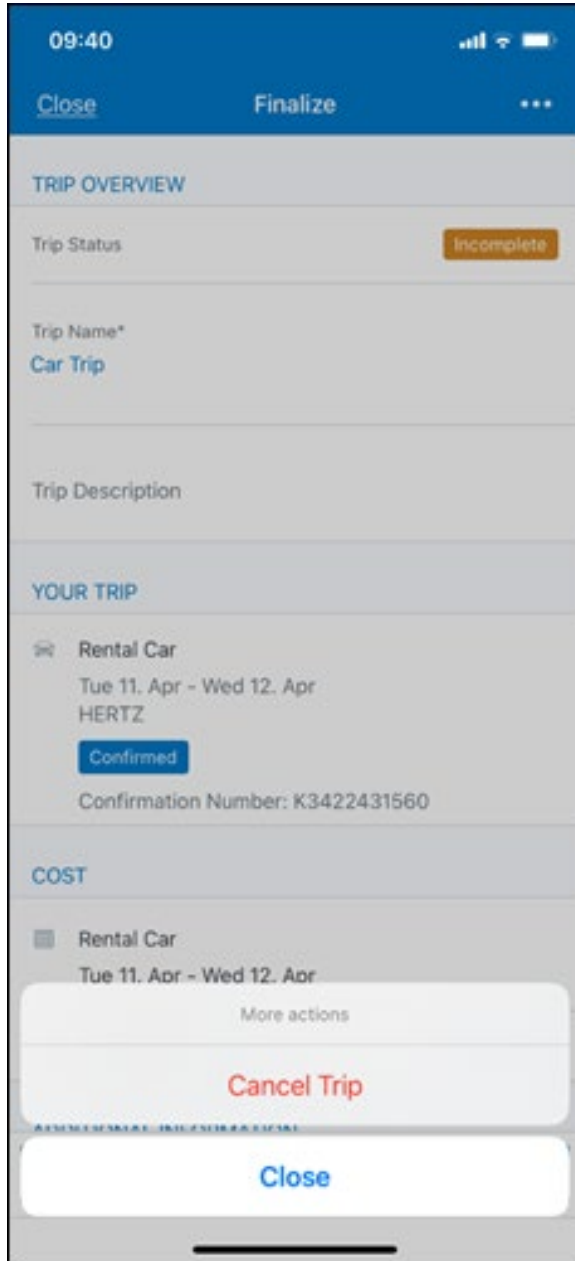


Version of the screen with filled-in values for trip custom fields:



## CANCEL TRIP

In case a user would like to leave the booking flow, the trip cancellation will be triggered via the equivalent link at the bottom of the page. Please refer to the details in the **Cancellation** section.

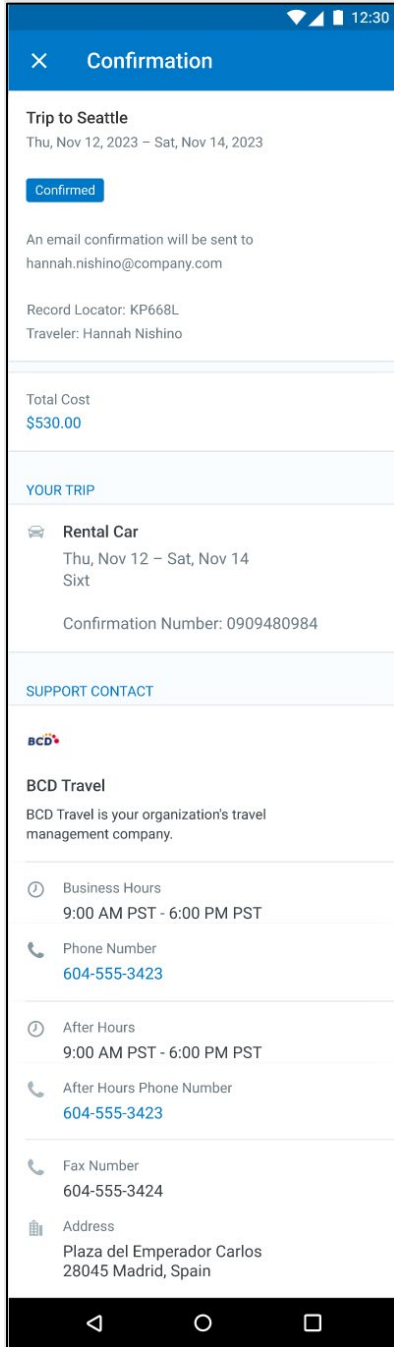




## End User Experience: Confirmation

Click **Confirm** on the **Finalize Trip** page; the **Confirmation** page will display.

This page provides an overview of all existing bookings in your trip and displays support contact data; configuration is required by your SAP Concur administrator.



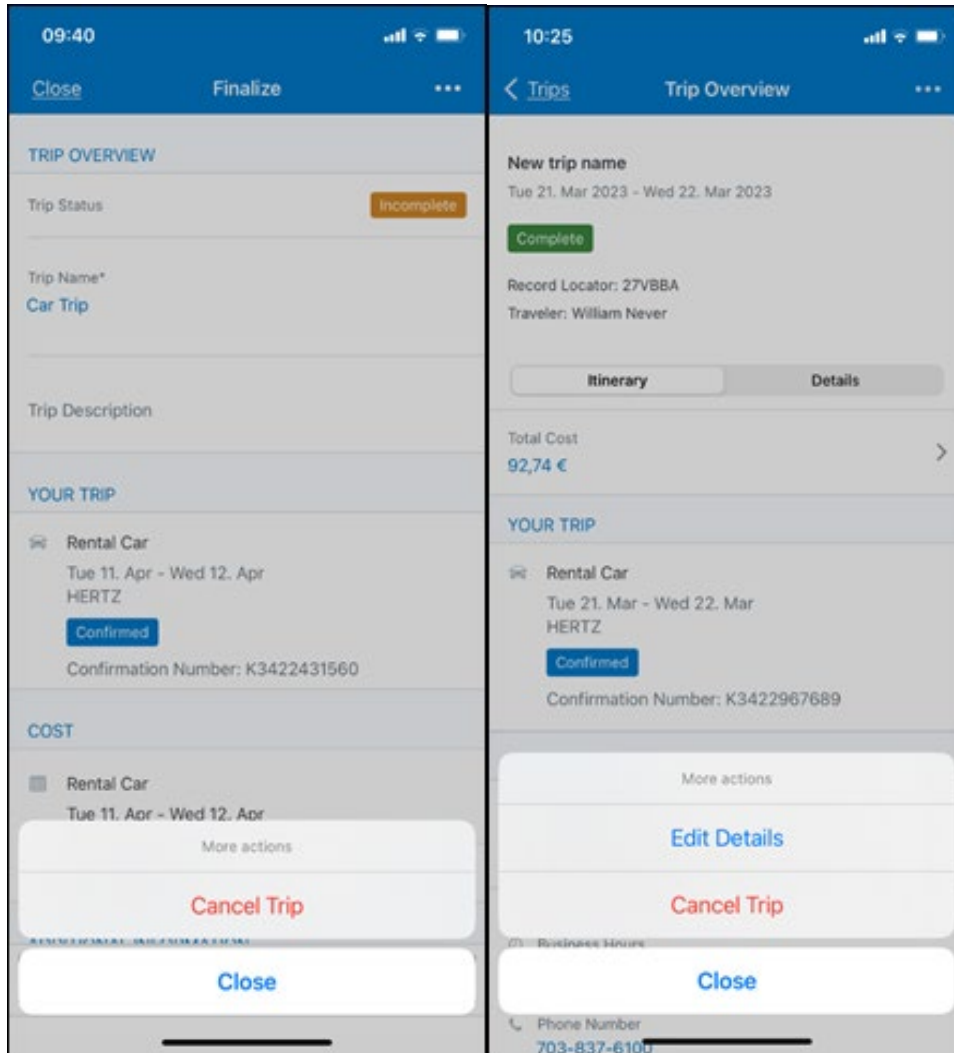
The **Confirmation** page includes:

1. Display of the current trip state as part of the header section
2. The email address of the confirmation recipient
3. A section that displays the total cost of the trip; this section is collapsed by default and can be expanded to review detailed rate information per booking
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of seats and doors for a rental car booking)
5. A **Support Contact** section will display support contact data (Configuration required by your SAP Concur administrator)

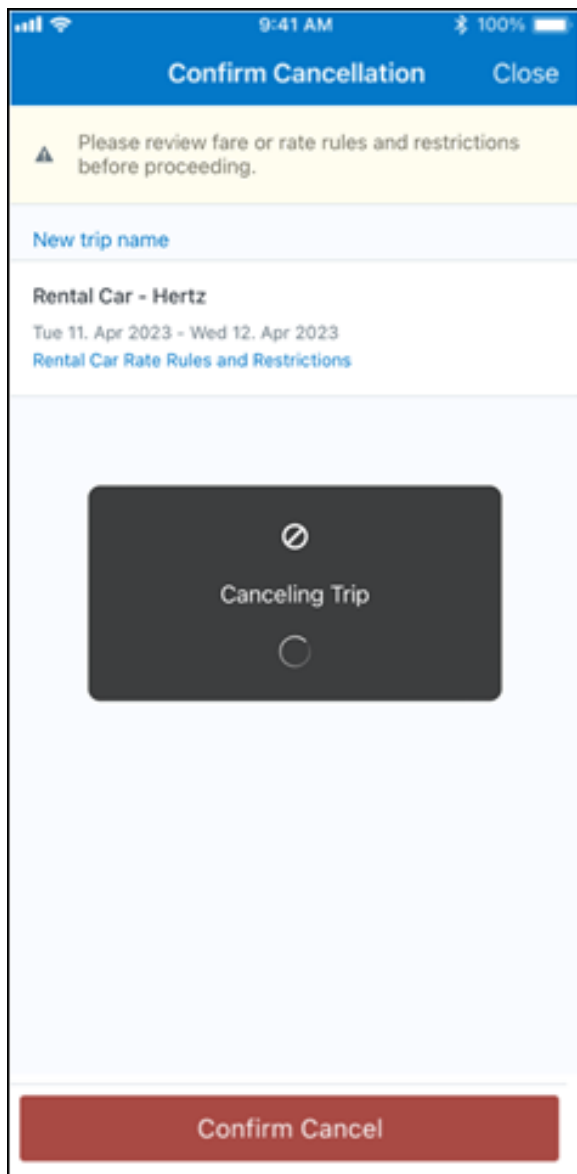
The user will be able to see the trip booked on the homepage under upcoming trips. At the same time, an email confirmation will be sent to the traveler.

#### **TRIP CANCELLATION**

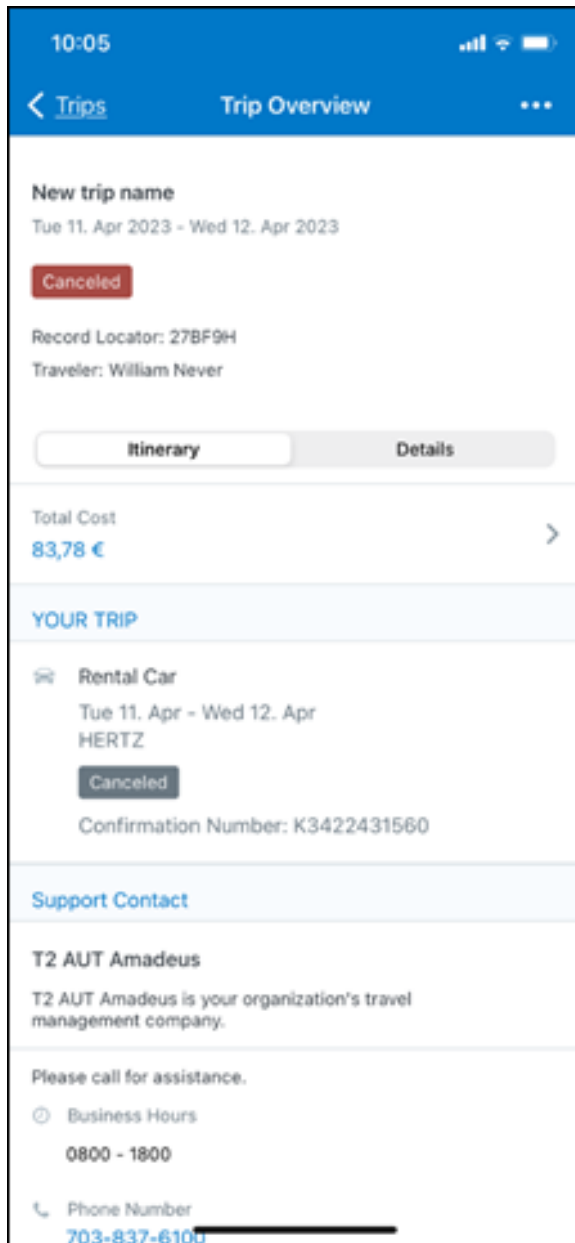
Options to cancel a trip are available on the **Finalize** and the **Trip Overview** screen.



Tapping **Cancel Trip** will redirect you to the **Confirm Cancellation** screen. A link directs to the **Terms and Conditions** of the car rental for review. Confirmation of the cancel action on this page will redirect to the **Trip Overview** page.



Confirmation of the cancel action on this page will redirect to the Trip Overview page where the trip is indicated as **Cancelled**.



## **\*\*Planned Changes\*\* New Rental Car Experience: Cancellation**

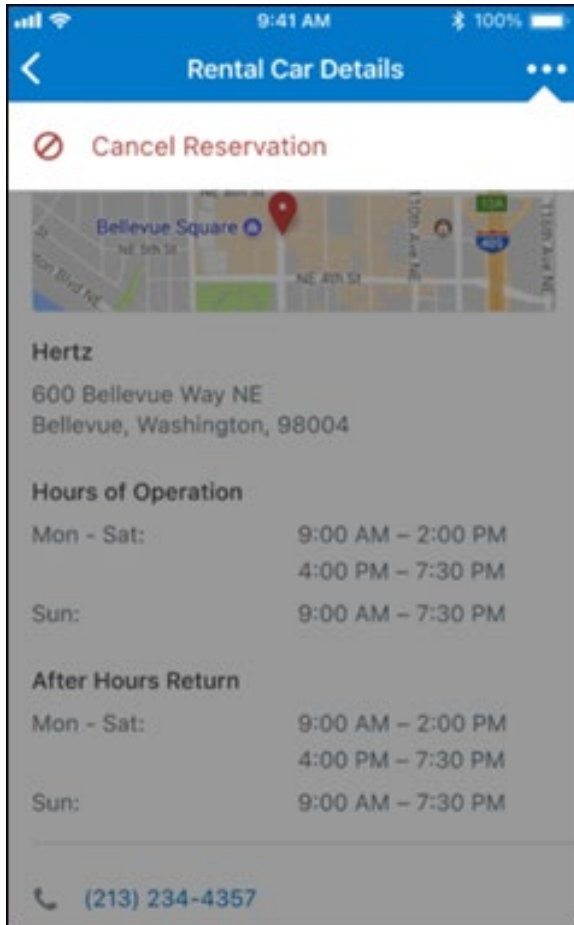
### ***End-User Experience: Cancellation***

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

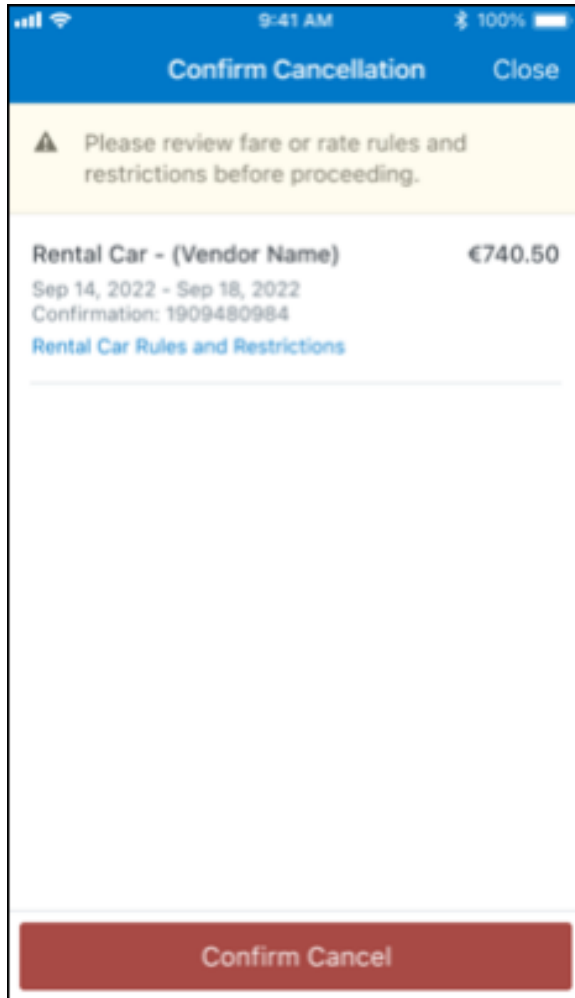
1. When users click **Cancel Trip** on the Finalize Trip page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancel action on this page will redirect users to the **Trip Overview** page where the trip is indicated as **Cancelled**.
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.
  - 1) 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 **Cancelled**.
  - 2) 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.

## BOOKING CANCELLATION

Clicking on **Cancel Reservation** on the **Rental Car Details** screen will redirect to the **Confirm Cancellation** page.



A link gives access to the Terms and Conditions of the car rental for review. Confirmation of the cancel action on this page will redirect to the Trip Overview page.



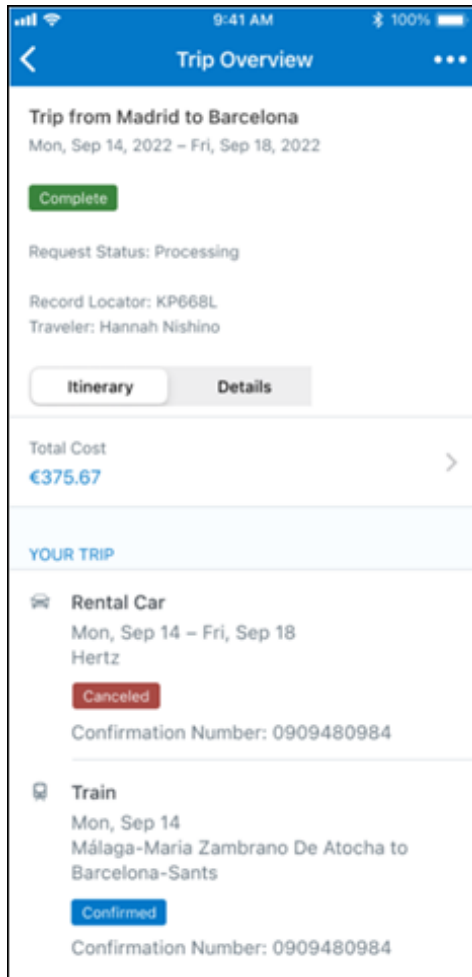
On trips with multiple bookings, only the cancelled booking is indicated as "Cancelled" whereas any remaining booking in the trip will show an active status.



## **\*\*Planned Changes\*\* New Rental Car Experience: Completed Trip Overview**

### ***End-User Experience: View Car Rental (Trip Overview)***

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



## **\*\*Planned Changes\*\* New Rental Car Experience: Configuration for Hertz, Sixt, and Delivery and Collection**

### **Configuration / Feature Activation**

This change is automatically available; there are no configuration or activation steps of Mobile in particular.



For more information, refer to the [Client Release Notes - Concur Travel](#)

## **\*\*Planned Changes\*\* New Rental Car Experience: Reduced Feature Set**

The activation of the new rental car 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 car rental 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 Requirement</b>	<b>Additional Information</b>
Content	Global Distribution System (GDS)	Agency Configuration	Amadeus only	
Integrations	Concur Request	Travel configuration	"Enable Request Integration" unchecked	
Travel Policy	Car Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager Show but do not allow Hide results	"Allow" enforcement level is supported but Display Message (Message when matched) portion is not. For Car category rules, "Show but do not Allow" is treated as "Hide Results" with the first release
Travel Policy	Itinerary Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager	"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
Travel Policy	Concur Travel's Native Approval Process	Company Administration	Car rules cannot use: • Require Approval	

		> Travel Admin	<ul style="list-style-type: none"> <li>• Require Passive Approval</li> <li>• Require Pre-Approval &amp; Log</li> <li>• Require Pre-Approval &amp; Notify</li> </ul>	
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Car vendor is one of [CarVendorList] Car vendor is not one of [CarVendorList] Car vendor is not preferred Car dropped off in country/region [CountryList] Car not picked up in country/region [CountryList] Car picked up in country/region [CountryList] Car type is one of [CarClassList]	Any other configured car rule parts will not be enforced.
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Itinerary booked [condition] [DaysAdvance] days in advance Trip duration [condition] [DaysLong] days Itinerary has no Hotel segments	Any other rule parts will not be enforced.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	General 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 would 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	Require credit card for car reservations	Travel configuration	This setting must be enabled	

Payments	Force users to choose a credit card	Travel configuration	This setting must be enabled	
Payments	Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations	Travel configuration	"Always write user-selected card" must be enabled	
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		<i>Impact details described in subsequent update.</i>
Car-Specific	Car Custom Text	Company Administration > Travel Admin > Custom Text		No CAR custom text is displayed.
Car-Specific	Always run a General Shop Request for Car Searches	Travel Configuration	Customers who do not have negotiated car rental discounts should not use the new car rental booking experience yet.	This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.
Car-specific	Direct Billing	Company Admin > Manage Corporate Discounts	Customers who use direct billing should not use the new car rental booking experience yet.	
Trip Management	Show "Add Air" On Existing Itineraries	Travel Configuration		When a user makes a car booking using the new experience, the "Add Air" link will not be shown yet.
Trip Management	Booking cancellation of Car Connector content (Hertz / Sixt) from an itinerary including further bookings (e.g. flight, hotel) on Mobile.	Travel Configuration	Car Connector content (Hertz / Sixt) enabled on travel config page	Please access the Concur Web application to cancel the booking if not possible on the Mobile app. The limitation for booking cancellation on the Mobile app only applies to the mentioned scenario. Booking cancellation of Amadeus-sourced content and booking cancellation of Car Connector content from an itinerary that does not include further bookings is supported.

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

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

### **CONFIRMATION EMAILS**

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

### **CUSTOM TRIP FIELDS – DISPLAY AT START**

All custom trip fields will be shown on the **Finalize Trip** page in the **Additional Information** section, even those configured to display at start.

### **TRIP SHARING/CLONING**

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

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<b>SAP Concur Release Notes</b> <b>SAP Concur's mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 9.110 - Associated web release: February 2023 Initial Post: Friday, March 10, 2023	Client - <b>FINAL</b>

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# Version Information

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## Supported Phone OS

Device	Operating System
Apple iPhone	Version 14.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 14.0 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 9.104 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.

---

**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

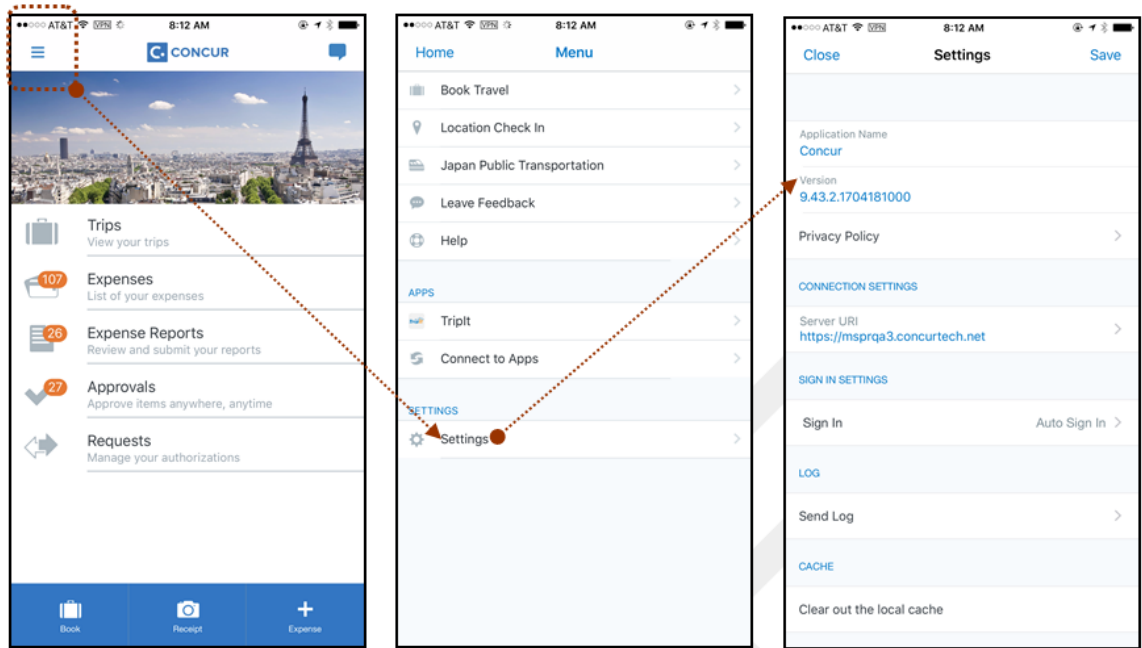
Platform	Deprecating Version
iPhone/iPad	9.105, 9.106, 9.107
Android	9.105, 9.106, 9.107

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.110	Friday, March 10	Update via App Store
Android	9.110	Friday, March 10	Update via Google Play

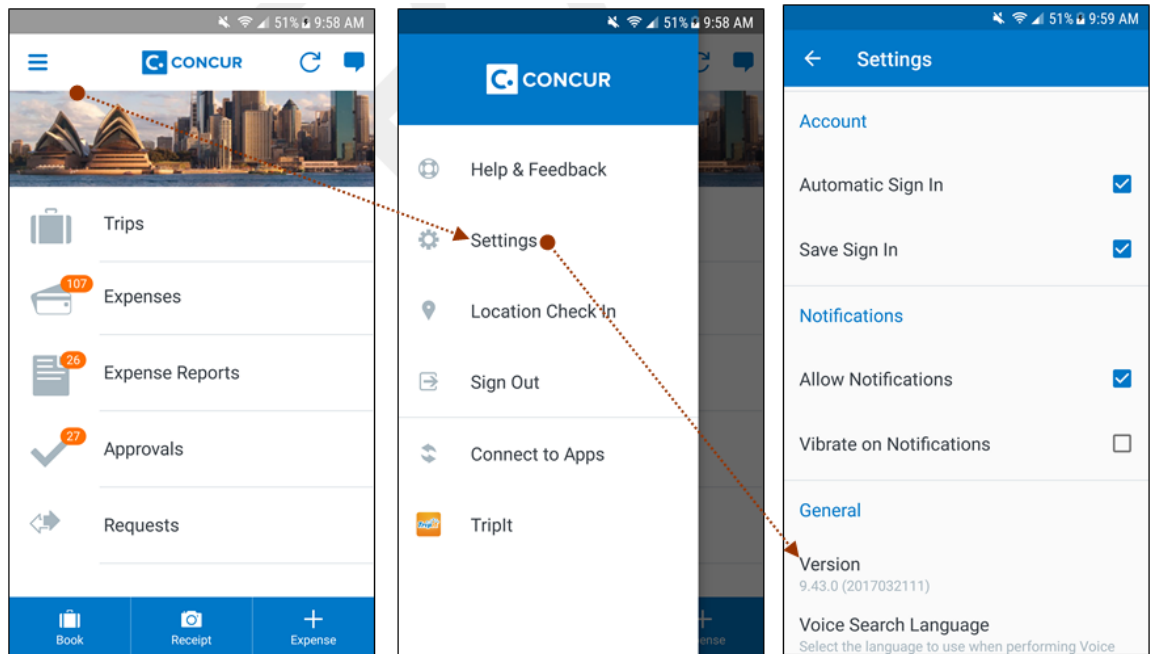
## Locate Version Information on the iPhone

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

# Release Notes

---

**There are no New Features this month.**

# Planned Changes

---

## **\*\*Planned Changes\*\* Fiori Horizon Theme for Concur Mobile**

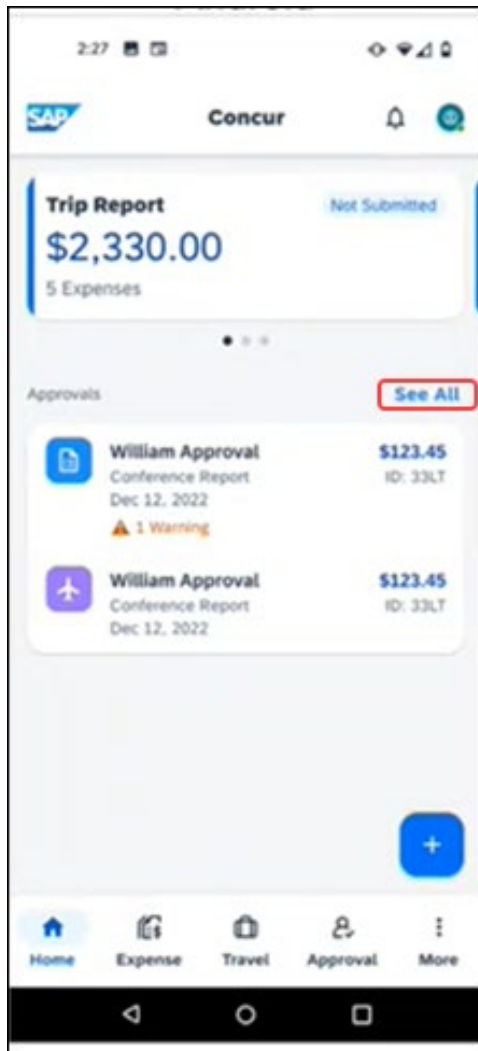
Targeted for Q2 release, SAP plans to implement the Horizon for Fiori themes in Concur Mobile. This change will be applicable for iOS and Android.

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

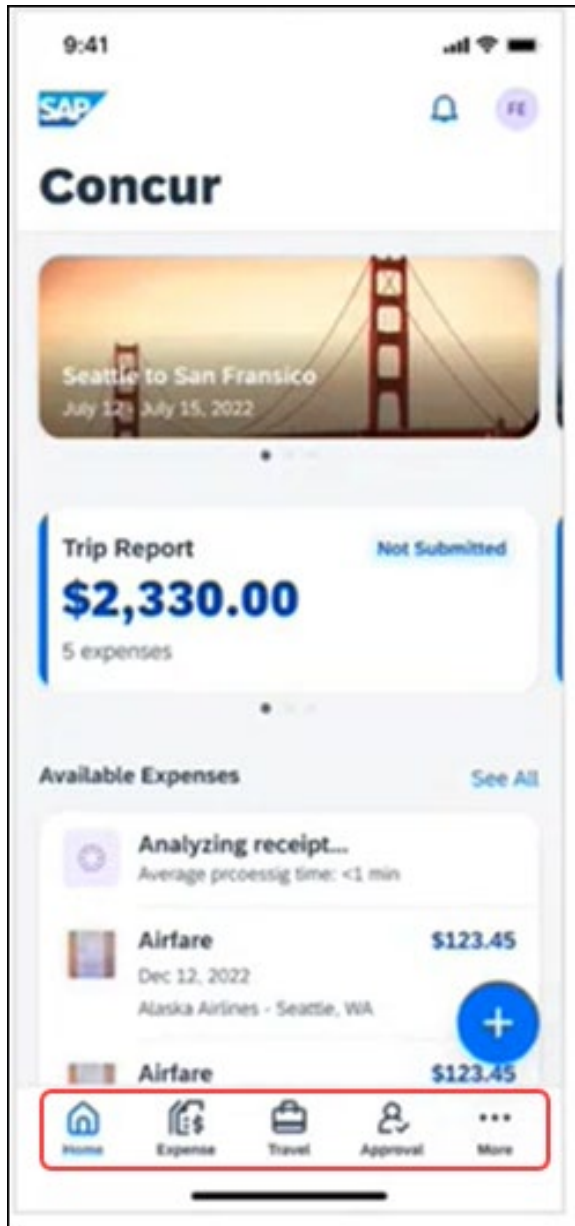
This change will help to provide a consistent user experience across all SAP products.


### ***How it Works:***

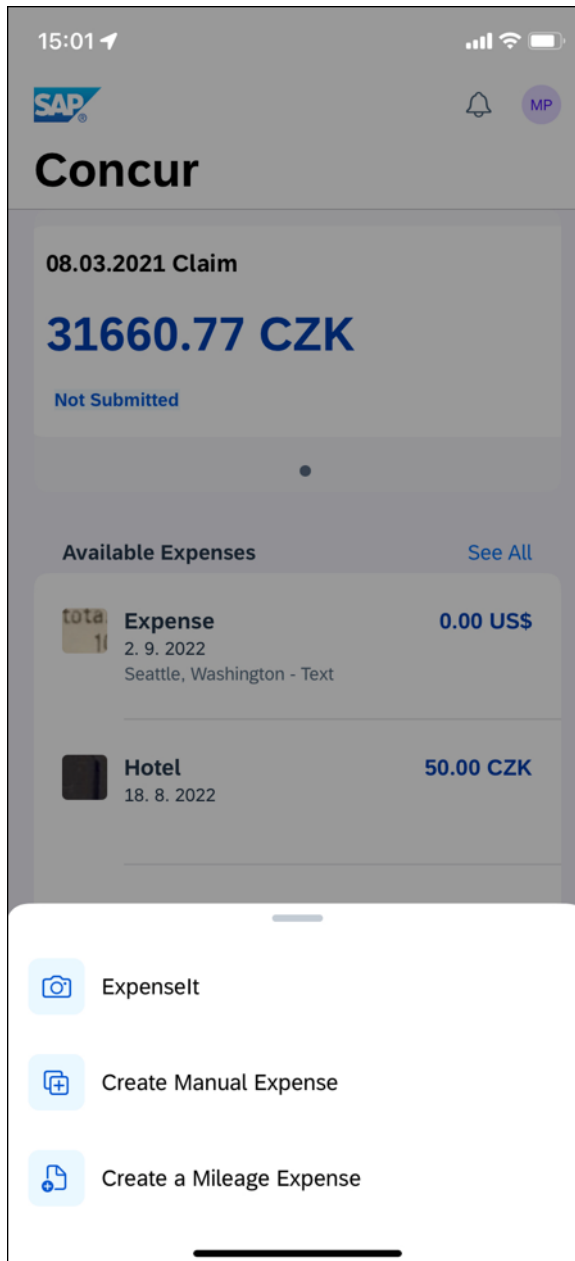
In the new view, the home screen for Mobile can be personalized, which allows for quick access to items like **Trip Reports**, **Approvals** and **Available Expenses**. Tapping **See All** will direct to a full list of items.



In addition, new tabs for **Expense**, **Travel** and **Approval** at the bottom of the home screen, will make navigating to other SAP Concur products easier. Tapping **More** will bring up more options such as Budget and Request.



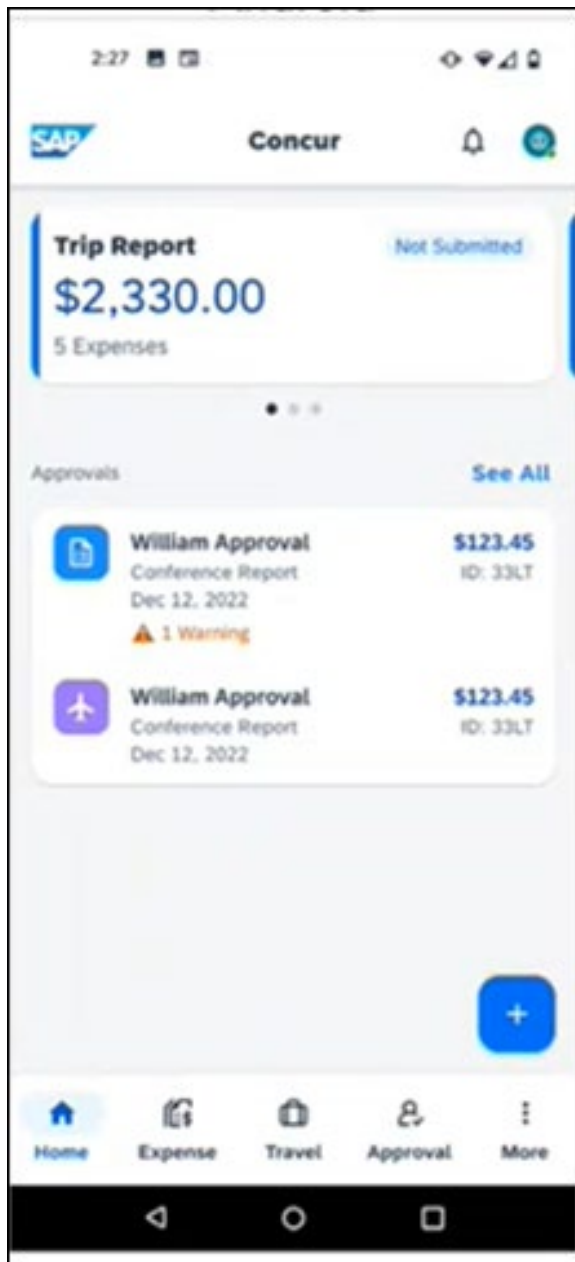
The  icon depicts shortcuts to frequent user actions such as Capture ExpenseIt, Create Manual Expense and Add Mileage Expense.





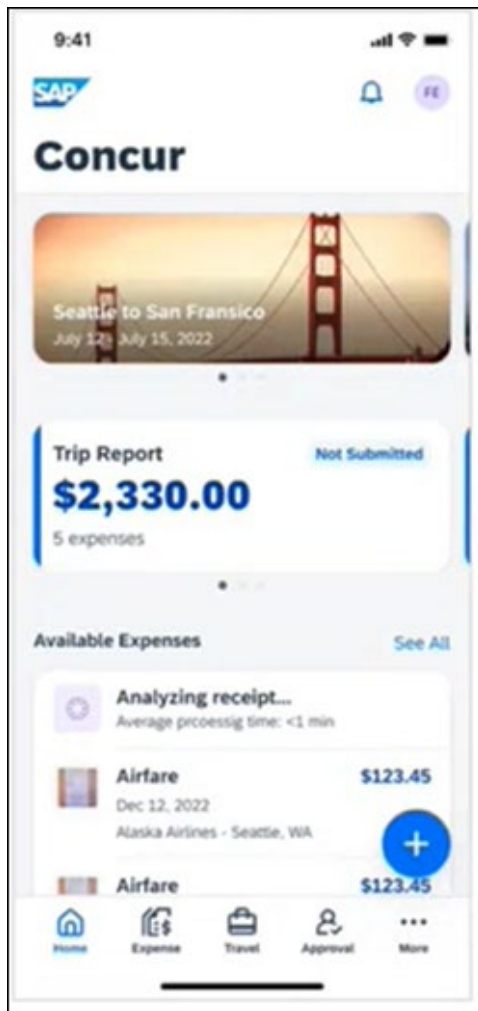
## ANDROID

In the following, the Android home screen is depicted.



## IPHONE AND IPAD

In the following, the iOS home screen is depicted.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information about Horizon themes for Fiori, refer to [Horizon Theme of SAP Fiori](#) and [SAP Fiori Design Guidelines: Theming](#).

# New Rental Car Workflow

## Overview

**Targeted for 2023**, Concur Travel will introduce a new rental car booking experience. This first release is limited to participating Amadeus TMC partners and is applicable for both Android and iOS. 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.

### ***Business Purpose / Client Benefit***

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

1. **Time Savings:** The user gets through the booking experience faster with less pages to go through.
2. **Delivery and Collection:** Select the Delivery and Collection service right up front with a choice of any favorite address and discover the compact and smooth booking experience.
3. **Sustainability:** Let end users consider the environmental footprint by comparing carbon dioxide (CO<sub>2</sub>) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices.
4. **Merged on-airport and off-airport search:** No matter where the user requires a rental car, all text entries will be recognized, and location suggestions are provided. All activated rental car companies with negotiated packages will be comparable. Details such as included services will display next to total rates with taxes and fees.
5. **Localized content:** When a rental car location exists in the GDS, it exists in Concur Travel. Locations will be offered in real time, with the most up-to-date location details as provided by the GDS.

## **\*\*Planned Changes\*\* New Rental Car Experience: Search for a Car Rental**

### ***End-User Experience: Search for a Car Rental***

The search options include a free text entry field for the pick-up location and when required, the drop-off location. No matter if the user is searching for an on-airport or off-airport rental car location, the user starts typing the preferred location. The "omni search" functionality will suggest matching options for cities, airports, company locations, business addresses, railway stations, points of interest and general addresses.

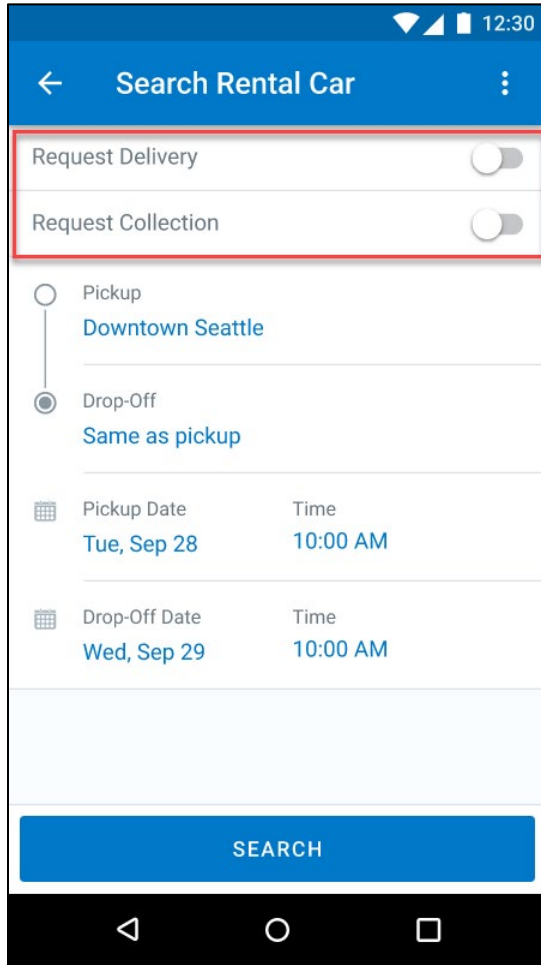
Pickup and drop-off date are pre-populated by tomorrow's date and day after tomorrow, respectively. The default time is set to 10:00 AM.

If the delivery and collection service has been activated by the Travel System Administrator, equivalent toggle switches become visible within the Rental Car search tool. The end user can request this service as part of their initial search request.

### **CAR SEARCH**

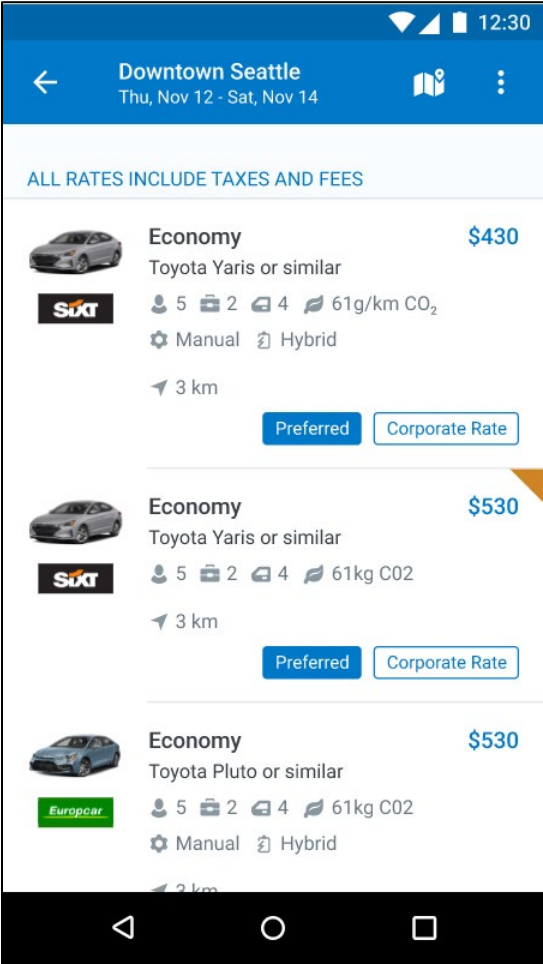
The screenshot displays the 'Search Rental Car' interface on a mobile device. At the top, there is a blue header with a back arrow, the title 'Search Rental Car', and a menu icon. Below the header, the form is organized into sections. The first section is for 'Pickup' location, with a radio button selected and the text 'Downtown Seattle'. The second section is for 'Drop-Off' location, with a radio button selected and the text 'Same as pickup'. The third section is for 'Pickup Date' and 'Time', with a calendar icon, the date 'Tue, Sep 28', and the time '10:00 AM'. The fourth section is for 'Drop-Off Date' and 'Time', with a calendar icon, the date 'Wed, Sep 29', and the time '10:00 AM'. At the bottom of the form is a large blue button labeled 'SEARCH'. The mobile OS navigation bar is visible at the very bottom.

**CAR SEARCH WITH DELIVERY AND COLLECTION TOGGLES**



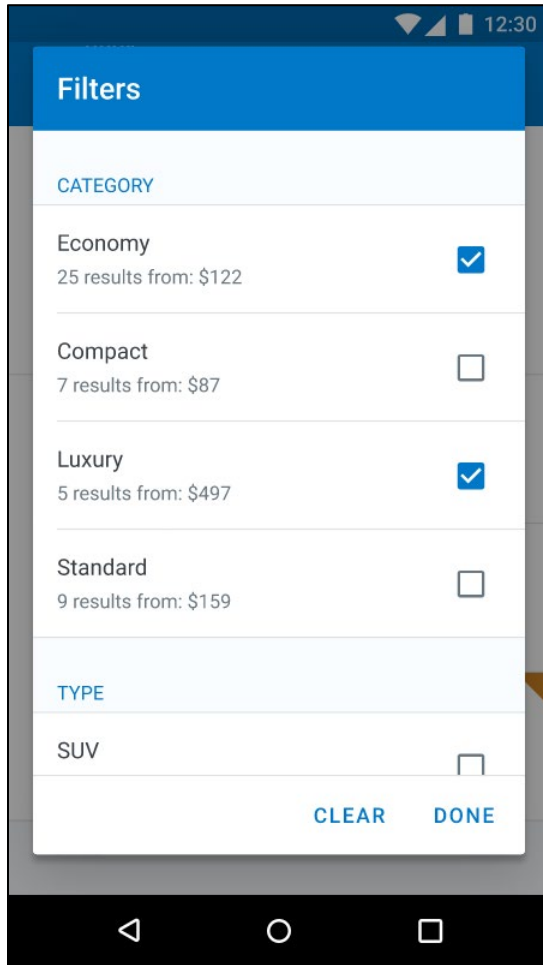
**End-User Experience: Select a Car Rental**

Once the user has entered their search criteria and clicked **Search**, the search results display with the new design.



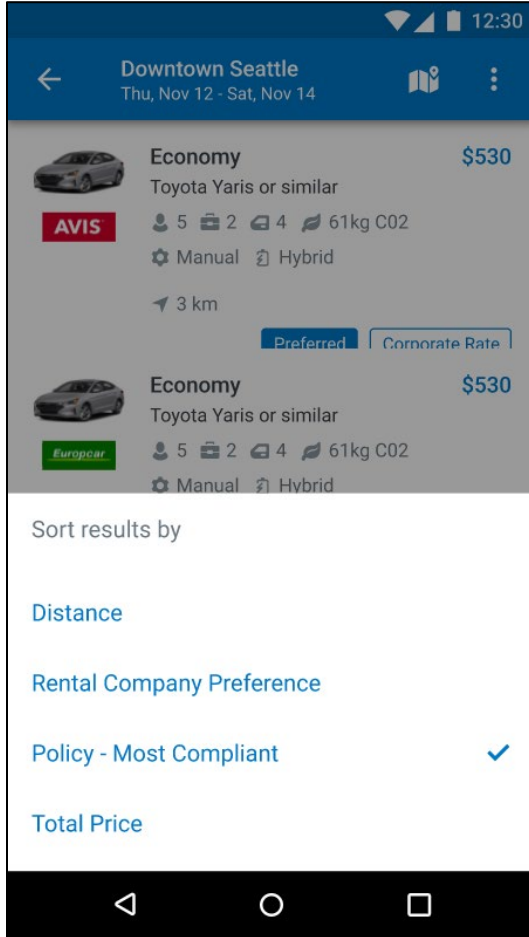
## FILTER OPTIONS

The offered filter sections are car category, car type, vendor, and specifications (transmission type, hybrid or electric).



## SORTING OPTIONS

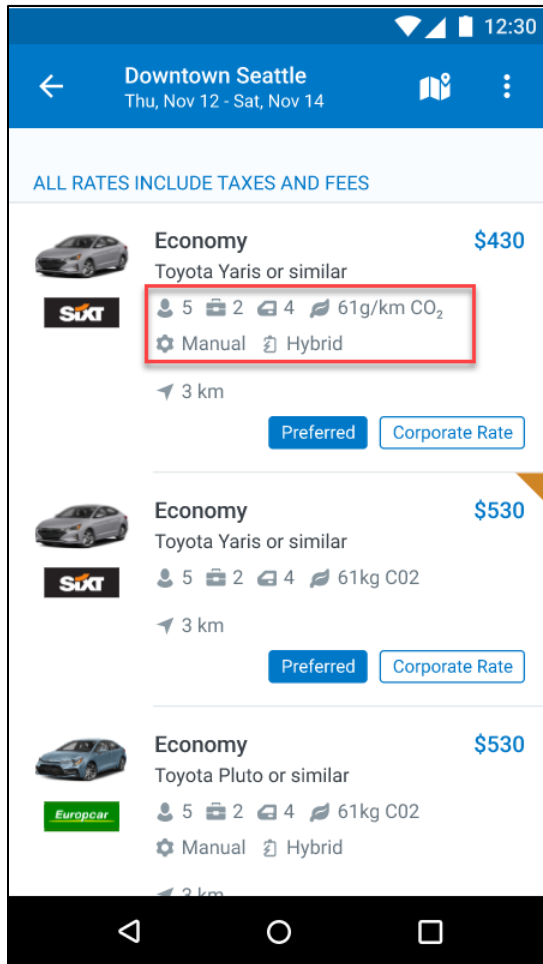
The sorting orders are reduced to sort by **Total Cost**, **Distance**, **Policy, Most Compliant** and Preferred Rental Car Company.





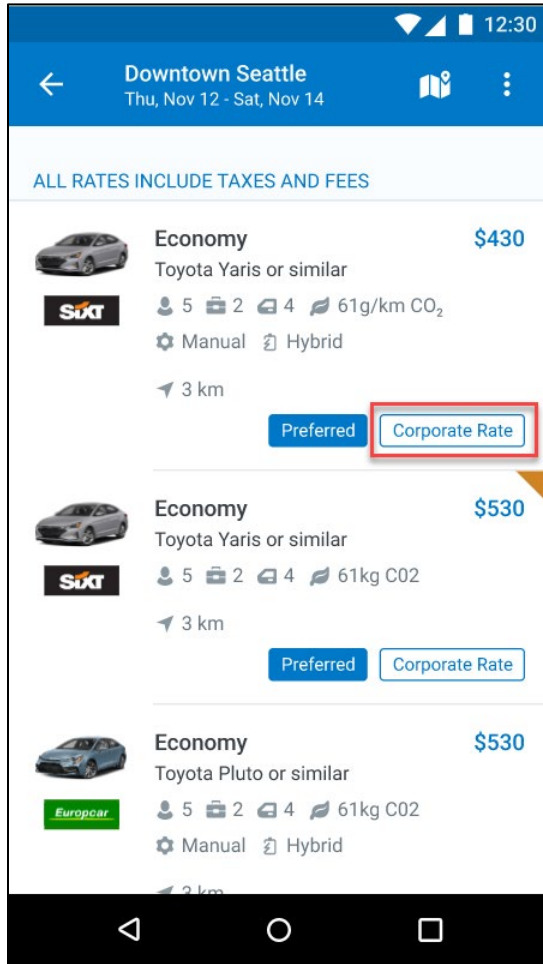
## CAR FEATURES

The emphasis of the page is set on the result list which shows consistent information across the car offers. The vehicle-related information contains information on number of seats, bags, and doors, as well as transmission, fuel type, and carbon dioxide emission values.



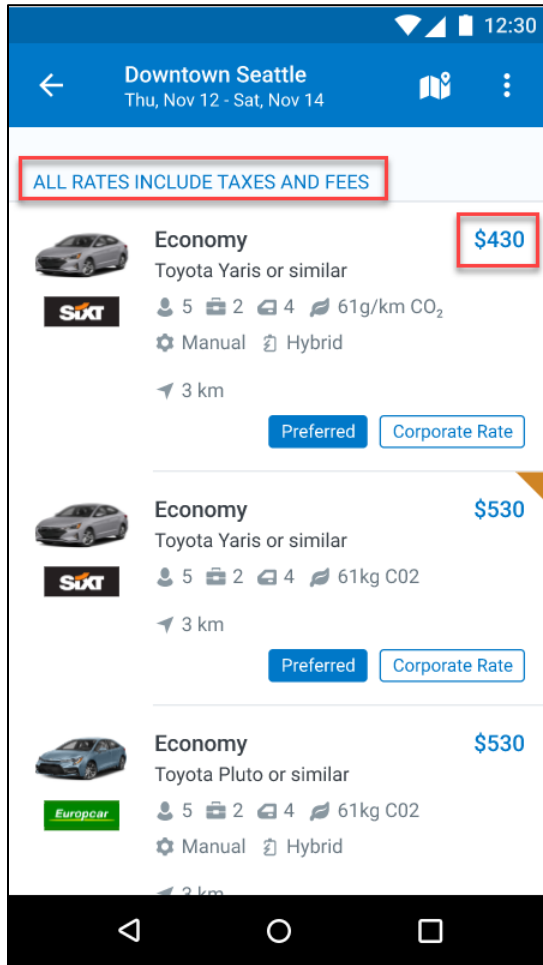
## CORPORATE RATES

Corporate rates will be highlighted via a label displayed to the user to compare all included services between the offers. In the new experience, the comparison is between rental car locations and suppliers in general. To show the most relevant results, the system limits the displayed locations to a maximum of 5 closest rental car locations per supplier.



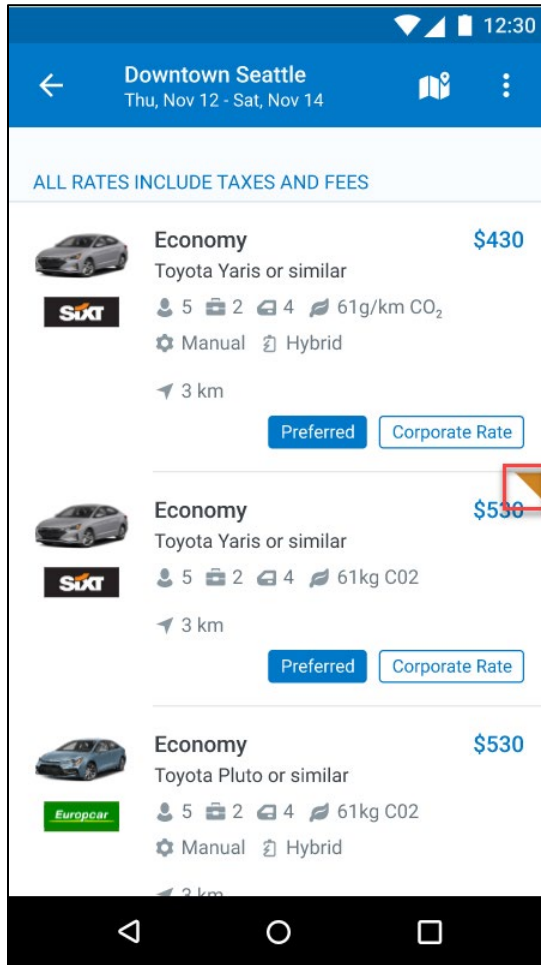
## TOTAL PRICE

Total prices are displayed in comparison to the daily rates. All rates displayed include all taxes and fees.



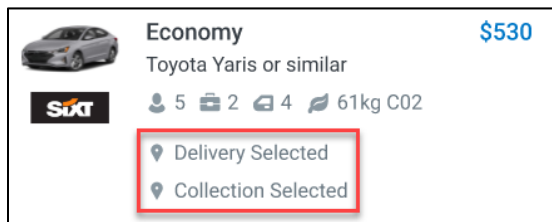
## TRAVEL POLICY

When a rental car offer violates a policy rule, the segment is marked with a corresponding warning icon.



## DELIVERY AND COLLECTION

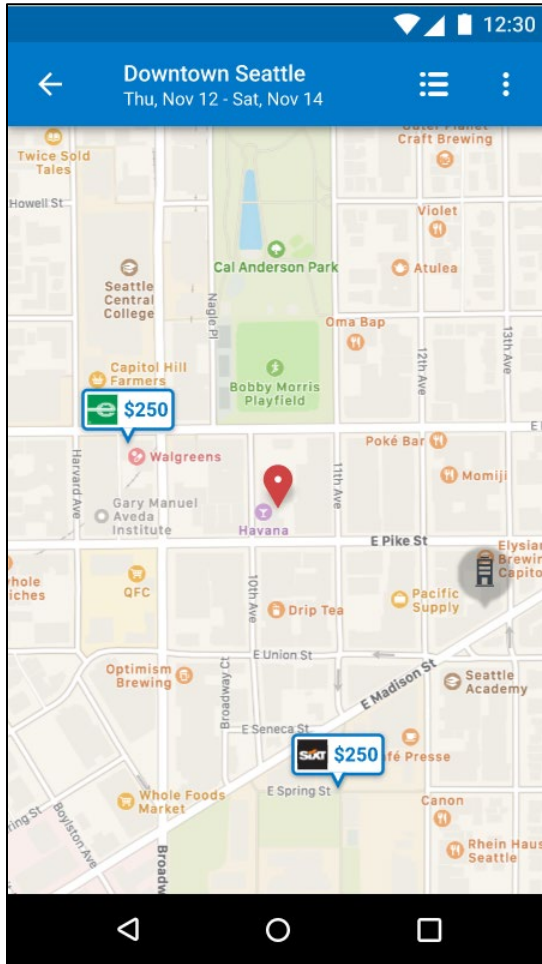
When a user searches for car rentals using the delivery and collection service, this will be indicated on the individual search results.



## MAP VIEW

The new result map view has an informational purpose and represents an additional filter option. Tap a pin to see the location address, opening hours, and the total price for the cheapest available car. In case of overlapping pins, the number of locations is displayed. Tap the pin to trigger an automatic zoom view of the map, until separate pins are displayed clearly.

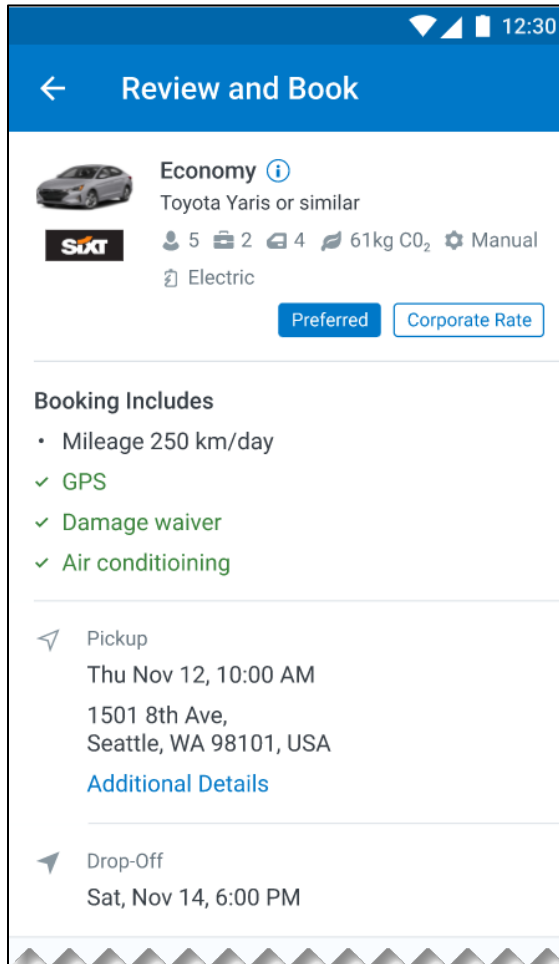
Select a specific rental car location on the map to return to the result page and show only offers connected to this pick-up location.



## **\*\*Planned Changes\*\* New Rental Car Experience: Review and Book**

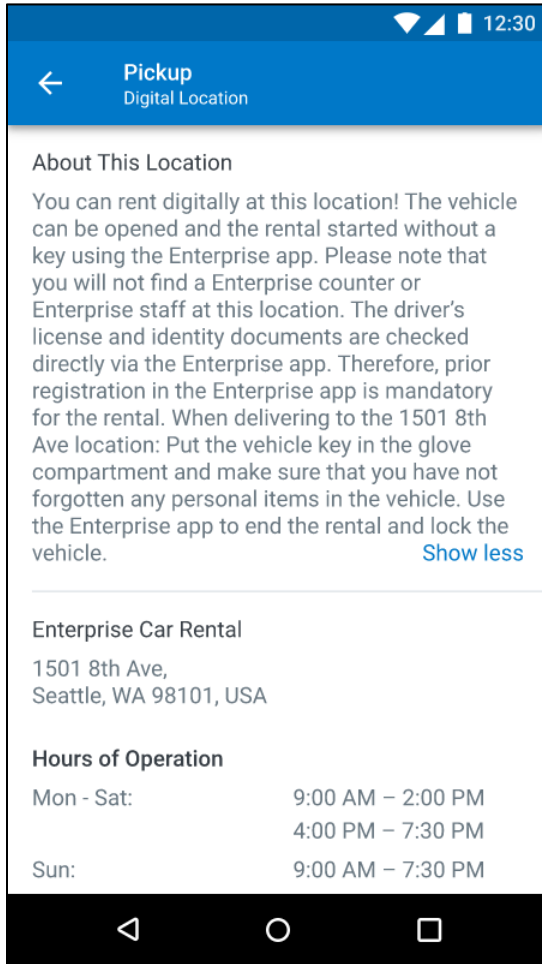
### ***End-User Experience: Review and Book***

The **Review and Book** page combines all relevant information before the user is completing the booking. All car selection related information is presented, listing all car attributes plus insurance and other services connected to the selected rate.



## ADDITIONAL DETAILS

The **Additional Details** popup contains information on pickup and drop-off address, hours of operation, shuttle, terminal information if available, and directions on how to get to the location. As Concur Travel supports out-of-hour rentals in the new rental car booking experience, the corresponding hours of operation or an alternative informational text will display.



## CAR PREFERENCES

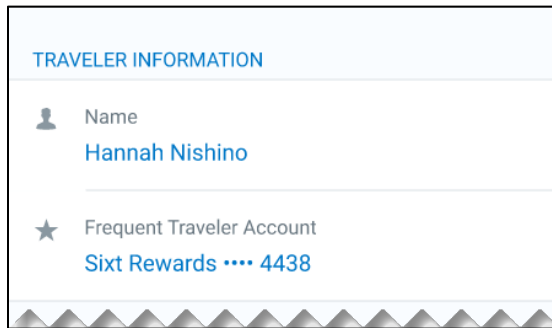
The **Rental Car Preferences** section allows users to comment on the rental car location directly as part of the booking. Given the special character limitations of some external content channels, only alpha-numeric entries are accepted.

The screenshot shows a form titled 'RENTAL CAR PREFERENCES'. It contains a text input field labeled 'Comments'. Below the input field, there is a note: '30 characters maximum % ^ & \* and other special characters are not allowed.'

## TRAVELER INFORMATION

The **Traveler Information** section will show the user data that is used to complete the booking and the data that is also transferred to the suppliers. It is possible to select a specific loyalty card from the user profile. When a loyalty card program is stored in the user profile, matching the selected vendor offer, Concur Travel will automatically fill out this frequent traveler card.

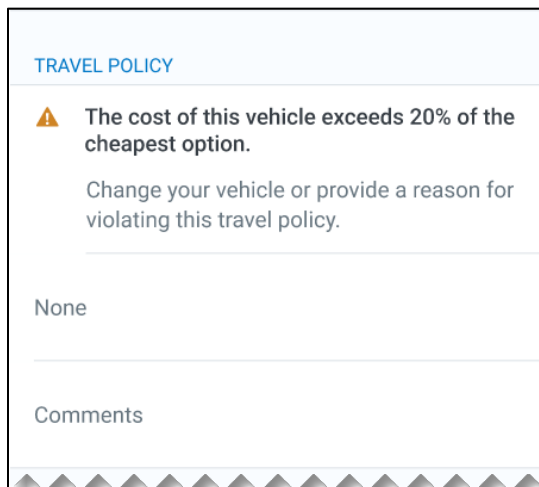
For all airport rentals, Concur Travel will display a flight number entry field. This information is important for the rental car companies to track changes of pick-up times related to flight delays.



The screenshot shows a light blue header with the text "TRAVELER INFORMATION". Below the header, there are two rows of information. The first row has a person icon, the label "Name", and the value "Hannah Nishino". The second row has a star icon, the label "Frequent Traveler Account", and the value "Sixt Rewards ... 4438". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The user will be shown which rule(s) were broken, be able to select a travel policy violation reason from the dropdown, and/or provide additional justification via a Comments box.



The screenshot shows a light blue header with the text "TRAVEL POLICY". Below the header, there is a warning icon (a triangle with an exclamation mark) followed by the text "The cost of this vehicle exceeds 20% of the cheapest option." Below this text is a prompt: "Change your vehicle or provide a reason for violating this travel policy." There is a horizontal line below the prompt, followed by a dropdown menu with "None" selected. Below the dropdown is another horizontal line, followed by a text input field labeled "Comments". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## PRE-BOOK CUSTOM FIELDS

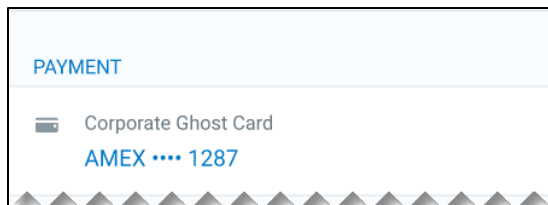
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process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



*Image to be included in subsequent update.*

## PAYMENT

The payment selection will display on the **Review and Book** page when a credit card form of payment is needed to complete the booking. The payment selection is a required field.



The user is shown a list of available credit cards to select from, based on configuration. There is no default option pre-selected, and the user is prompted to **Choose your payment method**. If the user attempts to book and continue without selecting a credit card, the following alert banner displays across the top of the page: "This trip was not booked. Please fix the indicated errors and try again." Also, the required payment selection is highlighted, and additional information is shown.

*Image to be included in subsequent update.*

The payment selection display is shown when:

- The content source indicates that a credit card is required to complete the booking, or
- The travel configuration **Require Credit card for Car Reservations** option is enabled, or
- The travel configuration **Agency Processing Fee Form of Payment for Land Only** or **Non-GDS Reservations** option is enabled and set to **Always write user-selected card**.

The choices shown in the payment selection display are determined by:

- The Corporate Ghost Cards which are set to **Allow for Car** and assigned to the user.
- The personal credit cards that a user has saved in their Concur Travel profile.



To change settings for **Require credit card for car reservations, Corporate Ghost Cards for Car, Agency Processing Fee Form of Payment for Land Only** or **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](#).

As part of the new Concur Travel experience, administrative setting validation is improved. For this reason, it is possible a configuration could be set to require a credit card yet have no cards available for the user to select. If this occurs, the user will see this error message:

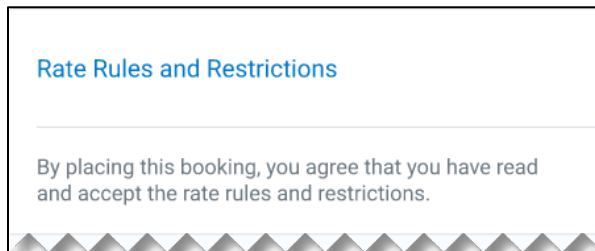
*Image to be included in subsequent update.*

The user can then:

1. Try to add a new personal credit card to their Concur Travel Profile and reattempt their booking.
2. Contact their Travel Management Company to complete the booking and/or investigate why a Corporate Ghost Card is not configured.

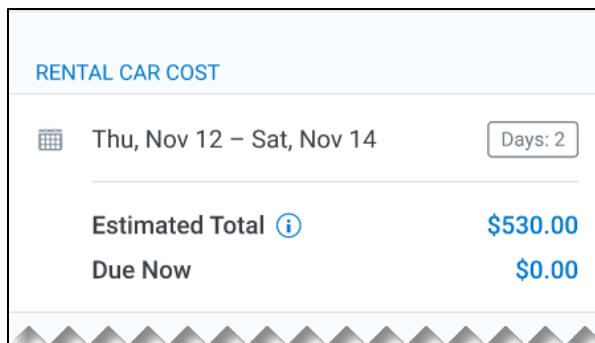
### **RATE RULES AND RESTRICTIONS**

The supplier's rate rules and restrictions will be shown via the link at the bottom of the page.



### **COST SECTION**

Within the cost section, when booking a post-pay or corporate rate, the total price will be shown in the configuration currency of the traveler. A list of all included taxes, fees, surcharges, special equipment types and insurances becomes visible when expanding **Others** within the cost section.



*Image to be included in subsequent update.*

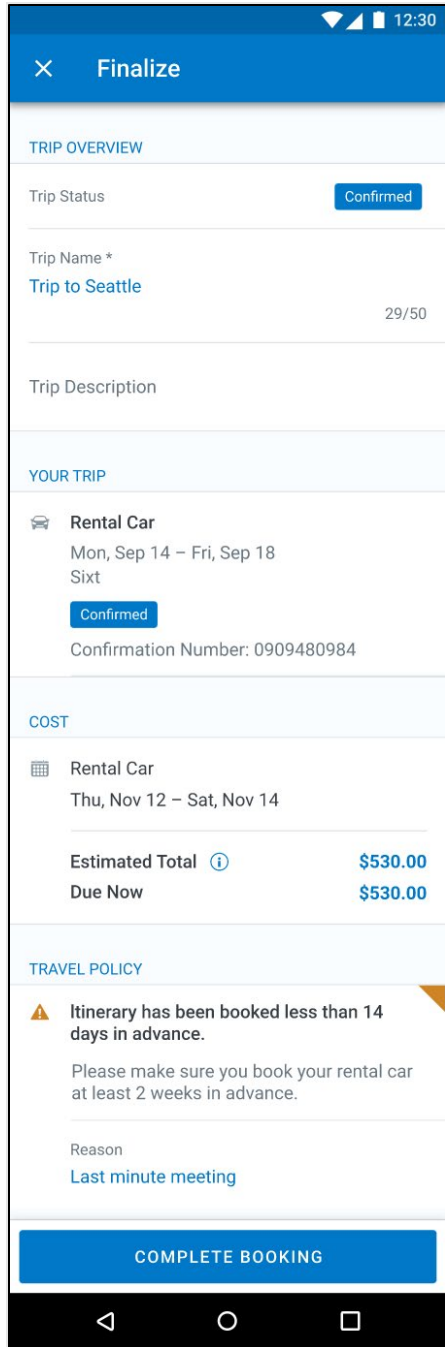
To complete the booking, complete all required fields and tap **Book and Continue**.



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

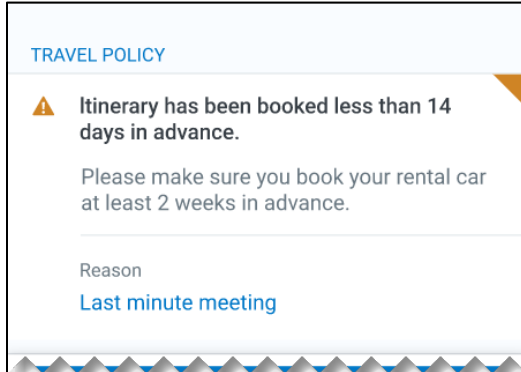
The **Finalize Trip** page in the rental car workflow will allow the user to enter a different name for the trip and provide a description. When expanding the car segment, all details about the newly created reservation will become visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, to apply trip level policy rules, to allow the user to enter trip-related custom fields, and to use approval workflows after the user has added all required bookings to a common trip. Bookings currently apply to rail and will soon apply to car. Later releases of the new Concur Travel experience will also apply to air and hotel.



## TRAVEL POLICY

For policy violation on Trip level, the **Travel Policy** section will inform the users about triggered policy rules and provides an opportunity to select a reason and/or add a comment.



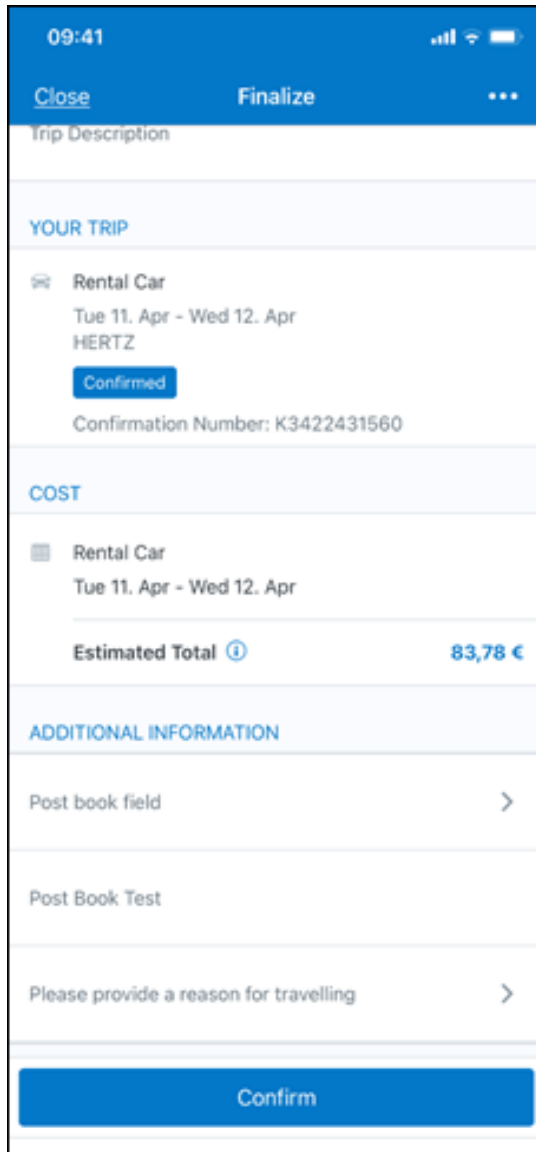
The Finalize page in the rental car workflow allows the user to determine a different name for the trip and provide a description. When expanding the car segment all details about the just created reservation become visible again.

The purpose of this intermediate step is to present an overview of all reserved segments (Rail and Car for now, Air and Hotel to be added in later releases of the new Concur Travel experience) to apply trip level policy rules, let the user enter trip related custom fields and using approval workflows after the user has added all required segments to a common trip.

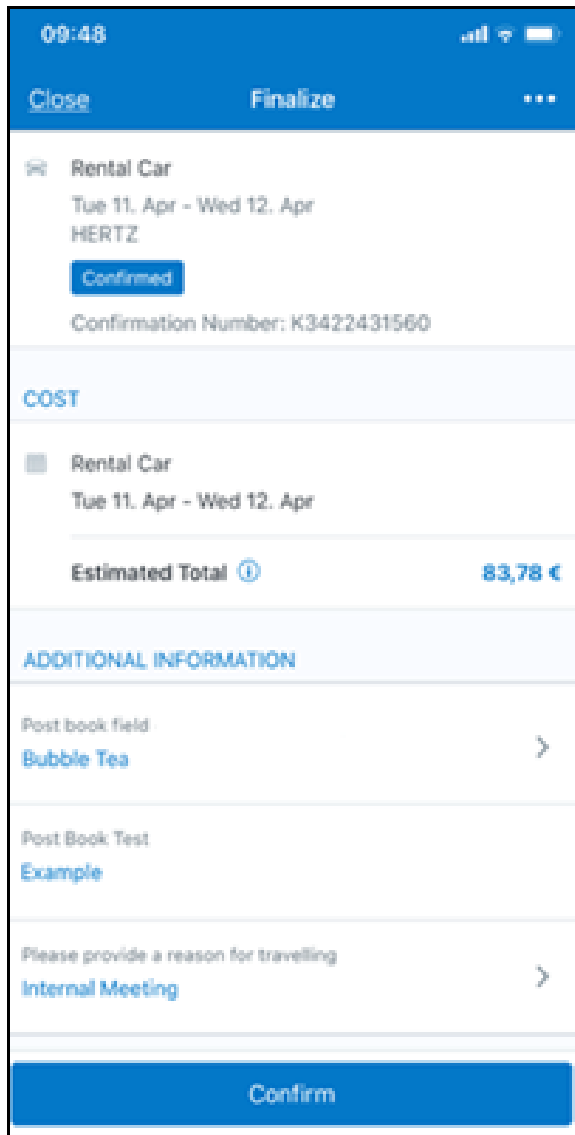
## TRIP CUSTOM FIELDS

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 are shown on the **Finalize Trip** page in the **Additional Information** section as shown in the following screenshot.

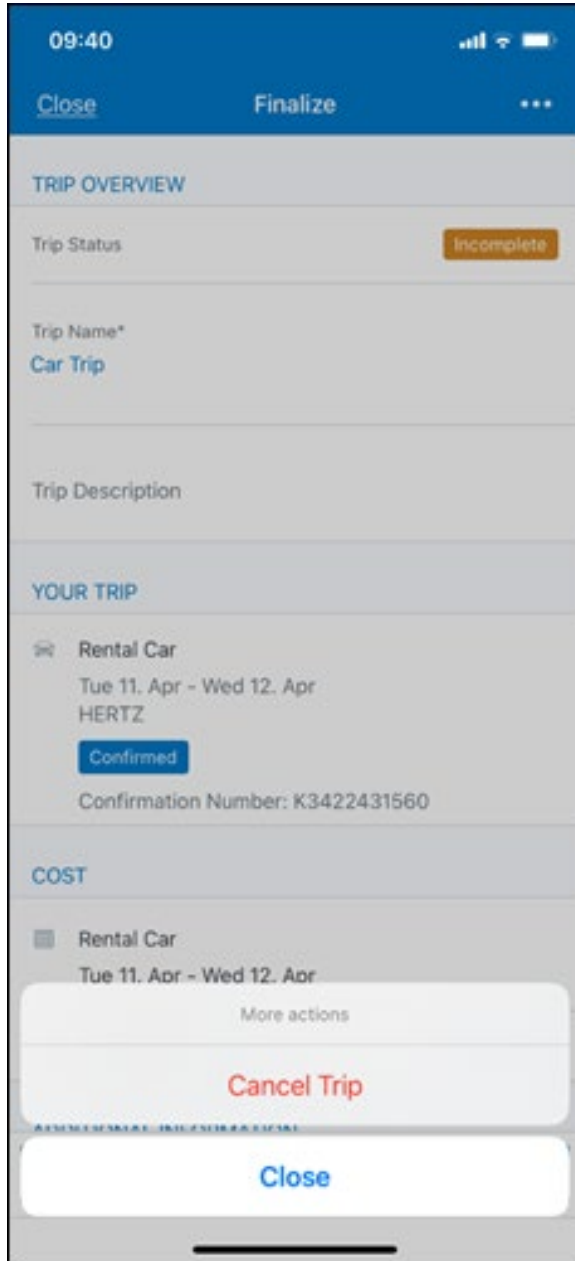


Version of the screen with filled-in values for trip custom fields:



## CANCEL TRIP

In case a user would like to leave the booking flow, the trip cancellation will be triggered via the equivalent link at the bottom of the page. Please refer to the details in the **Cancellation** section.

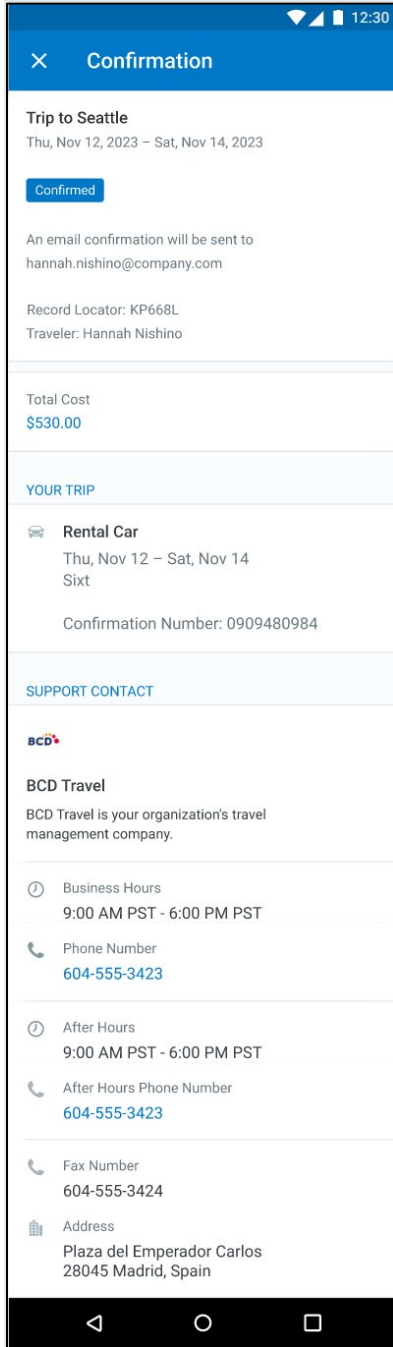




## End User Experience: Confirmation

Click **Confirm** on the **Finalize Trip** page; the **Confirmation** page will display.

This page provides an overview of all existing bookings in your trip and displays support contact data; configuration is required by your SAP Concur administrator.



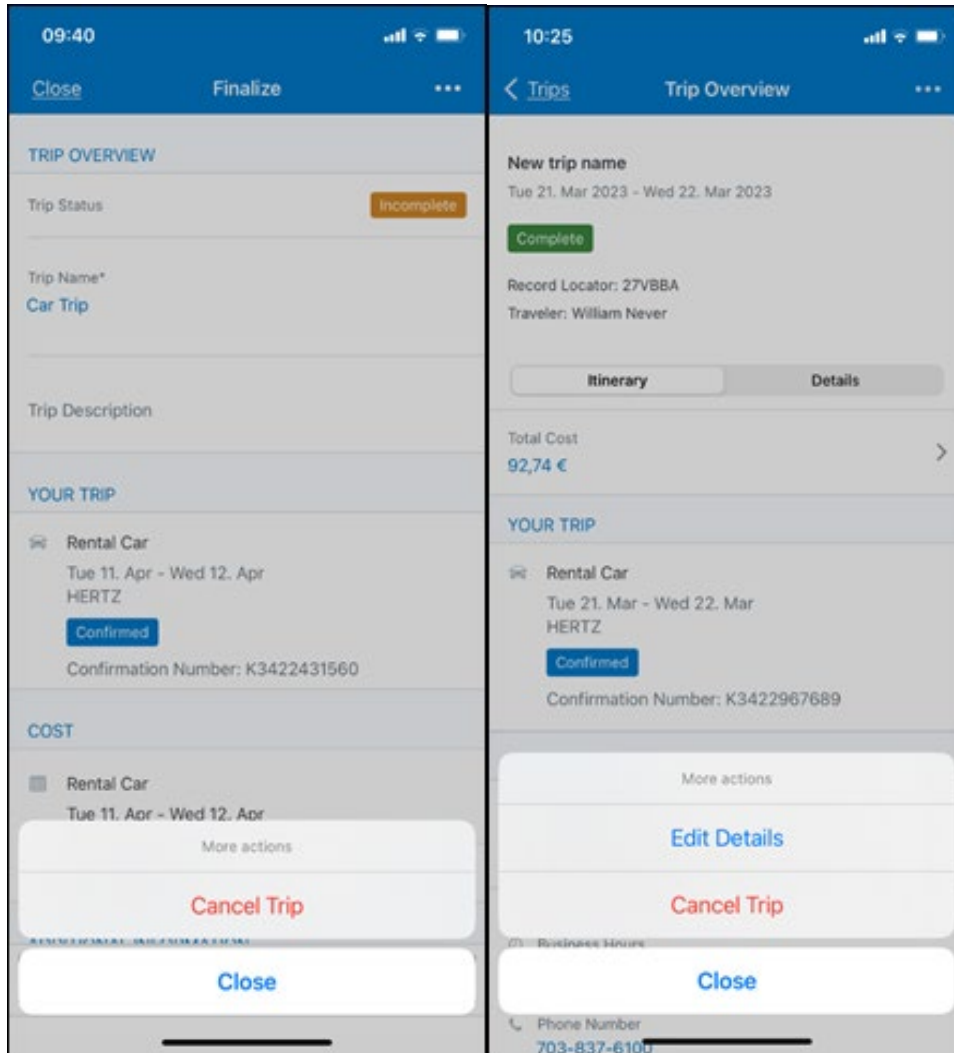
The **Confirmation** page includes:

1. Display of the current trip state as part of the header section
2. The email address of the confirmation recipient
3. A section that displays the total cost of the trip; this section is collapsed by default and can be expanded to review detailed rate information per booking
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of seats and doors for a rental car booking)
5. A **Support Contact** section will display support contact data (Configuration required by your SAP Concur administrator)

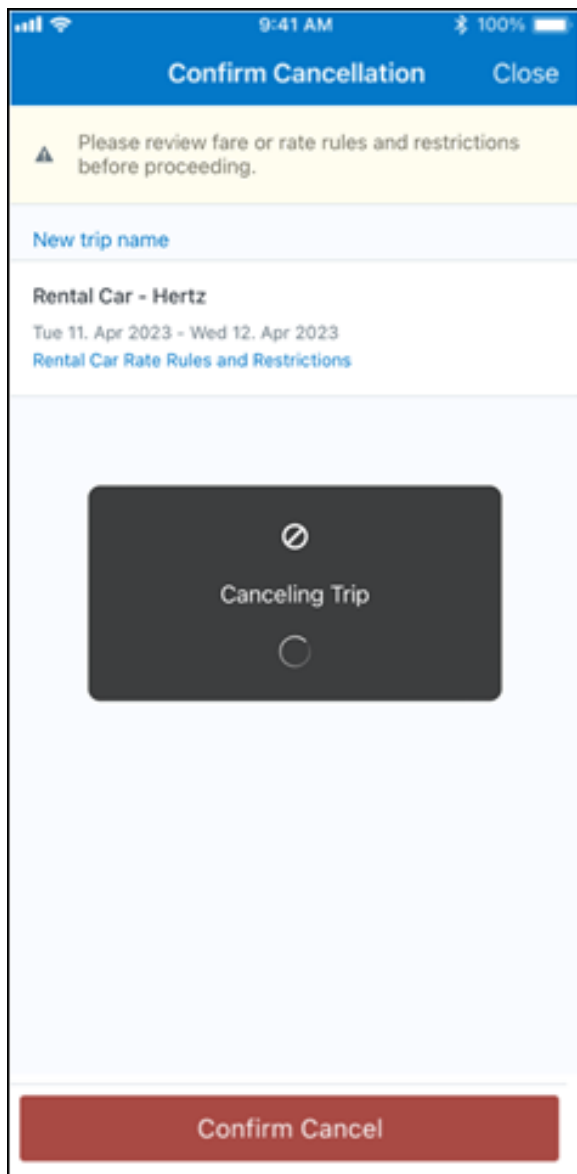
The user will be able to see the trip booked on the homepage under upcoming trips. At the same time, an email confirmation will be sent to the traveler.

#### **TRIP CANCELLATION**

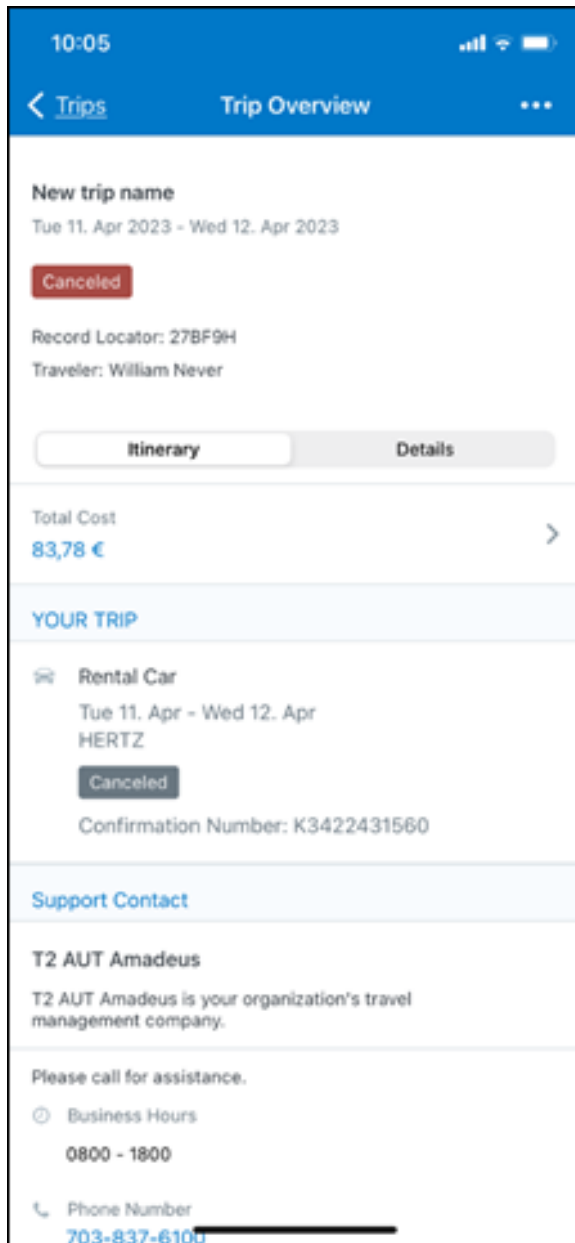
Options to cancel a trip are available on the **Finalize** and the **Trip Overview** screen.



Tapping **Cancel Trip** will redirect you to the **Confirm Cancellation** screen. A link directs to the **Terms and Conditions** of the car rental for review. Confirmation of the cancel action on this page will redirect to the **Trip Overview** page.



Confirmation of the cancel action on this page will redirect to the Trip Overview page where the trip is indicated as **Cancelled**.



## **\*\*Planned Changes\*\* New Rental Car Experience: Cancellation**

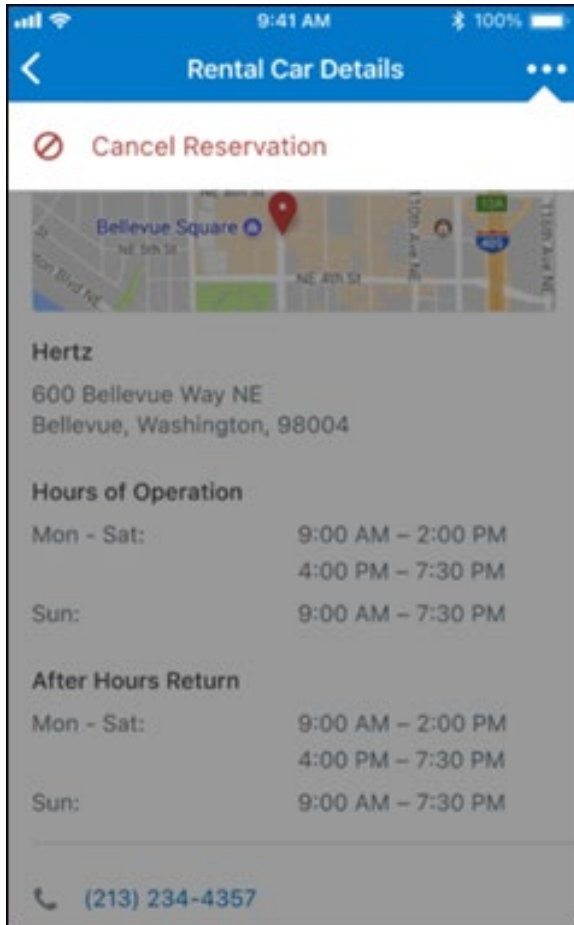
### ***End-User Experience: Cancellation***

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

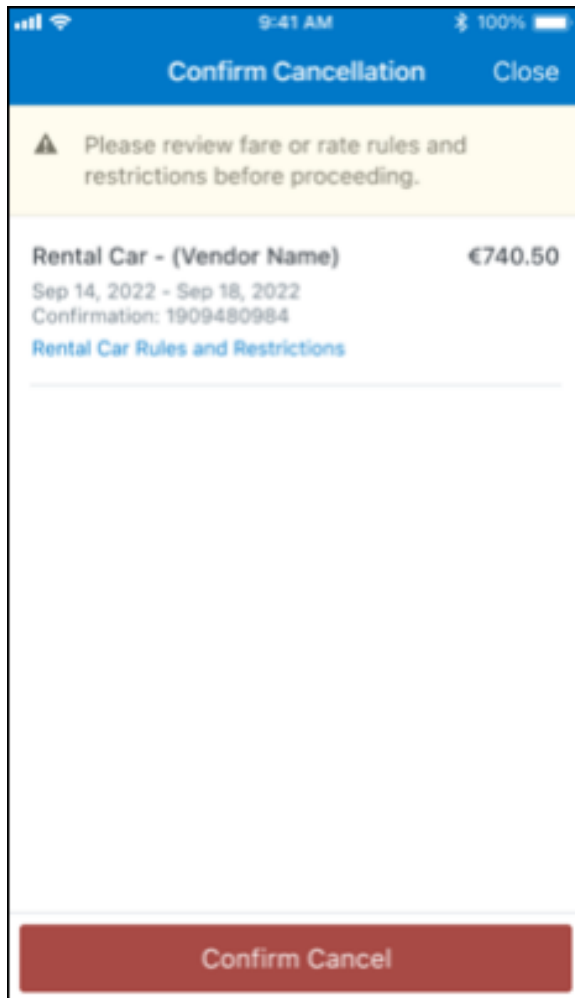
1. When users click **Cancel Trip** on the Finalize Trip page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancel action on this page will redirect users to the **Trip Overview** page where the trip is indicated as **Cancelled**.
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.
  - 1) 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 **Cancelled**.
  - 2) 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.

## BOOKING CANCELLATION

Clicking on **Cancel Reservation** on the **Rental Car Details** screen will redirect to the **Confirm Cancellation** page.



A link gives access to the Terms and Conditions of the car rental for review.  
Confirmation of the cancel action on this page will redirect to the Trip Overview page.



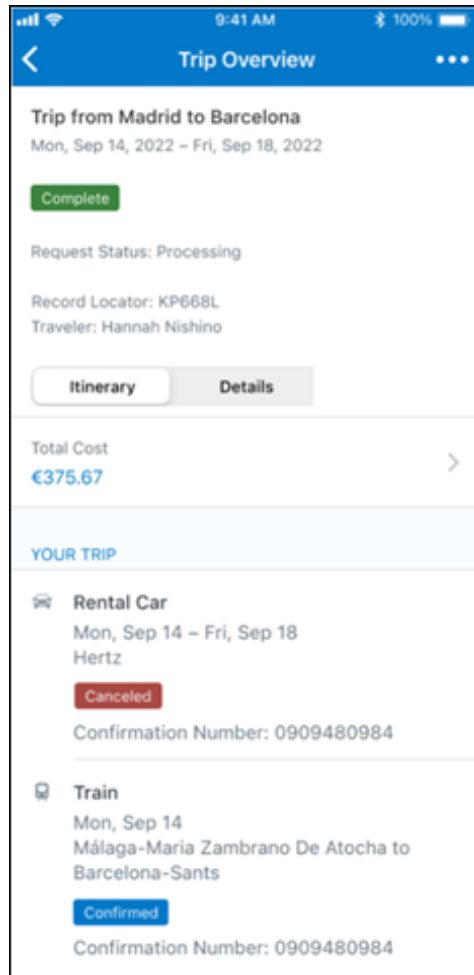
On trips with multiple bookings, only the cancelled booking is indicated as "Cancelled" whereas any remaining booking in the trip will show an active status.



## **\*\*Planned Changes\*\* New Rental Car Experience: Completed Trip Overview**

### ***End-User Experience: View Car Rental (Trip Overview)***

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



## **\*\*Planned Changes\*\* New Rental Car Experience: Configuration for Hertz, Sixt, and Delivery and Collection**

### **Configuration / Feature Activation**

This change is automatically available; there are no configuration or activation steps of Mobile in particular.



For more information, refer to the [Client Release Notes - Concur Travel](#)

## **\*\*Planned Changes\*\* New Rental Car Experience: Reduced Feature Set**

The activation of the new rental car 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 car rental 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 Requirement</b>	<b>Additional Information</b>
Content	Global Distribution System (GDS)	Agency Configuration	Amadeus only	
Integrations	Concur Request	Travel configuration	"Enable Request Integration" unchecked	
Travel Policy	Car Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager Show but do not allow Hide results	"Allow" enforcement level is supported but Display Message (Message when matched) portion is not. For Car category rules, "Show but do not Allow" is treated as "Hide Results" with the first release
Travel Policy	Itinerary Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager	"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
Travel Policy	Concur Travel's Native Approval Process	Company Administration	Car rules cannot use: • Require Approval	

		> Travel Admin	<ul style="list-style-type: none"> <li>• Require Passive Approval</li> <li>• Require Pre-Approval &amp; Log</li> <li>• Require Pre-Approval &amp; Notify</li> </ul>	
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Car vendor is one of [CarVendorList] Car vendor is not one of [CarVendorList] Car vendor is not preferred Car dropped off in country/region [CountryList] Car not picked up in country/region [CountryList] Car picked up in country/region [CountryList] Car type is one of [CarClassList]	Any other configured car rule parts will not be enforced.
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Itinerary booked [condition] [DaysAdvance] days in advance Trip duration [condition] [DaysLong] days Itinerary has no Hotel segments	Any other rule parts will not be enforced.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	General 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 would 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	Require credit card for car reservations	Travel configuration	This setting must be enabled	

Payments	Force users to choose a credit card	Travel configuration	This setting must be enabled	
Payments	Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations	Travel configuration	"Always write user-selected card" must be enabled	
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		<i>Impact details described in subsequent update.</i>
Car-Specific	Car Custom Text	Company Administration > Travel Admin > Custom Text		No CAR custom text is displayed.
Car-Specific	Always run a General Shop Request for Car Searches	Travel Configuration	Customers who do not have negotiated car rental discounts should not use the new car rental booking experience yet.	This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.
Car-specific	Direct Billing	Company Admin > Manage Corporate Discounts	Customers who use direct billing should not use the new car rental booking experience yet.	
Trip Management	Show "Add Air" On Existing Itineraries	Travel Configuration		When a user makes a car booking using the new experience, the "Add Air" link will not be shown yet.
Trip Management	Booking cancellation of Car Connector content (Hertz / Sixt) from an itinerary including further bookings (e.g. flight, hotel) on Mobile.	Travel Configuration	Car Connector content (Hertz / Sixt) enabled on travel config page	Please access the Concur Web application to cancel the booking if not possible on the Mobile app.  The limitation for booking cancellation on the Mobile app only applies to the mentioned scenario. Booking cancellation of Amadeus-sourced content and booking cancellation of Car Connector content from an itinerary that does not include further bookings is supported.

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

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

### **CONFIRMATION EMAILS**

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

### **CUSTOM TRIP FIELDS – DISPLAY AT START**

All custom trip fields will be shown on the **Finalize Trip** page in the **Additional Information** section, even those configured to display at start.

### **TRIP SHARING/CLONING**

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

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<b>SAP Concur Release Notes</b>	
<b>SAP Concur's mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 9.111 - Associated web release: March 2023 Initial Post: <b>Wednesday, April 5, 2023</b>	<i>Client</i> - <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 9.106 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.

---

**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

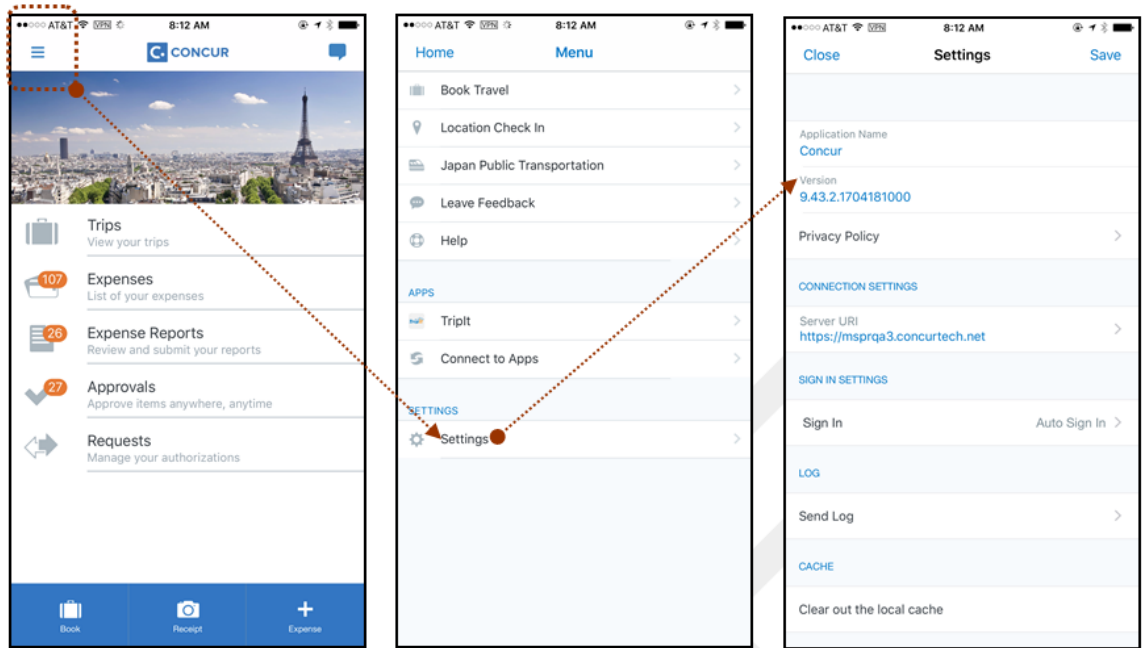
Platform	Deprecating Version
iPhone/iPad	9.106, 9.107, 9.108
Android	9.106, 9.107, 9.108

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.111	Wednesday, April 5	Update via App Store
Android	9.111	Wednesday, April 5	Update via Google Play

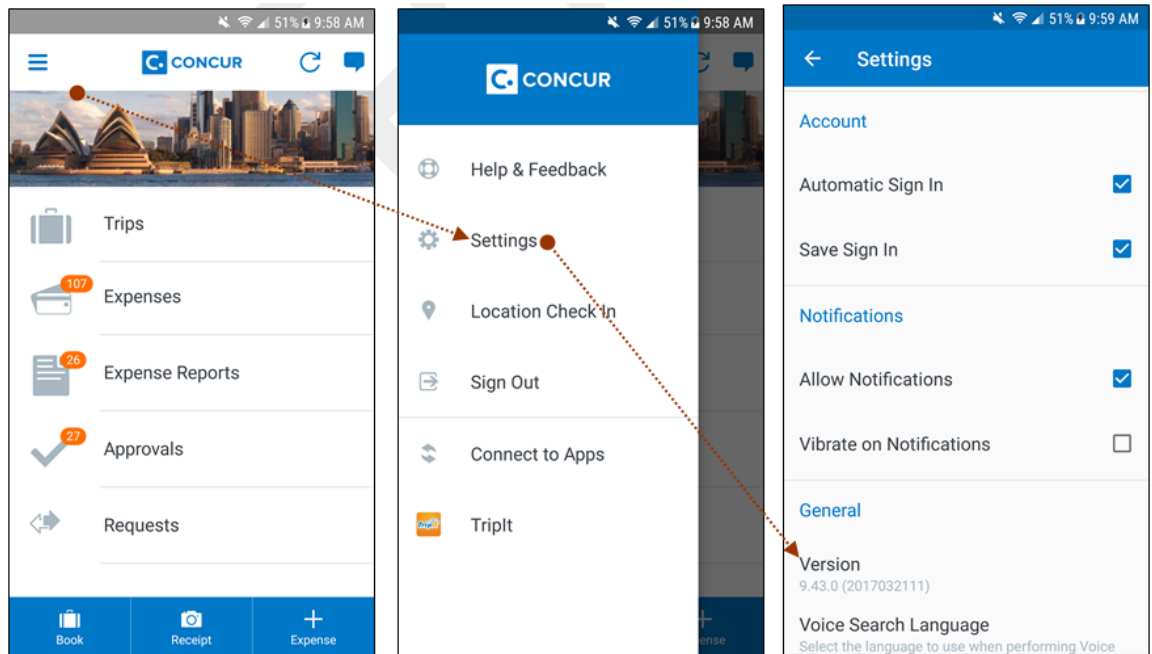
## Locate Version Information on the iPhone

To check the version number on the iPhone:



## Locate Version Information on the Android

To check the version number on the Android:



# Bug Fixes

---

Platform	OS	Highlights

# Release Notes

---

## Android / iPhone / iPad Delegate Functionality is updated

### **Overview**

With this release, the SAP Concur Mobile app is extending the delegate function. Now, regular Expense users can create, edit, and delete manual expenses while acting on behalf of another user.

This new functionality includes:

- The ability to view a list of all delegators and select whom to act for
- Viewing list of all available expenses
- Manually create a new expense outside of a report
- Attach an image while manually creating an expense (from camera, gallery, or files)
- Edit an existing expense outside of a report
- Delete an existing expense outside of a report when no image is linked

---

**NOTE:** GRDC users with ExpenseIt, can still act on behalf of another user in ExpenseIt, but will not be able to create, edit or delete manual expenses.

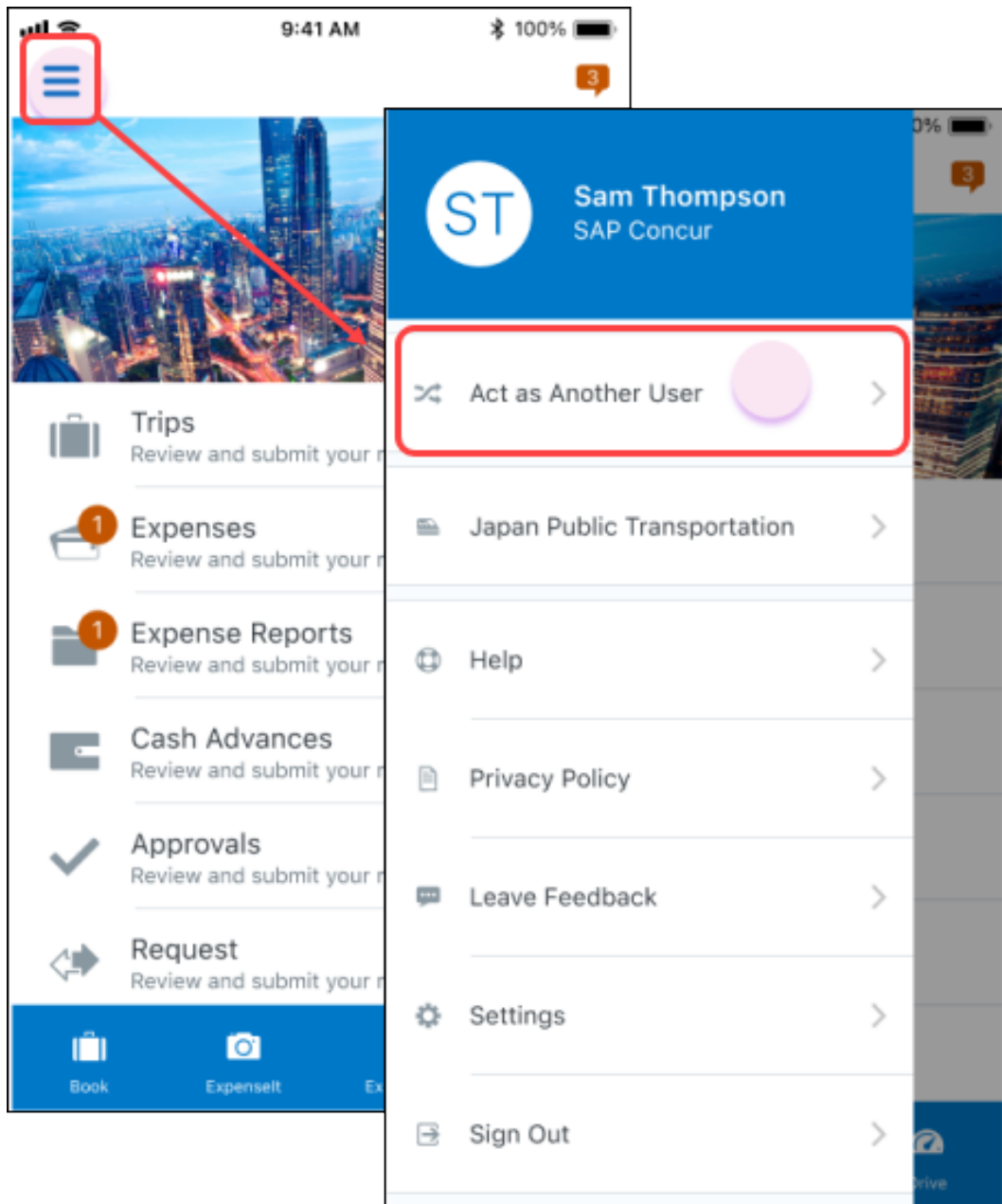
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### **BUSINESS PURPOSE / CLIENT BENEFIT**

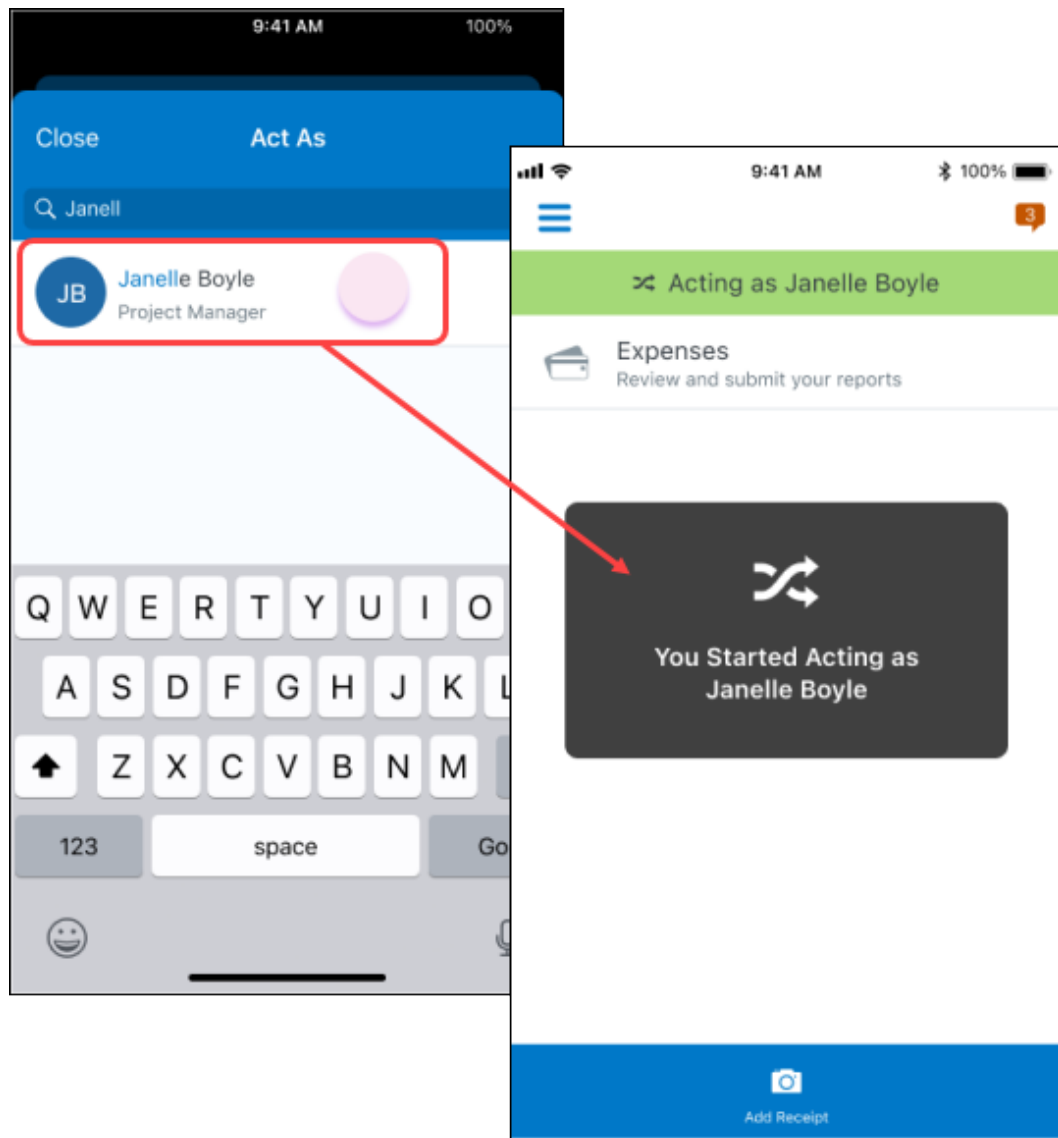
This feature lets the user edit, create, and delete expenses while acting on behalf of another user. This enhances the mobile experience and provides further mobile and web parity.

**How it Works:**

From the menu, click **Act as Another User**.

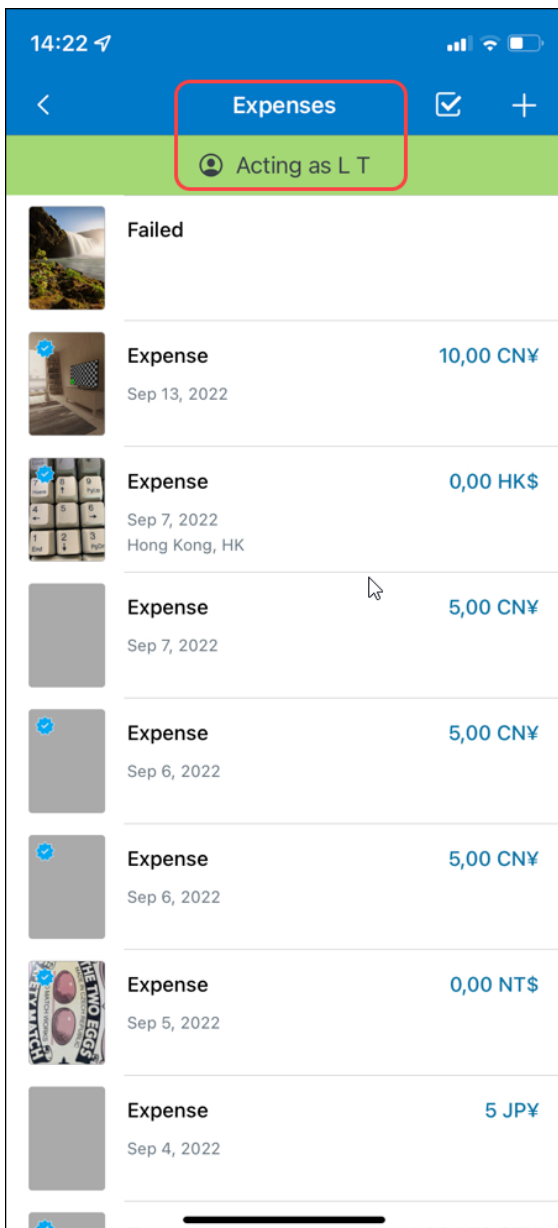


The **Act As** screen appears with options to search for the user you will act for or select the name from a list of names to begin delegating. The banner remains in place as long as you are acting on behalf of another.





Once this is enabled, you are immediately directed to the **Expense List** page.



Once on the **Expenses** page, expenses can be created, edited, and deleted within the Mobile app.

---

**NOTE:** Manual expenses cannot be created from the receipt store.

**NOTE:** Detaching a receipt from an expense is not supported.

**NOTE:** Expenses with images cannot be deleted.

---

## **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information, see the *Mobile App User Guide – Receipts* guide.

## **Attendees are now supported on personal expenses**

### **Overview**

Applicable to both Android and iOS, attendees are now supported on personal expenses in the Concur Mobile app.

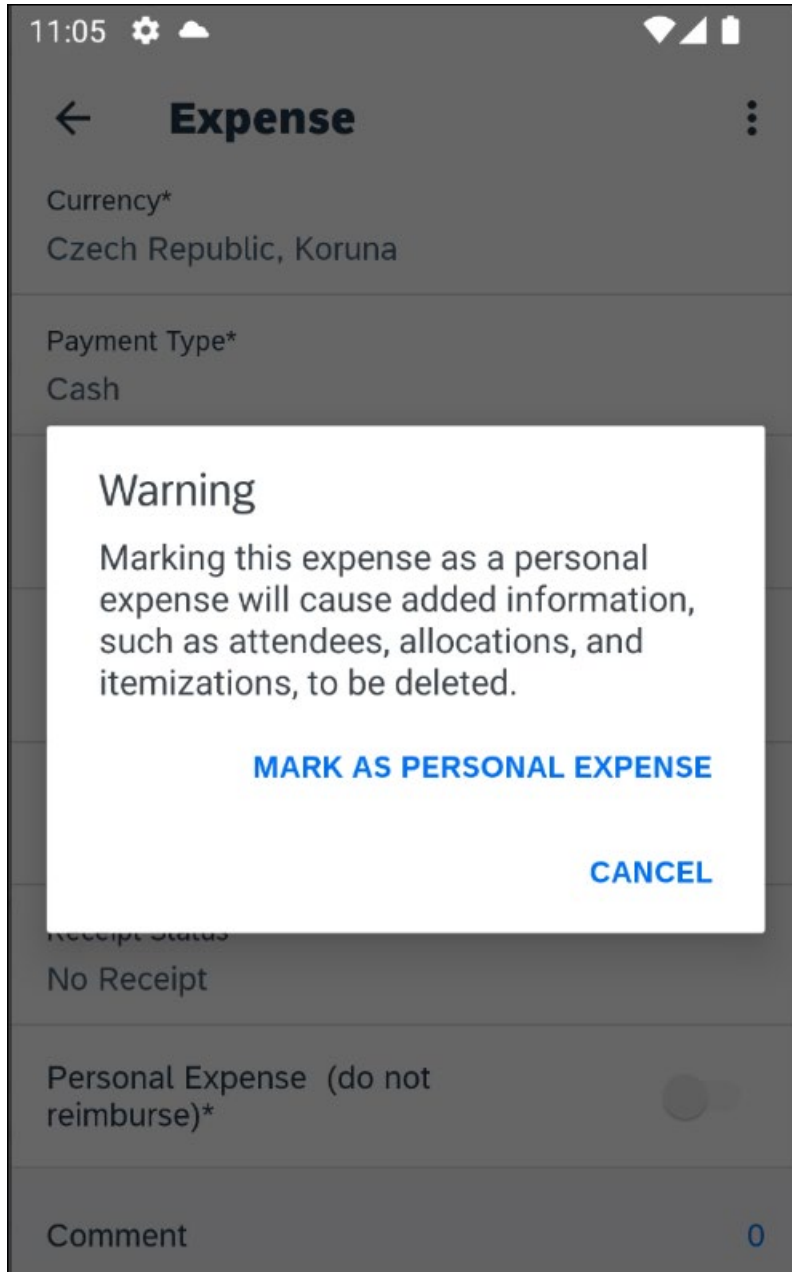
### **BUSINESS PURPOSE / CLIENT BENEFIT**

This is beneficial to track spending, whether it is for a business or personal expense. This can also be used for reporting purposes.

**How it Works:**

**PREVIOUS EXPERIENCE:**

Previously, when marking an expense as personal, all data of the attendees was removed, as depicted in the following.



**NEW EXPERIENCE:**

1. Create expense.
  - ◆ Complete expense.
  - ◆ Add attendees.

- ◆ Add itemization:
  - 1) Set the amount of the itemization to the total amount of the expense.
  - 2) Set the itemization as a personal expense.
  - 3) Save the itemization.
- 2. Save the expense.

### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information, see the *Mobile App User Guide Concur Expense* guide.

## **iPhone / iPad – iOS Version 14 No Longer Supported**

### **Overview**

SAP Concur solutions updates the minimum operating system regularly to ensure the best possible experience for mobile users. With this release, SAP Concur solutions will update the minimum operating system to iOS 15.

The February (9.110) Mobile release was the **final** release for version 14 of the iPhone / iPad operating system. Please ensure that the operating system on all user devices have been updated to at least iOS 15. Be aware that users will not be forced to upgrade their device's operating system, but users on older operating systems will not be able to install versions of the SAP Concur mobile app with the release of 9.111.

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**NOTE:** For SAP Concur solutions – and all other mobile apps – encourage your users to keep their operating systems (and devices, if possible) current.

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### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.

# Planned Changes

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## **\*\*Planned Changes\*\* Fiori Horizon Theme for Concur Mobile**

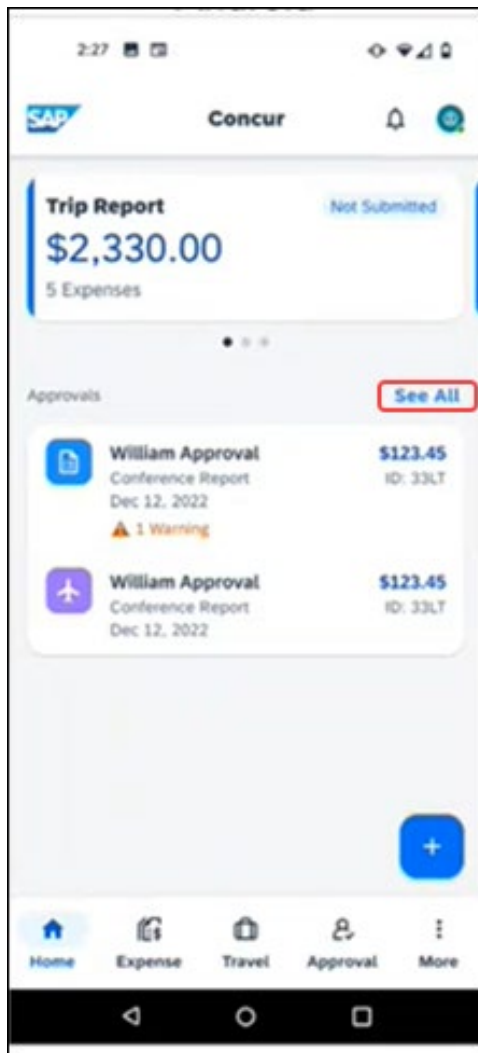
Targeted for Q2 release, SAP plans to implement the Horizon for Fiori themes in Concur Mobile. This change will be applicable for iOS and Android.

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

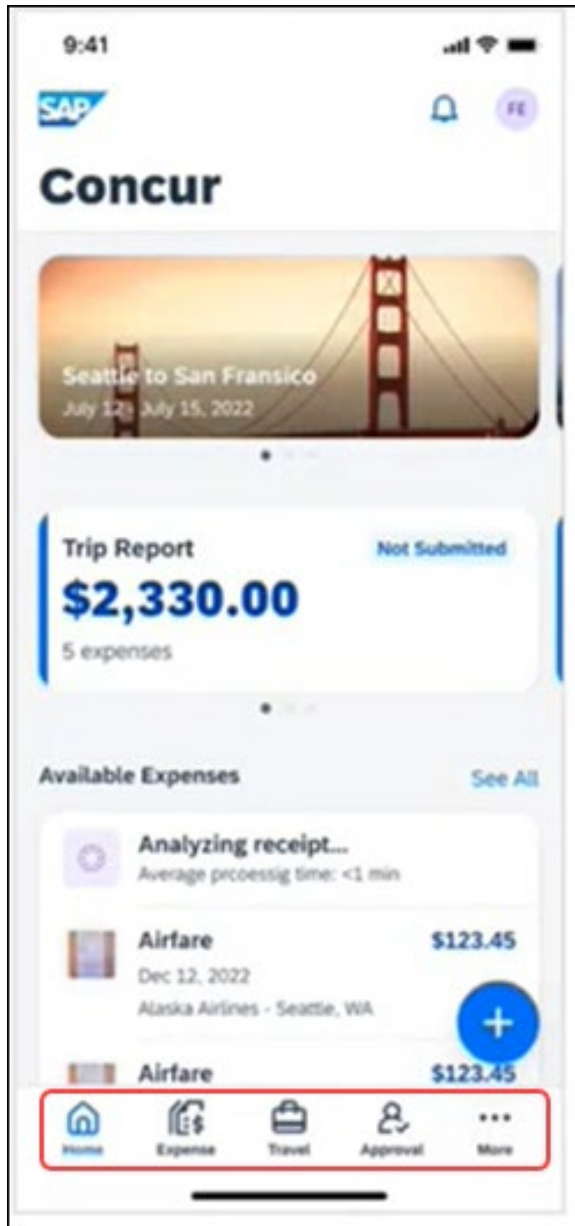
This change will help to provide a consistent user experience across all SAP products.


### **How it Works:**

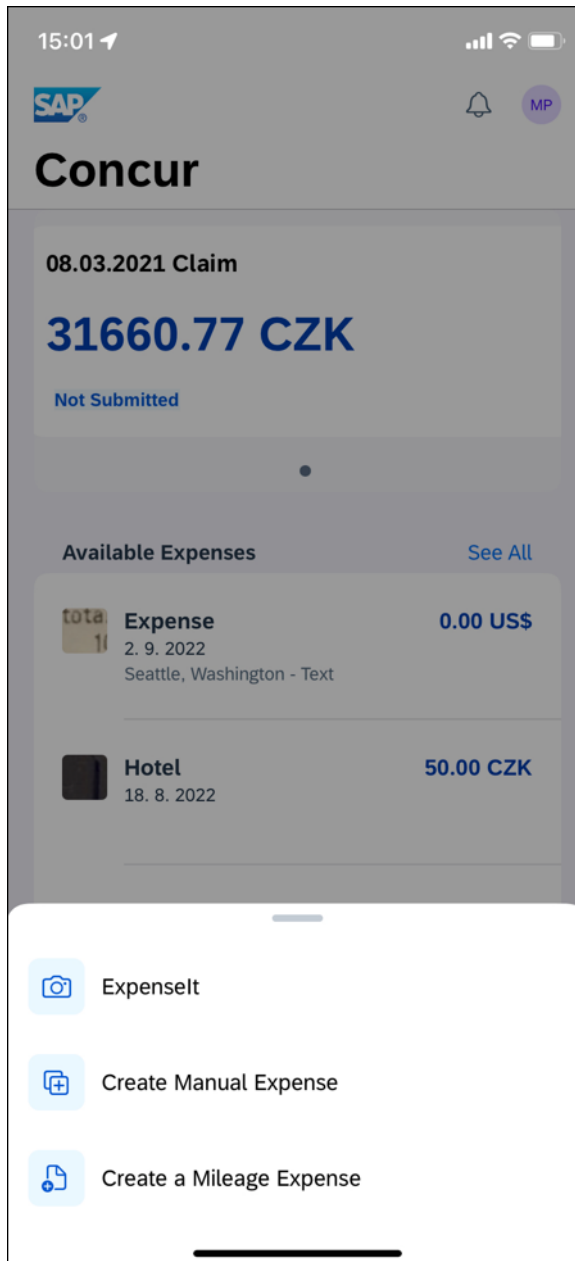
In the new view, the home screen for Mobile can be personalized, which allows for quick access to items like **Trip Reports, Approvals** and **Available Expenses**. Tapping **See All** will direct to a full list of items.



In addition, new tabs for **Expense**, **Travel** and **Approval** at the bottom of the home screen, will make navigating to other SAP Concur products easier. Tapping **More** will bring up more options such as Budget and Request.

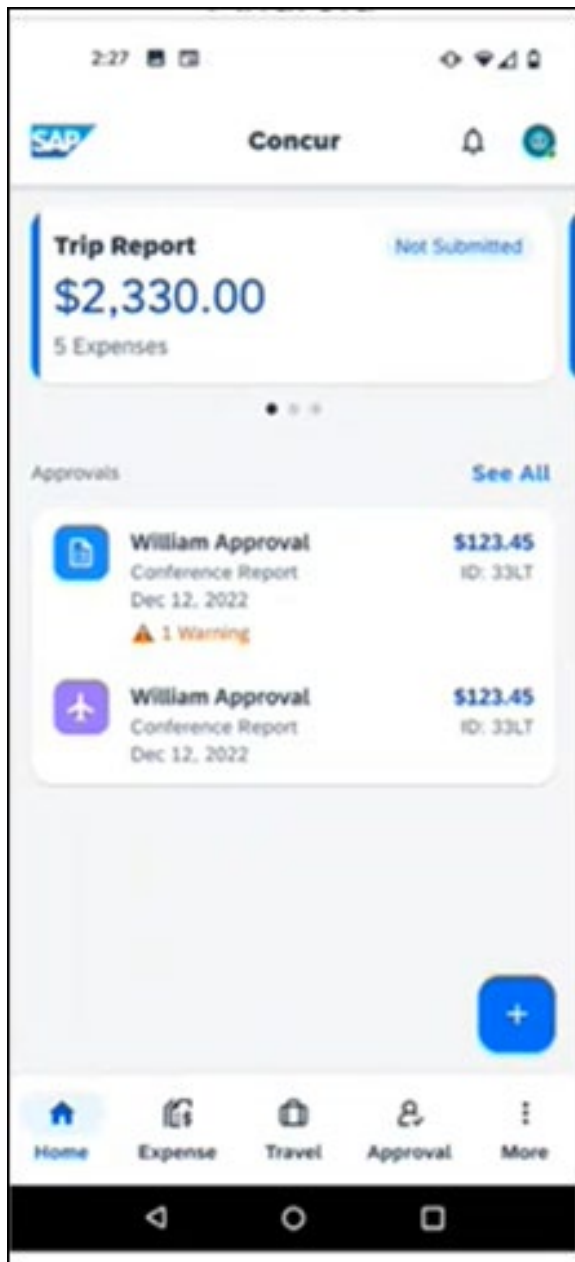


The  icon depicts shortcuts to frequent user actions such as **ExpenseIt**, **Create Manual Expense** and **Create a Mileage Expense**.



## ANDROID

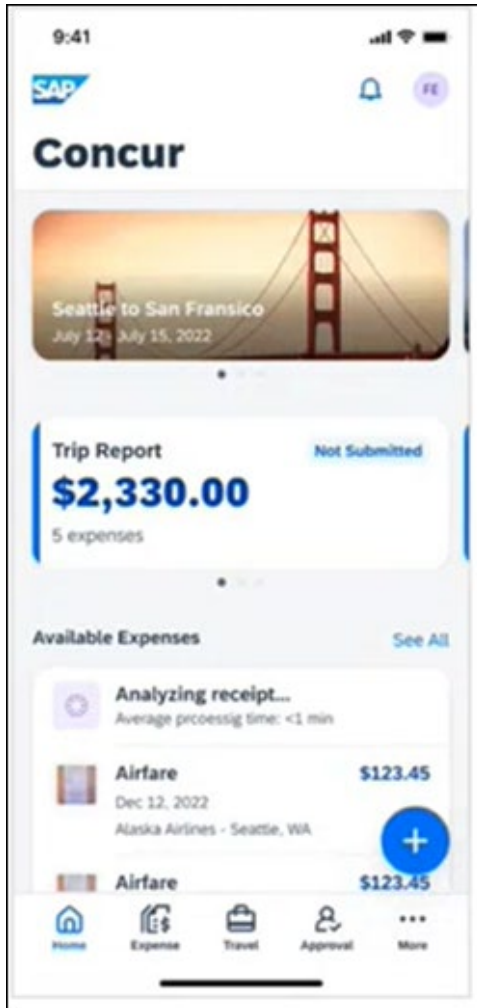
In the following, the Android home screen is depicted.





## IPHONE AND IPAD

In the following, the iOS home screen is depicted.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information about Horizon themes for Fiori, refer to [Horizon Theme of SAP Fiori](#) and [SAP Fiori Design Guidelines: Theming](#).

## **\*\*Planned Changes\*\* New Rental Car Workflow**

### **Overview**

Targeted for 2023, Concur Travel will introduce a new rental car booking experience. This first release is limited to participating Amadeus TMC partners and is applicable for both Android and iOS. 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.

### ***Business Purpose / Client Benefit***

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

1. **Time Savings:** The user gets through the booking experience faster with less pages to go through.
2. **Delivery and Collection:** Select the Delivery and Collection service right up front with a choice of any favorite address and discover the compact and smooth booking experience.
3. **Sustainability:** Let end users consider the environmental footprint by comparing carbon dioxide (CO<sub>2</sub>) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices.
4. **Merged on-airport and off-airport search:** No matter where the user requires a rental car, all text entries will be recognized, and location suggestions are provided. All activated rental car companies with negotiated packages will be comparable. Details such as included services will display next to total rates with taxes and fees.
5. **Localized content:** When a rental car location exists in the GDS, it exists in Concur Travel. Locations will be offered in real time, with the most up-to-date location details as provided by the GDS.

## **\*\*Planned Changes\*\* New Rental Car Experience: Search for a Car Rental**

### ***End-User Experience: Search for a Car Rental***

The search options include a free text entry field for the pick-up location and when required, the drop-off location. No matter if the user is searching for an on-airport or off-airport rental car location, the user starts typing the preferred location. The "omni search" functionality will suggest matching options for cities, airports, company locations, business addresses, railway stations, points of interest and general addresses.

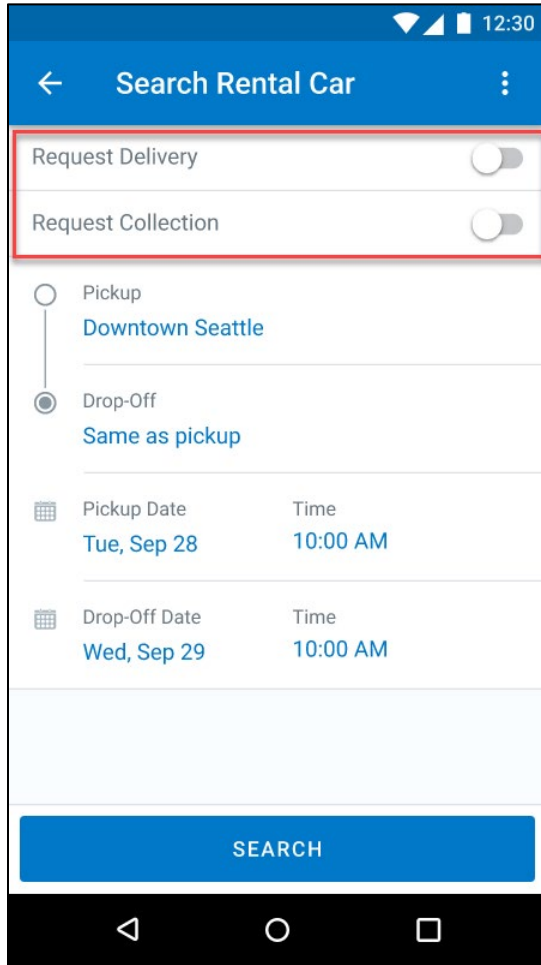
Pickup and drop-off date are pre-populated by tomorrow's date and day after tomorrow, respectively. The default time is set to 10:00 AM.

If the delivery and collection service has been activated by the Travel System Administrator, equivalent toggle switches become visible within the Rental Car search tool. The end user can request this service as part of their initial search request.

### **CAR SEARCH**

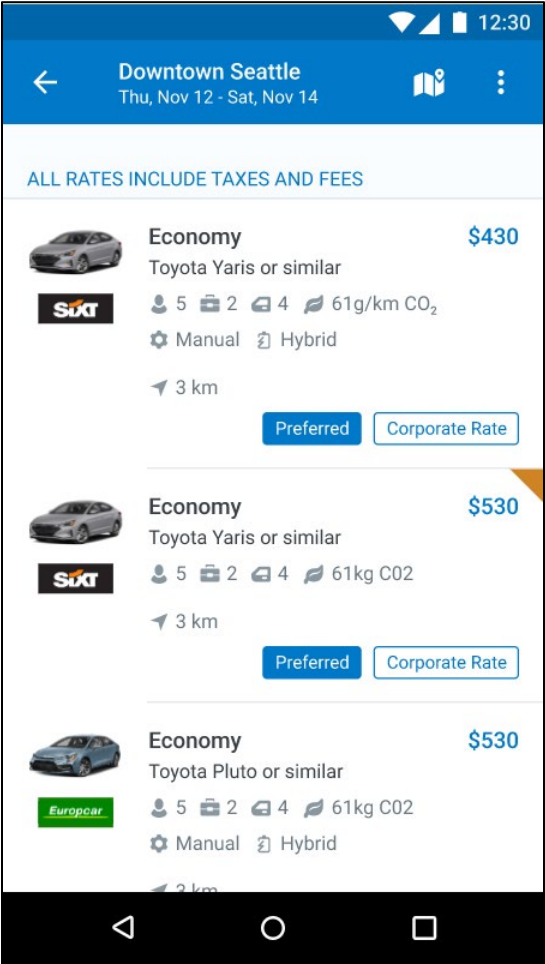
The screenshot displays the 'Search Rental Car' interface on a mobile device. At the top, there is a blue header with a back arrow, the title 'Search Rental Car', and a menu icon. Below the header, the form is organized into sections. The first section is for 'Pickup' location, with a radio button selected and the text 'Downtown Seattle'. The second section is for 'Drop-Off' location, with a radio button selected and the text 'Same as pickup'. The third section is for 'Pickup Date' and 'Time', with a calendar icon, the date 'Tue, Sep 28', and the time '10:00 AM'. The fourth section is for 'Drop-Off Date' and 'Time', with a calendar icon, the date 'Wed, Sep 29', and the time '10:00 AM'. At the bottom of the form is a large blue button labeled 'SEARCH'. The mobile OS navigation bar is visible at the very bottom.

**CAR SEARCH WITH DELIVERY AND COLLECTION TOGGLES**



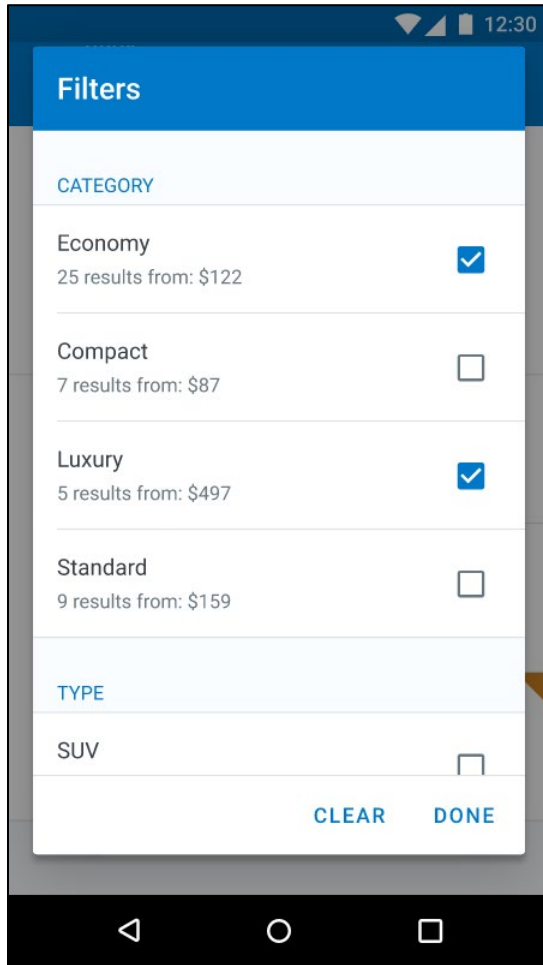
**End-User Experience: Select a Car Rental**

Once the user has entered their search criteria and clicked **Search**, the search results display with the new design.



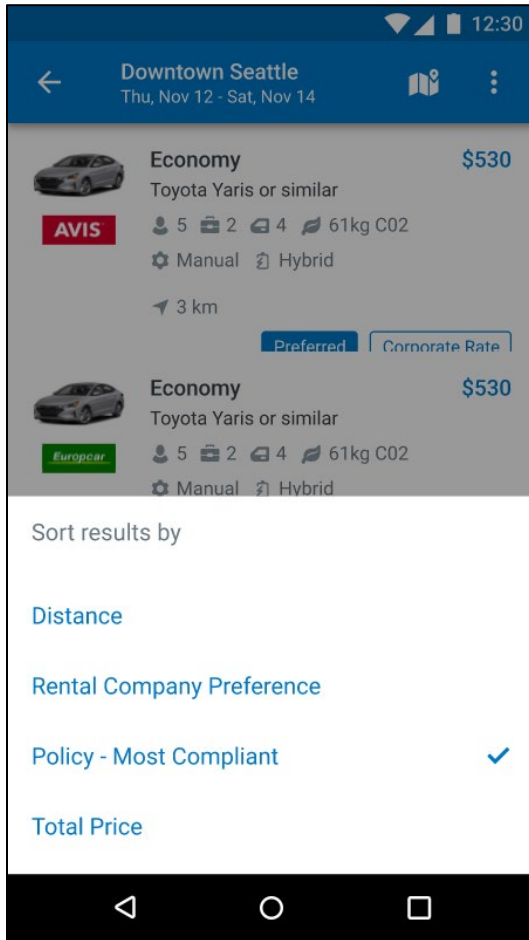
## FILTER OPTIONS

The offered filter sections are car category, car type, vendor, and specifications (transmission type, hybrid or electric).



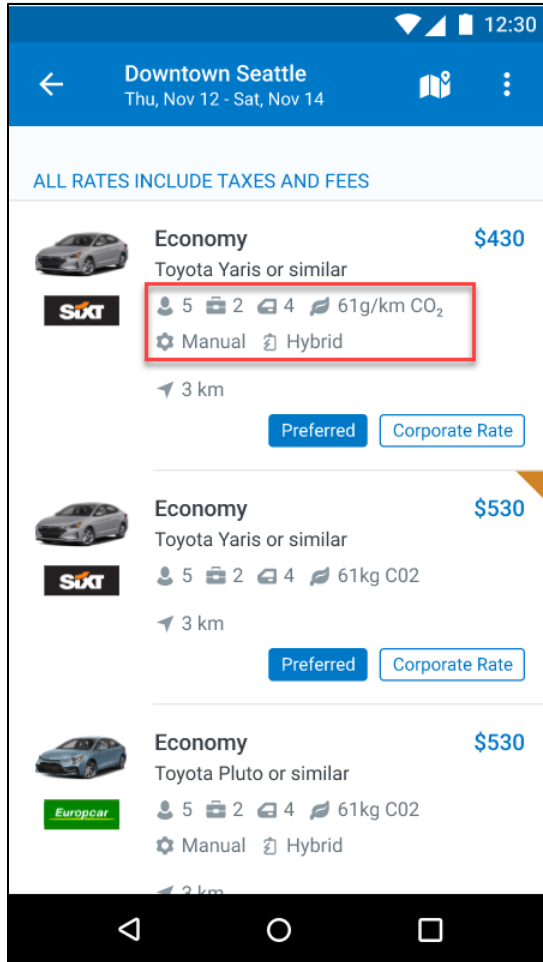
## SORTING OPTIONS

The sorting orders are reduced to sort by **Total Cost**, **Distance**, **Policy, Most Compliant** and preferred rental car company.



## CAR FEATURES

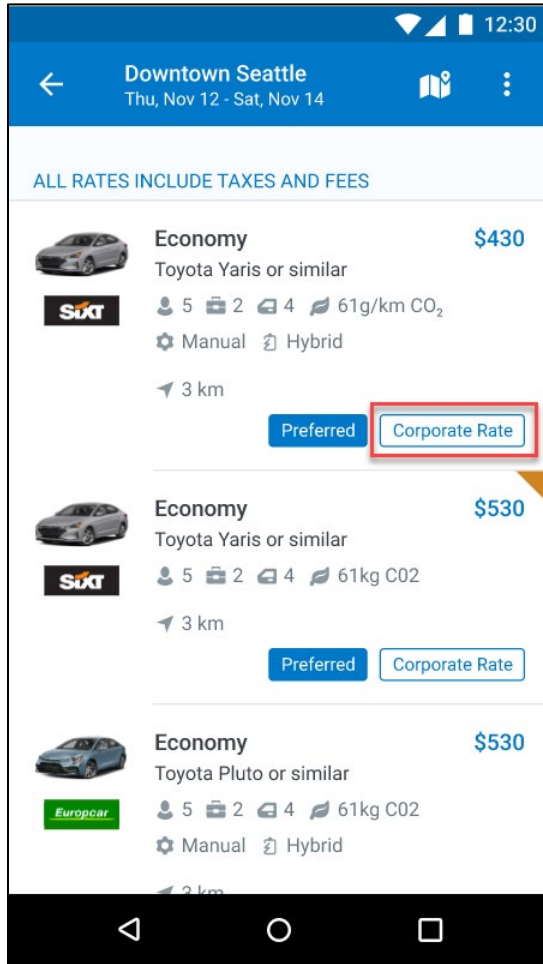
The emphasis of the page is set on the result list which shows consistent information across the car offers. The vehicle-related information contains information on number of seats, bags, and doors, as well as transmission, fuel type, and carbon dioxide emission values.





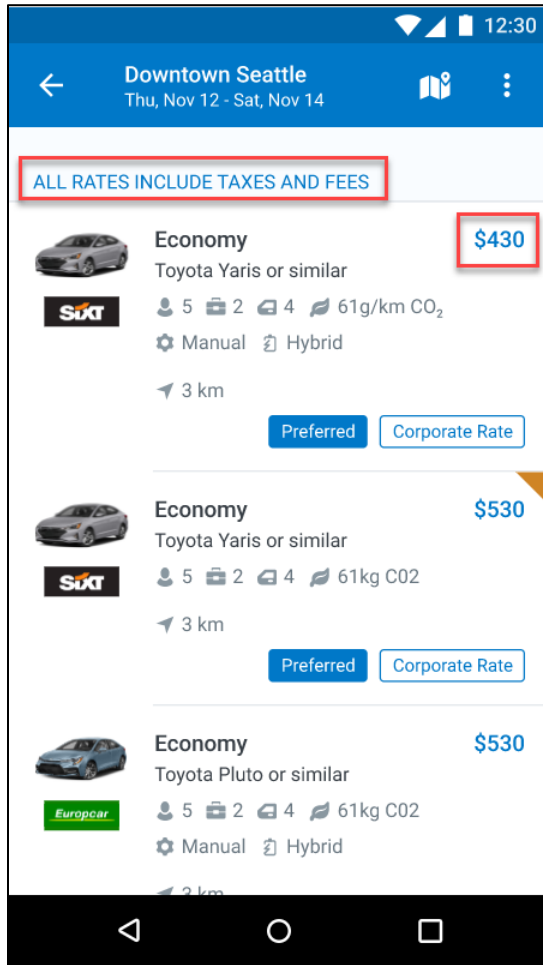
## CORPORATE RATES

Corporate rates will be highlighted via a label displayed to the user to compare all included services between the offers. In the new experience, the comparison is between rental car locations and suppliers in general. To show the most relevant results, the system limits the displayed locations to a maximum of 5 closest rental car locations per supplier.



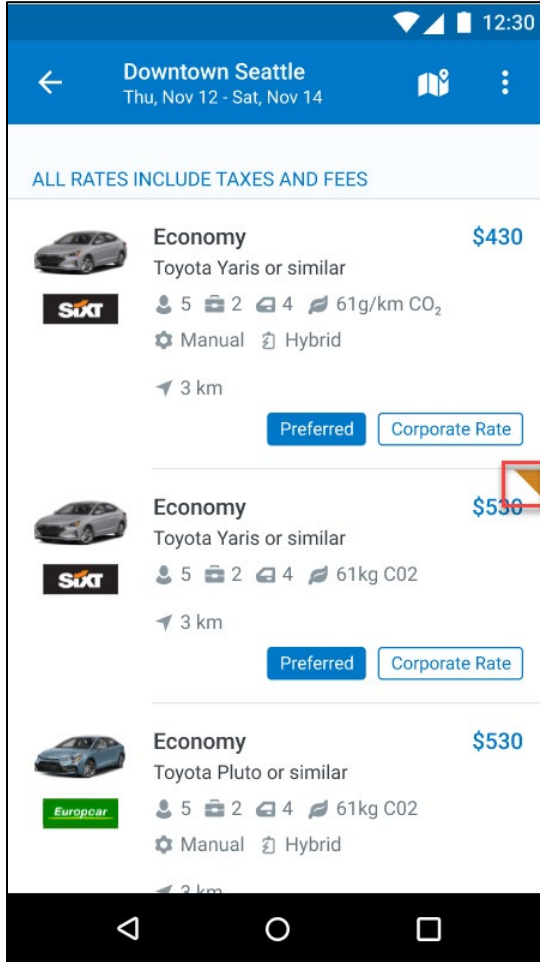
## TOTAL PRICE

Total prices are displayed in comparison to the daily rates. All rates displayed include all taxes and fees.



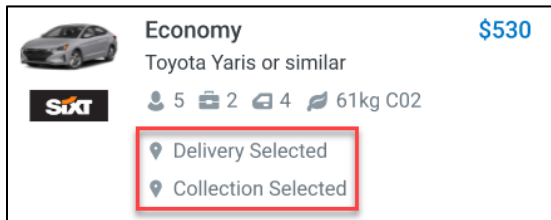
## TRAVEL POLICY

When a rental car offer violates a policy rule, the segment is marked with a corresponding warning icon.



## DELIVERY AND COLLECTION

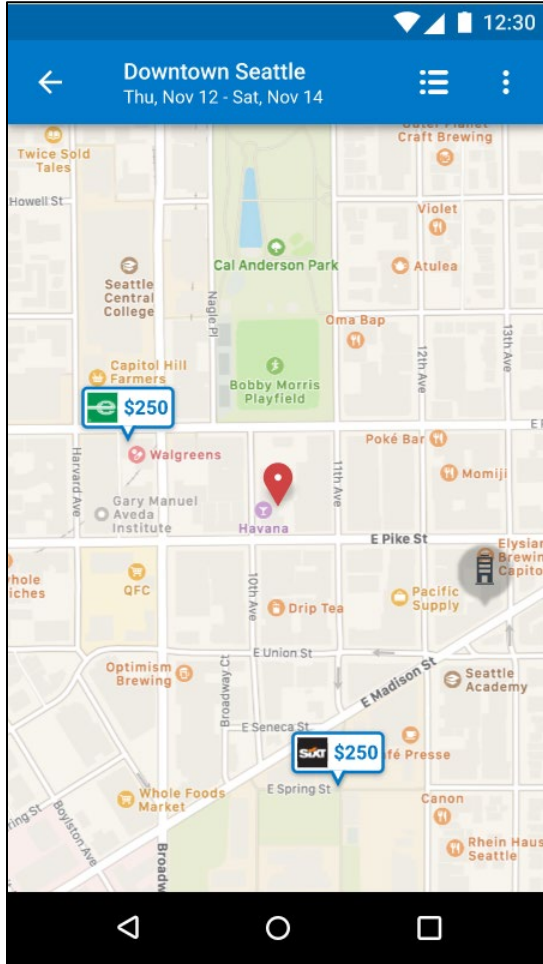
When a user searches for car rentals using the delivery and collection service, this will be indicated on the individual search results.



## MAP VIEW

The new result map view has an informational purpose and represents an additional filter option. Tap a pin to see the location address, opening hours, and the total price for the cheapest available car. In case of overlapping pins, the number of locations is displayed. Tap the pin to trigger an automatic zoom view of the map, until separate pins are displayed clearly.

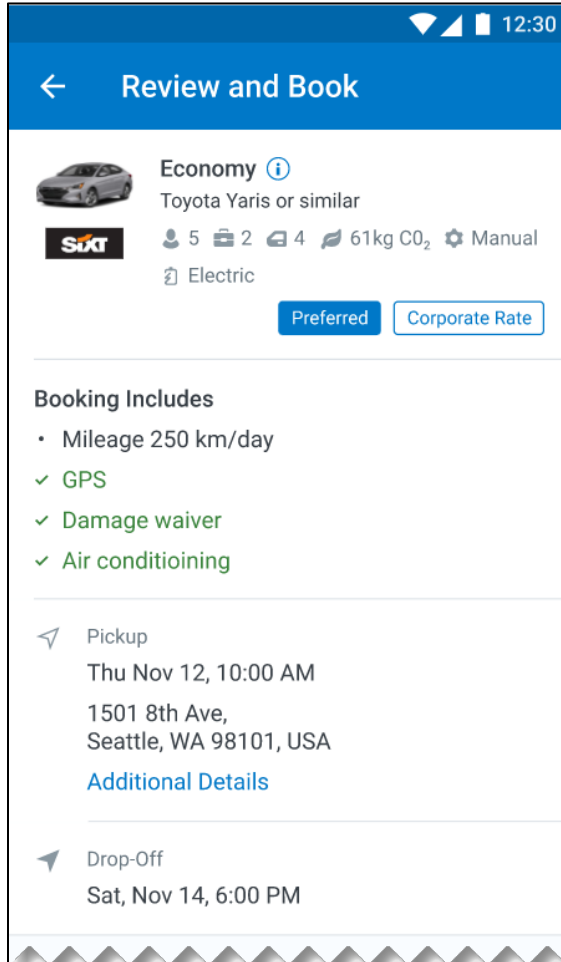
Select a specific rental car location on the map to return to the result page and show only offers connected to this pick-up location.



## **\*\*Planned Changes\*\* New Rental Car Experience: Review and Book**

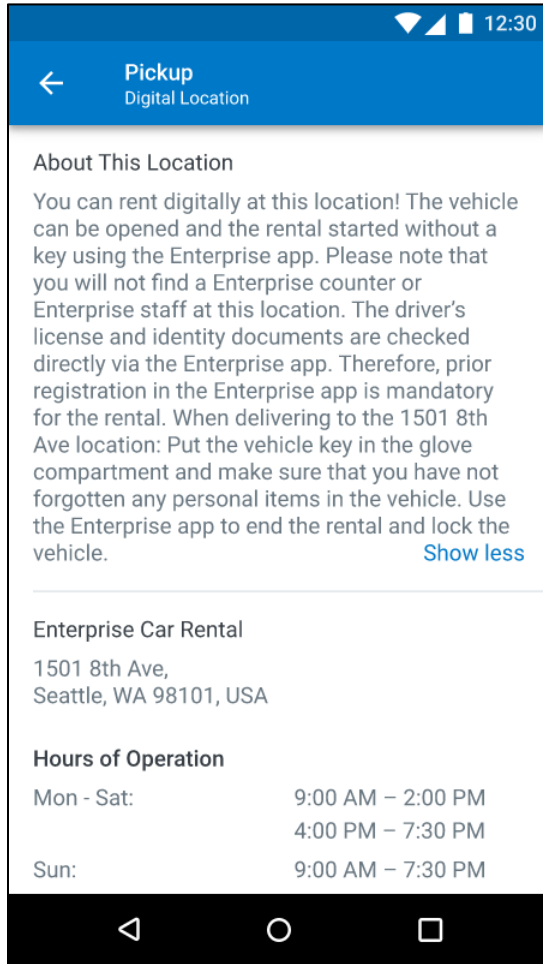
### ***End-User Experience: Review and Book***

The **Review and Book** page combines all relevant information before the user is completing the booking. All car selection related information is presented, listing all car attributes plus insurance and other services connected to the selected rate.



## ADDITIONAL DETAILS

The **Additional Details** popup contains information on pickup and drop-off address, hours of operation, shuttle, terminal information if available, and directions on how to get to the location. As Concur Travel supports out-of-hour rentals in the new rental car booking experience, the corresponding hours of operation or an alternative informational text will display.



## CAR PREFERENCES

The **Rental Car Preferences** section allows users to comment on the rental car location directly as part of the booking. Given the special character limitations of some external content channels, only alpha-numeric entries are accepted.

RENTAL CAR PREFERENCES

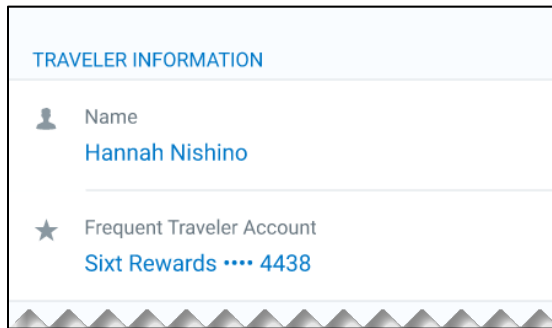
Comments

30 characters maximum % ^ & \* and other special characters are not allowed.

## TRAVELER INFORMATION

The **Traveler Information** section will show the user data that is used to complete the booking and the data that is also transferred to the suppliers. It is possible to select a specific loyalty card from the user profile. When a loyalty card program is stored in the user profile, matching the selected vendor offer, Concur Travel will automatically fill out this frequent traveler card.

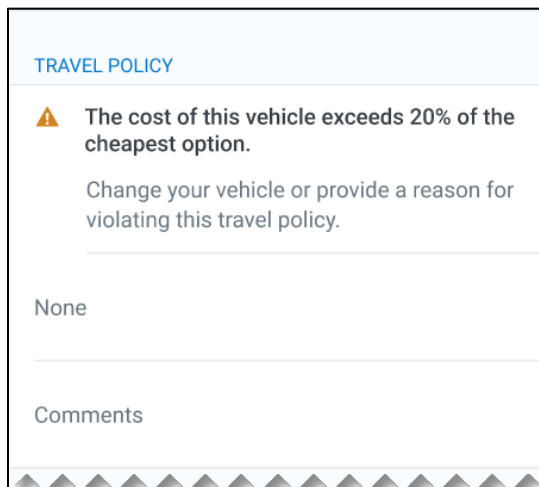
For all airport rentals, Concur Travel will display a flight number entry field. This information is important for the rental car companies to track changes of pick-up times related to flight delays.



The screenshot shows a light blue header with the text "TRAVELER INFORMATION". Below the header, there are two rows of information. The first row has a person icon, the label "Name", and the value "Hannah Nishino". The second row has a star icon, the label "Frequent Traveler Account", and the value "Sixt Rewards ... 4438". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The user will be shown which rule(s) were broken, be able to select a travel policy violation reason from the dropdown, and/or provide additional justification via a **Comments** box.



The screenshot shows a light blue header with the text "TRAVEL POLICY". Below the header, there is a warning icon (a triangle with an exclamation mark) followed by the text "The cost of this vehicle exceeds 20% of the cheapest option." Below this text is a prompt: "Change your vehicle or provide a reason for violating this travel policy." There are two input fields: the first is a dropdown menu with "None" selected, and the second is a text box labeled "Comments". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

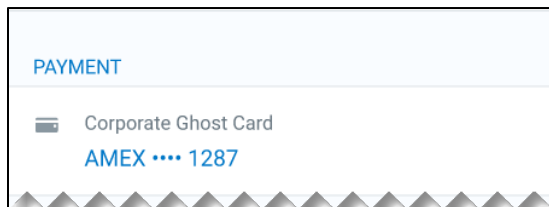
## PRE-BOOK CUSTOM FIELDS

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 and will be located within the **Additional Information** section on the **Review and Book** page.

*Image to be included in subsequent update.*

## PAYMENT

The payment selection will display on the **Review and Book** page when a credit card form of payment is needed to complete the booking. The **Payment** selection is a required field.



The user is shown a list of available credit cards to select from, based on configuration. There is no default option pre-selected, and the user is prompted to **Choose your payment method**. If the user attempts to book and continue without selecting a credit card, the following alert banner displays across the top of the page: "This trip was not booked. Please fix the indicated errors and try again." Also, the required payment selection is highlighted, and additional information is shown.

*Image to be included in subsequent update.*

The payment selection display is shown when:

- The content source indicates that a credit card is required to complete the booking, or
- The travel configuration **Require Credit card for Car Reservations** option is enabled, or
- The travel configuration **Agency Processing Fee Form of Payment for Land Only** or **Non-GDS Reservations** option is enabled and set to **Always write user-selected card**.

The choices shown in the payment selection display are determined by:

- The Corporate Ghost Cards which are set to **Allow for Car** and assigned to the user.
- The personal credit cards that a user has saved in their Concur Travel profile.



To change settings for **Require credit card for car reservations, Corporate Ghost Cards for Car, Agency Processing Fee Form of Payment for Land Only** or **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](#).



As part of the new Concur Travel experience, administrative setting validation is improved. For this reason, it is possible a configuration could be set to require a credit card yet have no cards available for the user to select. If this occurs, the user will see this error message:

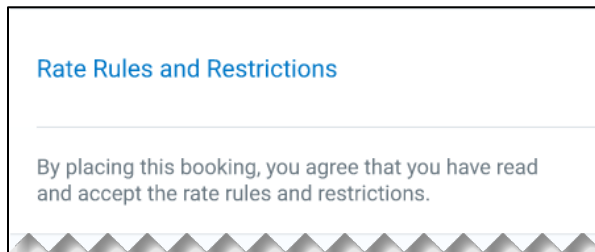
*Image to be included in subsequent update.*

The user can then:

- Try to add a new personal credit card to their Concur Travel Profile and reattempt their booking.
- Contact their Travel Management Company to complete the booking and/or investigate why a Corporate Ghost Card is not configured.

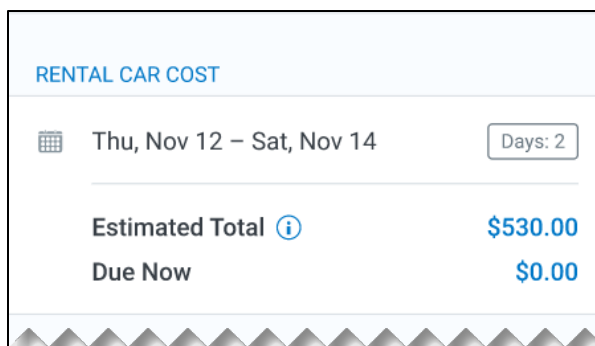
### **RATE RULES AND RESTRICTIONS**

The supplier's rate rules and restrictions will be shown via the link at the bottom of the page.



### **COST SECTION**

Within the cost section, when booking a post-pay or corporate rate, the total price will be shown in the configuration currency of the traveler. A list of all included taxes, fees, surcharges, special equipment types and insurances becomes visible when expanding **Others** within the cost section.



*Image to be included in subsequent update.*

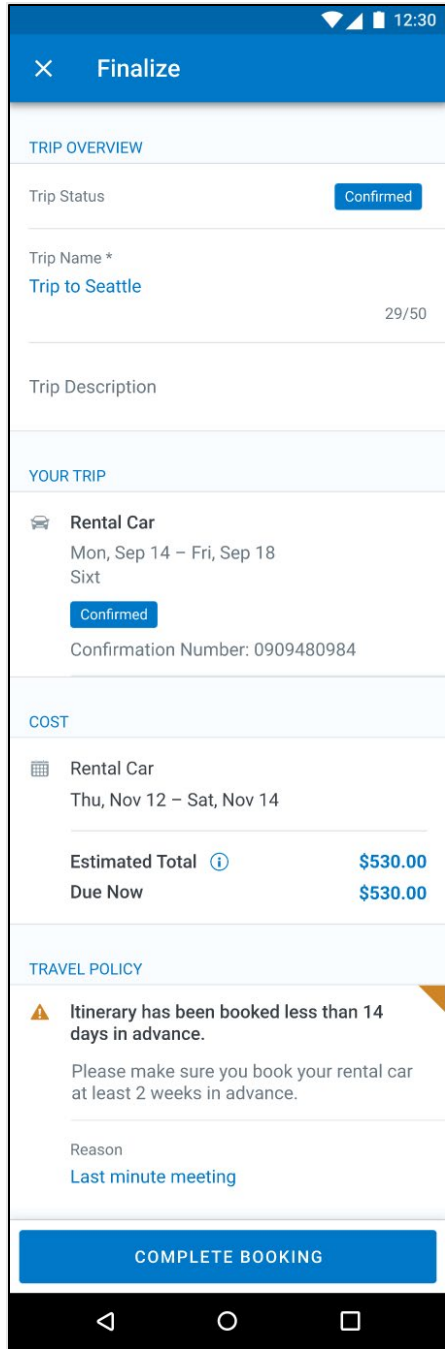
To complete the booking, complete all required fields and tap **Book and Continue**.



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

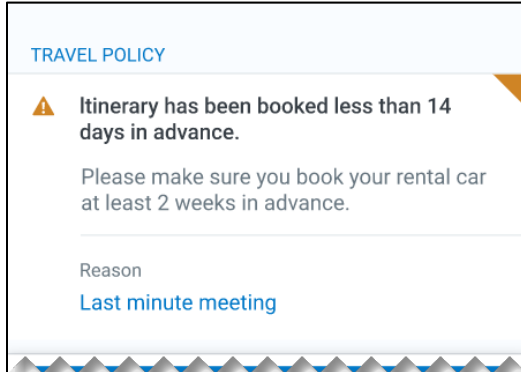
The **Finalize Trip** page in the rental car workflow will allow the user to enter a different name for the trip and provide a description. When expanding the car segment, all details about the newly created reservation will become visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, to apply trip level policy rules, to allow the user to enter trip-related custom fields, and to use approval workflows after the user has added all required bookings to a common trip. Bookings currently apply to rail and will soon apply to car. Later releases of the new Concur Travel experience will also apply to air and hotel.



## TRAVEL POLICY

For policy violation on Trip level, the **Travel Policy** section will inform the users about triggered policy rules and provides an opportunity to select a reason and/or add a comment.



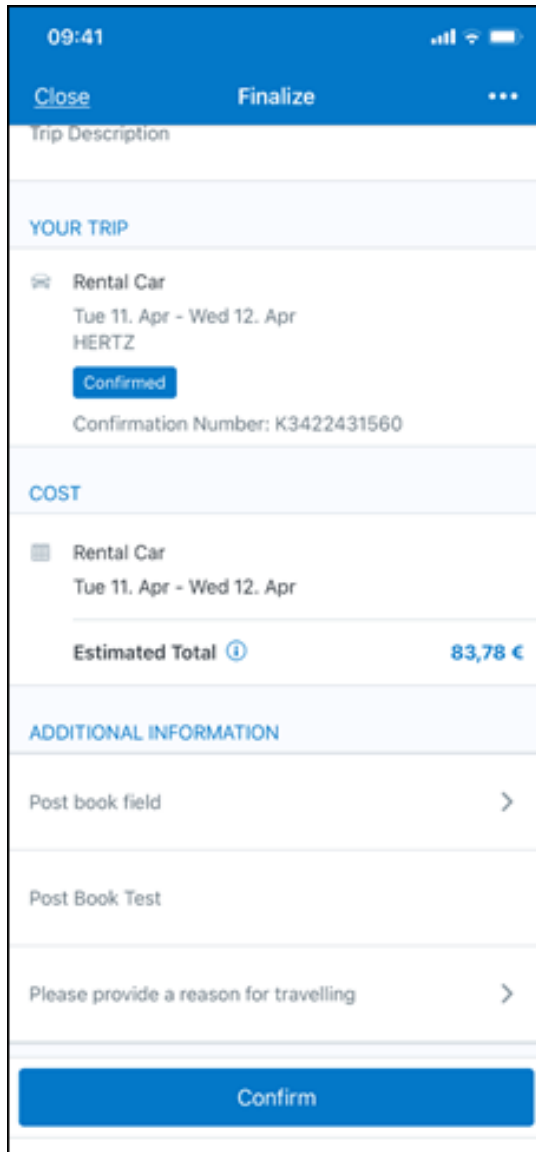
The Finalize page in the rental car workflow allows the user to determine a different name for the trip and provide a description. When expanding the car segment all details about the just created reservation become visible again.

The purpose of this intermediate step is to present an overview of all reserved segments (Rail and Car for now, Air and Hotel to be added in later releases of the new Concur Travel experience) to apply trip level policy rules, let the user enter trip related custom fields and using approval workflows after the user has added all required segments to a common trip.

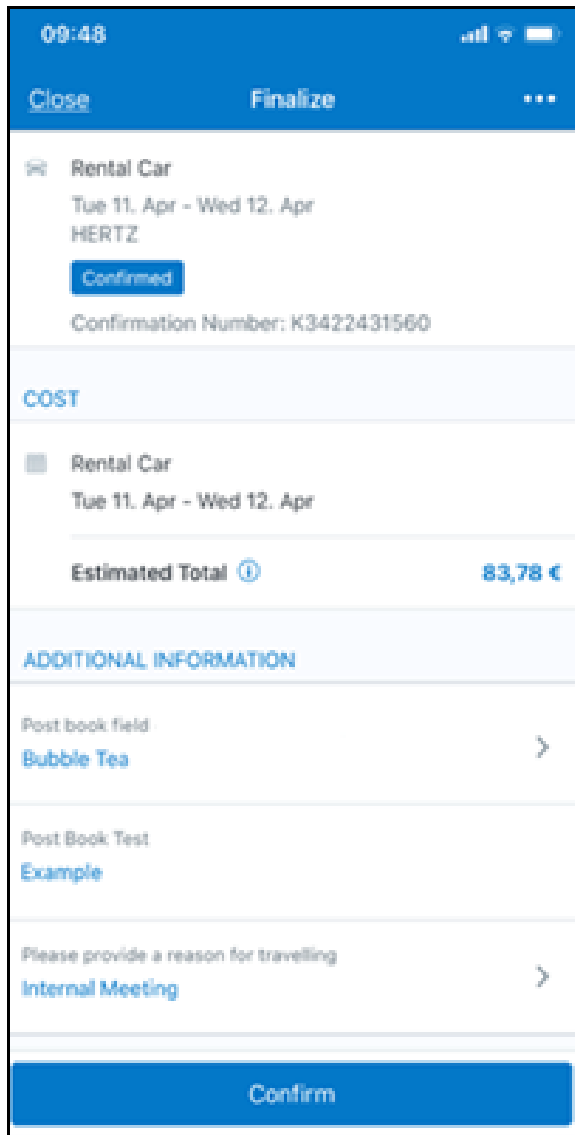
## TRIP CUSTOM FIELDS

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 are shown on the **Finalize Trip** page in the **Additional Information** section as shown in the following screenshot.

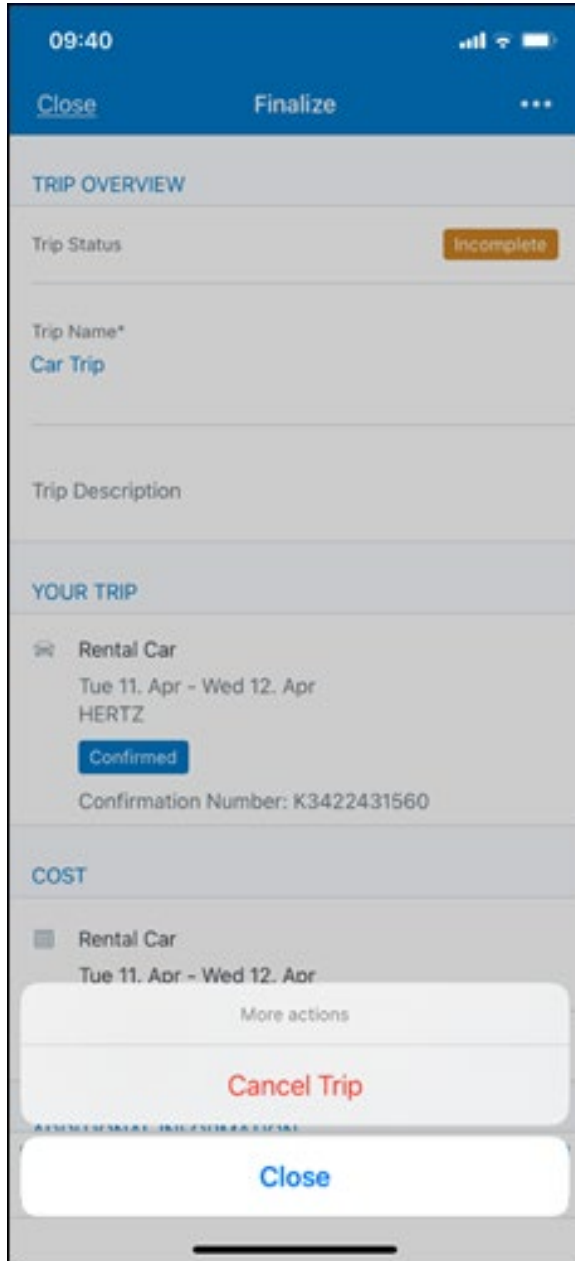


Version of the screen with filled-in values for trip custom fields:



## CANCEL TRIP

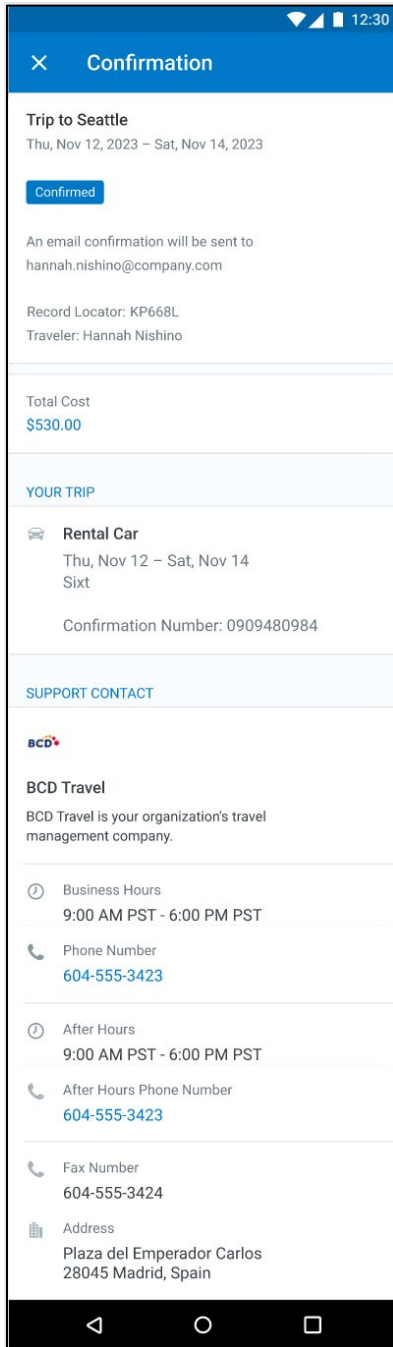
In case a user would like to leave the booking flow, the trip cancellation will be triggered via the equivalent link at the bottom of the page. Please refer to the details in the **Cancellation** section.



## End User Experience: Confirmation

Click **Confirm** on the **Finalize Trip** page; the **Confirmation** page will display.

This page provides an overview of all existing bookings in your trip and displays support contact data; configuration is required by your SAP Concur administrator.





The **Confirmation** page includes:

1. Display of the current trip state as part of the header section

The email address of the confirmation recipient

A section that displays the total cost of the trip; this section is collapsed by default and can be expanded to review detailed rate information per booking

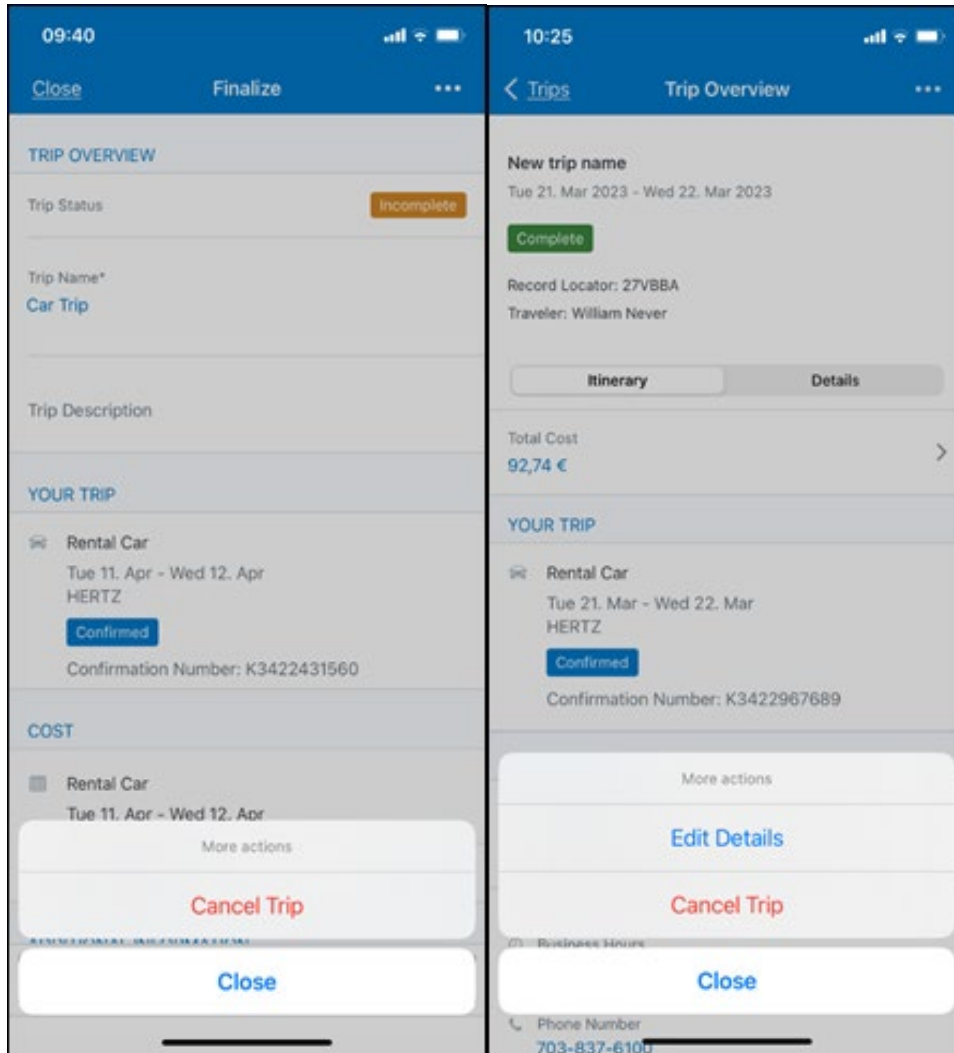
A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of seats and doors for a rental car booking)

A **Support Contact** section will display support contact data (Configuration required by your SAP Concur administrator)

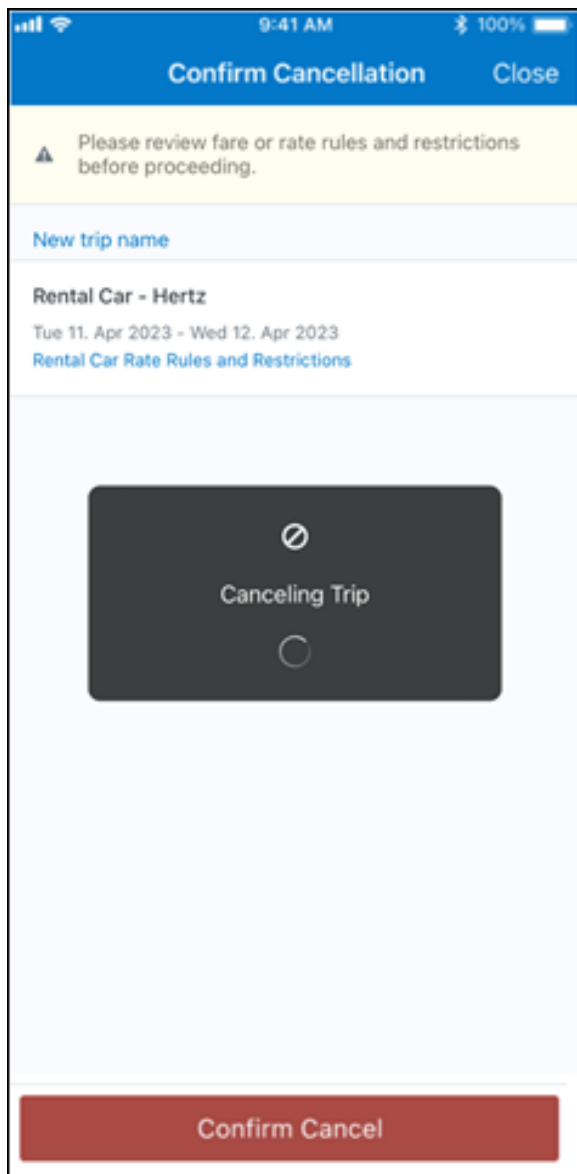
The user will be able to see the trip booked on the homepage under upcoming trips. At the same time, an email confirmation will be sent to the traveler.

#### **TRIP CANCELLATION**

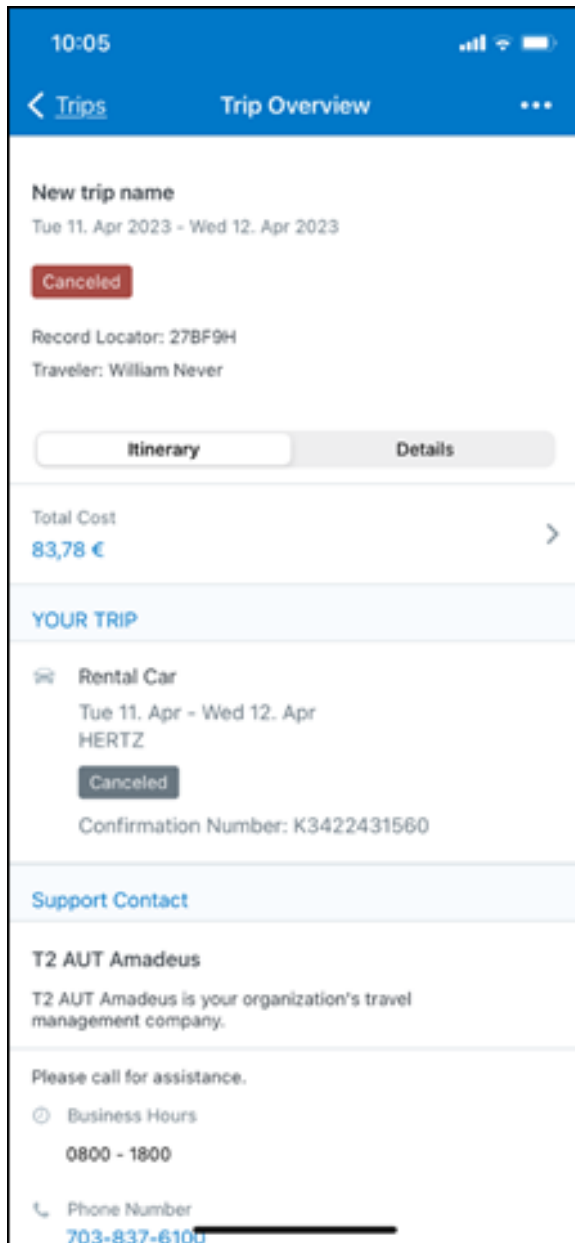
Options to cancel a trip are available on the **Finalize** and the **Trip Overview** screen.



Tapping **Cancel Trip** will redirect you to the **Confirm Cancellation** screen. A link directs to the **Terms and Conditions** of the car rental for review. Confirmation of the cancel action on this page will redirect to the **Trip Overview** page.



Confirmation of the cancel action on this page will redirect to the Trip Overview page where the trip is indicated as **Cancelled**.



## **\*\*Planned Changes\*\* New Rental Car 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:

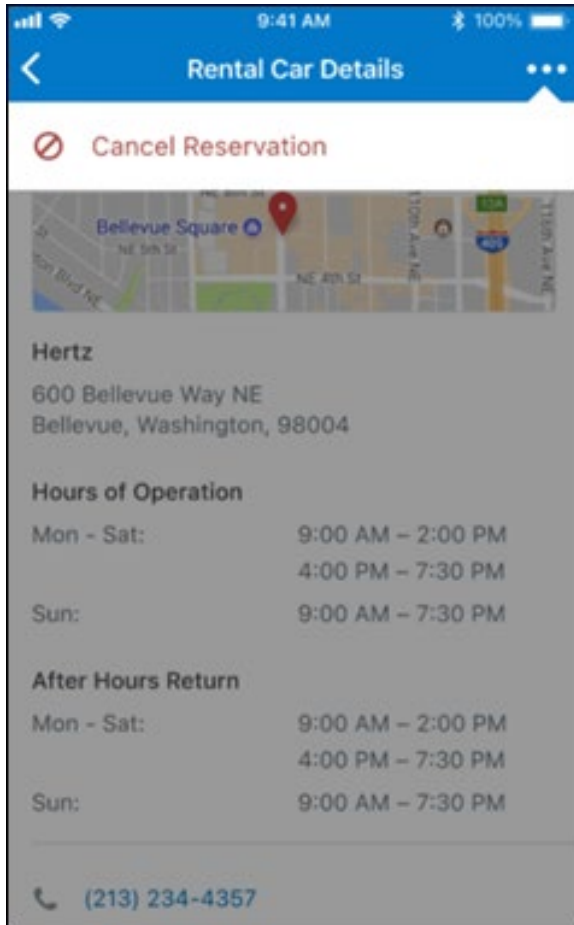
1. When users click **Cancel Trip** on the Finalize Trip page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancel action on this page will redirect users to the **Trip Overview** page where the trip is indicated as **Cancelled**.

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.

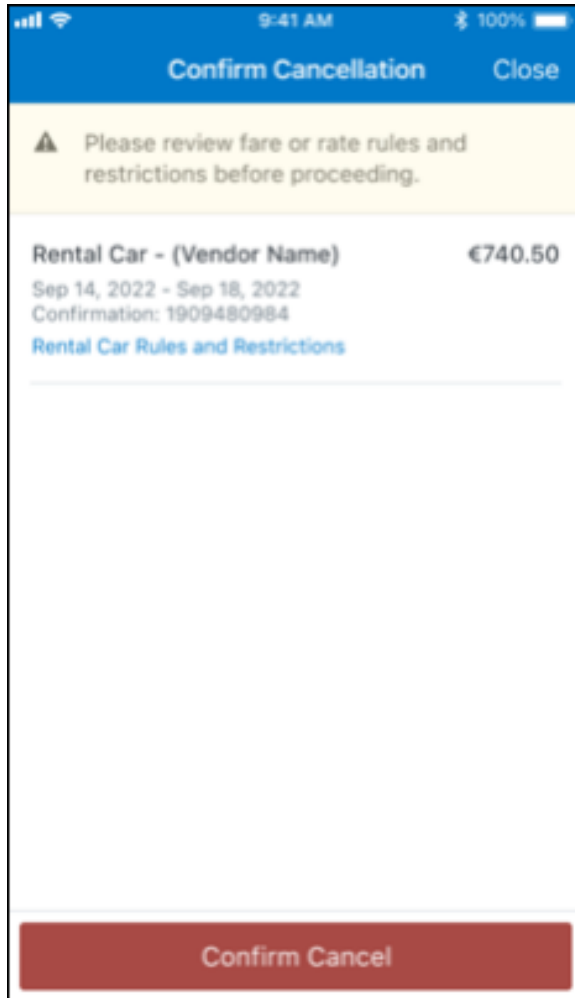
- 1) For a trip that only contains content booked in the new Concur Travel experience, users will be redirected to the **Trip Overview** page where the trip is indicated as **Cancelled**.
- 2) For a trip that contains other content than what was booked in the new Concur Travel experience, users will be redirected to the regular cancellation confirmation page.

## BOOKING CANCELLATION

Clicking on **Cancel Reservation** on the **Rental Car Details** screen will redirect to the **Confirm Cancellation** page.



A link gives access to the Terms and Conditions of the car rental for review. Confirmation of the cancel action on this page will redirect to the Trip Overview page.

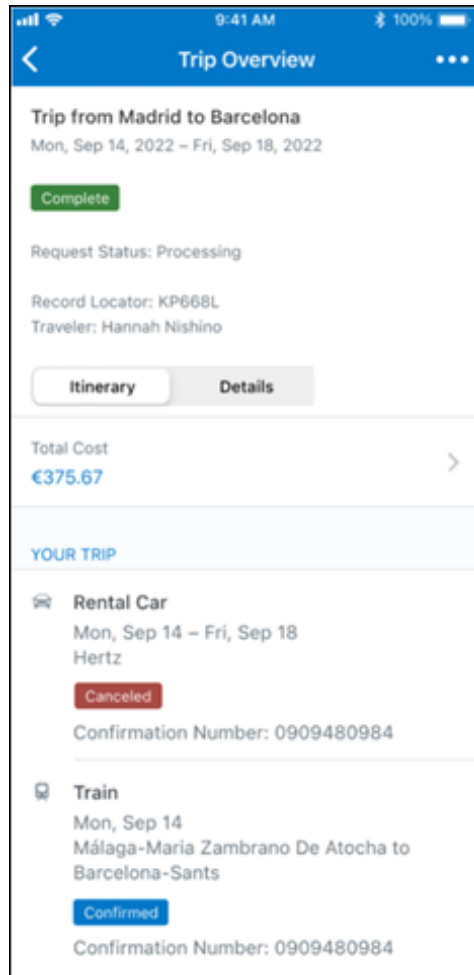


On trips with multiple bookings, only the cancelled booking is indicated as "Cancelled" whereas any remaining booking in the trip will show an active status.

## **\*\*Planned Changes\*\* New Rental Car Experience: Completed Trip Overview**

### ***End-User Experience: View Car Rental (Trip Overview)***

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





## **\*\*Planned Changes\*\* New Rental Car Experience: Configuration for Hertz, Sixt, and Delivery and Collection**

### **Configuration / Feature Activation**

This change is automatically available; there are no configuration or activation steps of Mobile in particular.



For more information, refer to the [Client Release Notes - Concur Travel](#)

## **\*\*Planned Changes\*\* New Rental Car Experience: Reduced Feature Set**

The activation of the new rental car 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 car rental 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 Requirement</b>	<b>Additional Information</b>
Content	Global Distribution System (GDS)	Agency Configuration	Amadeus only	
Integrations	Concur Request	Travel configuration	"Enable Request Integration" unchecked	
Travel Policy	Car Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager Show but do not allow Hide results	"Allow" enforcement level is supported but Display Message (Message when matched) portion is not. For Car category rules, "Show but do not Allow" is treated as "Hide Results" with the first release
Travel Policy	Itinerary Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager	"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
Travel Policy	Concur Travel's Native Approval Process	Company Administration	Car rules cannot use: • Require Approval	

		> Travel Admin	<ul style="list-style-type: none"> <li>• Require Passive Approval</li> <li>• Require Pre-Approval &amp; Log</li> <li>• Require Pre-Approval &amp; Notify</li> </ul>	
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>Car vendor is one of [CarVendorList]</p> <p>Car vendor is not one of [CarVendorList]</p> <p>Car vendor is not preferred</p> <p>Car dropped off in country/region [CountryList]</p> <p>Car not picked up in country/region [CountryList]</p> <p>Car picked up in country/region [CountryList]</p> <p>Car type is one of [CarClassList]</p>	Any other configured car rule parts will not be enforced.
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	Any other rule parts will not be enforced.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	<p>General</p> <p>Train</p> <p>Car</p> <p>Hotel</p> <p>Itinerary</p>	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 would 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	Require credit card for car reservations	Travel configuration	This setting must be enabled	

Payments	Force users to choose a credit card	Travel configuration	This setting must be enabled	
Payments	Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations	Travel configuration	"Always write user-selected card" must be enabled	
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		<i>Impact details described in subsequent update.</i>
Car-Specific	Car Custom Text	Company Administration > Travel Admin > Custom Text		No CAR custom text is displayed.
Car-Specific	Always run a General Shop Request for Car Searches	Travel Configuration	Customers who do not have negotiated car rental discounts should not use the new car rental booking experience yet.	This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.
Car-specific	Direct Billing	Company Admin > Manage Corporate Discounts	Customers who use direct billing should not use the new car rental booking experience yet.	
Trip Management	Show "Add Air" On Existing Itineraries	Travel Configuration		When a user makes a car booking using the new experience, the "Add Air" link will not be shown yet.
Trip Management	Booking cancellation of Car Connector content (Hertz / Sixt) from an itinerary including further bookings (e.g. flight, hotel) on Mobile.	Travel Configuration	Car Connector content (Hertz / Sixt) enabled on travel config page	Please access the Concur Web application to cancel the booking if not possible on the Mobile app.  The limitation for booking cancellation on the Mobile app only applies to the mentioned scenario. Booking cancellation of Amadeus-sourced content and booking cancellation of Car Connector content from an itinerary that does not include further bookings is supported.

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

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

### **CONFIRMATION EMAILS**

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

### **CUSTOM TRIP FIELDS – DISPLAY AT START**

All custom trip fields will be shown on the **Finalize Trip** page in the **Additional Information** section, even those configured to display at start.

### **TRIP SHARING/CLONING**

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

## **New Hotel Experience**

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

#### ***Overview***

Targeted for Q2 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***

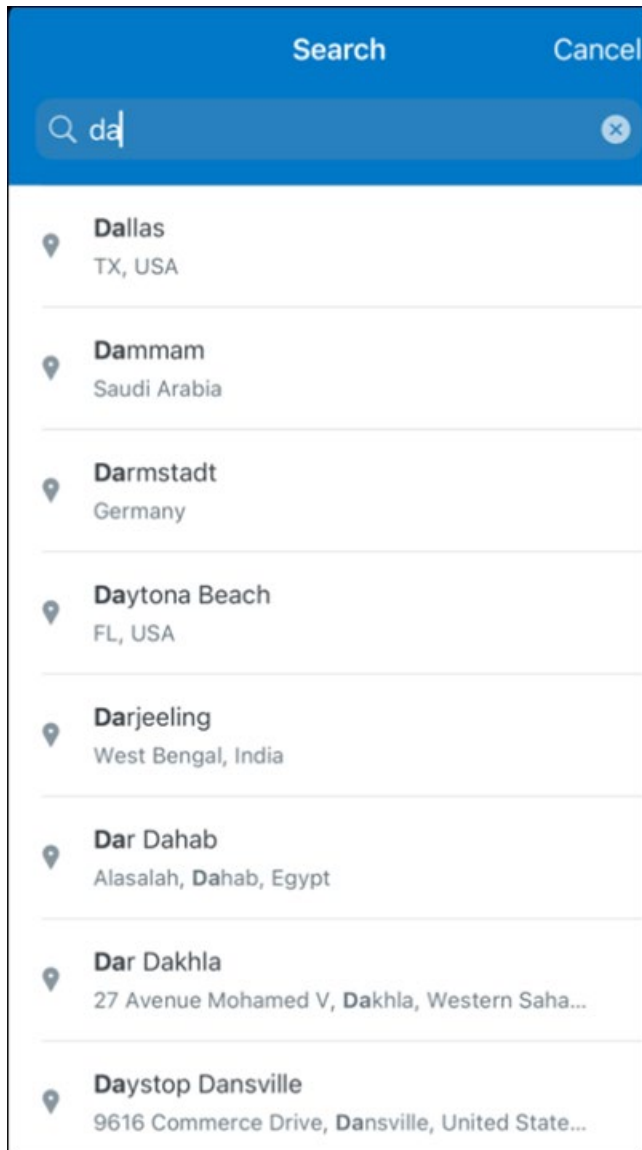
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

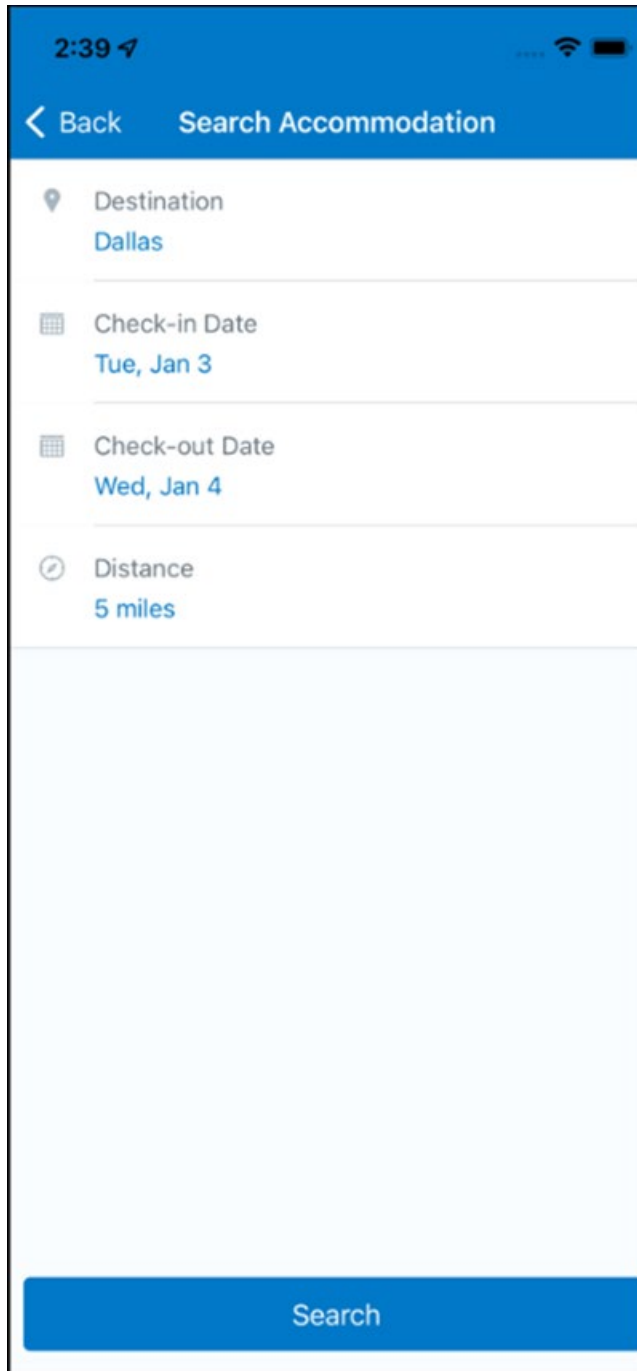
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

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.

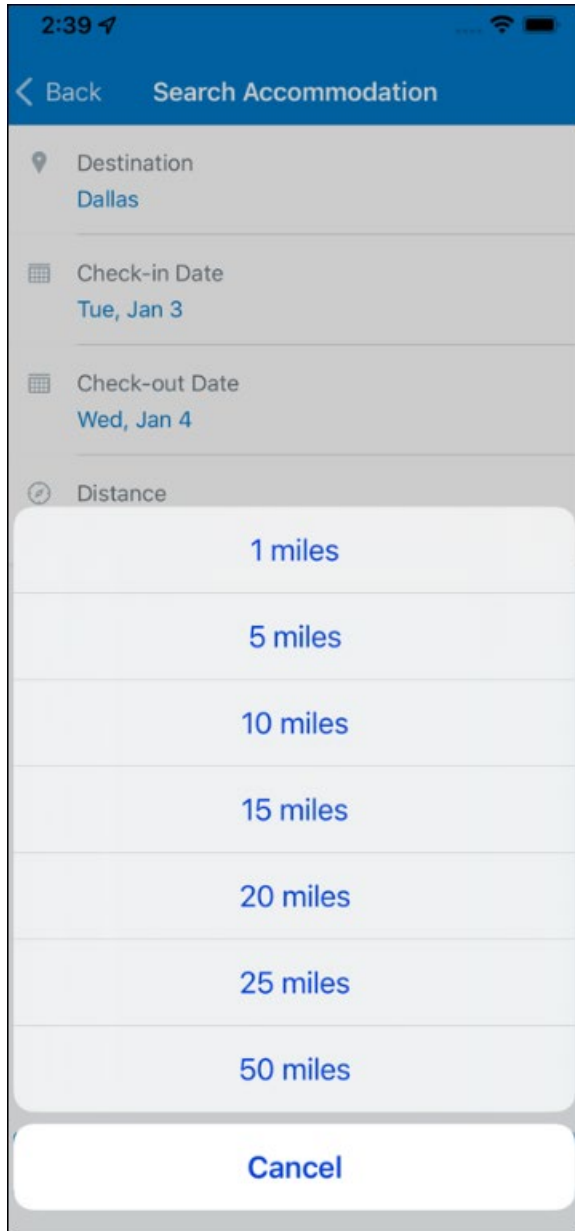
**EXAMPLE OF HOTEL SEARCH**

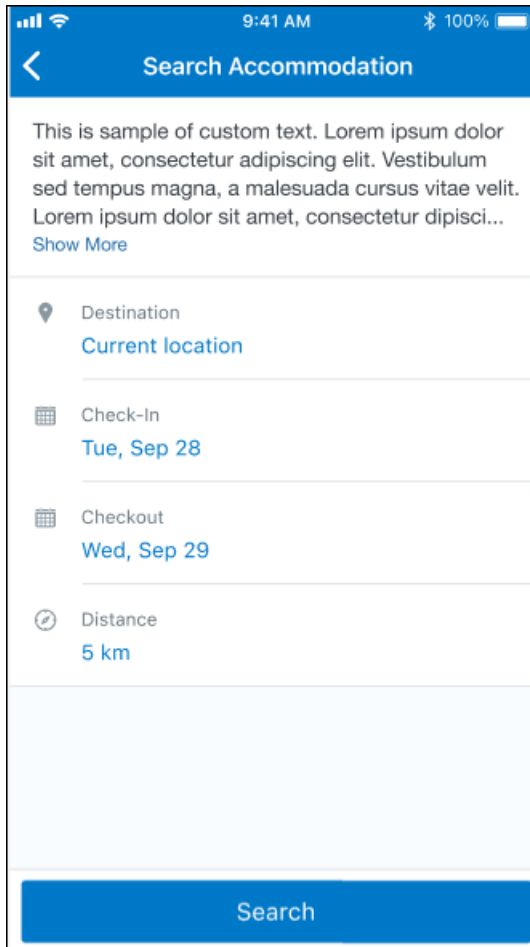




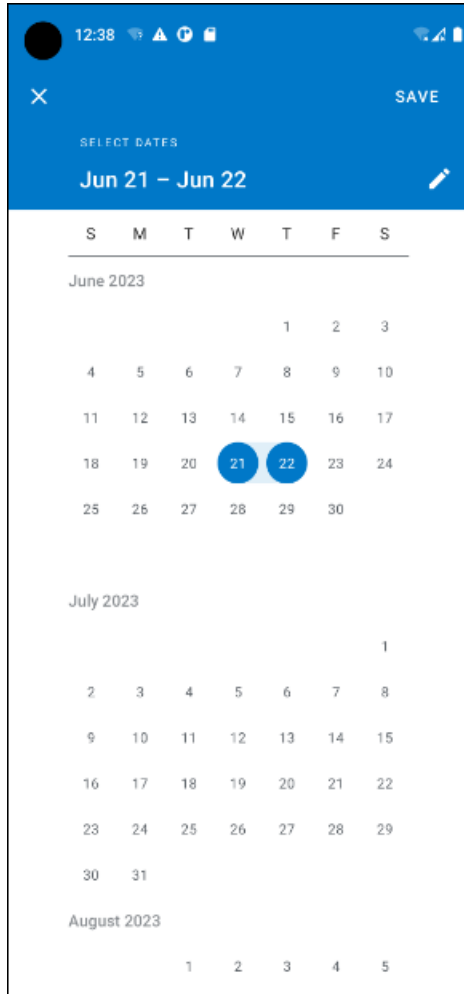
Cancel		Select Dates			Done	
Check-in Date Thu, Jan 26			Check-out Date Wed, Feb 1			
January 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
February 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				







## 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.

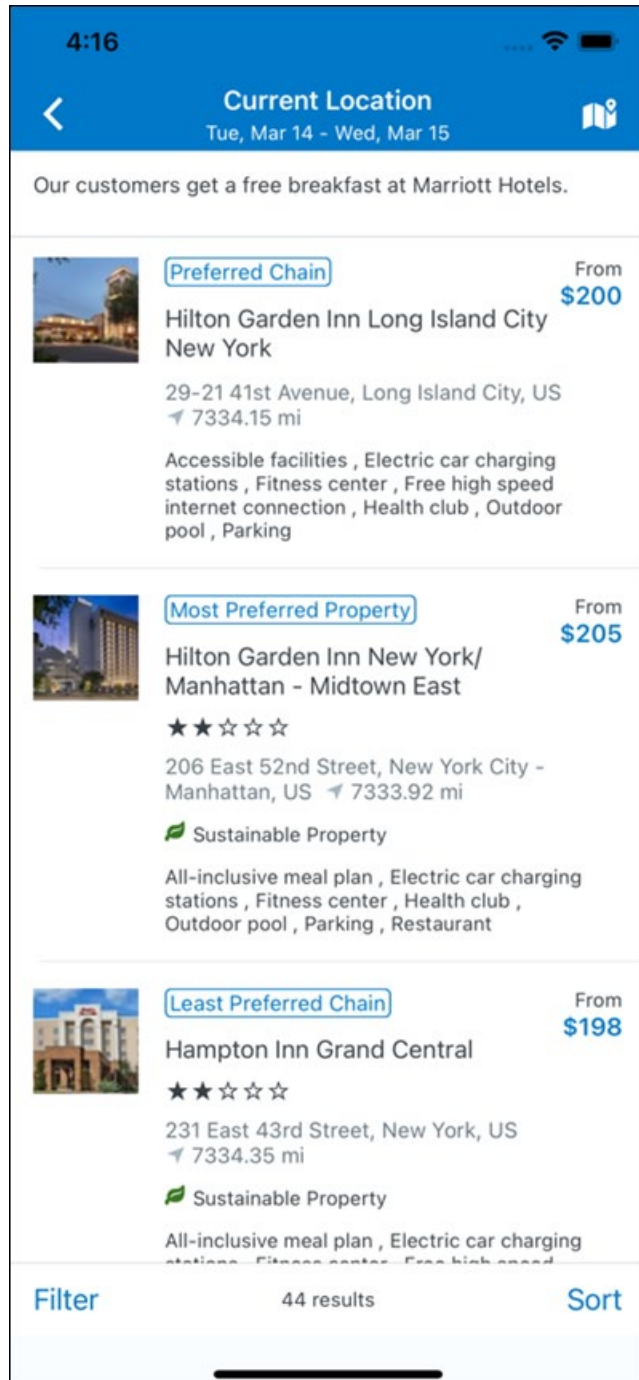
Custom text appears at the top of the search results page where applicable.

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

If policy rules are created using these labels, the policy violation text displayed to the user will contain the current label.

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**

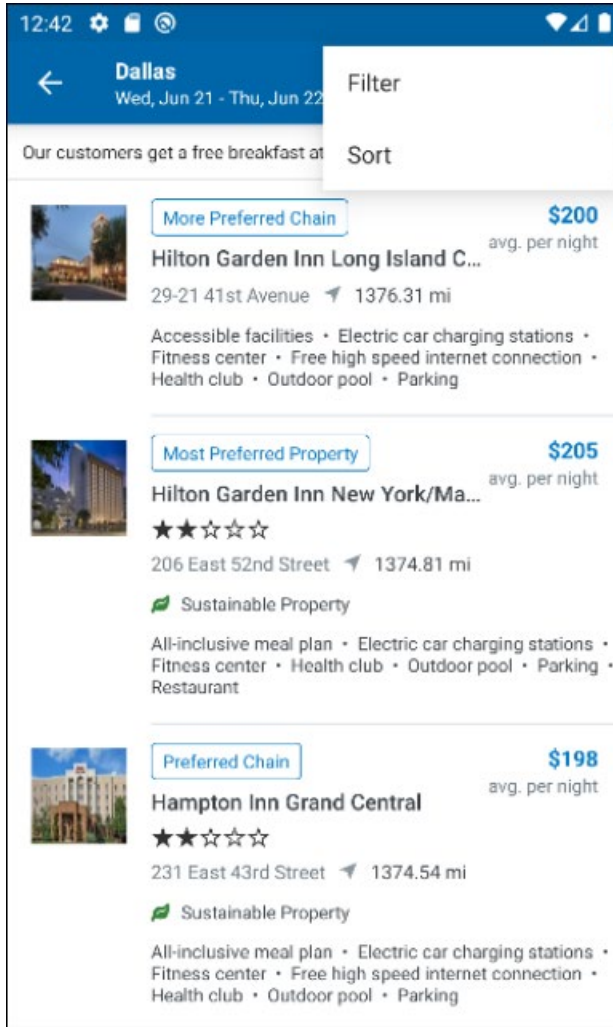
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

#### **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 **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:**



Clear	Filter	Done
SUPER CHAIN		
Hilton Brands (3)		
Wyndham All (15)		
Choice Hotel Brands (13)		
Marriott International (6)		
TravelClick (12)		
Radisson Hotel Group (1)		
Every BWH Hotel (44)		
InterContinental Hotel Brand (3)		
CHAIN		
SC (3)		
LM Vantis Hotel Group (2)		
TravelClick (10)		
Sheraton (1)		

Clear	Filter	Done
PH (1)		
Holiday Inn (1)		
Econo Lodge (3)		
HOTEL AMENITIES		
Dry Cleaning (33)		
Wheelchair Accessible (139)		✓
Free Parking (139)		✓
Restaurant (36)		
Hearing Impaired Services (34)		✓
Ramp Access (27)		
Breakfast Included (139)		
Accessible Rooms (139)		
Internet/Wifi (139)		
<u>Electric Car Charging Stations (20)</u>		

### **SORTING OPTIONS**

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

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**

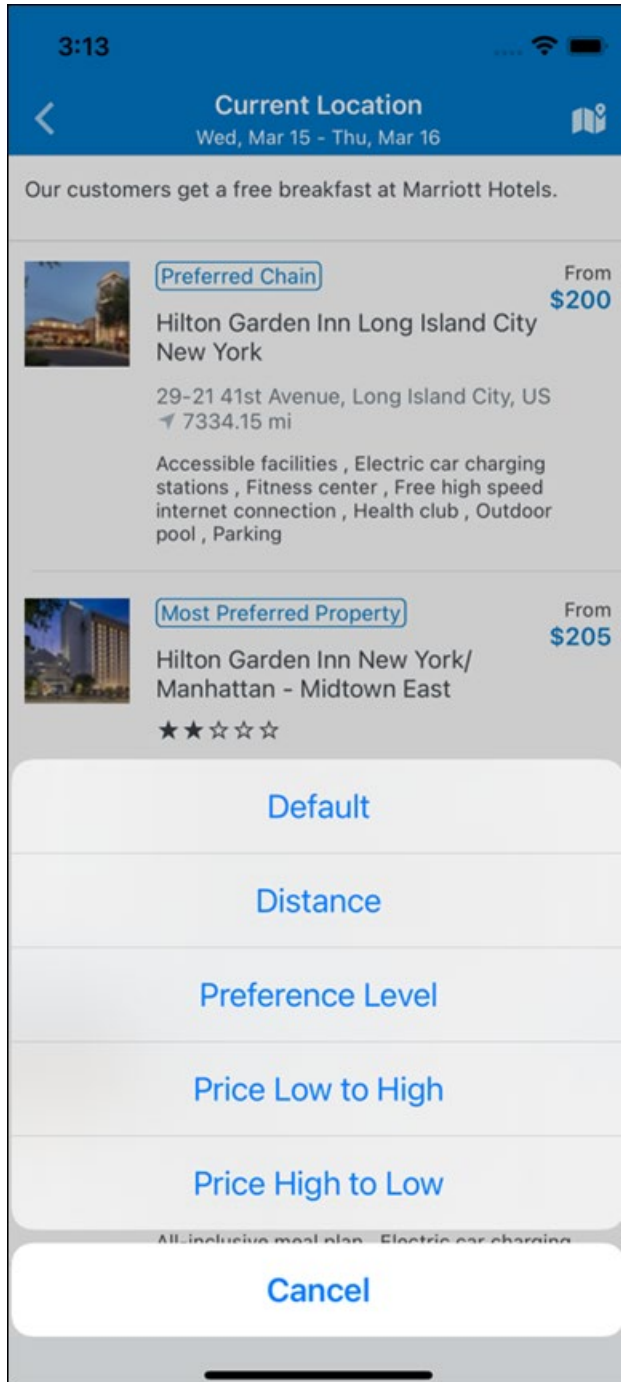
Will show properties that are **Most Preferred**, followed by **More Preferred**, followed by **Preferred**. If more than one property has the same preference level, then they will display in the original sort order returned by the CHS provider.

### **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**

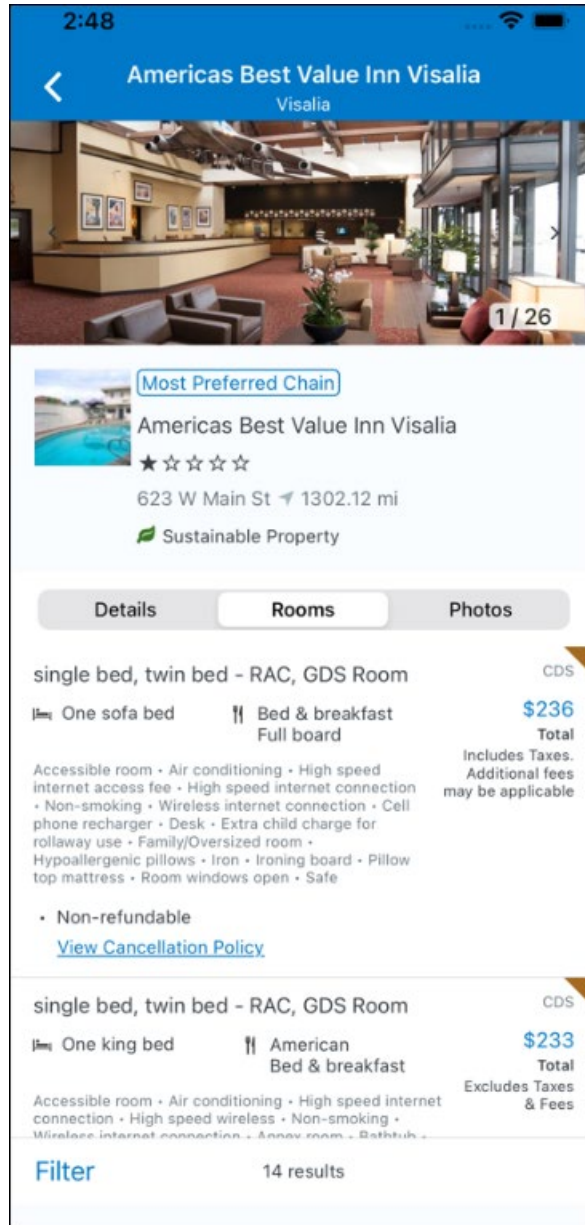
Show property with the highest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.



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.

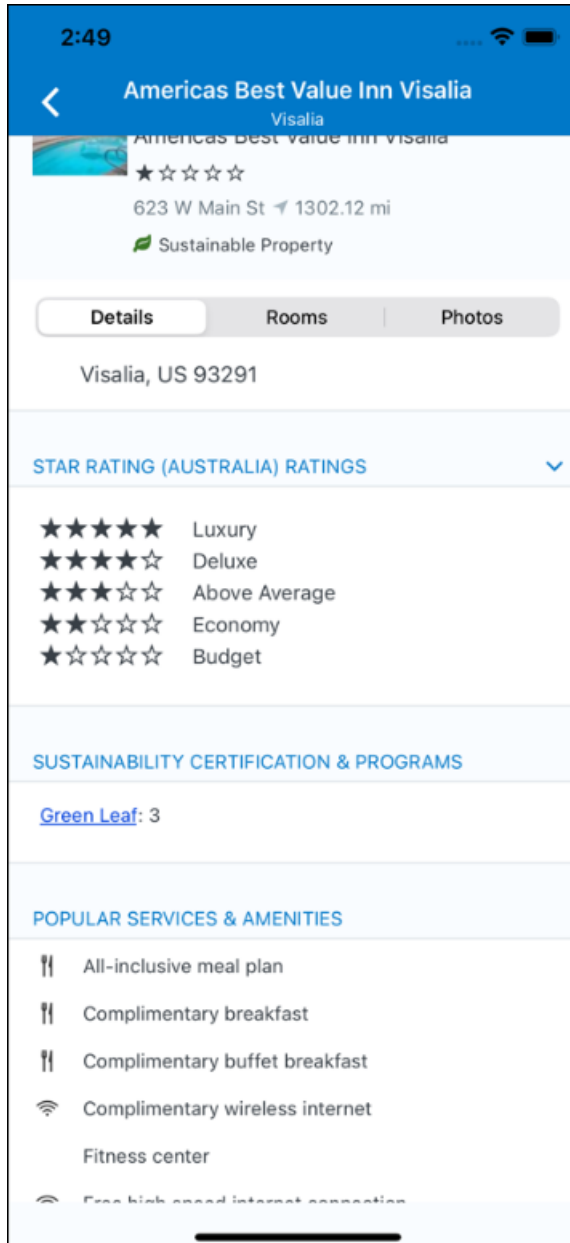
#### **PROPERTY AMENITIES**

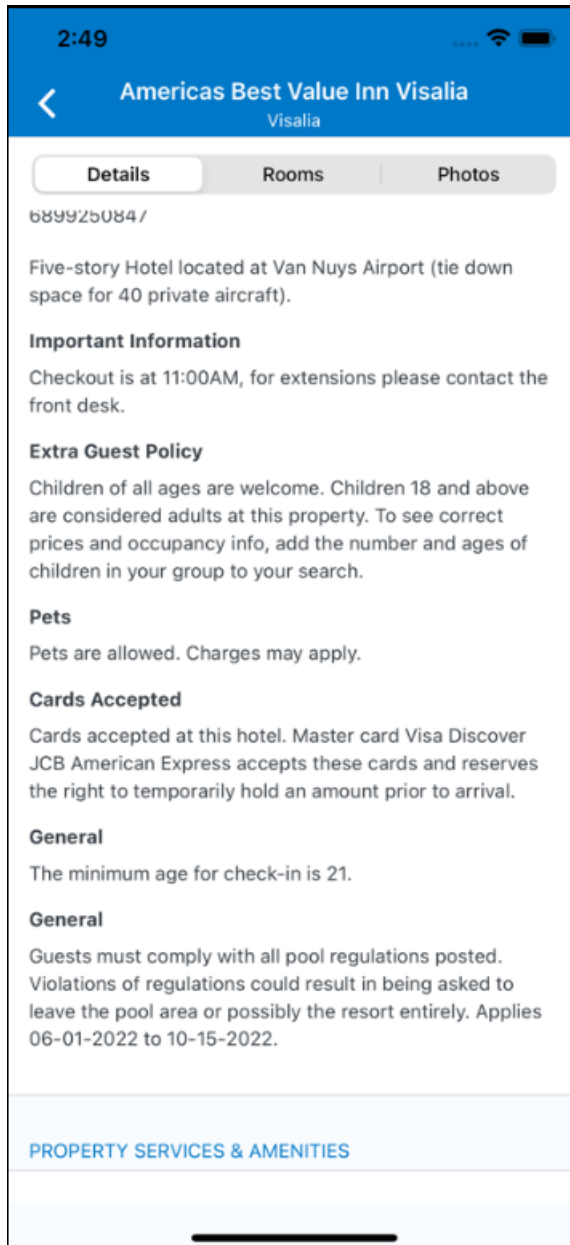
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

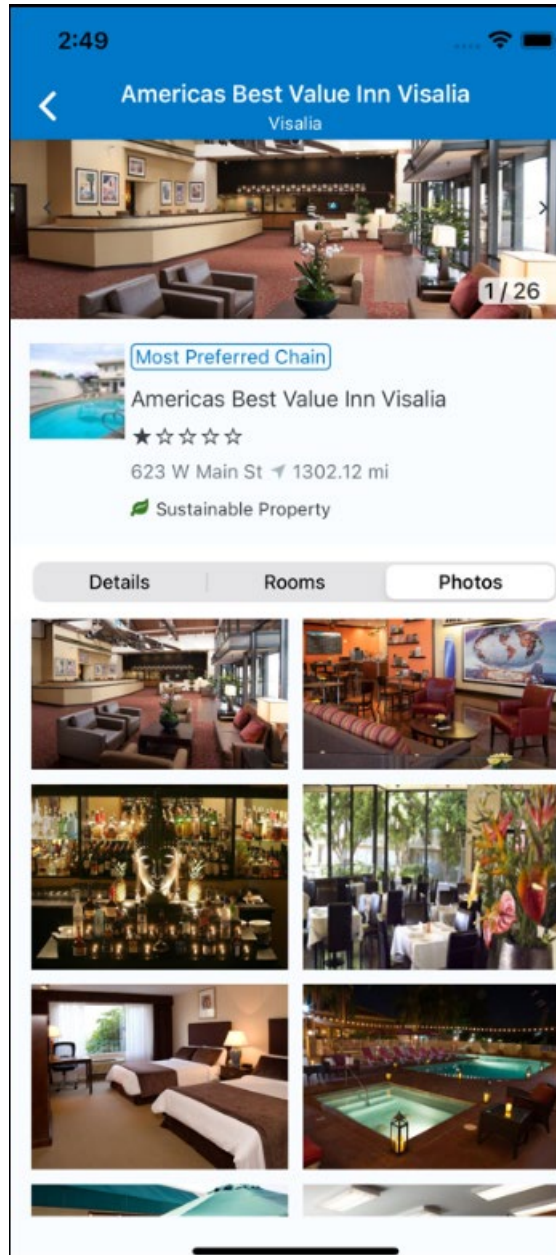
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

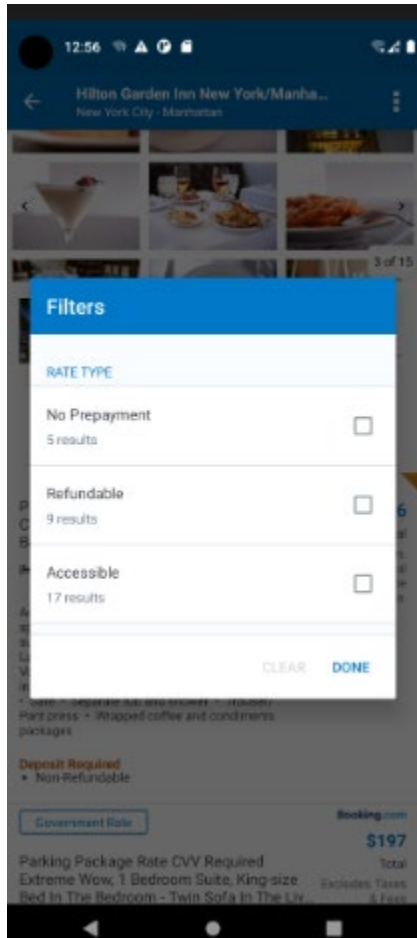
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



## FILTERS

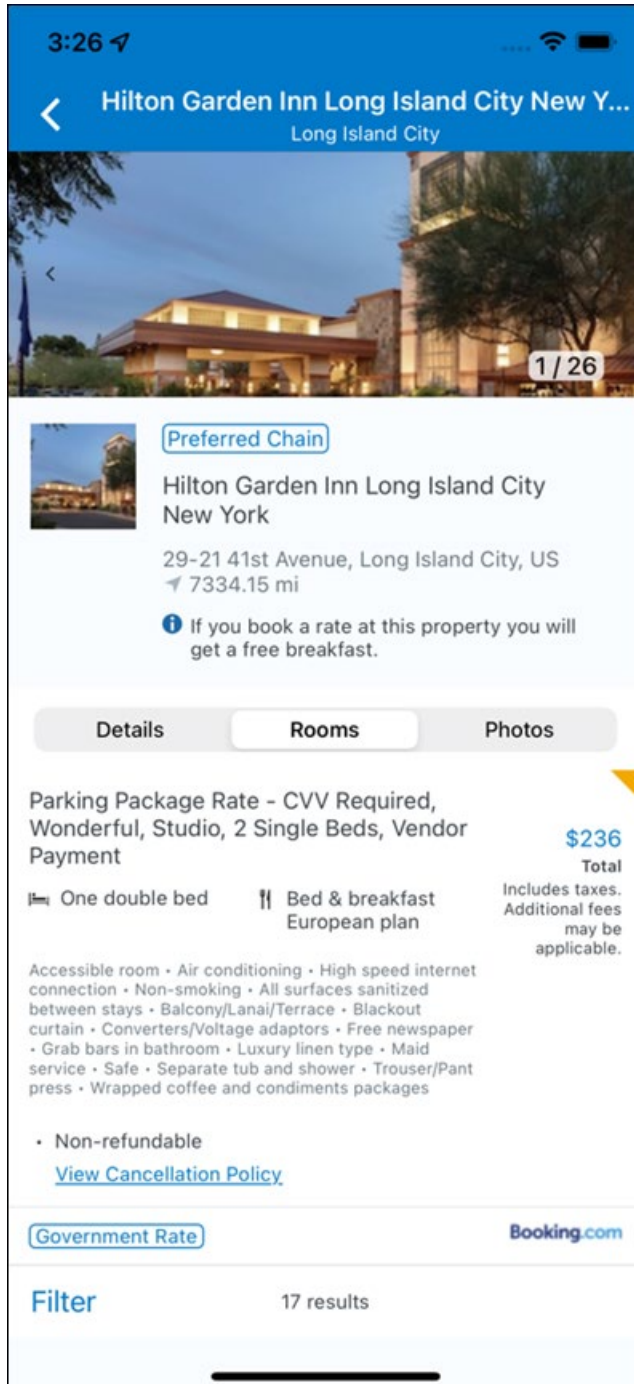
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**ANDROID:**





iOS:



Clear	Filter	Done
Rate Type		
No prepayment (5)		✓
Refundable (9)		
Accessible (17)		

#### **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**.

*Image to be included in subsequent update.*

## MAP VIEW – SEARCH RESULTS

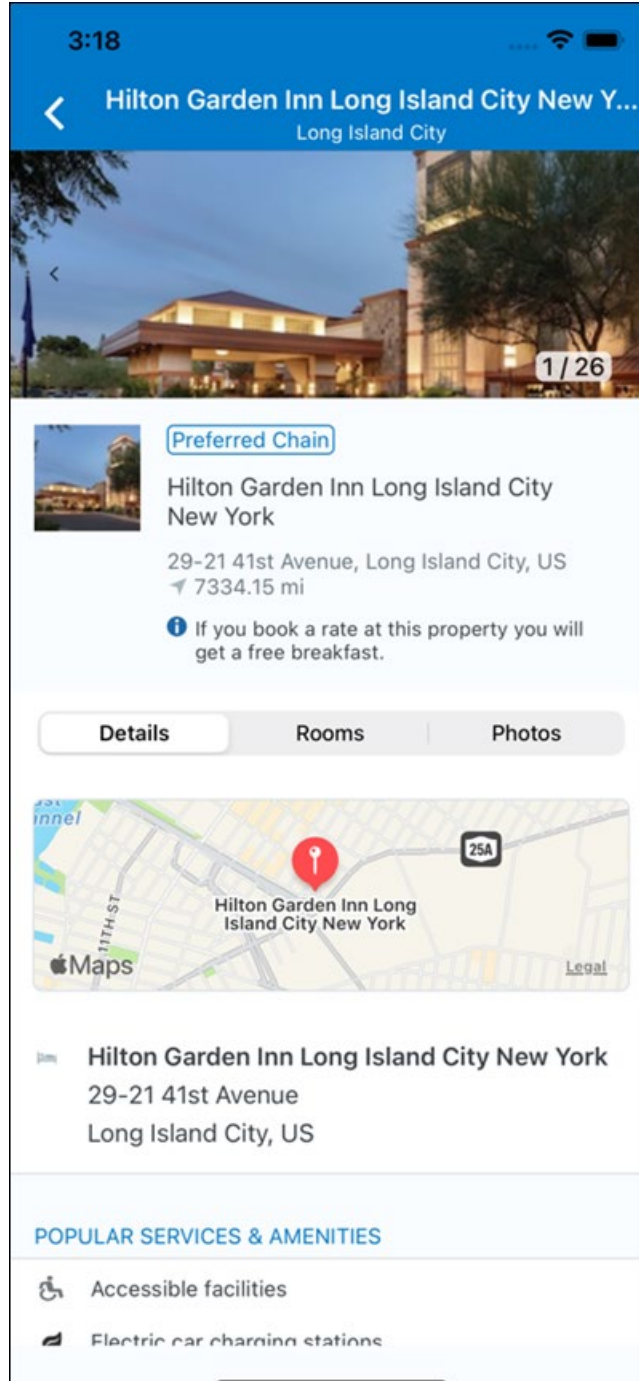
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

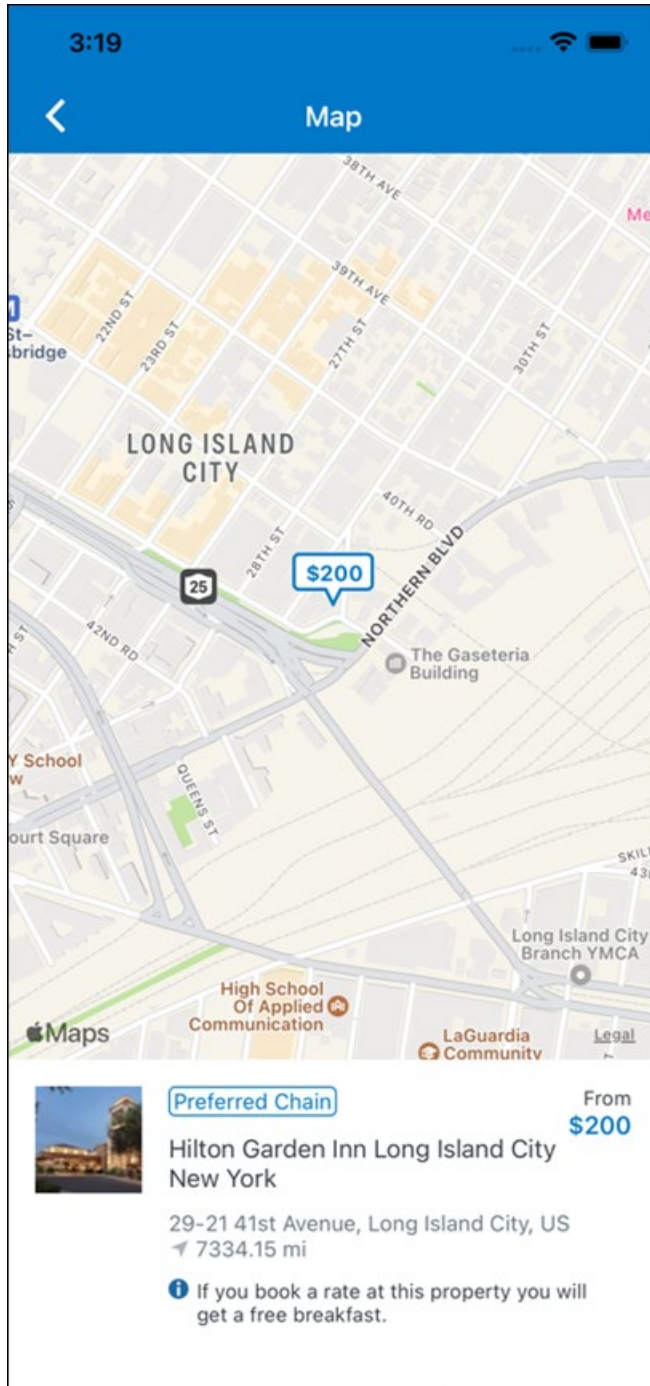
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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.

The screenshot shows the 'Review and Book' screen in a mobile app. At the top, the time is 2:12. Below the title bar, there is a back arrow and the text 'Review and Book'. The main content area is divided into several sections:

- Foam Pillows**: A section with a right-pointing chevron.
- HOTEL COST**: A section containing:
  - Calendar icon: Wed, Feb 22 - Thu, Feb 23 (Nights: 1)
  - Person icon: 1 Guest
  - Estimated Total Cost** ⓘ: \$217.07
  - Total Due Now**: \$54.27
- PAYMENT**: A section containing:
  - Form of Payment: Visa Test (with a right-pointing chevron)
  - Security Code: 3 digits
- FREQUENT TRAVELER ACCOUNT**: A section containing:
  - Star icon: None (with a right-pointing chevron)
- ADDITIONAL INFORMATION**: A section containing:
  - AUT-CTE-DONOTCHANGE (with a toggle switch)

At the bottom, there is a blue 'Book Now' button with a price tag of \$217.07.

## 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.

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](#).



10:59

Form of Payment

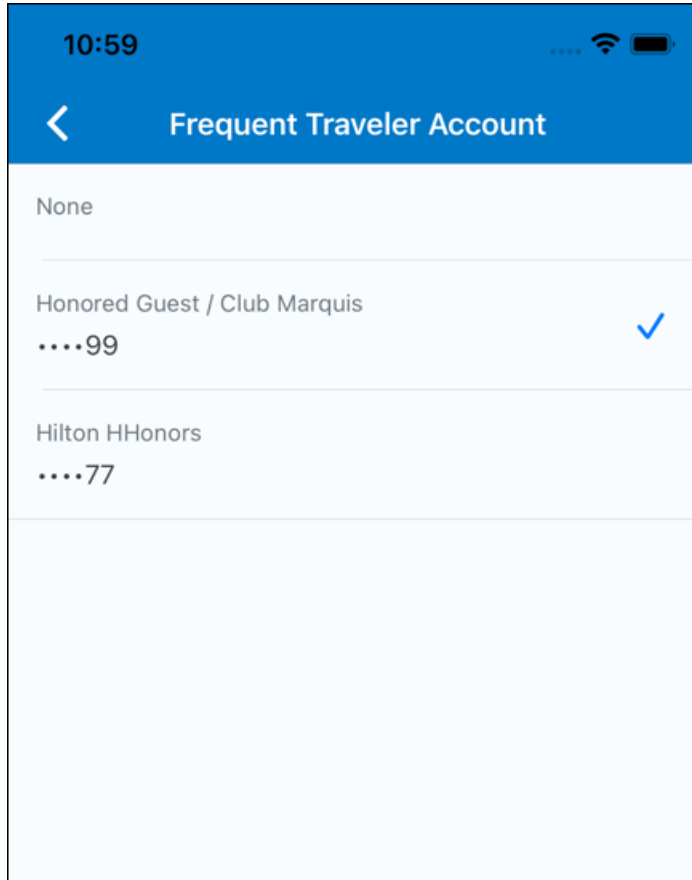
<input type="radio"/>	Alex Test MC ....1097	06/2034
<input type="radio"/>	Clay Phillips ....2914	Expiring soon 03/2023
<input type="radio"/>	Alex Test MC ....5100	12/2027
<input checked="" type="radio"/>	Alex Test VISA ....1111	12/2030
<input type="radio"/>	Test Visa ....1881	12/2040

#### 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.

The screenshot shows the 'Review and Book' screen in the SAP Concur mobile app. At the top, the time is 10:59. Below the header, it shows '1 Guest'. The 'Estimated Total Cost' is \$283.19 and the 'Total Due Now' is \$70.80. The 'PAYMENT' section shows 'Form of Payment' as 'Alex Test VISA' and 'Security Code' as '3 digits'. The 'FREQUENT TRAVELER ACCOUNT' section shows 'Marriott' as 'Honored Guest / Club Marquis \*\*\*\*99'. The 'TRAVEL POLICY' section contains a warning icon and the message: 'This booking is not in compliance with the following travel rules: Sam's rule room rate is greater than lowest rate plus 20 dollars'. Below this, there is a 'Reason' dropdown menu with 'Required Field' selected. At the bottom, there is a 'Book Now' button with a price tag of '\$283.19'.

## **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**.

11:02

< Review and Book

🔒 Security Code  
3 digits

FREQUENT TRAVELER ACCOUNT

★ Marriott  
Honored Guest / Club Marquis ••••99 >

TRAVEL POLICY

⚠️ This booking is not in compliance with the following travel rules:  
Sam's rule room rate is greater than lowest rate plus 20 dollars

Reason >  
Required Field

Comment

Rate rules and restrictions >

I have read and agree to the Rate Rules and Restrictions.

Book Now \$283.19

## **\*\*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.

11:10

Close Finalize

### TRIP OVERVIEW

Trip Status Incomplete

Trip Name\*  
Trip - Long Island City

Trip Description

### YOUR TRIP

Hotel  
Tue, Mar 14 - Wed, Mar 15  
The Great Hotel - finest in the world  
Incomplete  
Confirmation Number: CDPEAU

### COST

Hotel  
Mon, Mar 13 - Tue, Mar 14

Estimated Total ⓘ **\$853.96**

**Confirm**

## TRAVEL POLICY

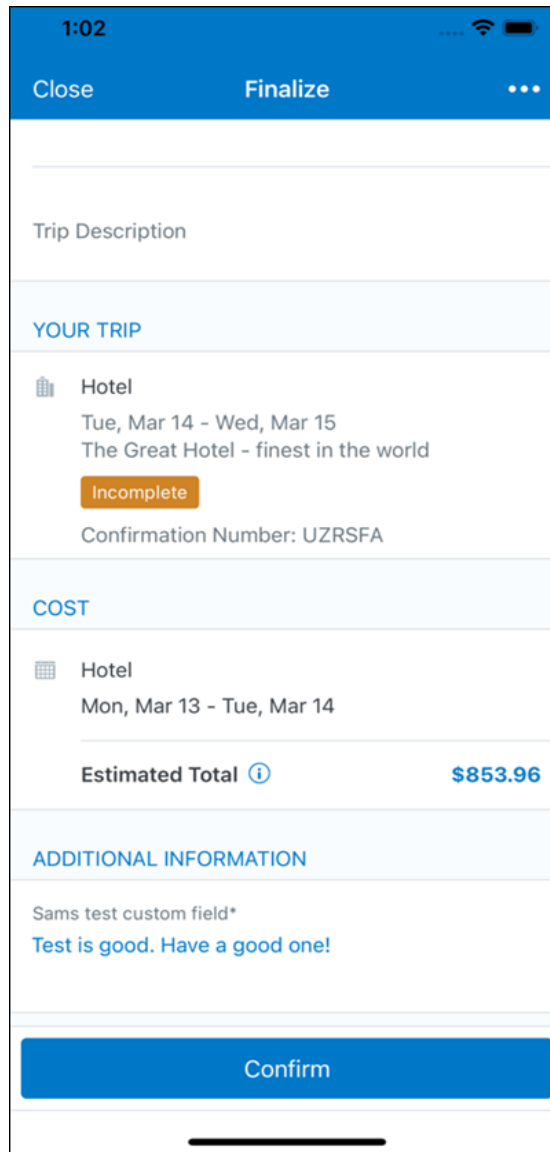
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

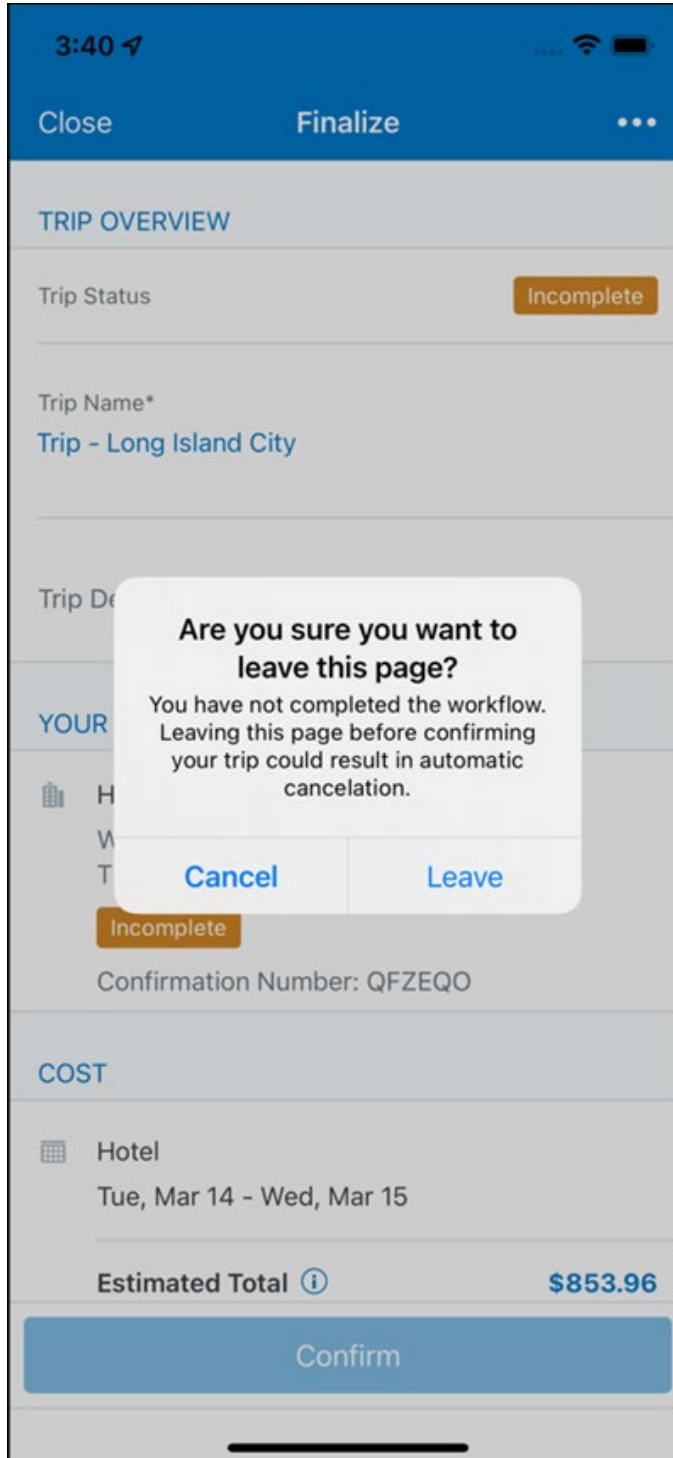
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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).

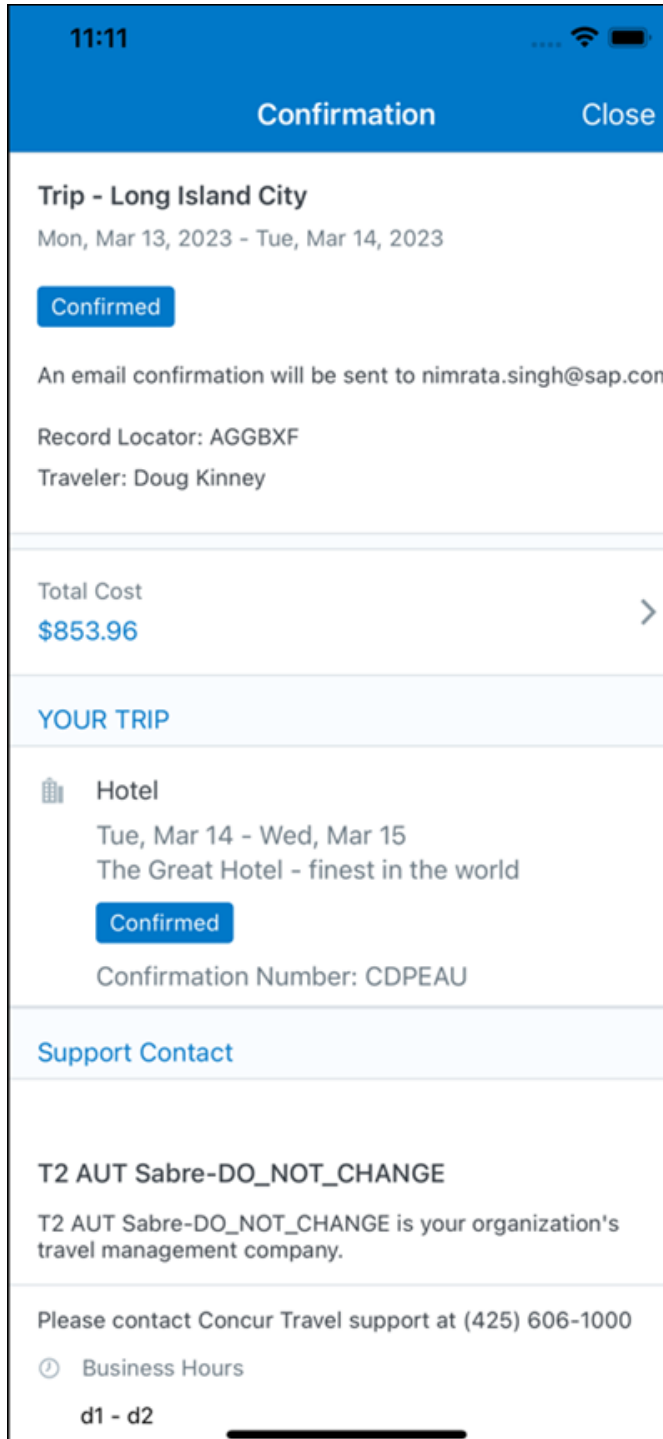




## End User Experience: Confirmation

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

This page provides an overview of all existing bookings in a user's trip and displays support contact data; configuration is required by your SAP Concur administrator.



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. A section that displays the **Total Cost**. This section is collapsed by default and can be expanded to review detailed rate information per booking.
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of nights and number of guests for a hotel booking).
5. A **Support Contact** section will display support contact data. This is configured by your SAP Concur administrator.

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.

---

**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.

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.

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.

## 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
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>The following 3 Itinerary rules are the only ones supported for Hotel Release 1:</p> <p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	All other Itinerary rule parts will not be enforced.



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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.
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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<b>SAP Concur Release Notes</b>	
<b>SAP Concur's mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 9.112 - Associated web release: April 2023 Initial Post: Friday, April 21, 2023	<i>Client</i> - <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 9.107 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.

---

**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.

---



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

## Deprecating Mobile Versions

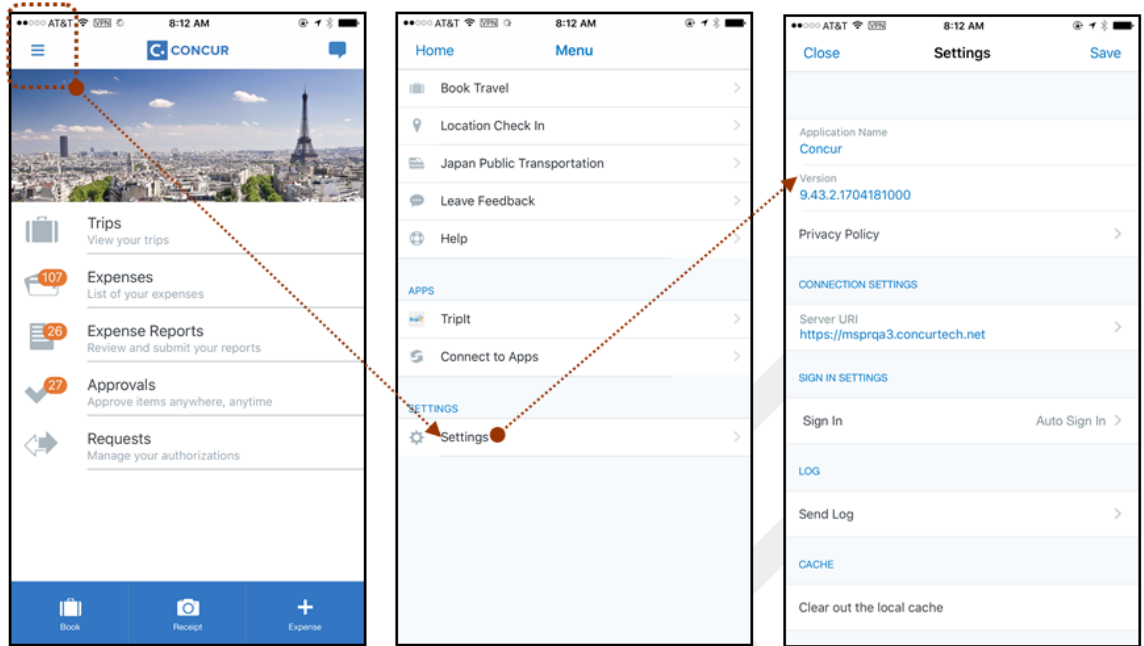
Platform	Deprecating Version
iPhone/iPad	9.107, 9.108, 9.109
Android	9.107, 9.108, 9.109

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.112	Friday, April 21	Update via App Store
Android	9.112	Friday, April 21	Update via Google Play

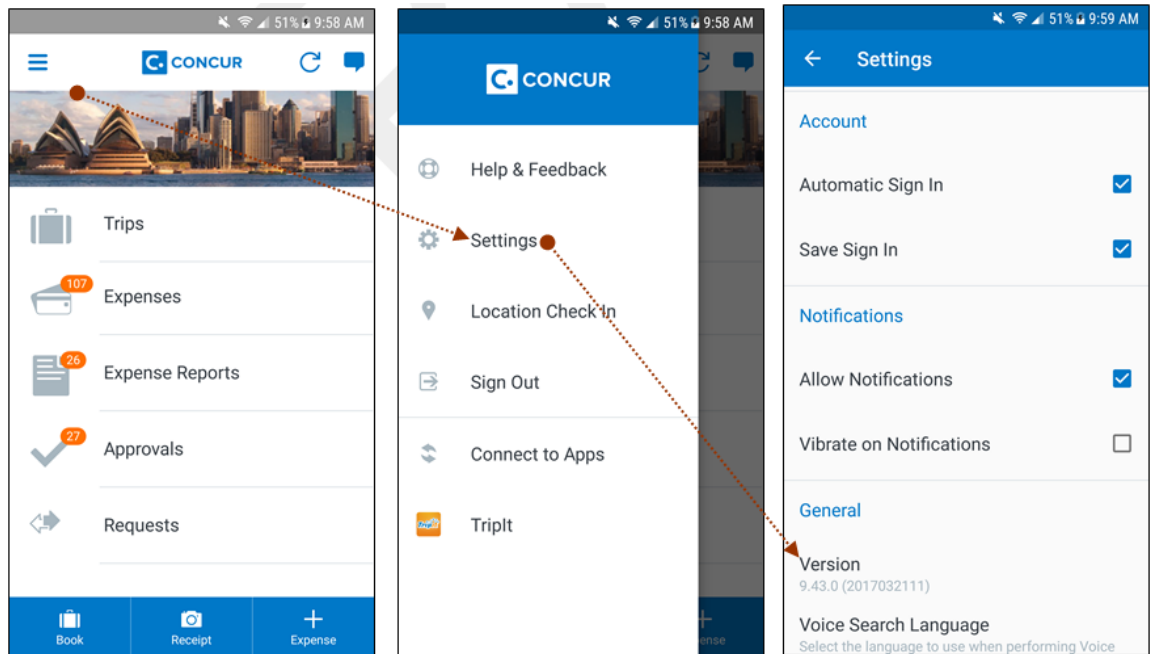
## Locate Version Information on the iPhone

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

# Release Notes

---

## New Rental Car Workflow

### Overview

Concur Travel is introducing a new rental car booking experience. This first release is limited to participating Amadeus TMC partners. With this integration, customers 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.

### ***Business Purpose / Client Benefit***

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

1. **Time Savings:** The user moves through the booking experience faster with less pages.
2. **Delivery and Collection:** Select the Delivery and Collection service up front with a choice of any favorite address and discover the compact and smooth booking experience.
3. **Sustainability:** Lets end users consider the environmental footprint by comparing carbon dioxide (CO2) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices.
4. **Merged on-airport and off-airport search:** No matter where the user requires a rental car, all text entries will be recognized, and location suggestions are provided. All activated rental car companies with negotiated packages are comparable. Details such as included services display next to total rates with taxes and fees.
5. **Localized content:** When a rental car location exists in the GDS, it exists in Concur Travel. Locations are offered in real time, with the most up-to-date location details as provided by the GDS.

## New Rental Car Experience: Search for a Car Rental

### *End-User Experience: Search for a Car Rental*

The search options include a free text entry field for the pick-up location and when required, the drop-off location. No matter if the user is searching for an on-airport or off-airport rental car location, the user starts typing the preferred location. The "omni search" functionality suggests matching options for cities, airports, company locations, business addresses, railway stations, points of interest and general addresses.

Pickup and drop-off date are pre-populated by tomorrow's date and day after tomorrow, respectively. The default time is set to 10:00 AM.

If the delivery and collection service has been activated by the Travel System Administrator, equivalent toggle switches become visible within the Rental Car search tool. The end user can request this service as part of their initial search request.

### **CAR SEARCH**

12:30

← Search Rental Car ⋮

Pickup  
Downtown Seattle

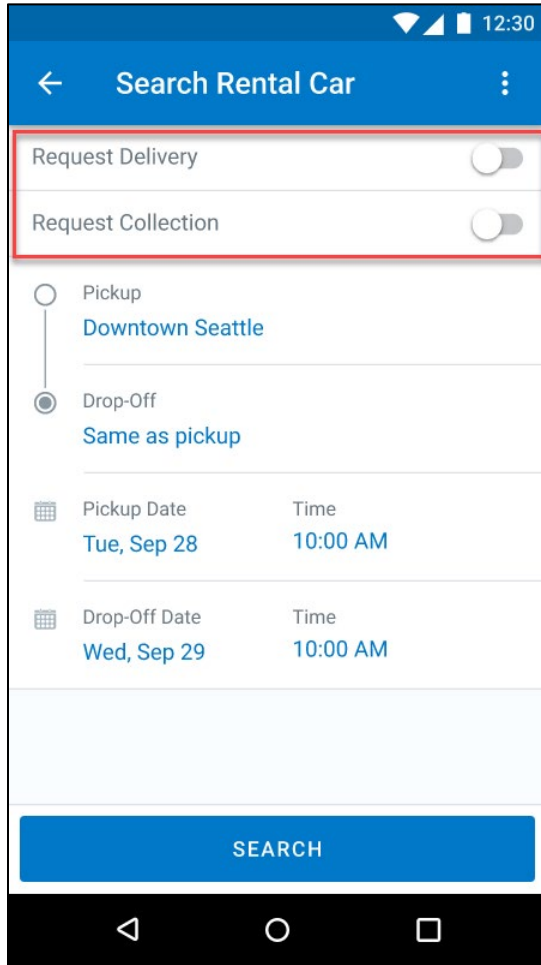
Drop-Off  
Same as pickup

📅 Pickup Date	Time
Tue, Sep 28	10:00 AM

📅 Drop-Off Date	Time
Wed, Sep 29	10:00 AM

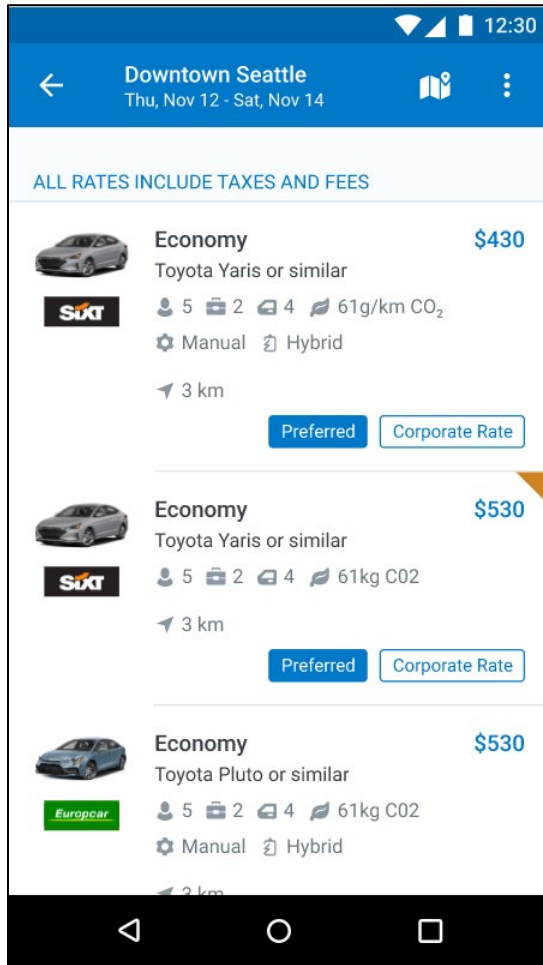
SEARCH

**CAR SEARCH WITH DELIVERY AND COLLECTION TOGGLES**



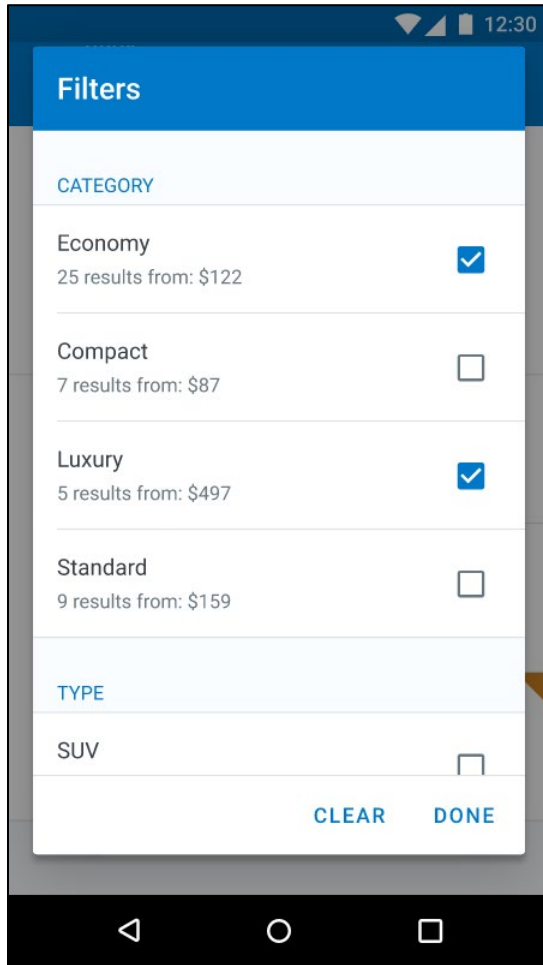
### End-User Experience: Select a Car Rental

Once the user has entered their search criteria and clicked **Search**, the search results display with the new design.



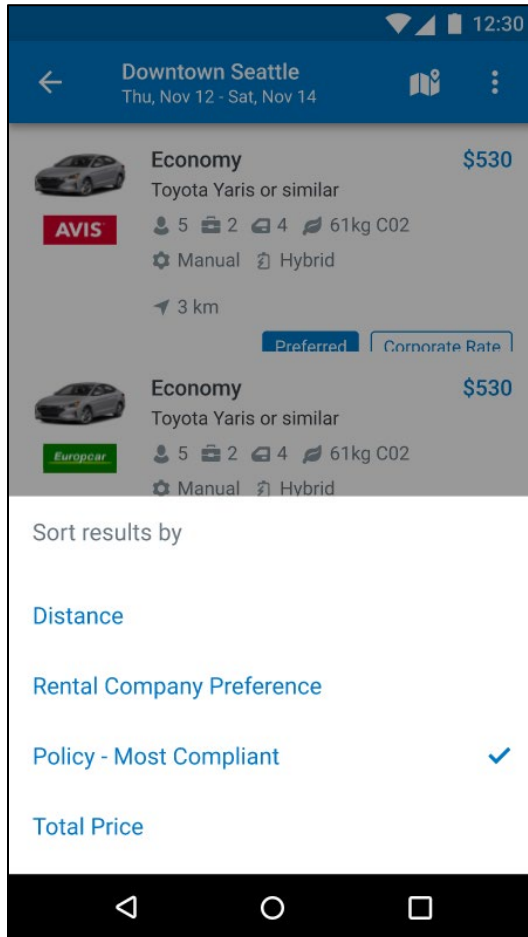
## FILTER OPTIONS

The offered filter sections are car category, car type, vendor, and specifications (transmission type, hybrid or electric).



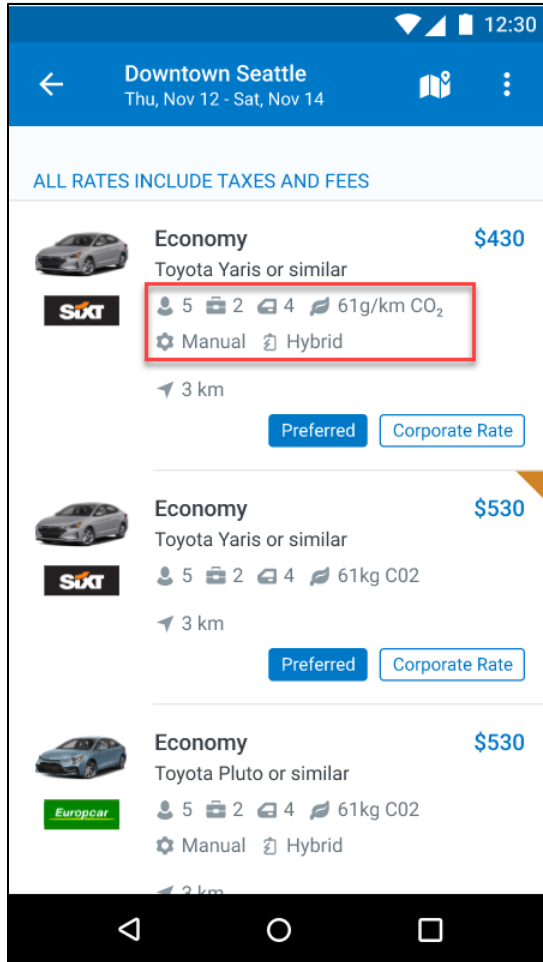
## SORTING OPTIONS

The sorting orders are reduced to sort by **Total Cost**, **Distance**, **Policy, Most Compliant** and preferred rental car company.



## CAR FEATURES

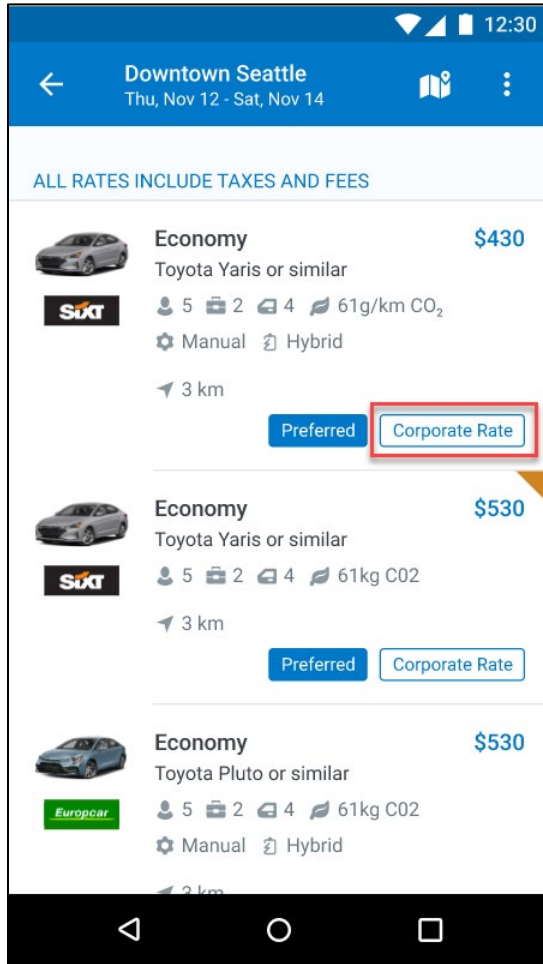
The emphasis of the page is set on the result list which shows consistent information across the car offers. The vehicle-related information contains information on number of seats, bags, and doors, as well as transmission, fuel type, and carbon dioxide emission values.





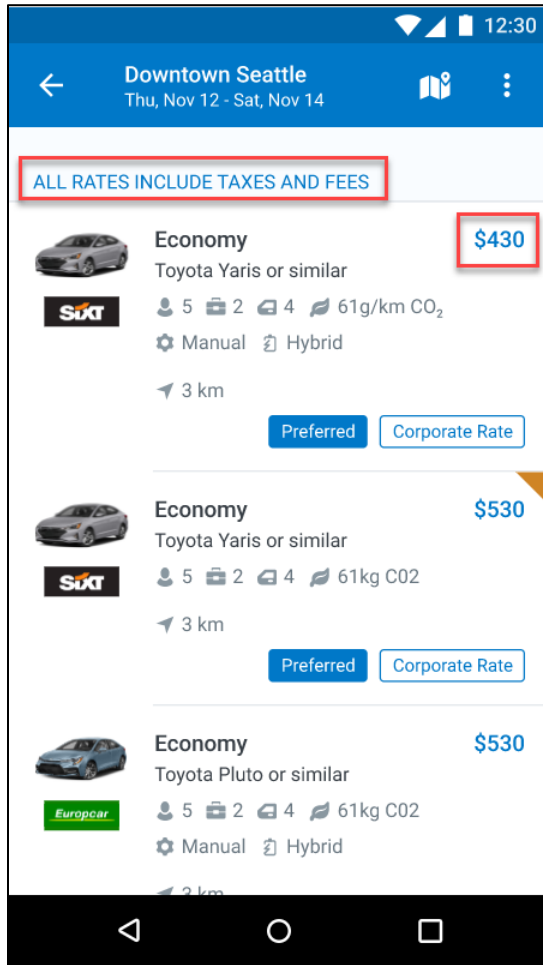
## CORPORATE RATES

Corporate rates, highlighted via a label, display to the user to compare all included services between the offers. In the new experience, the comparison is between rental car locations and suppliers in general. To show the most relevant results, the system limits the displayed locations to a maximum of 5 closest rental car locations per supplier.



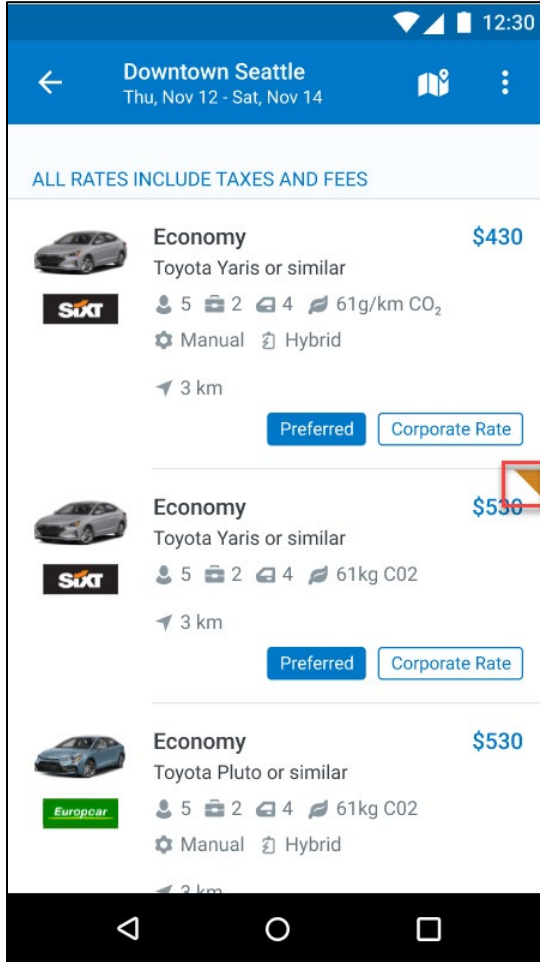
## TOTAL PRICE

Total prices are displayed in comparison to the daily rates. All rates displayed include all taxes and fees.



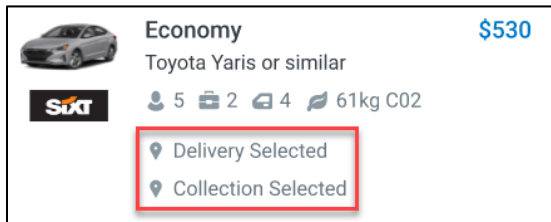
## TRAVEL POLICY

When a rental car offer violates a policy rule, the segment is marked with a corresponding warning icon.



## DELIVERY AND COLLECTION

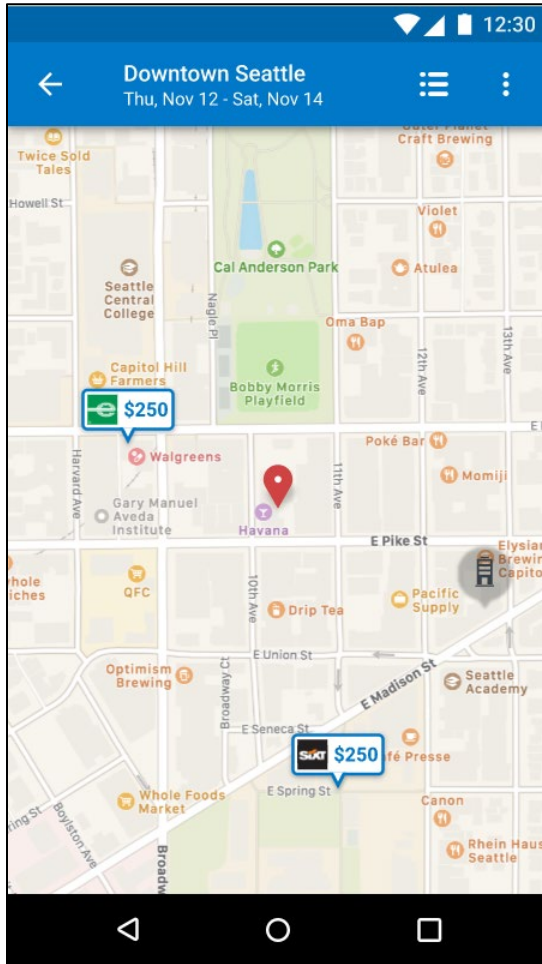
When a user searches for car rentals using the delivery and collection service, this is indicated on the individual search results.



## MAP VIEW

The new result map view has an informational purpose and represents an additional filter option. Tap a pin to see the location address, opening hours, and the total price for the cheapest available car. In case of overlapping pins, the number of locations is displayed. Tap the pin to trigger an automatic zoom view of the map, until separate pins are displayed clearly.

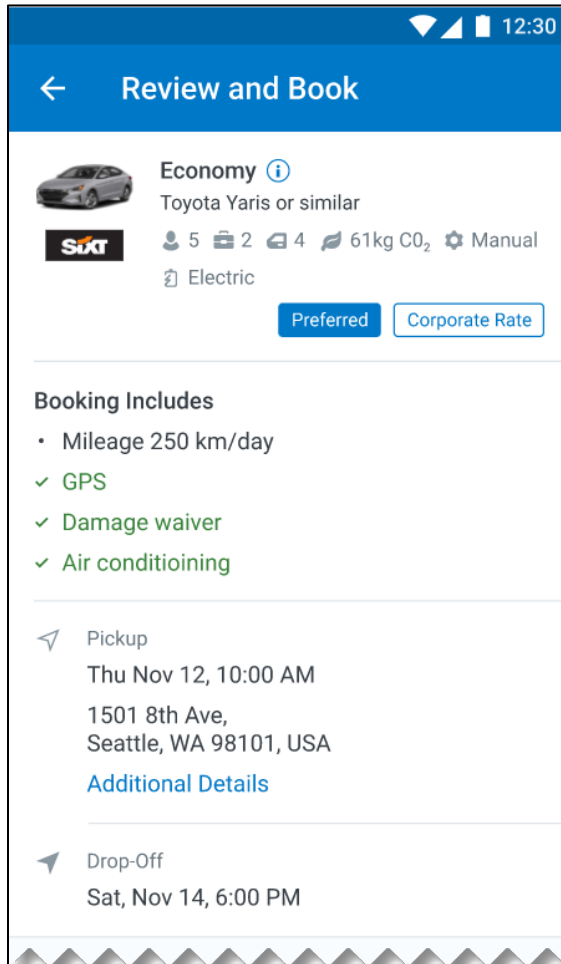
Select a specific rental car location on the map to return to the result page and show only offers connected to this pick-up location.



# New Rental Car Experience: Review and Book

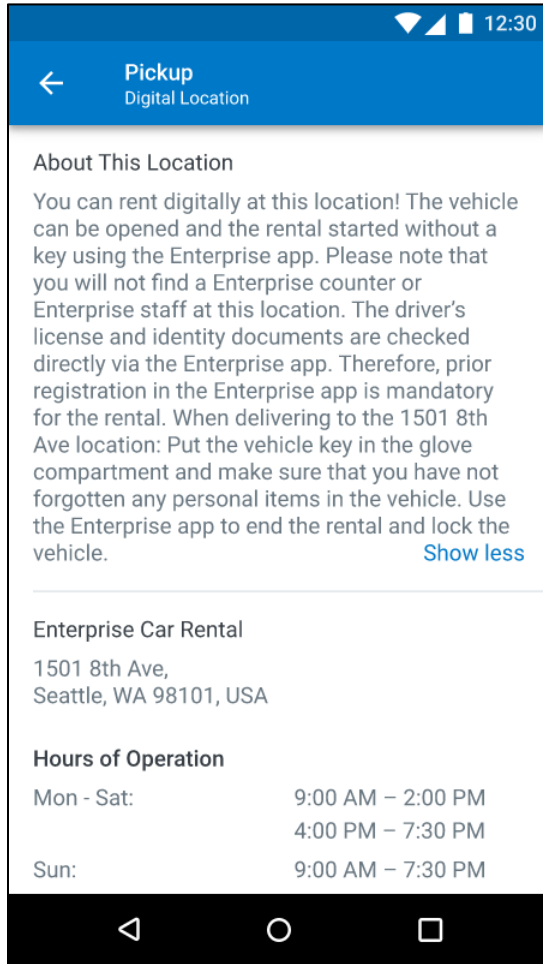
## ***End-User Experience: Review and Book***

The **Review and Book** page combines all relevant information before the user is completing the booking. All car selection related information is presented, listing all car attributes plus insurance and other services connected to the selected rate.



## ADDITIONAL DETAILS

The **Additional Details** popup contains information on pickup and drop-off address, hours of operation, shuttle, terminal information if available, and directions on how to get to the location. As Concur Travel supports out-of-hour rentals in the new rental car booking experience, the corresponding hours of operation or an alternative informational text displays.



## CAR PREFERENCES

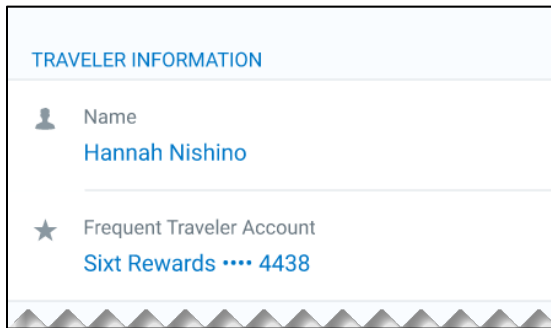
The **Rental Car Preferences** section allows users to comment on the rental car location directly as part of the booking. Given the special character limitations of some external content channels, only alpha-numeric entries are accepted.

The screenshot shows a form titled 'RENTAL CAR PREFERENCES'. Below the title is a text input field labeled 'Comments'. At the bottom of the form, there is a note: '30 characters maximum % ^ & \* and other special characters are not allowed.'

## TRAVELER INFORMATION

The **Traveler Information** section shows the user data that is used to complete the booking and the data that is also transferred to the suppliers. It is possible to select a specific loyalty card from the user profile. When a loyalty card program is stored in the user profile, matching the selected vendor offer, Concur Travel automatically fills out this frequent traveler card.

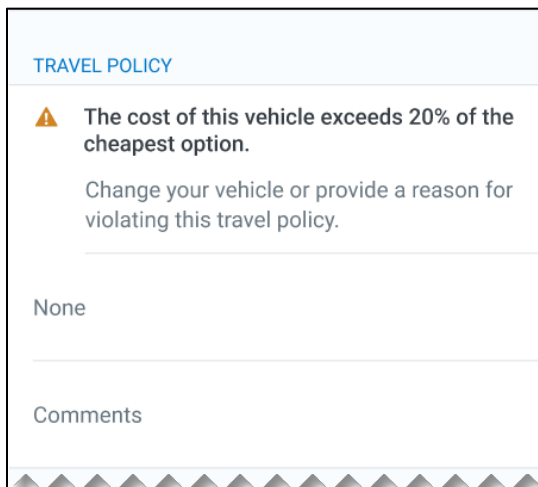
For all airport rentals, Concur Travel displays a flight number entry field. This information is important for the rental car companies to track changes of pick-up times related to flight delays.



The screenshot shows a light blue header with the text "TRAVELER INFORMATION". Below the header, there are two rows of information. The first row has a person icon, the label "Name", and the value "Hannah Nishino". The second row has a star icon, the label "Frequent Traveler Account", and the value "Sixt Rewards ... 4438". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The user is shown which rule(s) were broken, is able to select a travel policy violation reason from the dropdown, and/or provide additional justification via a **Comments** box.



The screenshot shows a light blue header with the text "TRAVEL POLICY". Below the header, there is a warning icon (a triangle with an exclamation mark) followed by the text "The cost of this vehicle exceeds 20% of the cheapest option." Below this, there is a text input field with the placeholder text "Change your vehicle or provide a reason for violating this travel policy." Below the input field, there is a dropdown menu with the option "None" selected. At the bottom, there is a text input field with the placeholder text "Comments". The bottom of the screenshot shows a decorative border with a repeating triangle pattern.

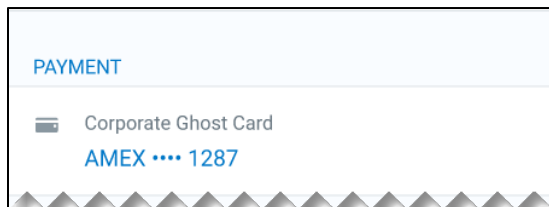
## PRE-BOOK CUSTOM FIELDS

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 and will be located within the **Additional Information** section on the **Review and Book** page.

*Image to be included in subsequent update.*

## PAYMENT

The payment selection displays on the **Review and Book** page when a credit card form of payment is needed to complete the booking. The **Payment** selection is a required field.



The user is shown a list of available credit cards to select from, based on configuration. There is no default option pre-selected, and the user is prompted to **Choose your payment method**. If the user attempts to book and continue without selecting a credit card, the following alert banner displays across the top of the page: "This trip was not booked. Please fix the indicated errors and try again." Also, the required payment selection is highlighted, and additional information is shown.

*Image to be included in subsequent update.*

The payment selection display is shown when:

- The content source indicates that a credit card is required to complete the booking, or
- The travel configuration **Require Credit card for Car Reservations** option is enabled, or
- The travel configuration **Agency Processing Fee Form of Payment for Land Only** or **Non-GDS Reservations** option is enabled and set to **Always write user-selected card**.

The choices shown in the payment selection display are determined by:

- The Corporate Ghost Cards which are set to **Allow for Car** and assigned to the user.
- The personal credit cards that a user has saved in their Concur Travel profile.



To change settings for **Require credit card for car reservations, Corporate Ghost Cards for Car, Agency Processing Fee Form of Payment for Land Only** or **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](#).



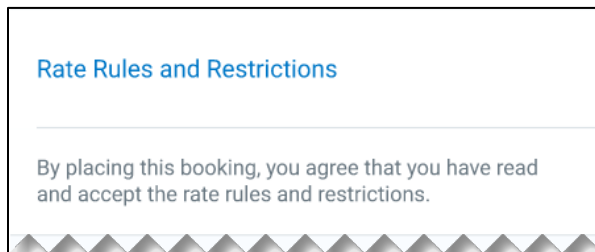
As part of the new Concur Travel experience, administrative setting validation is improved. For this reason, it is possible a configuration could be set to require a credit card yet have no cards available for the user to select. If this occurs, the user will see an error message.

The user can then:

- Try to add a new personal credit card to their Concur Travel Profile and reattempt their booking.
- Contact their Travel Management Company to complete the booking and/or investigate why a Corporate Ghost Card is not configured.

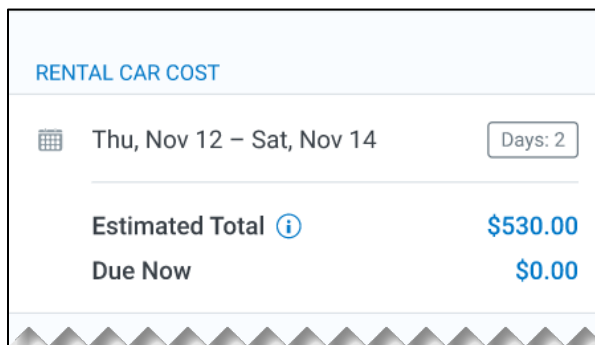
### RATE RULES AND RESTRICTIONS

The supplier's rate rules and restrictions will be shown via the link at the bottom of the page.

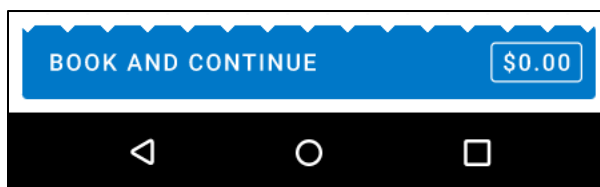


### COST SECTION

Within the cost section, when booking a post-pay or corporate rate, the total price is shown in the configuration currency of the traveler. A list of all included taxes, fees, surcharges, special equipment types and insurances becomes visible when expanding **Others** within the cost section.



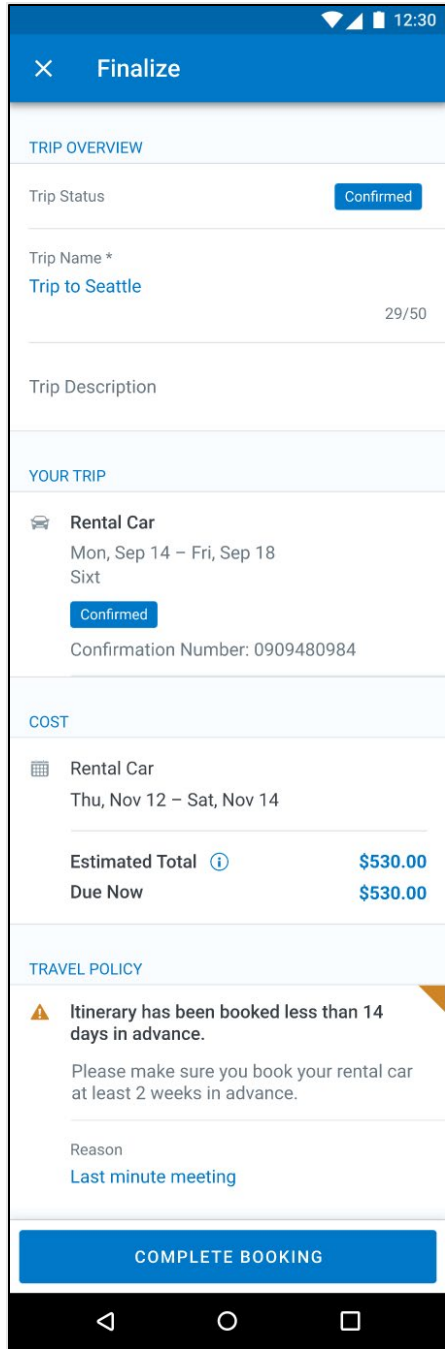
To complete the booking, complete all required fields and tap **Book and Continue**.



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

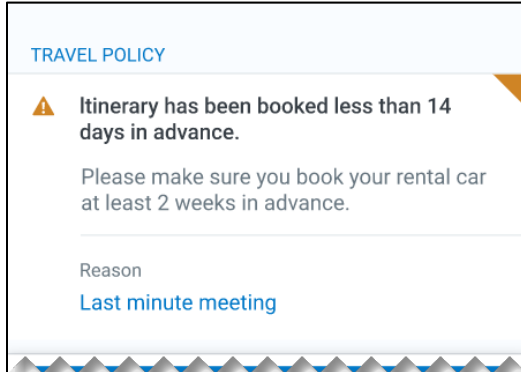
The **Finalize Trip** page in the rental car workflow allows the user to enter a different name for the trip and provide a description. When expanding the car segment, all details about the newly created reservation becomes visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, to apply trip level policy rules, to allow the user to enter trip-related custom fields, and to use approval workflows after the user has added all required bookings to a common trip. Bookings currently apply to rail and to car. Later releases of the new Concur Travel experience will also apply to air and hotel.



## TRAVEL POLICY

For policy violation on Trip level, the **Travel Policy** section informs the users about triggered policy rules and provides an opportunity to select a reason and/or add a comment.



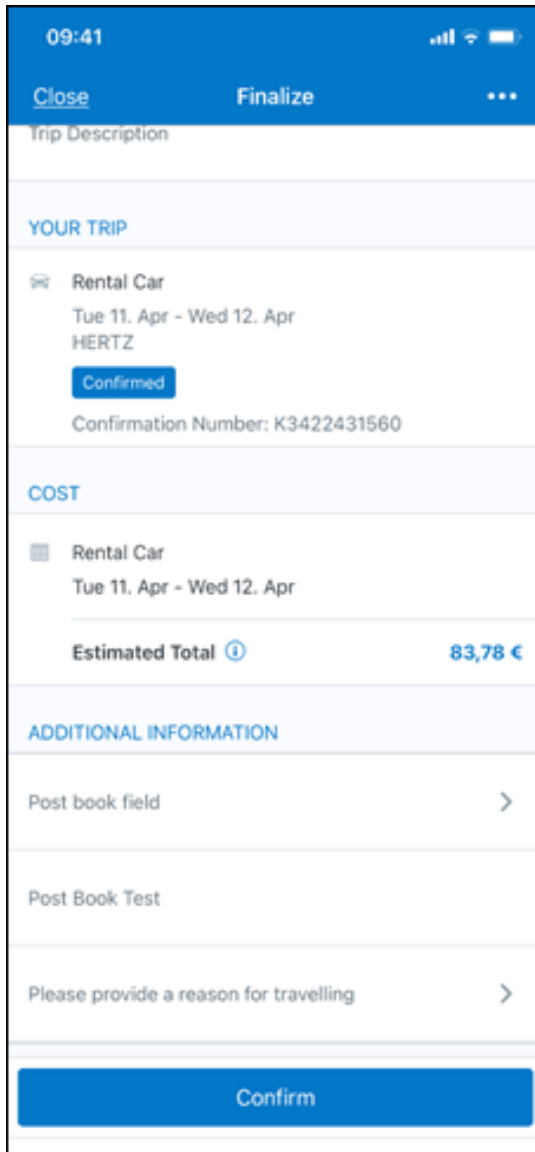
The Finalize page in the rental car workflow allows the user to determine a different name for the trip and provide a description. When expanding the car segment all details about the just created reservation becomes visible again.

The purpose of this intermediate step is to present an overview of all reserved segments (Rail and Car for now, Air and Hotel to be added in later releases of the new Concur Travel experience) to apply trip level policy rules, let the user enter trip related custom fields and using approval workflows after the user has added all required segments to a common trip.

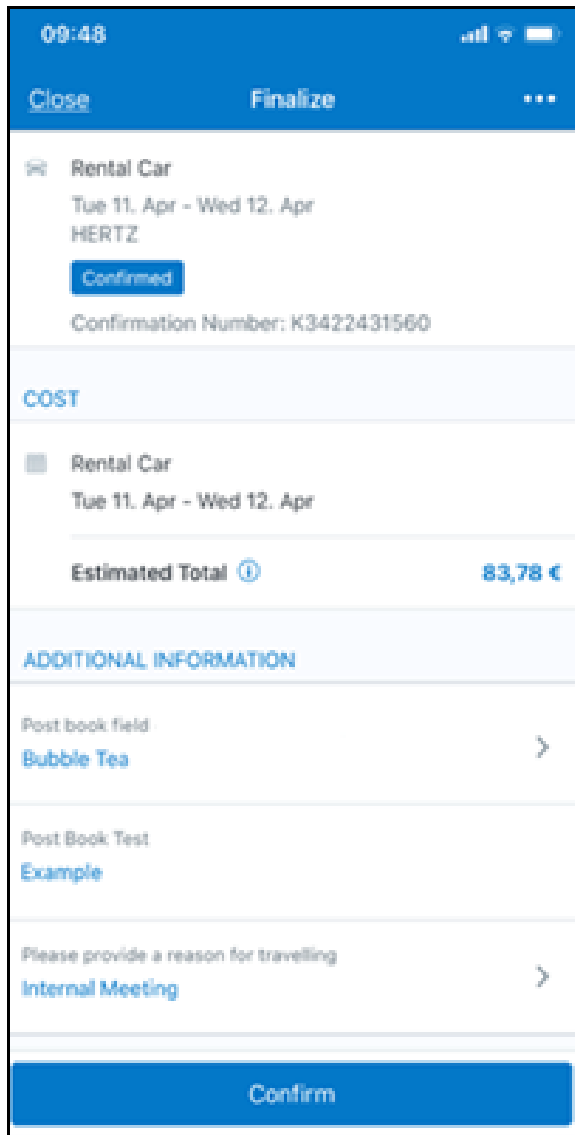
## TRIP CUSTOM FIELDS

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 are shown on the **Finalize Trip** page in the **Additional Information** section as shown in the following screenshot.

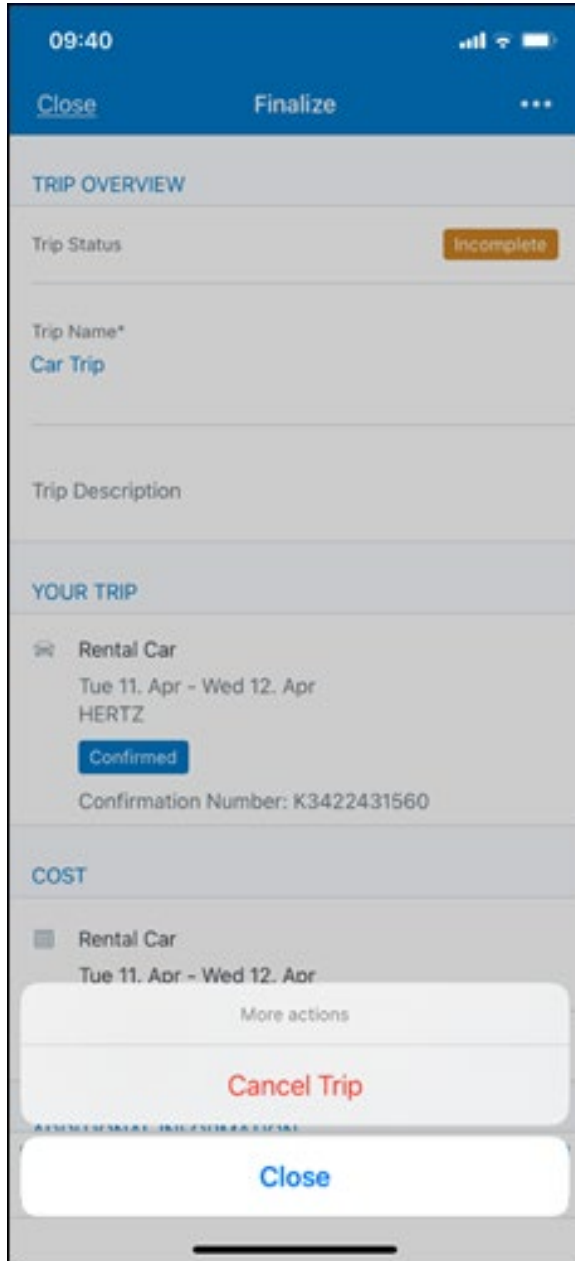


Version of the screen with filled-in values for trip custom fields:



## CANCEL TRIP

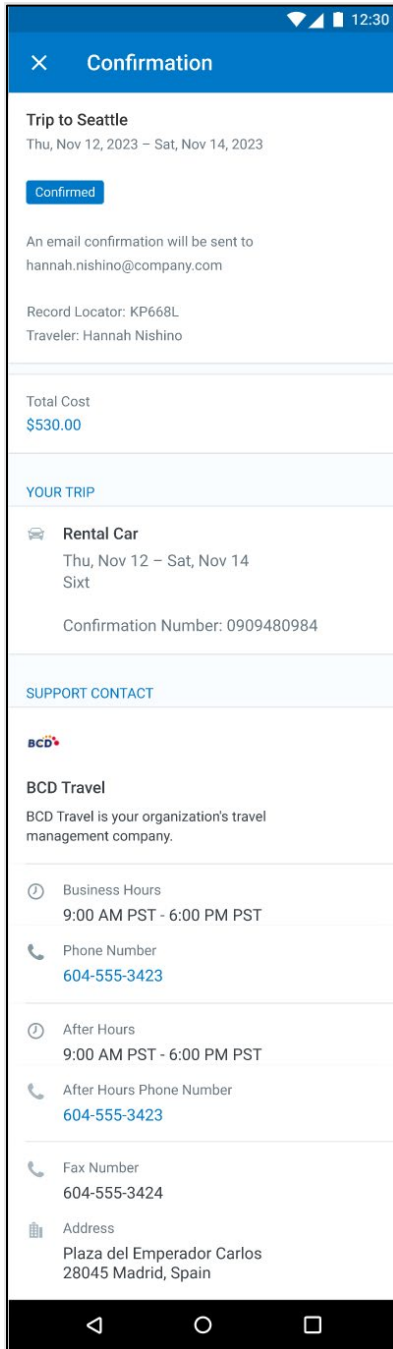
In case a user would like to leave the booking flow, the trip cancellation will be triggered via the equivalent link at the bottom of the page. Please refer to the details in the **Cancellation** section.



## End User Experience: Confirmation

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

This page provides an overview of all existing bookings in your trip and displays support contact data; configuration is required by your SAP Concur administrator.



The **Confirmation** page includes:

- Display of the current trip state as part of the header section

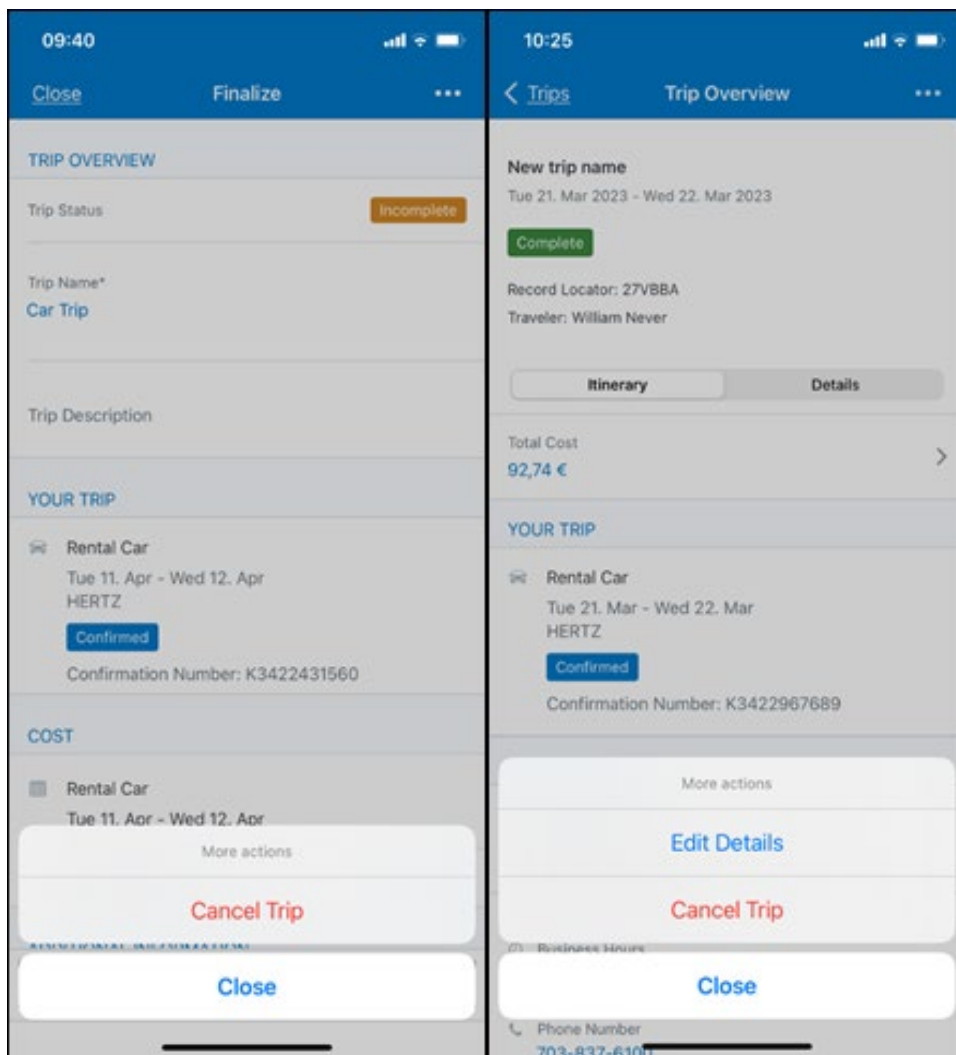


- The email address of the confirmation recipient
- A section that displays the total cost of the trip; this section is collapsed by default and can be expanded to review detailed rate information per booking
- A Your Trip section where each booking displays as collapsed by default but can be expanded to review details (such as number of seats and doors for a rental car booking)
- A Support Contact section will display support contact data (Configuration required by your SAP Concur administrator)

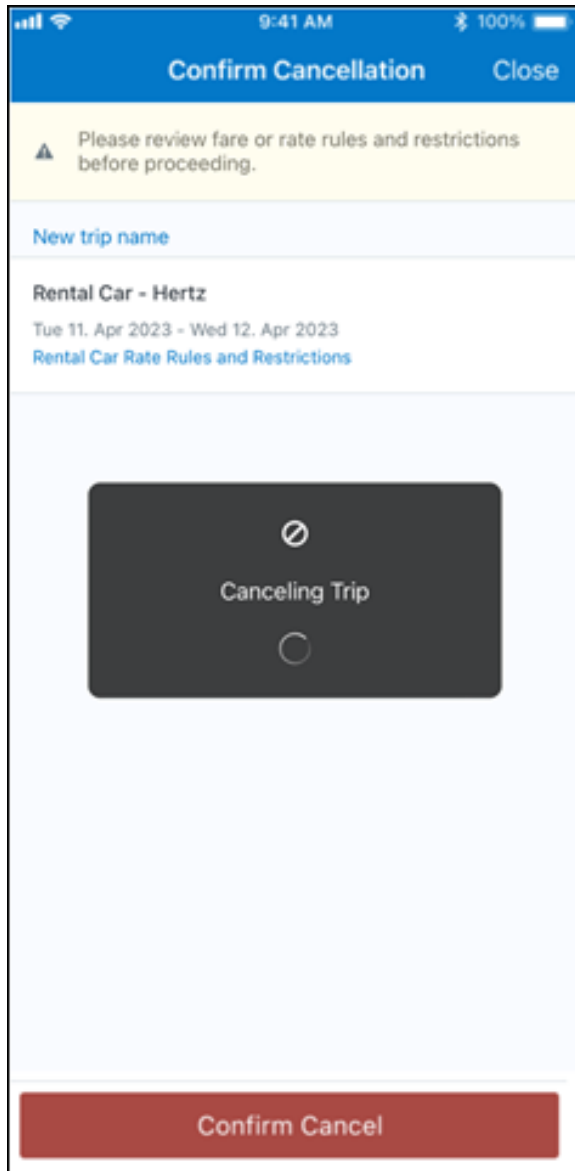
The user will be able to see the trip booked on the homepage under upcoming trips. At the same time, an email confirmation will be sent to the traveler.

### TRIP CANCELLATION

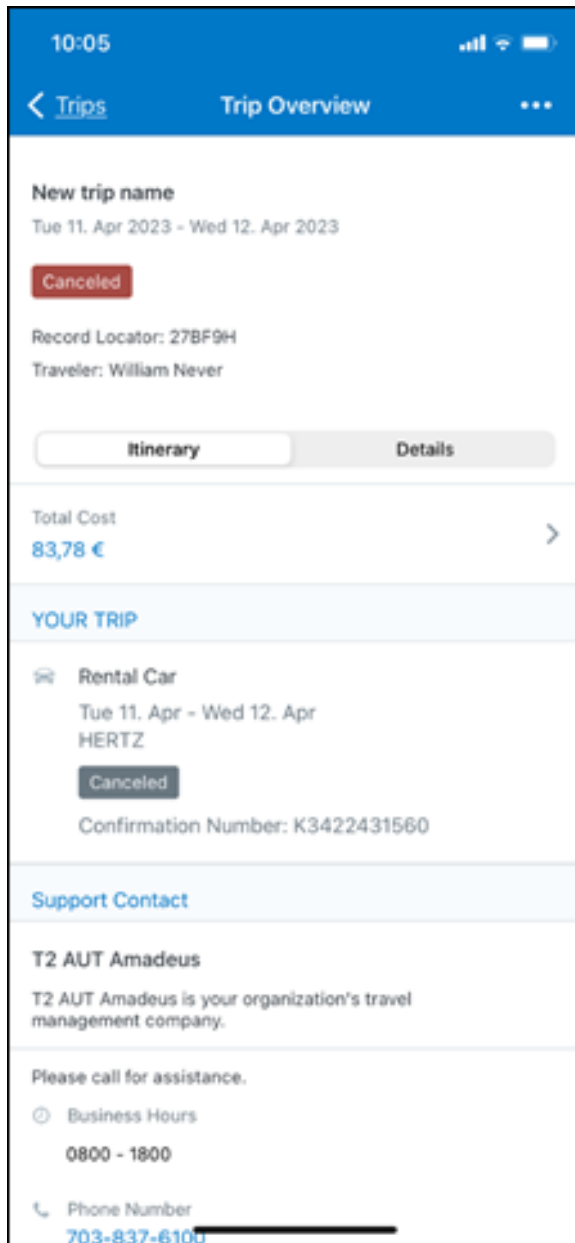
Options to cancel a trip are available on the **Finalize** and the **Trip Overview** screen.



Tapping **Cancel Trip** redirects to the **Confirm Cancellation** screen. A link directs to the **Terms and Conditions** of the car rental for review. Confirmation of the cancel action on this page redirects to the **Trip Overview** page.



Confirmation of the cancel action on this page redirects to the Trip Overview page where the trip is indicated as **Cancelled**.



## New Rental Car Experience: Cancellation

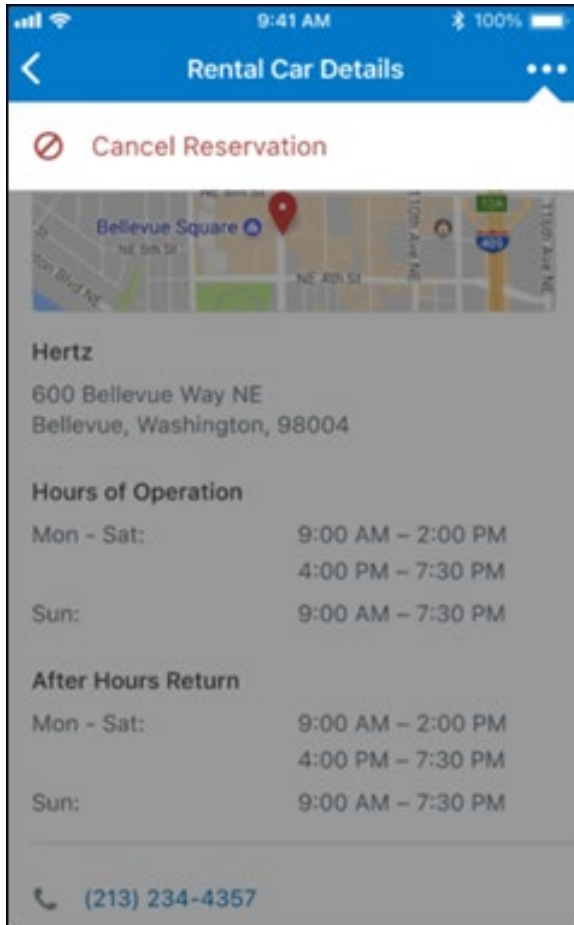
### *End-User Experience: Cancellation*

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

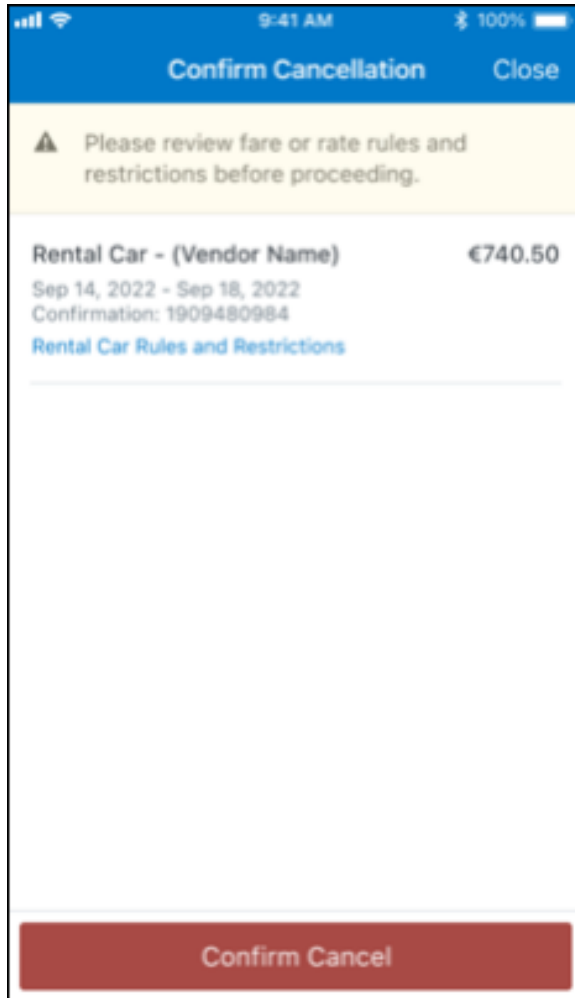
1. When users click **Cancel Trip** on the **Finalize Trip** page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancel action on this page redirects users to the **Trip Overview** page where the trip is indicated as **Cancelled**.
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 displays with a link to the **Terms and Conditions** for review.
  - 1) For a trip that only contains content booked in the new Concur Travel experience, users are redirected to the **Trip Overview** page where the trip is indicated as **Cancelled**.
  - 2) For a trip that contains other content than what was booked in the new Concur Travel experience, users are redirected to the regular cancellation confirmation page.

## BOOKING CANCELLATION

Clicking on **Cancel Reservation** on the **Rental Car Details** screen redirects to the **Confirm Cancellation** page.



A link gives access to the **Terms and Conditions** of the car rental for review. Confirmation of the cancel action on this page redirects to the **Trip Overview** page.

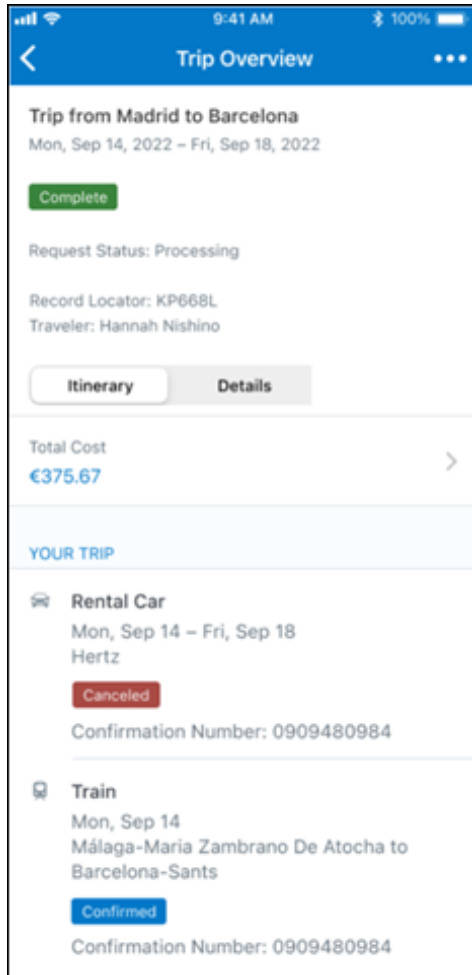


On trips with multiple bookings, only the cancelled booking is indicated as **Cancelled** whereas any remaining booking in the trip show an active status.

## New Rental Car Experience: Completed Trip Overview

### ***End-User Experience: View Car Rental (Trip Overview)***

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



# New Rental Car Experience: Configuration for Hertz, Sixt, and Delivery and Collection

## Configuration / Feature Activation

This change is automatically available; there are no configuration or activation steps of Mobile in particular.



For more information, refer to the [Client Release Notes - Concur Travel](#)

## New Rental Car Experience: Reduced Feature Set

The activation of the new rental car workflow through Concur Travel is not possible via a setting within Concur Travel. As a reduced set of features are 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 car rental booking experience. Please monitor future release notes for changes relating to these limitations.

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Content	Global Distribution System (GDS)	Agency Configuration	Amadeus only	
Integrations	Concur Request	Travel configuration	"Enable Request Integration" unchecked	
Travel Policy	Car Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager Show but do not allow Hide results	"Allow" enforcement level is supported but Display Message (Message when matched) portion is not. For Car category rules, "Show but do not Allow" is treated as "Hide Results" with the first release
Travel Policy	Itinerary Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports Notify manager	"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
Travel Policy	Concur Travel's Native Approval Process	Company Administration > Travel Admin	Car rules cannot use: • Require Approval	



			<ul style="list-style-type: none"> <li>• Require Passive Approval</li> <li>• Require Pre-Approval &amp; Log</li> <li>• Require Pre-Approval &amp; Notify</li> </ul>	
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>Car vendor is one of [CarVendorList]</p> <p>Car vendor is not one of [CarVendorList]</p> <p>Car vendor is not preferred</p> <p>Car dropped off in country/region [CountryList]</p> <p>Car not picked up in country/region [CountryList]</p> <p>Car picked up in country/region [CountryList]</p> <p>Car type is one of [CarClassList]</p>	Any other configured car rule parts will not be enforced.
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	Any other rule parts will not be enforced.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	<p>General</p> <p>Train</p> <p>Car</p> <p>Hotel</p> <p>Itinerary</p>	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 would 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	Require credit card for car reservations	Travel configuration	This setting must be enabled	

Payments	Force users to choose a credit card	Travel configuration	This setting must be enabled	
Payments	Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations	Travel configuration	"Always write user-selected card" must be enabled	
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		<i>Impact details described in subsequent update.</i>
Car-Specific	Car Custom Text	Company Administration > Travel Admin > Custom Text		No CAR custom text is displayed.
Car-Specific	Always run a General Shop Request for Car Searches	Travel Configuration	Customers who do not have negotiated car rental discounts should not use the new car rental booking experience yet.	This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.
Car-specific	Direct Billing	Company Admin > Manage Corporate Discounts	Customers who use direct billing should not use the new car rental booking experience yet.	
Trip Management	Show "Add Air" On Existing Itineraries	Travel Configuration		When a user makes a car booking using the new experience, the "Add Air" link will not be shown yet.
Trip Management	Booking cancellation of Car Connector content (Hertz / Sixt) from an itinerary including further bookings (e.g. flight, hotel) on Mobile.	Travel Configuration	Car Connector content (Hertz / Sixt) enabled on travel config page	Please access the Concur Web application to cancel the booking if not possible on the Mobile app.  The limitation for booking cancellation on the Mobile app only applies to the mentioned scenario. Booking cancellation of Amadeus-sourced content and booking cancellation of Car Connector content from an itinerary that does not include further bookings is supported.

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

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

### **CONFIRMATION EMAILS**

While confirmation emails are sent for bookings made via the new car experience, these emails do not include an.ics calendar attachment yet.

### **CUSTOM TRIP FIELDS – DISPLAY AT START**

All custom trip fields are shown on the **Finalize Trip** page in the **Additional Information** section, even those configured to display at start.

### **TRIP SHARING/CLONING**

For customers who have trip sharing or cloning enabled, Concur Travel utilizes the current car booking logic and content sources.

# Planned Changes

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## **\*\*Planned Changes\*\* Fiori Horizon Theme for Concur Mobile**

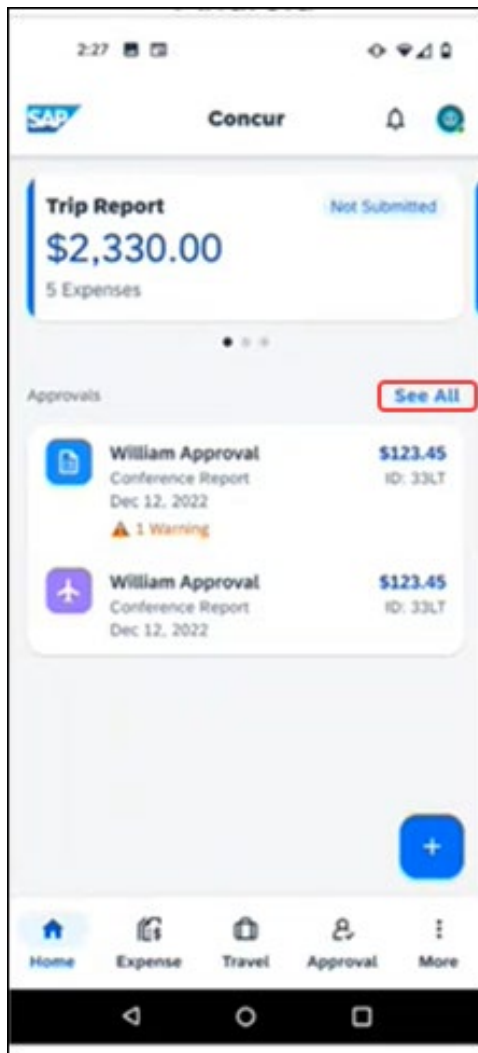
Targeted for Q2 release, SAP plans to implement the Horizon for Fiori themes in Concur Mobile. This change will be applicable for iOS and Android.

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

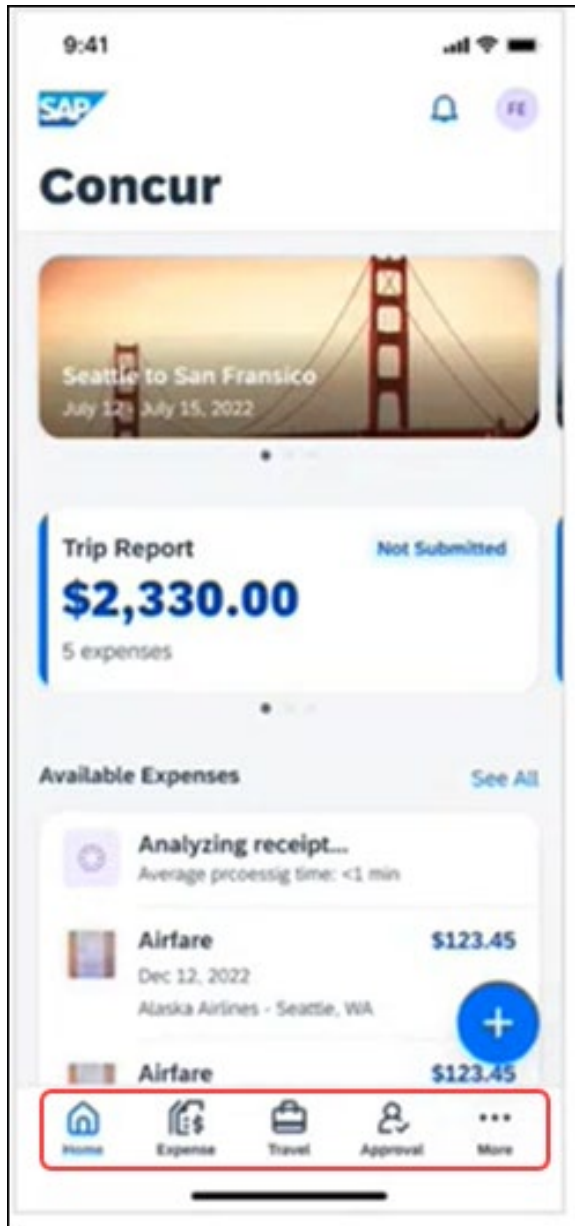
This change will help to provide a consistent user experience across all SAP products.


### **How it Works:**

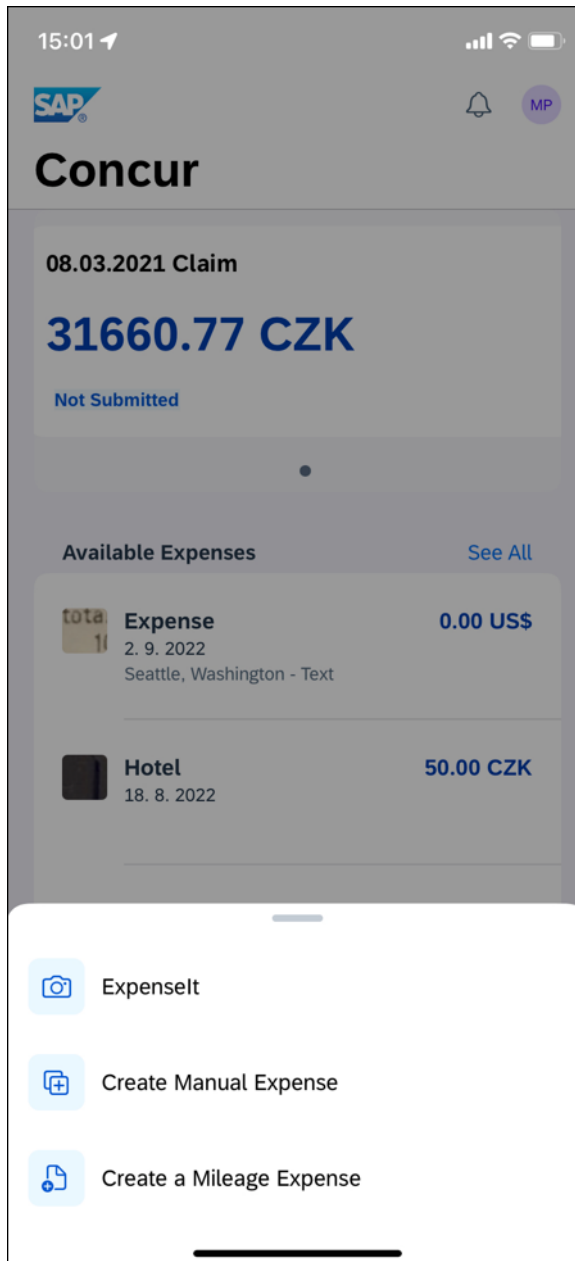
In the new view, the home screen for Mobile can be personalized, which allows for quick access to items like **Trip Reports, Approvals** and **Available Expenses**. Tapping **See All** will direct to a full list of items.



In addition, new tabs for **Expense**, **Travel** and **Approval** at the bottom of the home screen, will make navigating to other SAP Concur products easier. Tapping **More** will bring up more options such as Budget and Request.

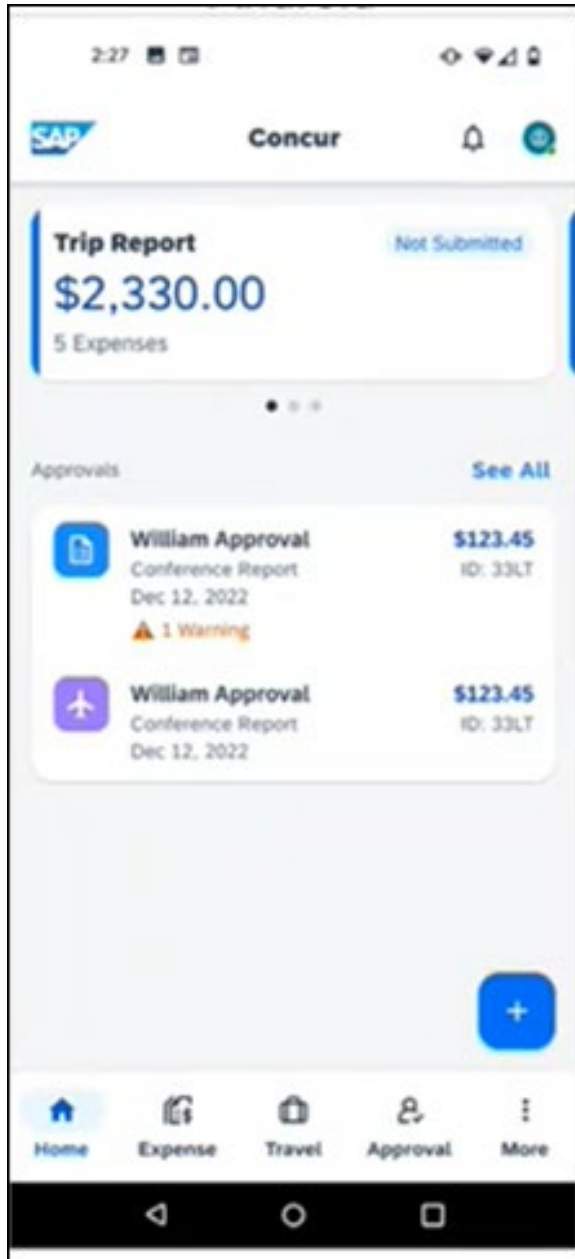


The  icon depicts shortcuts to frequent user actions such as **ExpenseIt**, **Create Manual Expense** and **Create a Mileage Expense**.



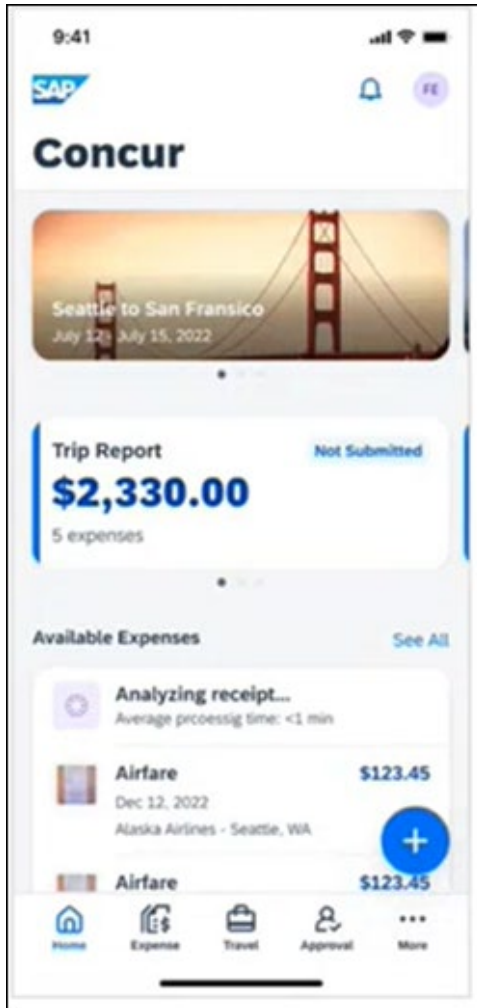
## ANDROID

In the following, the Android home screen is depicted.



## IPHONE AND IPAD

In the following, the iOS home screen is depicted.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information about Horizon themes for Fiori, refer to [Horizon Theme of SAP Fiori](#) and [SAP Fiori Design Guidelines: Theming](#).



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

### **\*\*Planned Changes\*\* Hotel Content Suppliers: CDS Migration to Hotel Service v2 (May 2)**

#### **Overview**

Targeted for May 2, 2023, SAP Concur Travel will update CDS from using Hotel Service v1 to Hotel Service v2.

#### **User/Customer Benefit**

Travelers configured to see CDS content will be able to shop, book, and cancel hotels provided by CDS through Hotel Service v2, available for all markets. Hotel details and image galleries are present when hotels are sourced by CDS, where those features were not available via Hotel Service v1. By utilizing Hotel Service v2, CDS GROUPE is now able to offer content via mobile and will begin supporting additional Custom Fields.



For more information about Hotel Service v2 features, please refer to the *Hotel Service Travel Service Guide*.

#### **Configuration for Professional and Standard Travel**

No configuration is necessary. These updates are auto-on for all sites with configuration to use CDS via Hotel Service v2.

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

#### **Overview**

Targeted for Q2 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***

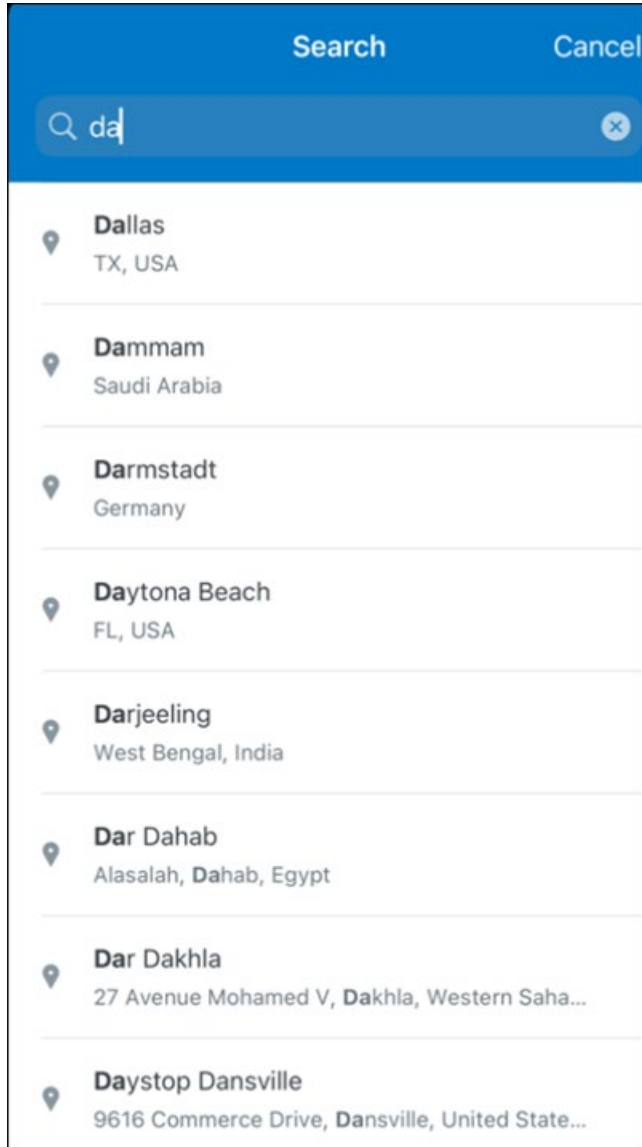
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

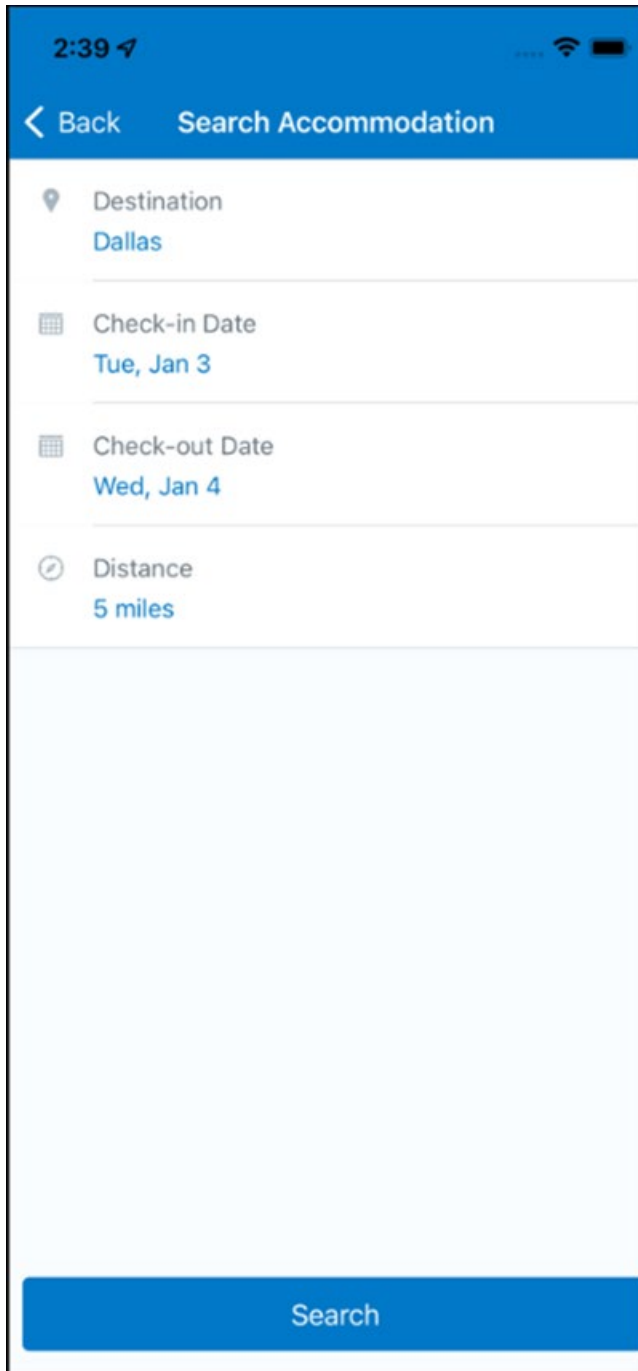
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

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.

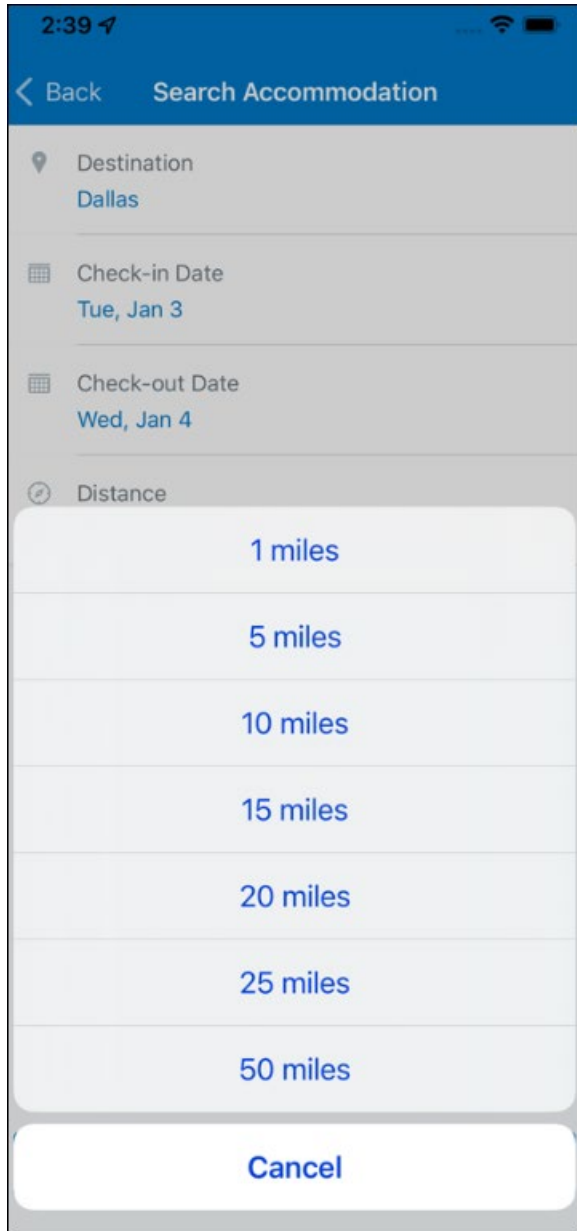
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

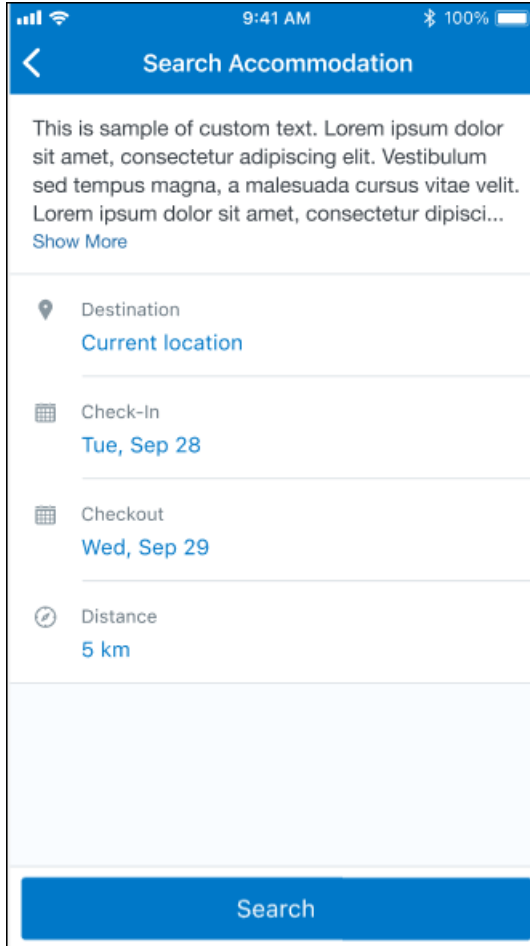
**EXAMPLE OF HOTEL SEARCH**



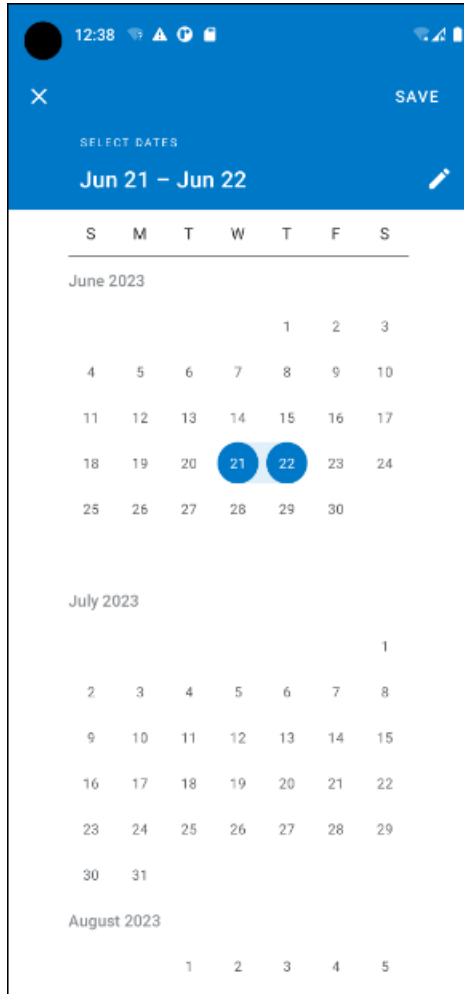


Cancel		Select Dates			Done	
Check-in Date Thu, Jan 26			Check-out Date Wed, Feb 1			
January 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
February 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				





## 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.

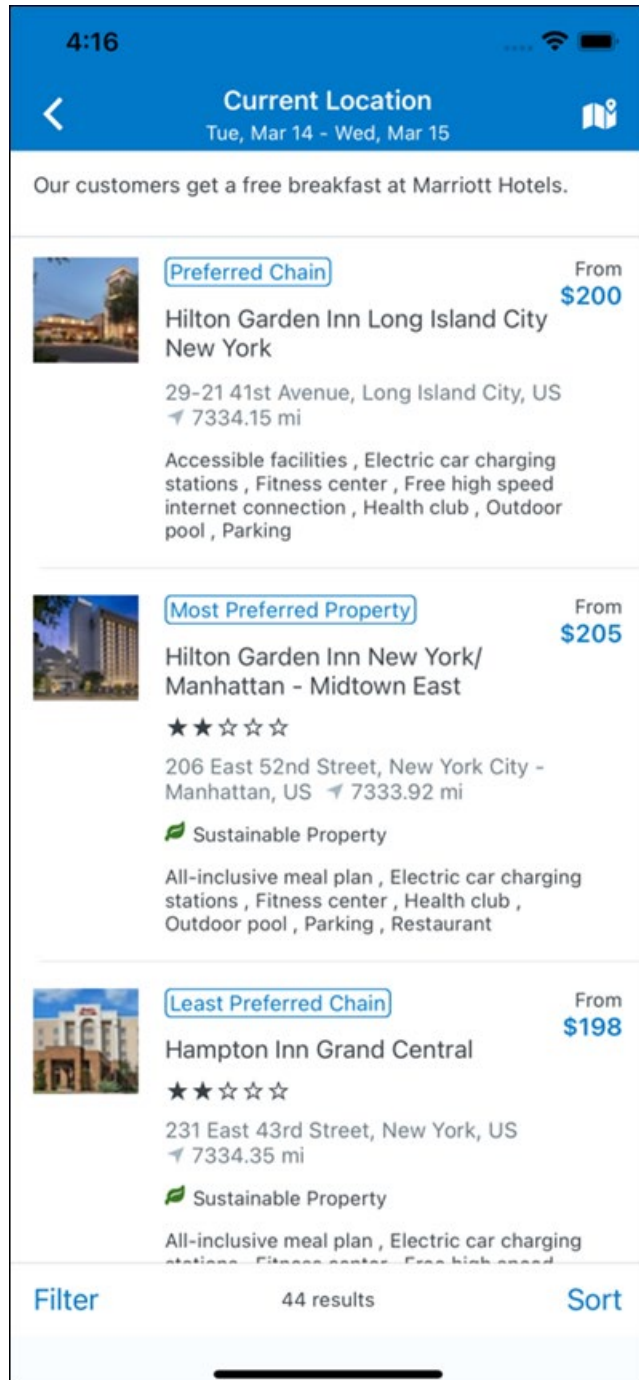
The **Number of Hotels to Shop** setting no longer applies as Concur Travel will support up to 200 properties with a lead rate in the **Search** response. Users can select **View More** at the bottom of the screen to add properties to the results. The user can then scroll down to see these.

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

If policy rules are created using these labels, the policy violation text displayed to the user will contain the current label.

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**

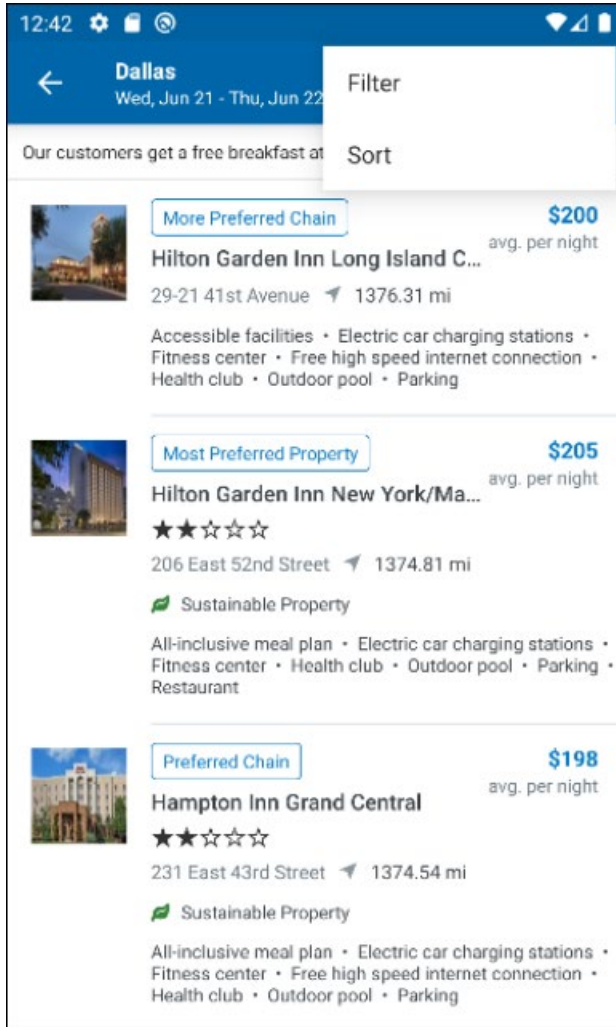
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

#### **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 **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:**



Clear	Filter	Done
SUPER CHAIN		
Hilton Brands (3)		
Wyndham All (15)		
Choice Hotel Brands (13)		
Marriott International (6)		
TravelClick (12)		
Radisson Hotel Group (1)		
Every BWH Hotel (44)		
InterContinental Hotel Brand (3)		
CHAIN		
SC (3)		
LM Vantis Hotel Group (2)		
TravelClick (10)		
Sheraton (1)		

Clear	Filter	Done
PH (1)		
Holiday Inn (1)		
Econo Lodge (3)		
HOTEL AMENITIES		
Dry Cleaning (33)		
Wheelchair Accessible (139)		✓
Free Parking (139)		✓
Restaurant (36)		
Hearing Impaired Services (34)		✓
Ramp Access (27)		
Breakfast Included (139)		
Accessible Rooms (139)		
Internet/Wifi (139)		
<u>Electric Car Charging Stations (20)</u>		

### **SORTING OPTIONS**

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

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**

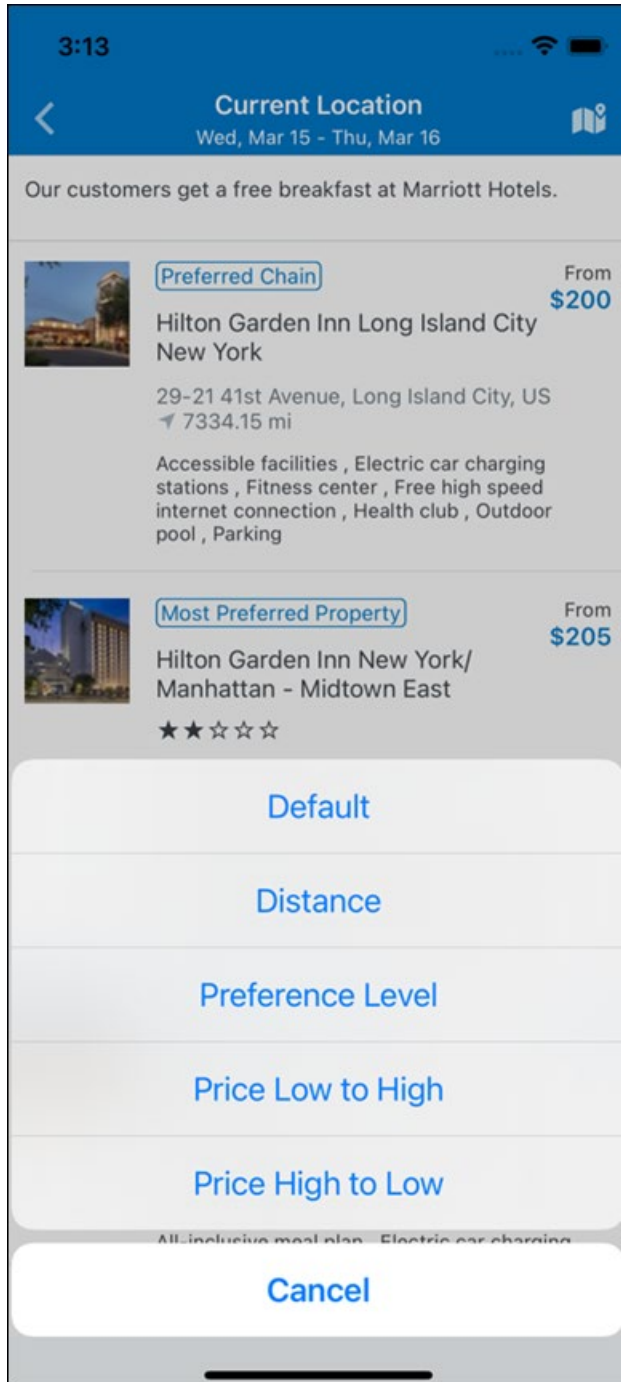
Will show properties that are **Most Preferred**, followed by **More Preferred**, followed by **Preferred**. If more than one property has the same preference level, then they will display in the original sort order returned by the CHS provider.

### **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**

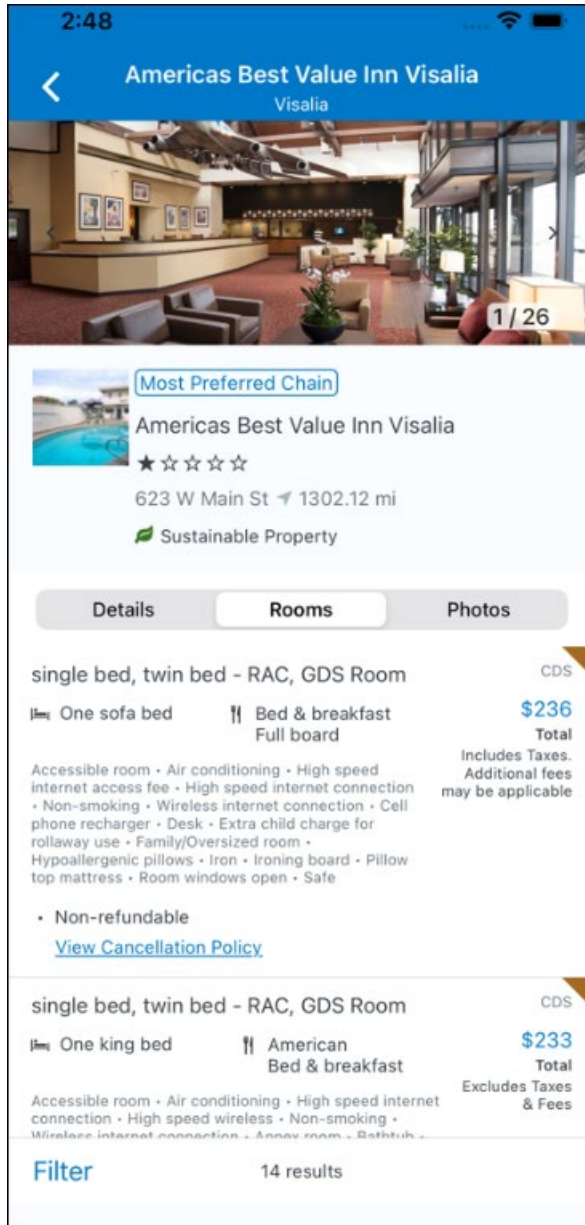
Show property with the highest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.



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.

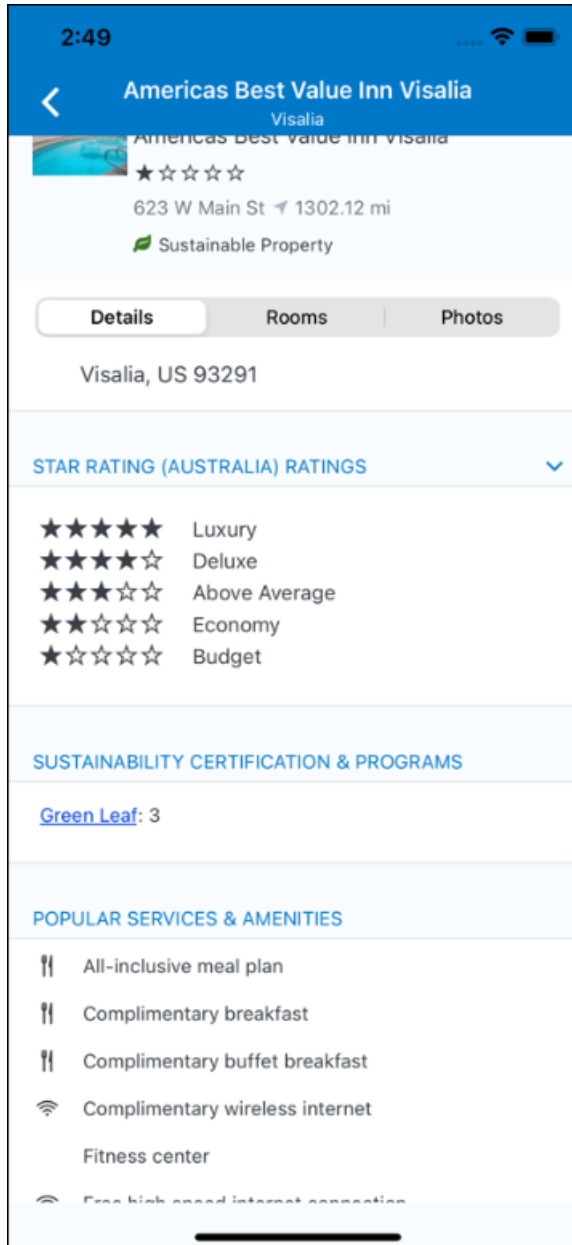
#### **PROPERTY AMENITIES**

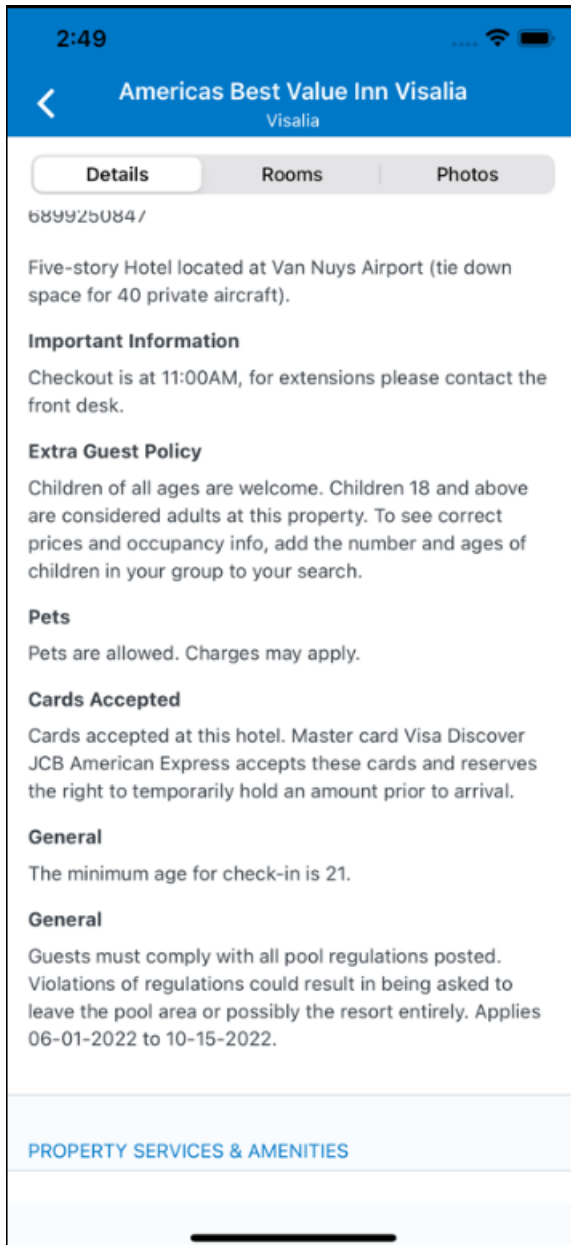
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

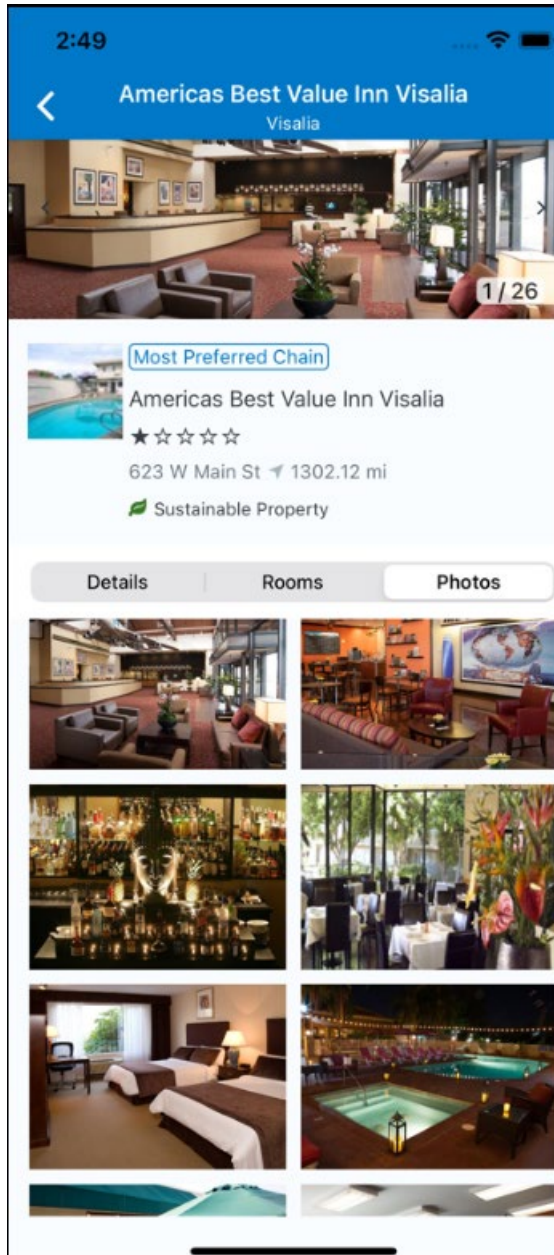
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

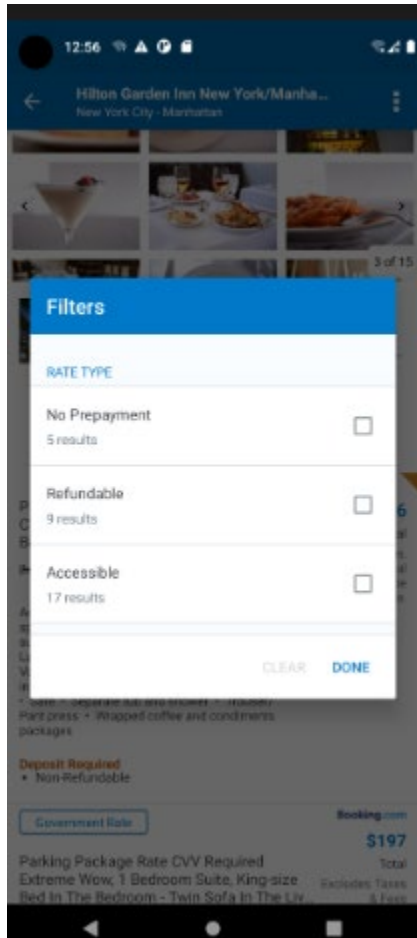
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



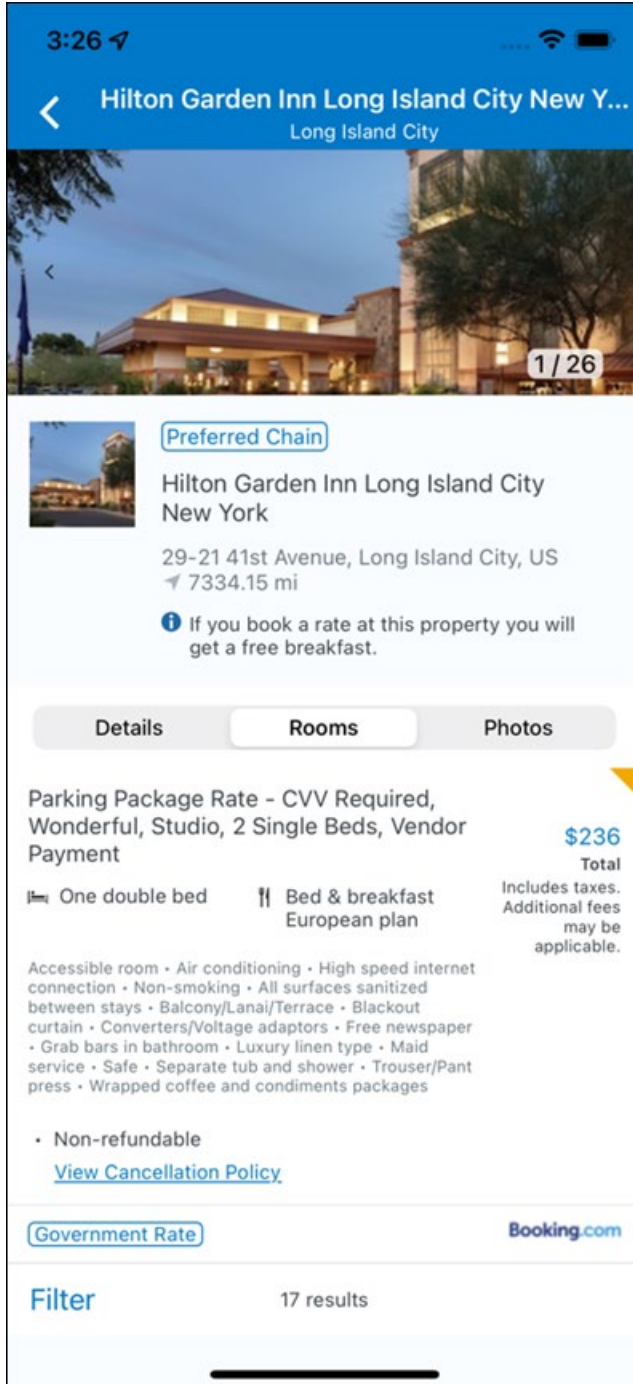
## FILTERS

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:



Clear	Filter	Done
Rate Type		
No prepayment (5)		✓
Refundable (9)		
Accessible (17)		

#### **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**.

*Image to be included in subsequent update.*

## 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.



3:55

Map

Map showing various neighborhoods and price points:

- Lincoln Square: \$200
- Times Square: \$202
- Chelsea: \$195
- Flatiron: \$181
- Upper East Side: \$205
- Turtle Bay: \$198
- Other price points: \$186, \$191

**Preferred Property** From **\$200**

 **Hilton Garden Inn Times Square**

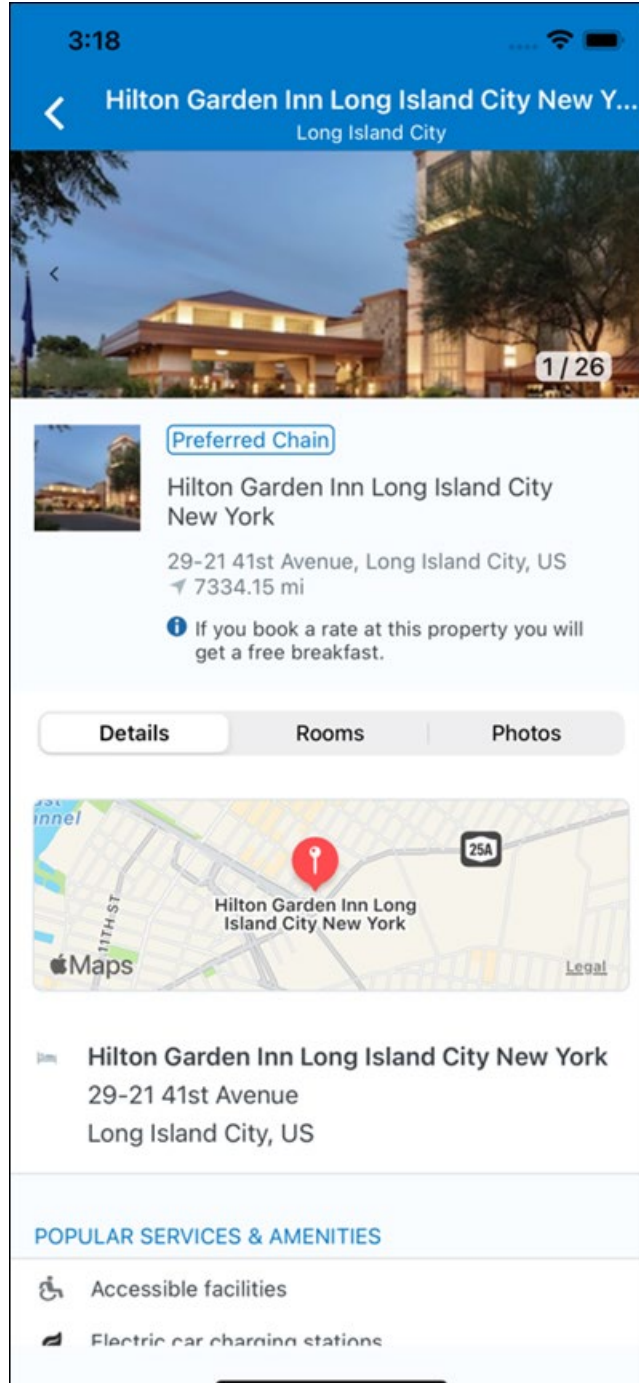
★★★★☆

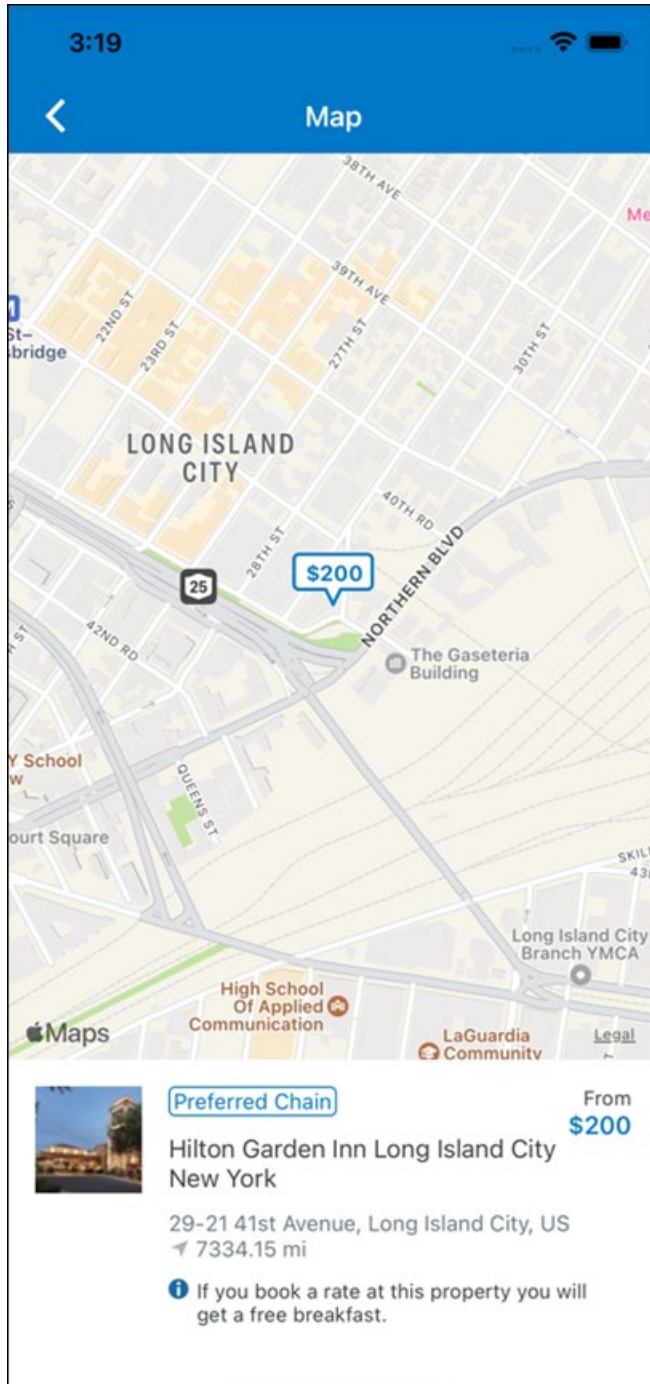
790 Eighth Avenue, New York, US

 Sustainable Property

## 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.

2:12

< Review and Book

Foam Pillows >

HOTEL COST

Wed, Feb 22 - Thu, Feb 23 Nights: 1

1 Guest

Estimated Total Cost ⓘ	\$217.07
Total Due Now	\$54.27

PAYMENT

Form of Payment >  
Visa Test

Security Code  
3 digits

FREQUENT TRAVELER ACCOUNT

★ None >

ADDITIONAL INFORMATION

AUT-CTE-DONOTCHANGE

Book Now \$217.07

## 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.

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](#).

10:59

Form of Payment

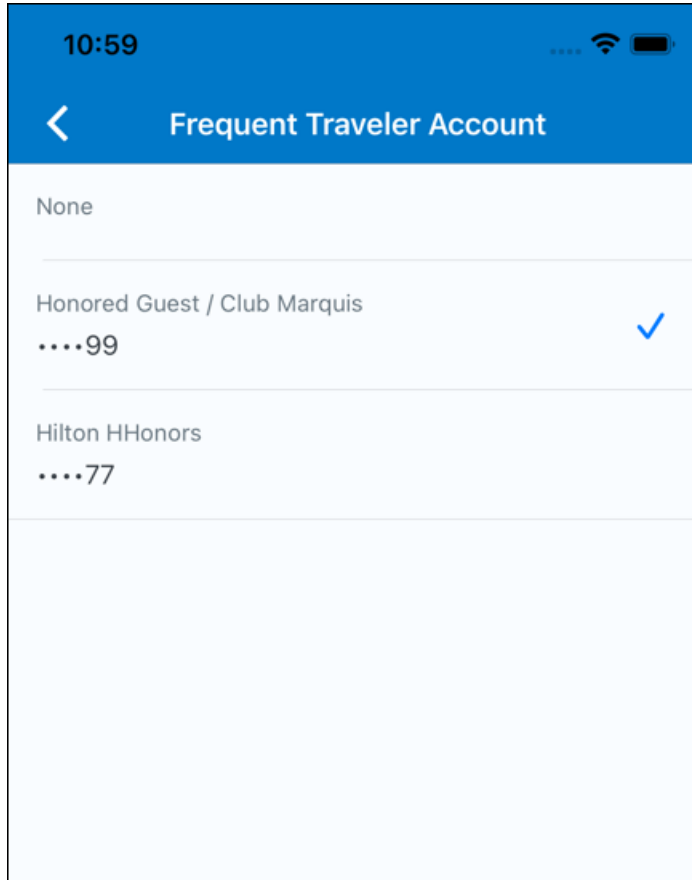
<input type="radio"/>	Alex Test MC ....1097	06/2034
<input type="radio"/>	Clay Phillips ....2914	Expiring soon 03/2023
<input type="radio"/>	Alex Test MC ....5100	12/2027
<input checked="" type="radio"/>	Alex Test VISA ....1111	12/2030
<input type="radio"/>	Test Visa ....1881	12/2040

### 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.

The screenshot shows the 'Review and Book' screen in the SAP Concur mobile app. At the top, the time is 10:59. The screen displays the following information:

- 1 Guest
- Estimated Total Cost: \$283.19
- Total Due Now: \$70.80
- PAYMENT**
  - Form of Payment: Alex Test VISA
  - Security Code: 3 digits
- FREQUENT TRAVELER ACCOUNT**
  - Marriott: Honored Guest / Club Marquis ••••99
- TRAVEL POLICY**
  - Warning: This booking is not in compliance with the following travel rules:
    - Sam's rule room rate is greater than lowest rate plus 20 dollars
  - Reason: Required Field
- Book Now button with a price of \$283.19



## **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**.

The screenshot shows a mobile application interface for a travel booking. At the top, the time is 11:02 and the status bar shows signal, Wi-Fi, and battery. The page title is "Review and Book" with a back arrow. Below this, there is a "Security Code" field with a lock icon and the text "3 digits". A section titled "FREQUENT TRAVELER ACCOUNT" contains a "Marriott" entry with a star icon and the text "Honored Guest / Club Marquis ••••99" and a right arrow. A "TRAVEL POLICY" section features a warning icon and the text: "This booking is not in compliance with the following travel rules: Sam's rule room rate is greater than lowest rate plus 20 dollars". Below this is a "Reason" field with the text "Required Field" and a right arrow, and a "Comment" field. A "Rate rules and restrictions" section has a right arrow. At the bottom, there is a checked checkbox with the text "I have read and agree to the Rate Rules and Restrictions." and a "Book Now" button with a price of "\$283.19".

## **\*\*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.

11:10

Close Finalize

**TRIP OVERVIEW**

Trip Status Incomplete

Trip Name\*  
Trip - Long Island City

Trip Description

**YOUR TRIP**

Hotel  
Tue, Mar 14 - Wed, Mar 15  
The Great Hotel - finest in the world  
Incomplete  
Confirmation Number: CDPEAU

**COST**

Hotel  
Mon, Mar 13 - Tue, Mar 14

Estimated Total ⓘ **\$853.96**

**Confirm**

## TRAVEL POLICY

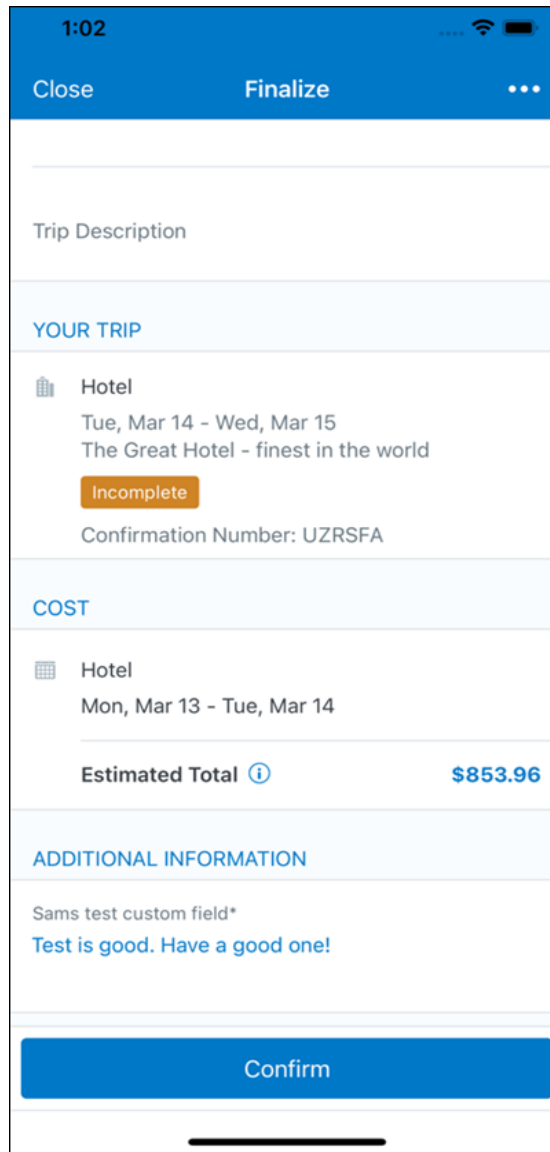
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

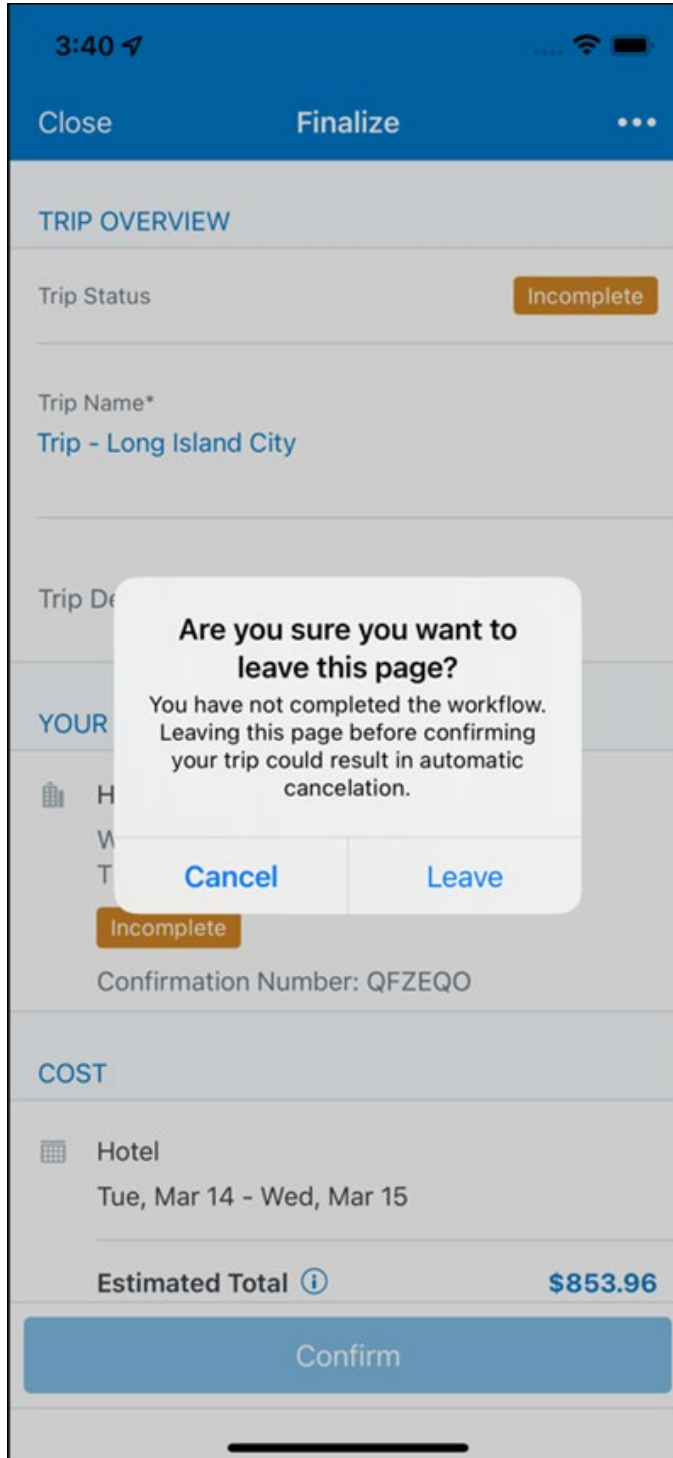
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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

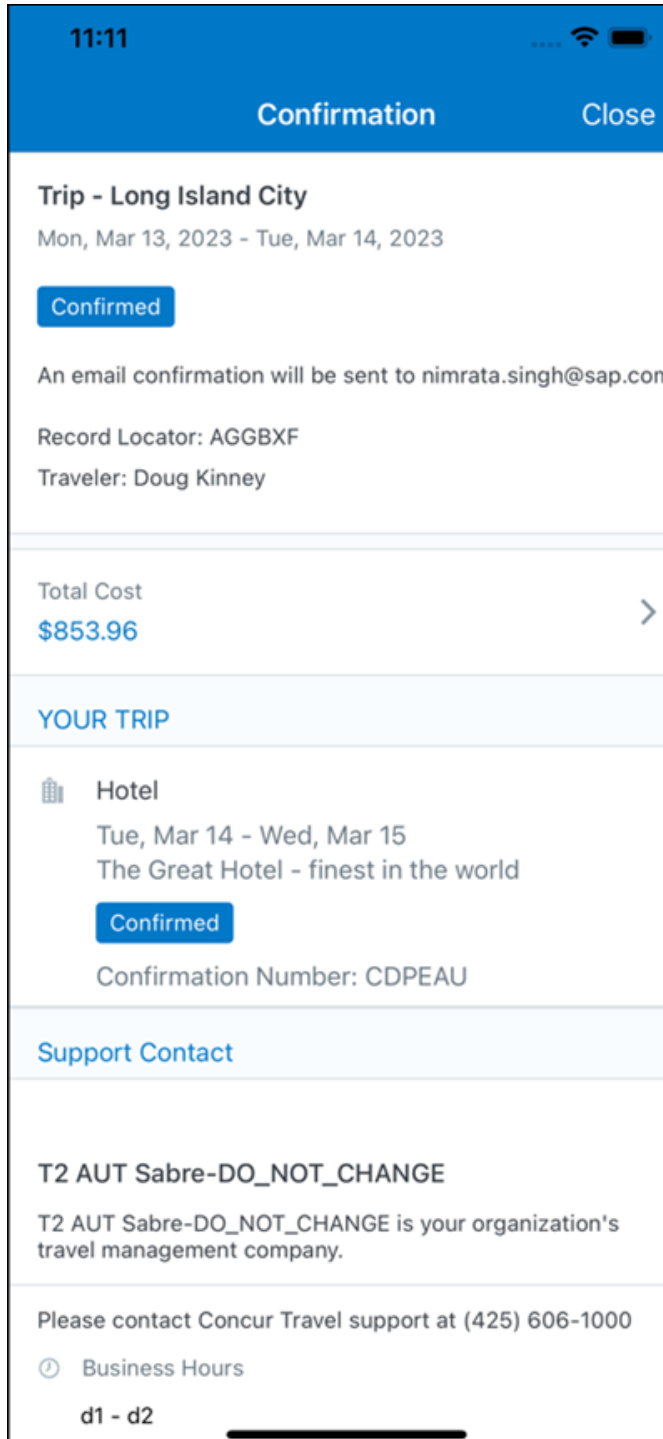
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### End User Experience: Confirmation

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

This page provides an overview of all existing bookings in a user's trip and displays support contact data; configuration is required by your SAP Concur administrator.



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. A section that displays the **Total Cost**. This section is collapsed by default and can be expanded to review detailed rate information per booking.
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of nights and number of guests for a hotel booking).
5. A **Support Contact** section will display support contact data. This is configured by your SAP Concur administrator.

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.

---

**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.

## 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.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>The following 3 Itinerary rules are the only ones supported for Hotel Release 1:</p> <p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	All other Itinerary rule parts will not be enforced.

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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.
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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<b>SAP Concur Release Notes</b>	
<b>SAP Concur's Mobile App</b>	
<b>Month</b>	<b>Audience</b>
Version 9.113 - Associated web release: May 2023 Update 1: Thursday, June 8, 2023	<i>Client</i> - <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 9.108 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

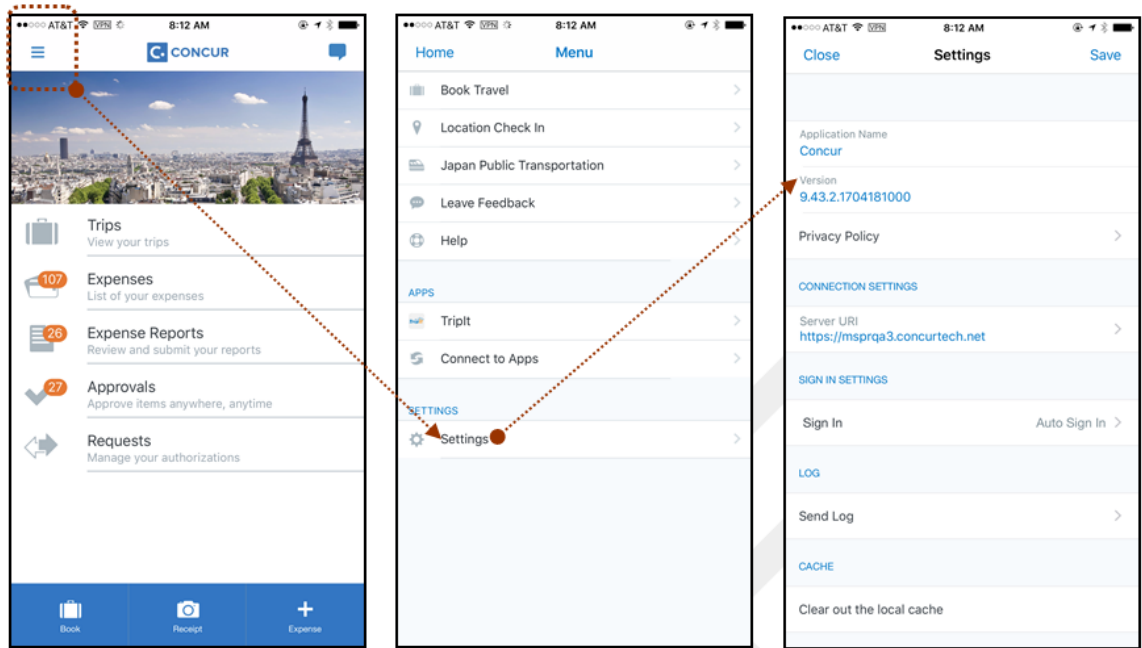
Platform	Deprecating Version
iPhone/iPad	9.108, 9.109, 9.110
Android	9.108, 9.109, 9.110

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.113	Tuesday, June 6, 2023	Update via App Store
Android	9.113	Tuesday, June 6, 2023	Update via Google Play

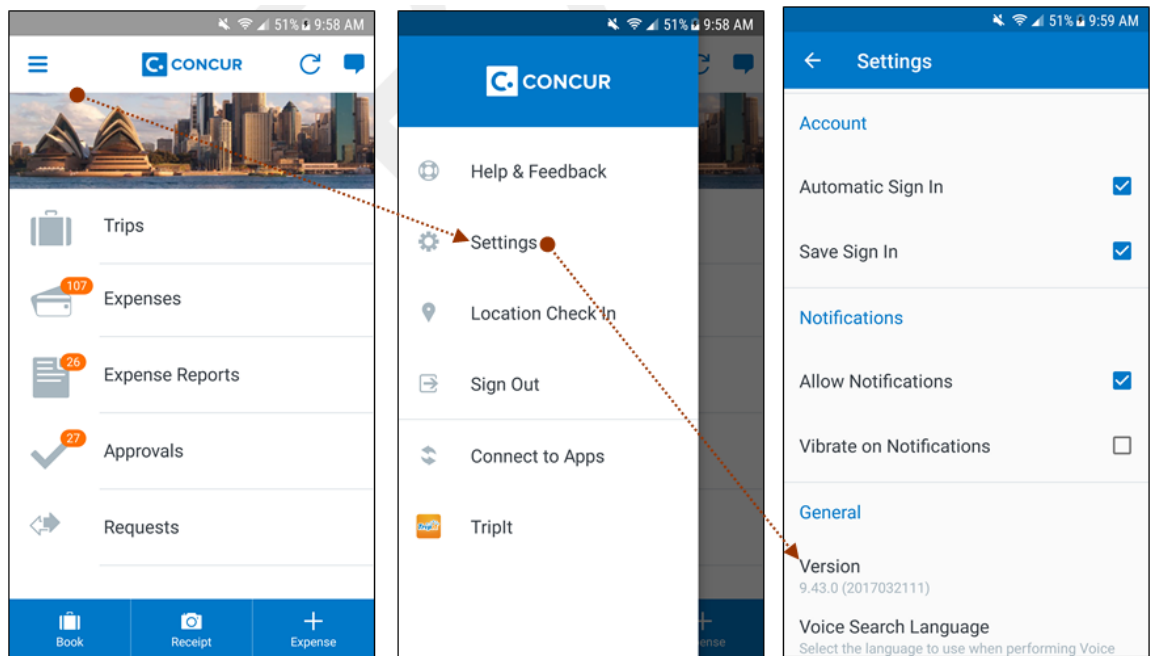
## Locate Version Information on the iPhone

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

# Release Notes

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## Fiori Horizon Theme for Concur Mobile

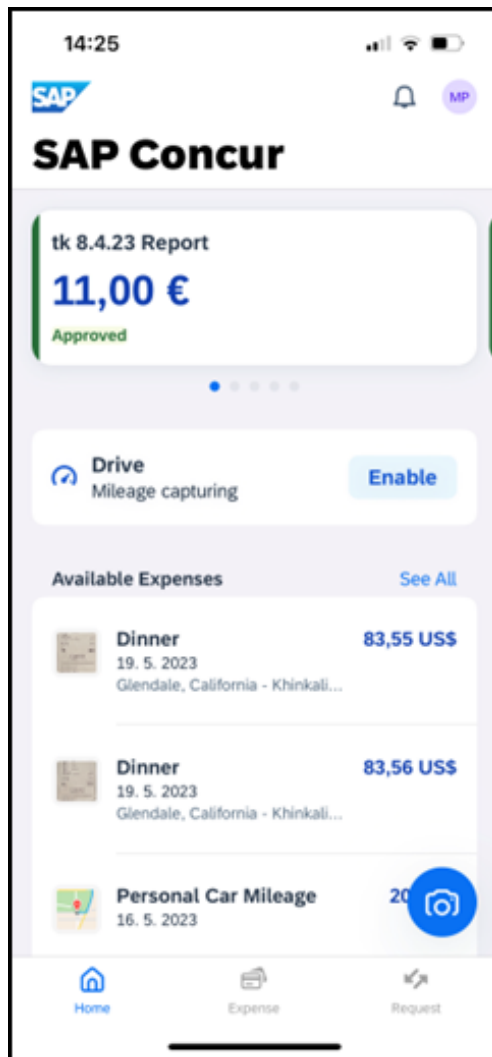
With this release, SAP plans to implement the Fiori Horizon themes in Concur Mobile. This change is applicable for iOS and Android.

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

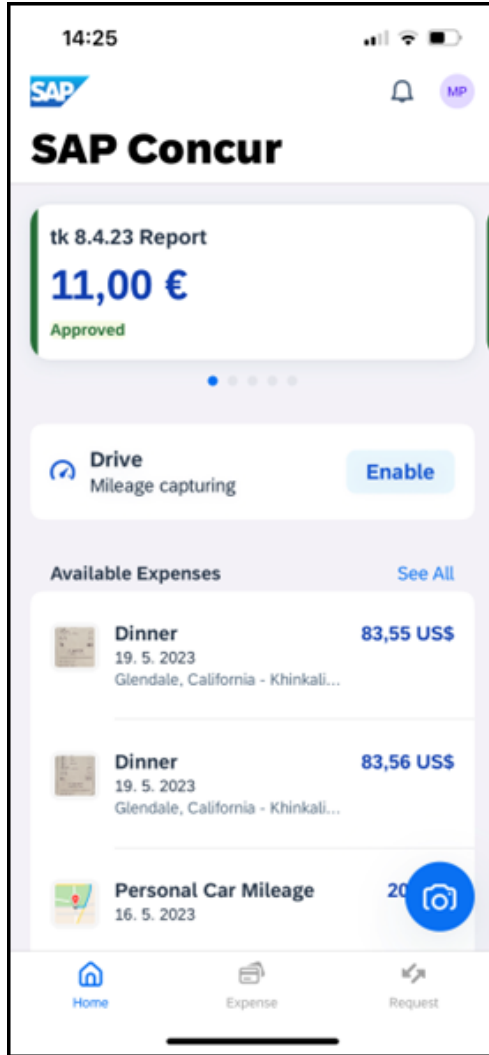
This change helps to provide a consistent user experience across all SAP products.

### **How it Works:**

In the new view, the home screen for Mobile can be personalized, which allows for quick access to items like **Trip Reports, Approvals** and **Expenses**. Tapping **See All** will direct to a full list of items.

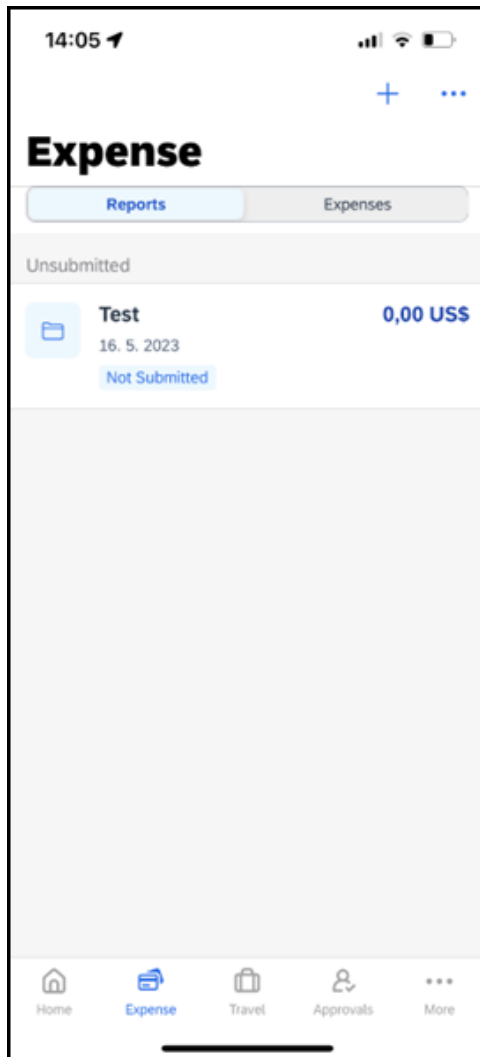


In addition, depending on the user's configuration, new tabs for **Expense**, **Travel** and **Approval** are now at the bottom of the home screen. This makes navigating to other SAP Concur products easier and more consistent. Tapping **More** brings up other options such as Budget and Request, if the user has these configured. For example, if only Concur Travel is configured, only the **Travel** button will be visible.

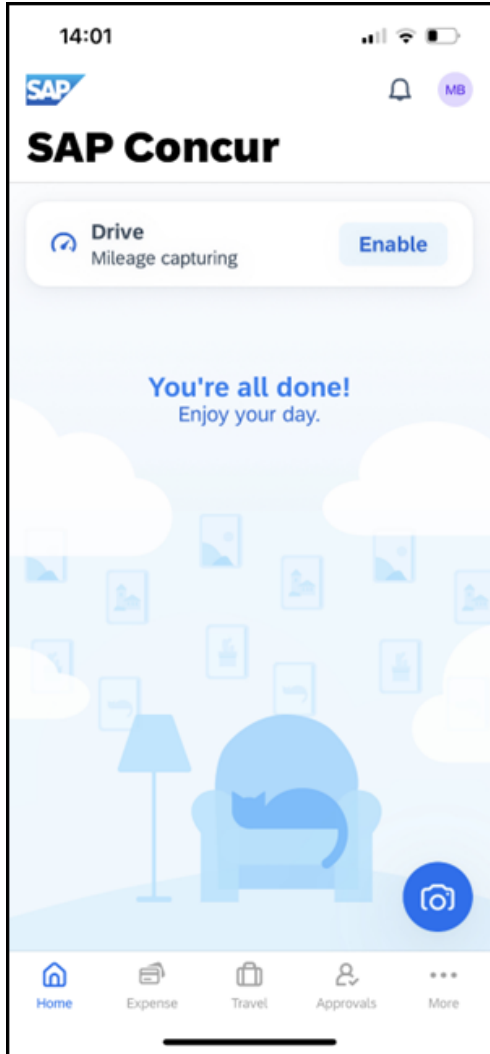




Expenses and Expense reports are now merged under the one **Expense** option.

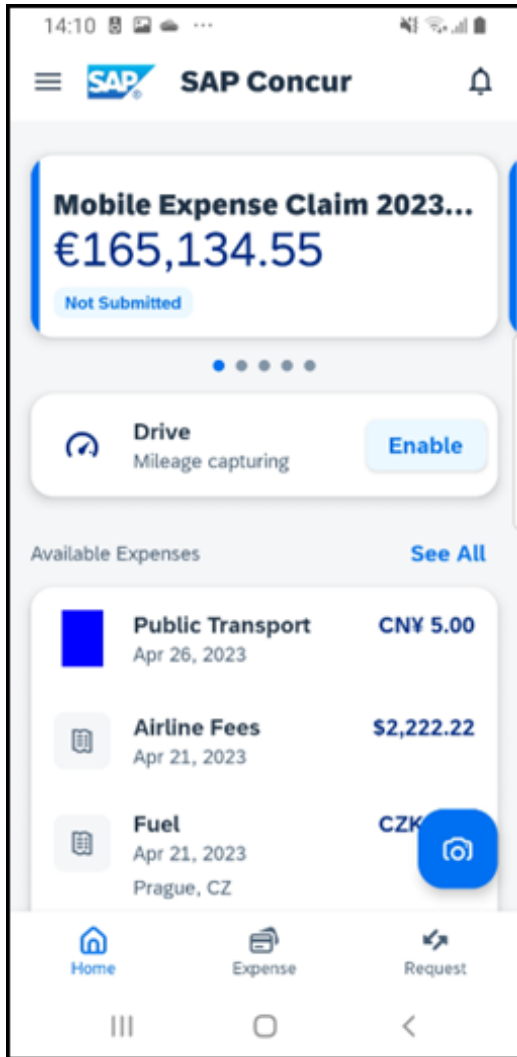


With the new Fiori interface, shortcuts to the most frequent user actions, such as grabbing a receipt with the camera icon, starting and configuring **Drive** and directly accessing **Expense**, can be done directly from the Home Screen.



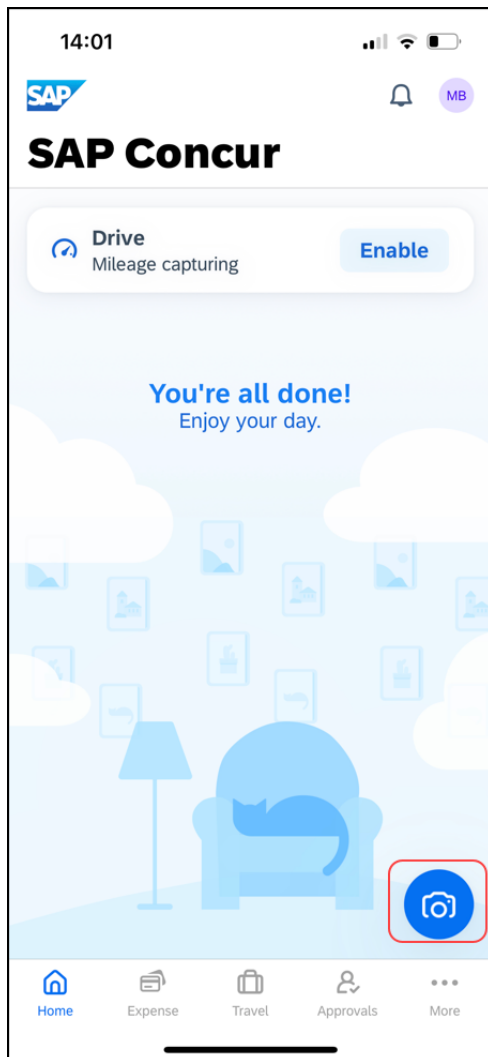
**ANDROID**

In the following, the Android home screen is depicted.



## IPHONE AND IPAD

In the following, the iOS home screen is depicted.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information about Horizon themes for Fiori, refer to [Horizon Theme of SAP Fiori](#) and [SAP Fiori Design Guidelines: Theming](#).

# Hotel Content Suppliers: CDS Migration to Hotel Service v2 (May 2)

## **Overview**

Since May 2, 2023, SAP Concur Travel has updated CDS from using Hotel Service v1 to Hotel Service v2.

## **User/Customer Benefit**

Travelers configured to see CDS content will be able to shop, book, and cancel hotels provided by CDS through Hotel Service v2, available for all markets. Hotel details and image galleries are present when hotels are sourced by CDS, where those features were not available via Hotel Service v1. By utilizing Hotel Service v2, CDS GROUPE is now able to offer content via mobile and supports additional Custom Fields.



For more information about Hotel Service v2 features, please refer to the *Hotel Service Travel Service Guide*.

## **Configuration for Professional and Standard Travel**

No configuration is necessary. These updates are auto-on for all sites with configuration to use CDS via Hotel Service v2.

# Planned Changes

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

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

#### **Overview**

Targeted for Q2 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***

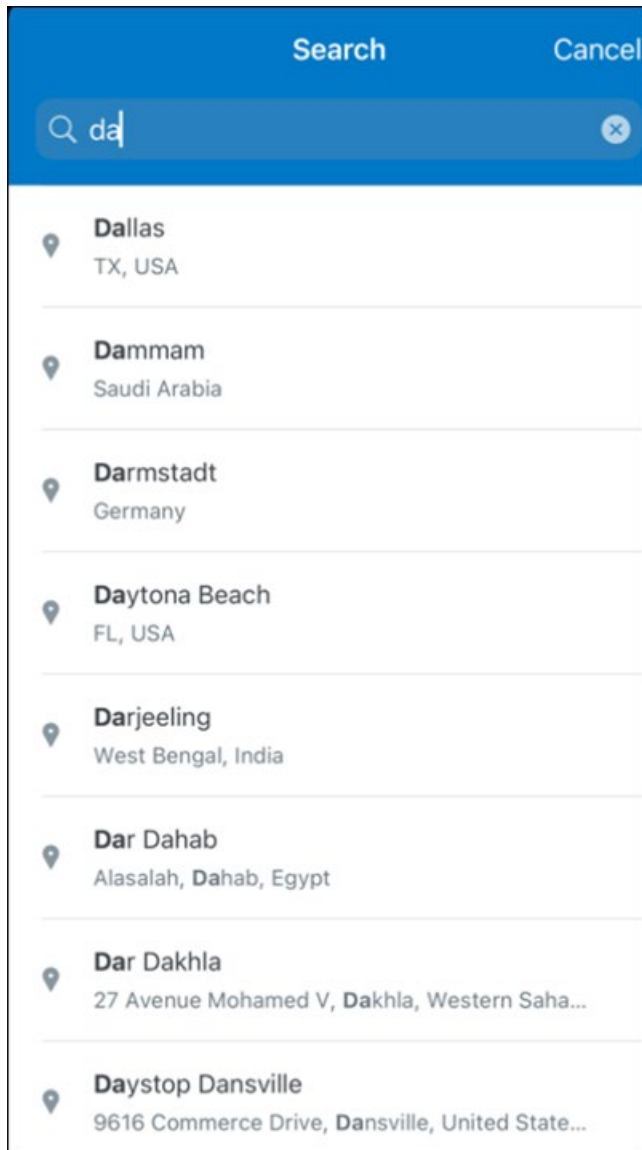
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

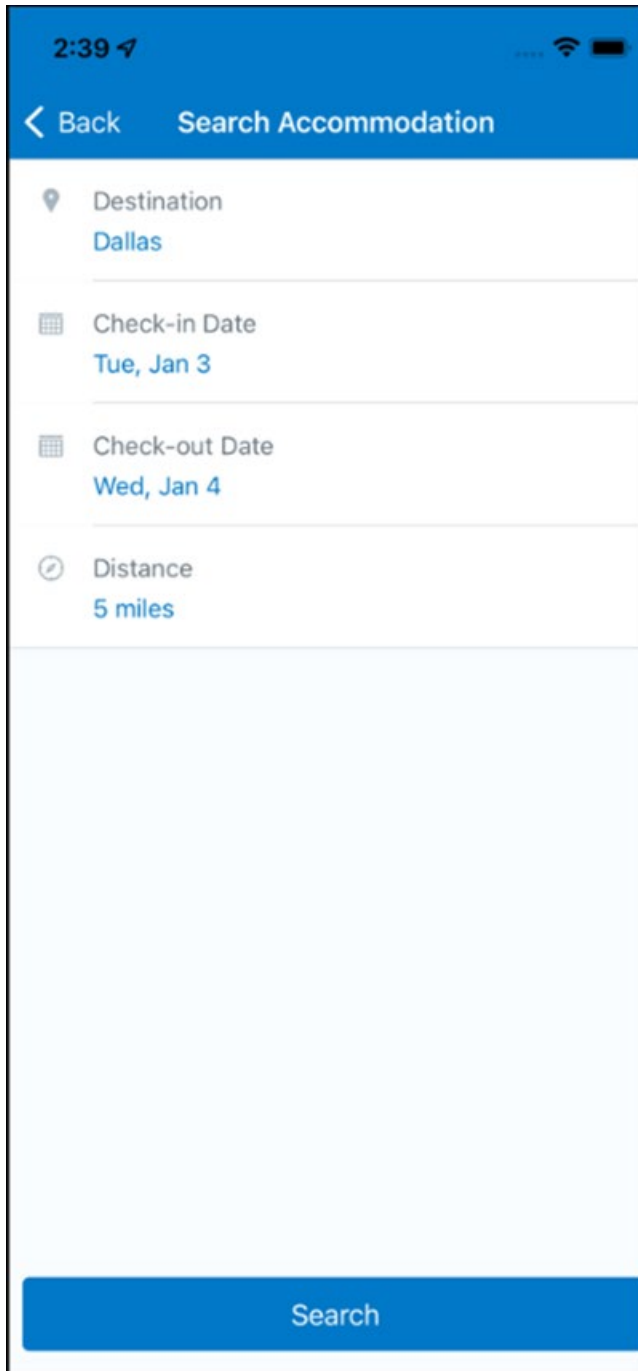
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels**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







Cancel
Select Dates
Done

📅
Check-in Date  
Thu, Jan 26

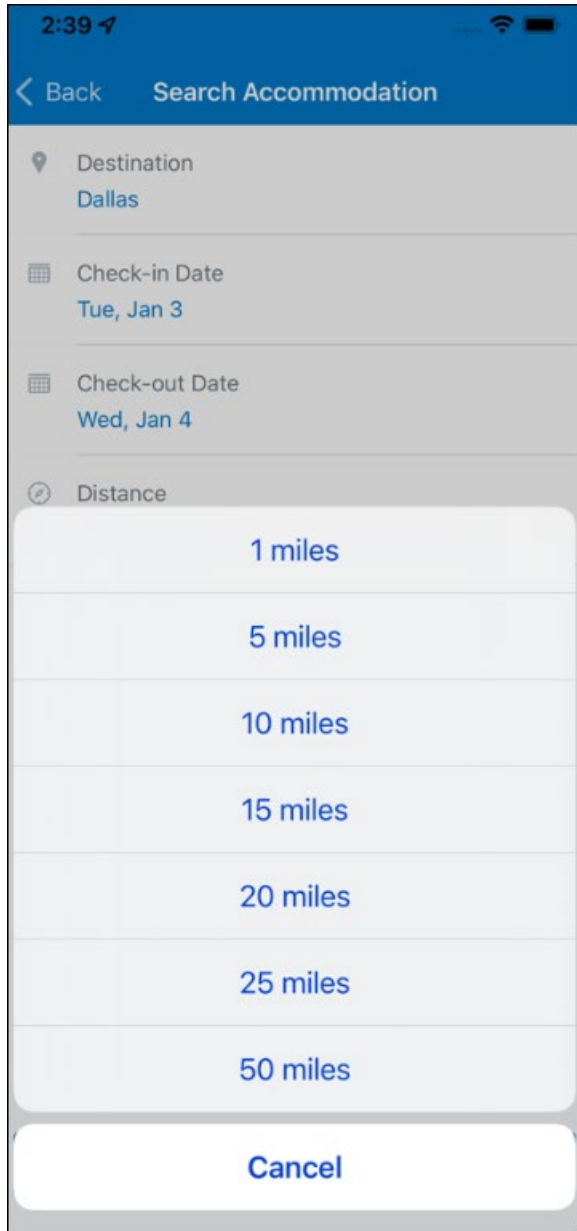
Check-out Date  
Wed, Feb 1

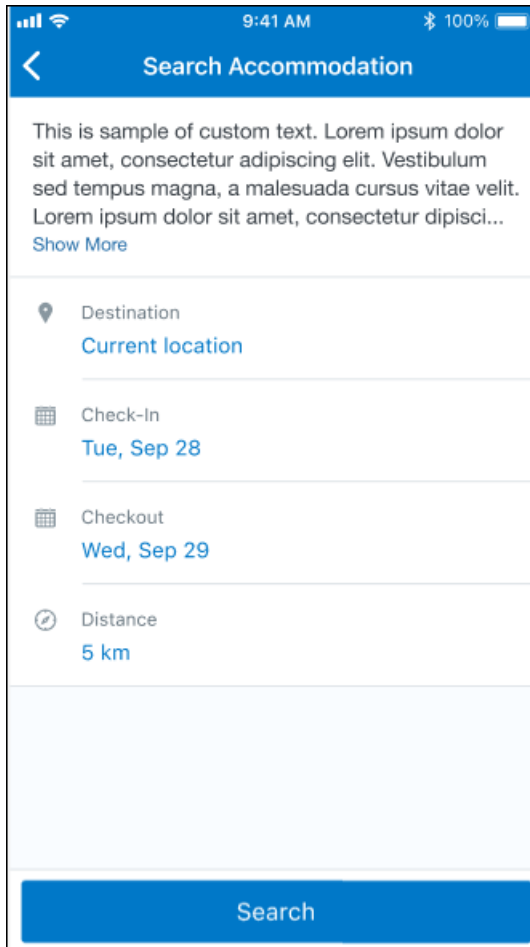
January 2023

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

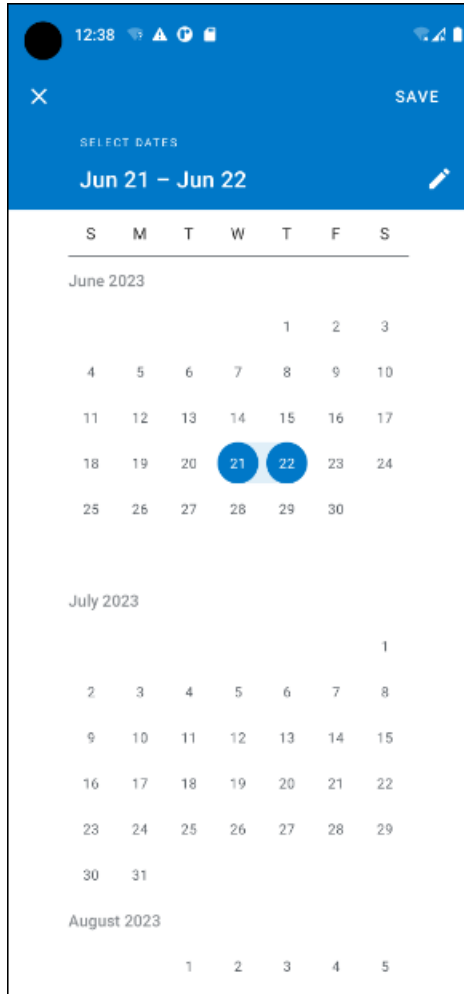
February 2023

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				





## 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.

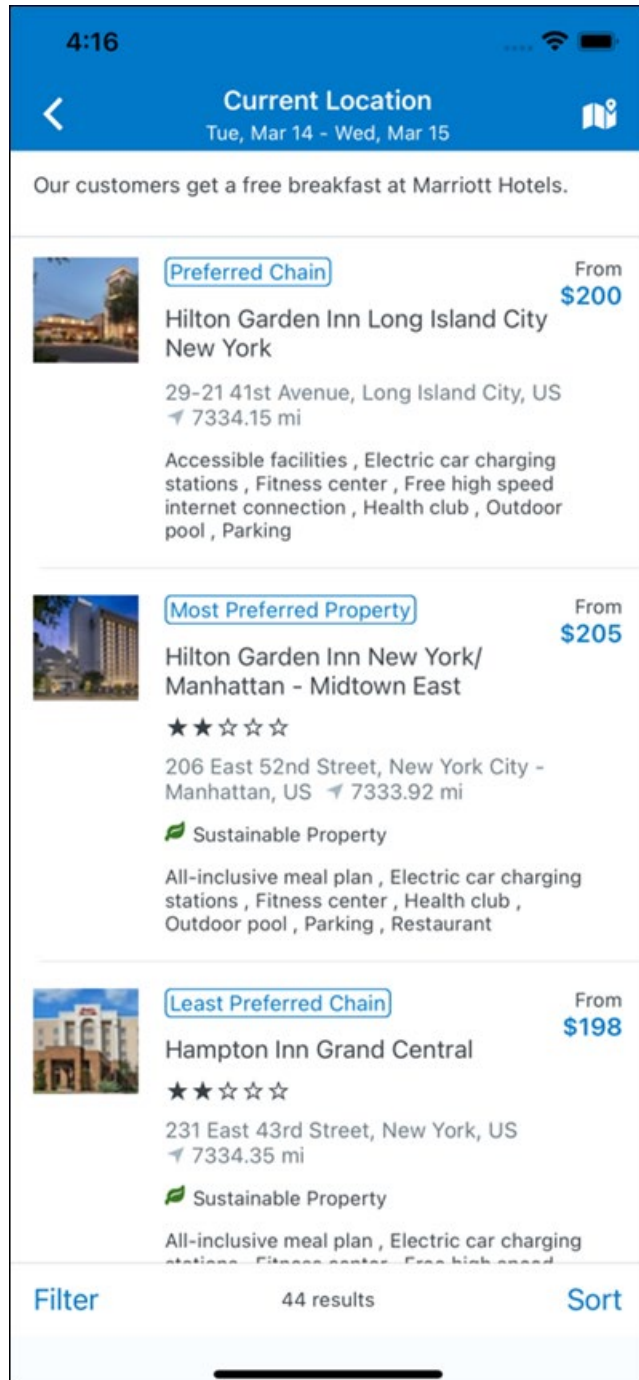
Custom text appears at the top of the search results page where applicable.

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

If policy rules are created using these labels, the policy violation text displayed to the user will contain the current label.

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**

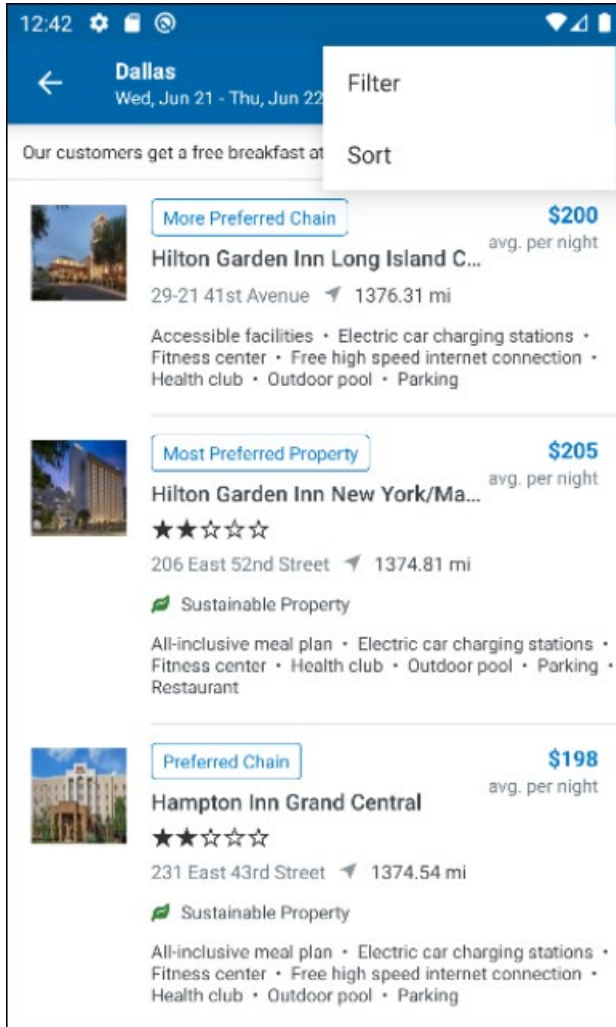
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

#### **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 **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:**





Clear	Filter	Done
<b>SUPER CHAIN</b>		
Hilton Brands (3)		
Wyndham All (15)		
Choice Hotel Brands (13)		
Marriott International (6)		
TravelClick (12)		
Radisson Hotel Group (1)		
Every BWH Hotel (44)		
InterContinental Hotel Brand (3)		
<b>CHAIN</b>		
SC (3)		
LM Vantis Hotel Group (2)		
TravelClick (10)		
Sheraton (1)		

Clear	Filter	Done
PH (1)		
Holiday Inn (1)		
Econo Lodge (3)		
<b>HOTEL AMENITIES</b>		
Dry Cleaning (33)		
Wheelchair Accessible (139)		✓
Free Parking (139)		✓
Restaurant (36)		
Hearing Impaired Services (34)		✓
Ramp Access (27)		
Breakfast Included (139)		
Accessible Rooms (139)		
Internet/Wifi (139)		
<u>Electric Car Charging Stations (20)</u>		

### **SORTING OPTIONS**

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

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**

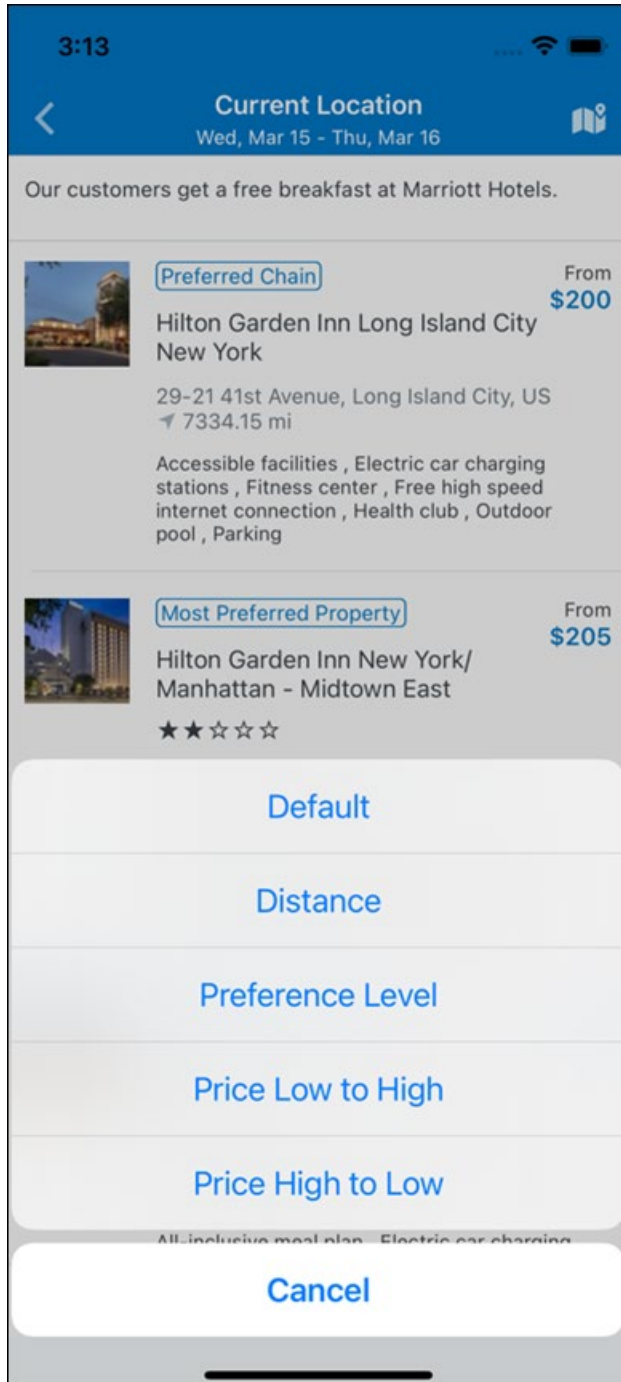
Will show properties that are **Most Preferred**, followed by **More Preferred**, followed by **Preferred**. If more than one property has the same preference level, then they will display in the original sort order returned by the CHS provider.

**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**

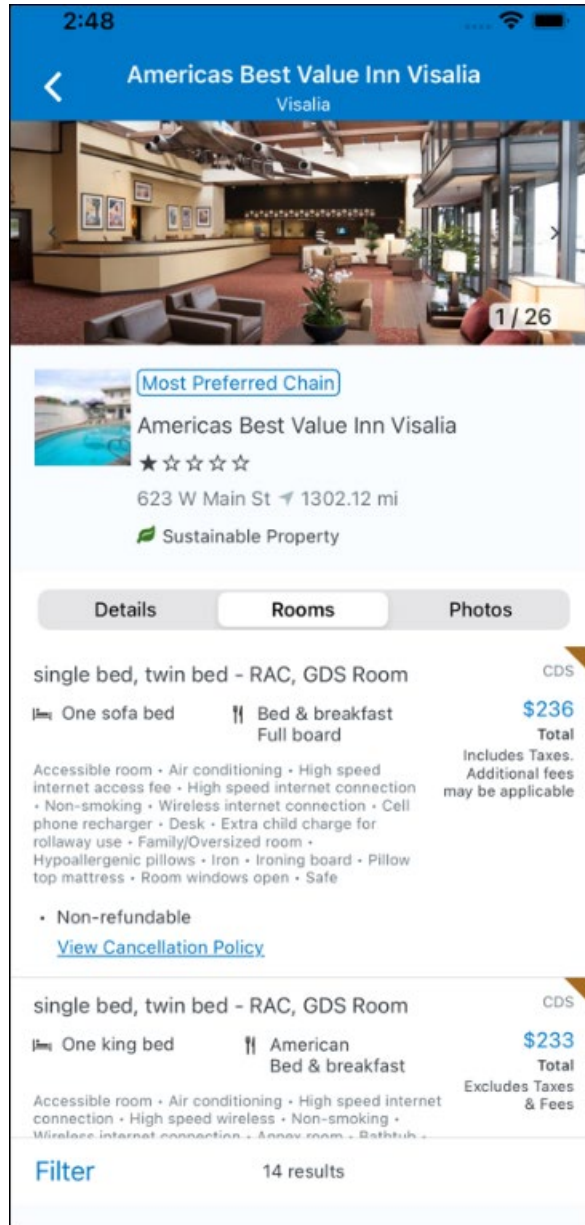
Show property with the highest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.



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.

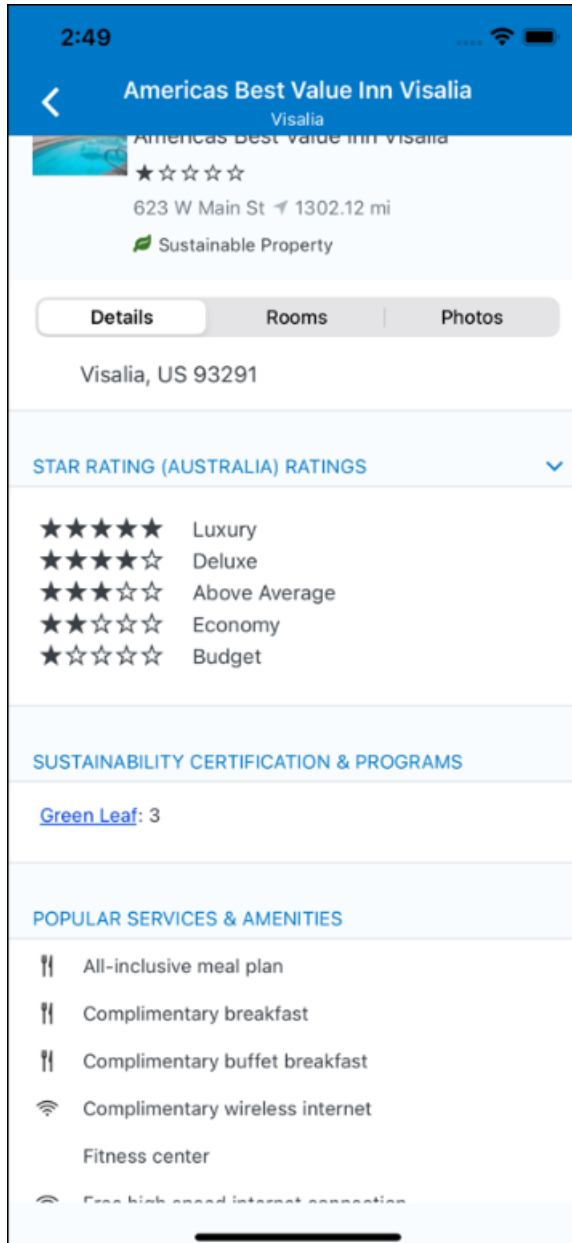
#### **PROPERTY AMENITIES**

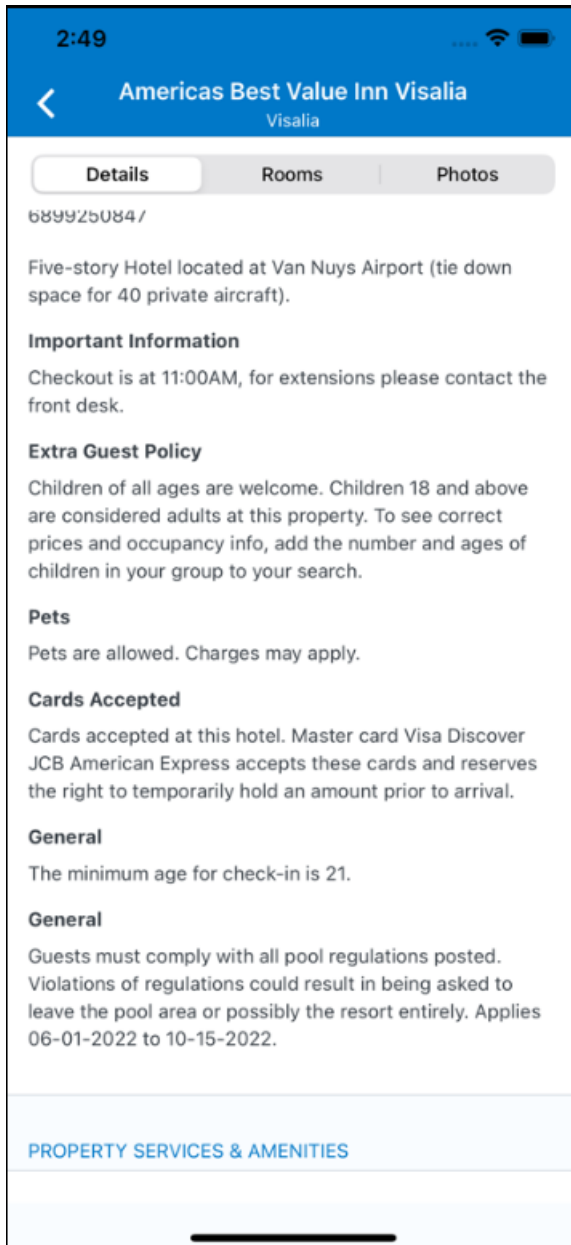
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

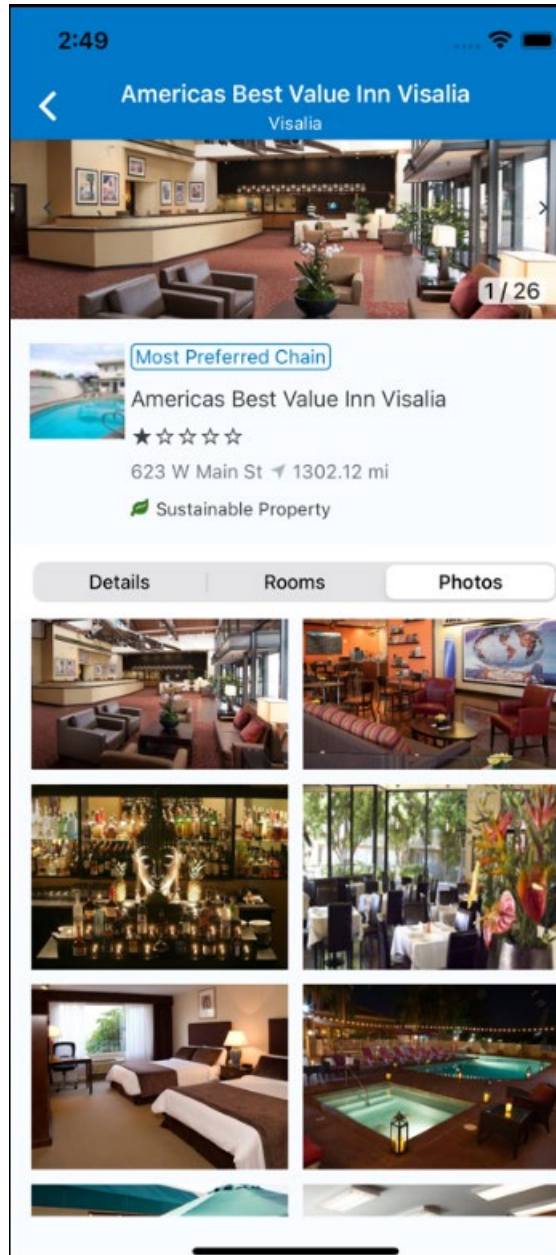






## PROPERTY IMAGES

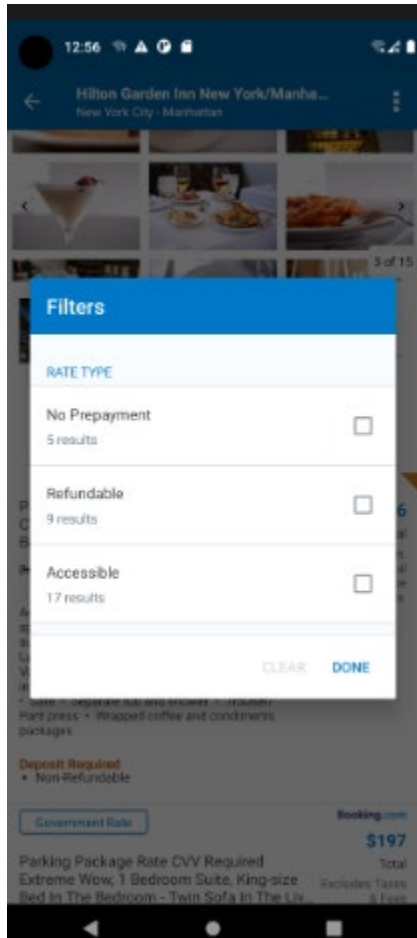
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



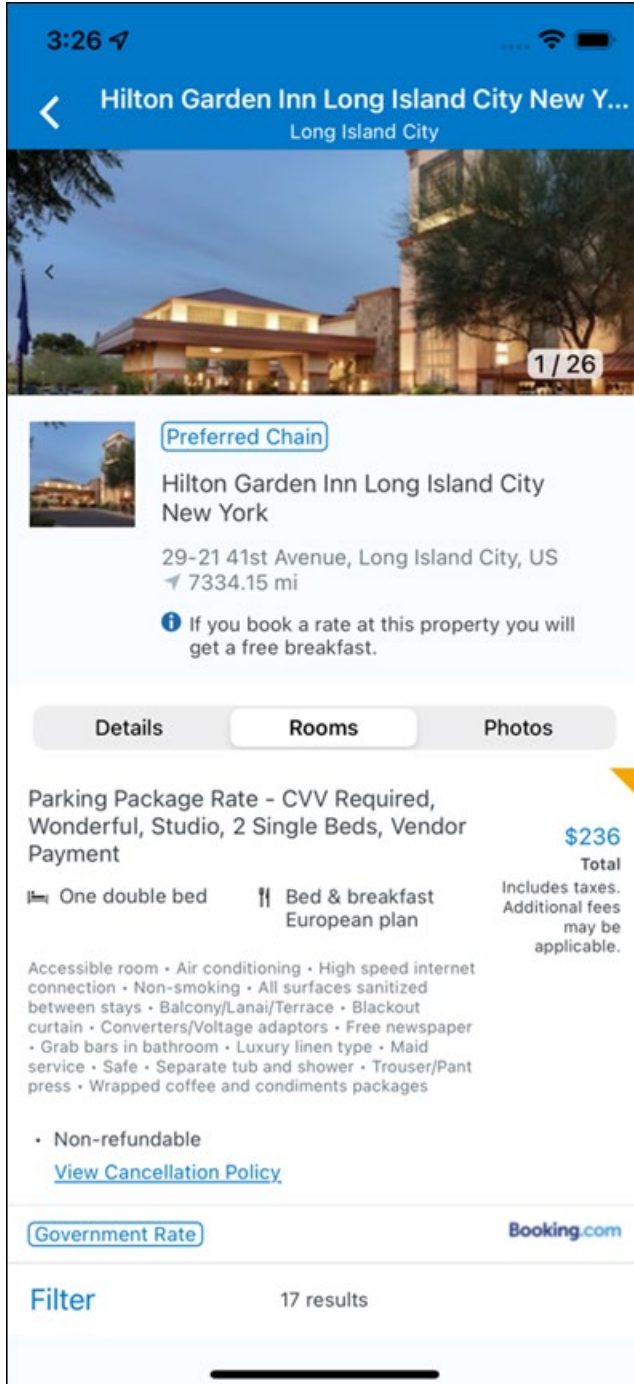
## FILTERS

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:



Clear	Filter	Done
Rate Type		
No prepayment (5)		✓
Refundable (9)		
Accessible (17)		

#### **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**.

*Image to be included in subsequent update.*

## 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.

3:55

Map

Map showing various neighborhoods in Manhattan, New York, with price tags for properties:

- \$186
- \$200
- \$202
- \$191
- \$205
- \$198
- \$195
- \$181

Preferred Property

From \$200

Hilton Garden Inn Times Square

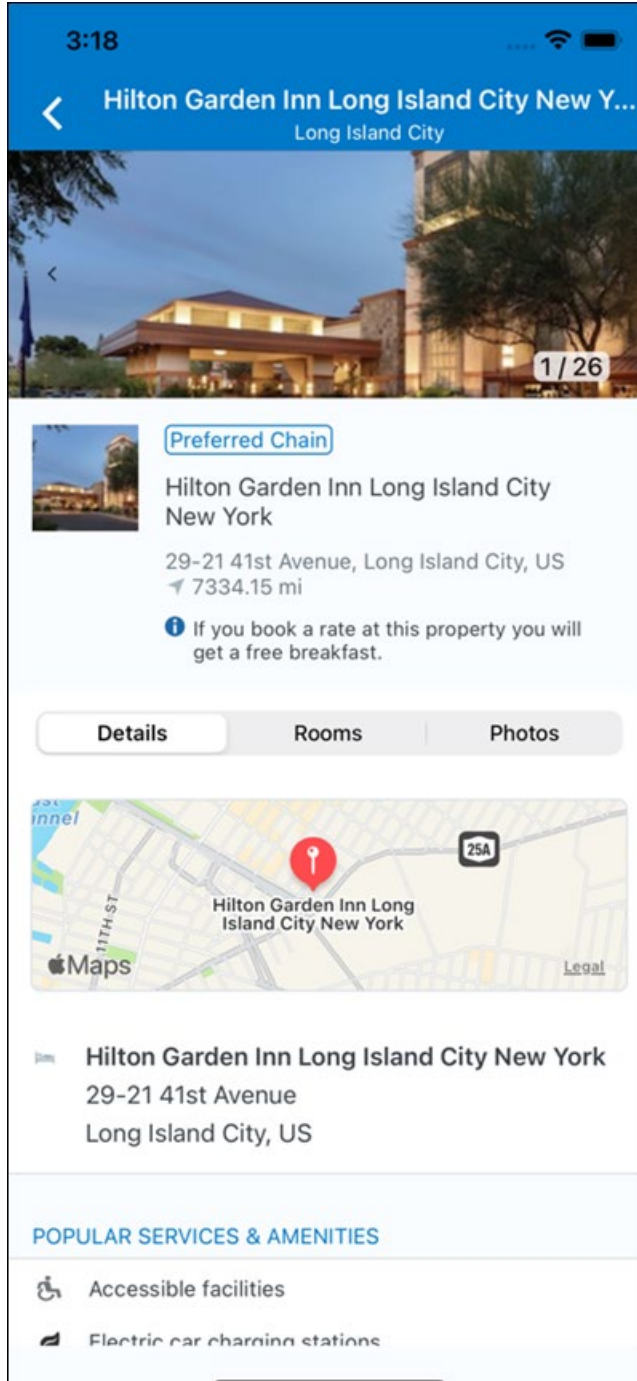
★★★★☆

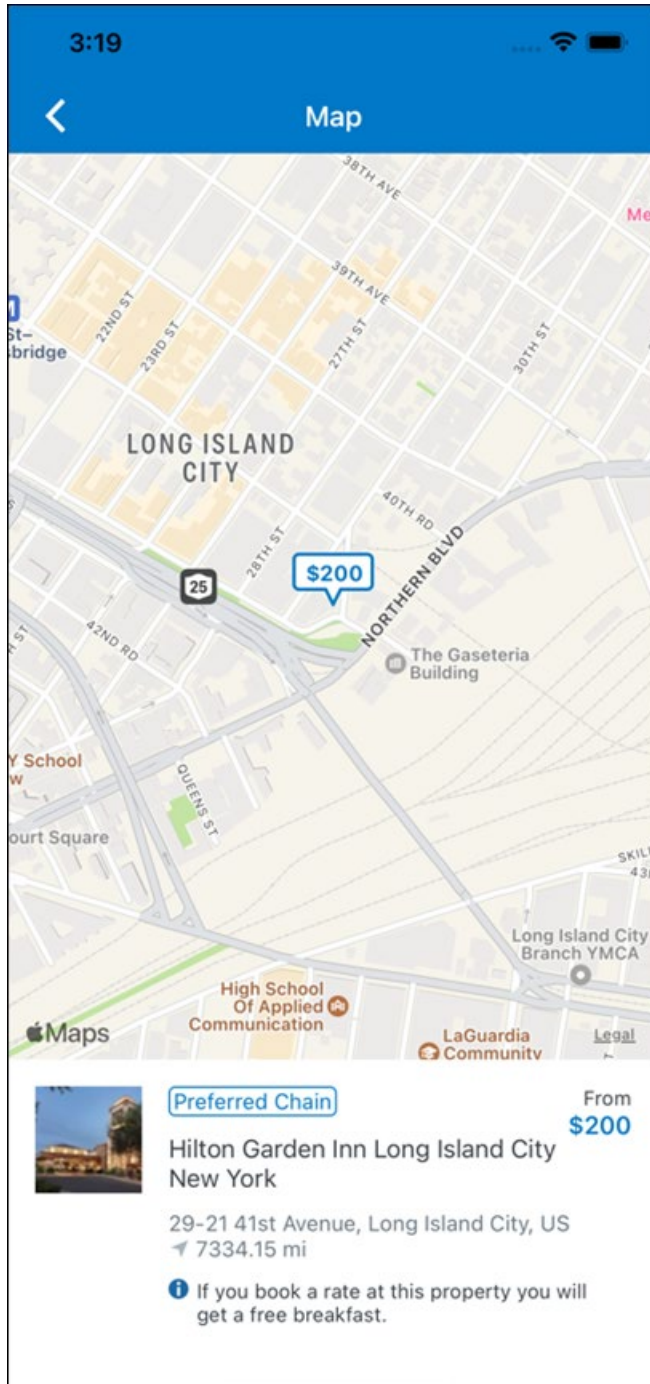
790 Eighth Avenue, New York, US

Sustainable Property

## 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.

2:12

< Review and Book

Foam Pillows >

HOTEL COST

Wed, Feb 22 - Thu, Feb 23 Nights: 1

1 Guest

Estimated Total Cost ⓘ \$217.07

Total Due Now \$54.27

PAYMENT

Form of Payment >

Visa Test

Security Code

3 digits

FREQUENT TRAVELER ACCOUNT

★ None >

ADDITIONAL INFORMATION

AUT-CTE-DONOTCHANGE

Book Now \$217.07

## 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.

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](#).

10:59

Form of Payment

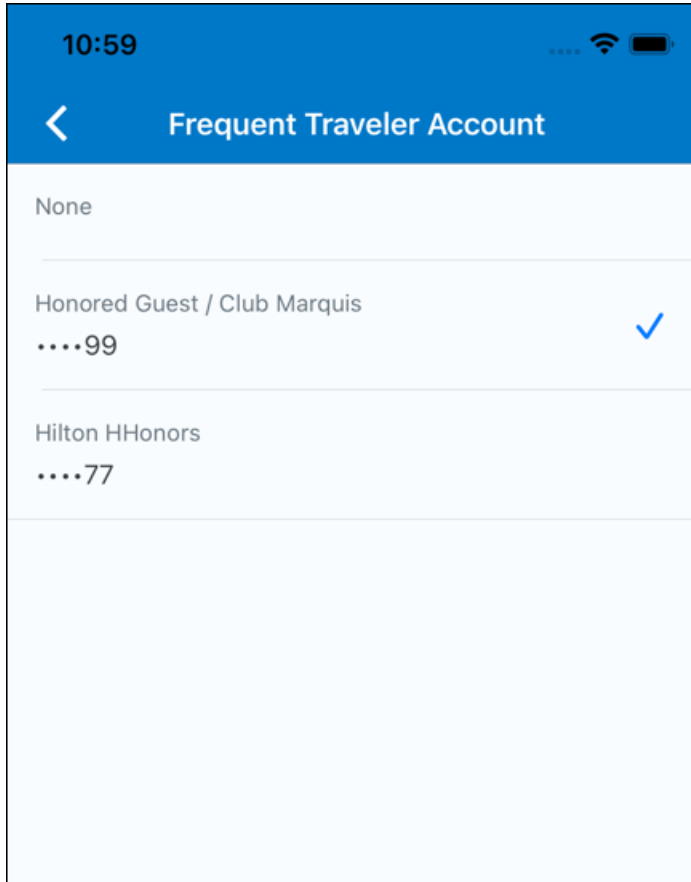
<input type="radio"/>	Alex Test MC ....1097	06/2034
<input type="radio"/>	Clay Phillips ....2914	Expiring soon 03/2023
<input type="radio"/>	Alex Test MC ....5100	12/2027
<input checked="" type="radio"/>	Alex Test VISA ....1111	12/2030
<input type="radio"/>	Test Visa ....1881	12/2040

### 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.

The screenshot shows the 'Review and Book' screen in the SAP Concur mobile app. At the top, the time is 10:59. The screen displays the following information:

- 1 Guest
- Estimated Total Cost: \$283.19
- Total Due Now: \$70.80

The screen is divided into several sections:

- PAYMENT**: Shows 'Form of Payment' as 'Alex Test VISA' and 'Security Code' as '3 digits'.
- FREQUENT TRAVELER ACCOUNT**: Shows 'Marriott' as 'Honored Guest / Club Marquis \*\*\*\*99'.
- TRAVEL POLICY**: Contains a warning icon and the message: 'This booking is not in compliance with the following travel rules: Sam's rule room rate is greater than lowest rate plus 20 dollars'. Below this, there is a 'Reason' dropdown menu currently set to 'Required Field'.

At the bottom, there is a 'Book Now' button with a price of '\$283.19'.

## **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**.

The screenshot shows a mobile application interface for a travel booking. At the top, the time is 11:02 and the status bar shows signal, Wi-Fi, and battery icons. The page title is "Review and Book" with a back arrow on the left. Below the title, there is a "Security Code" field with a lock icon and the instruction "3 digits". A section titled "FREQUENT TRAVELER ACCOUNT" contains a "Marriott" entry with a star icon and the text "Honored Guest / Club Marquis ••••99" and a right arrow. Below this is a "TRAVEL POLICY" section with a warning icon and the text: "This booking is not in compliance with the following travel rules: Sam's rule room rate is greater than lowest rate plus 20 dollars". Underneath the warning is a "Reason" field with the text "Required Field" in red and a right arrow. Below the reason field is a "Comment" field. At the bottom of the policy section is a "Rate rules and restrictions" link with a right arrow. At the very bottom of the screen, there is a checked checkbox with the text "I have read and agree to the Rate Rules and Restrictions." and a large blue "Book Now" button with the price "\$283.19" displayed next to it.

## **\*\*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.

11:10

Close Finalize

**TRIP OVERVIEW**

Trip Status Incomplete

Trip Name\*  
Trip - Long Island City

Trip Description

**YOUR TRIP**

Hotel  
Tue, Mar 14 - Wed, Mar 15  
The Great Hotel - finest in the world  
Incomplete  
Confirmation Number: CDPEAU

**COST**

Hotel  
Mon, Mar 13 - Tue, Mar 14

Estimated Total ⓘ **\$853.96**

**Confirm**



## TRAVEL POLICY

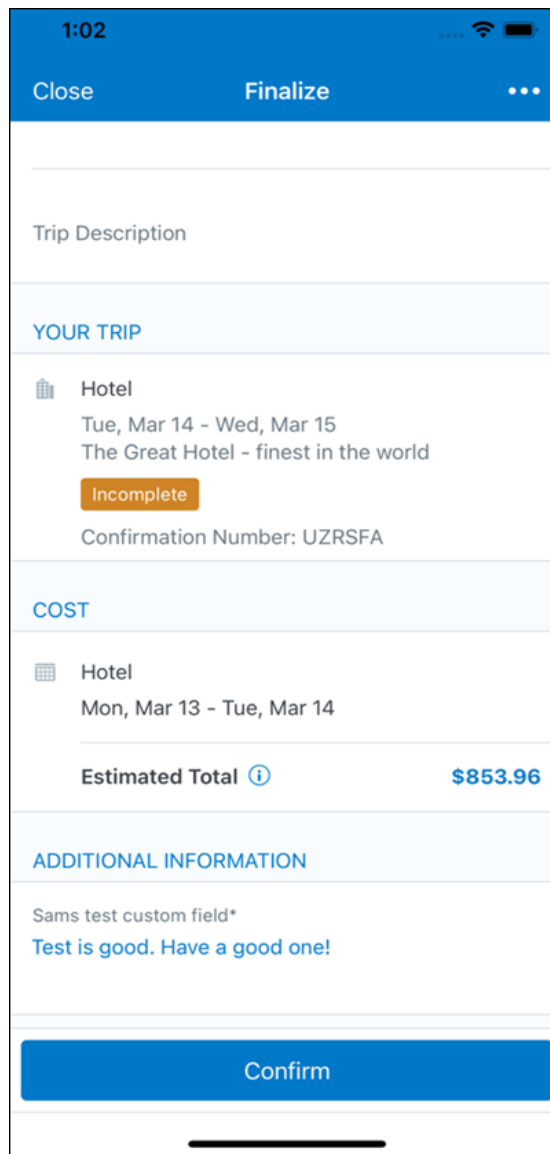
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

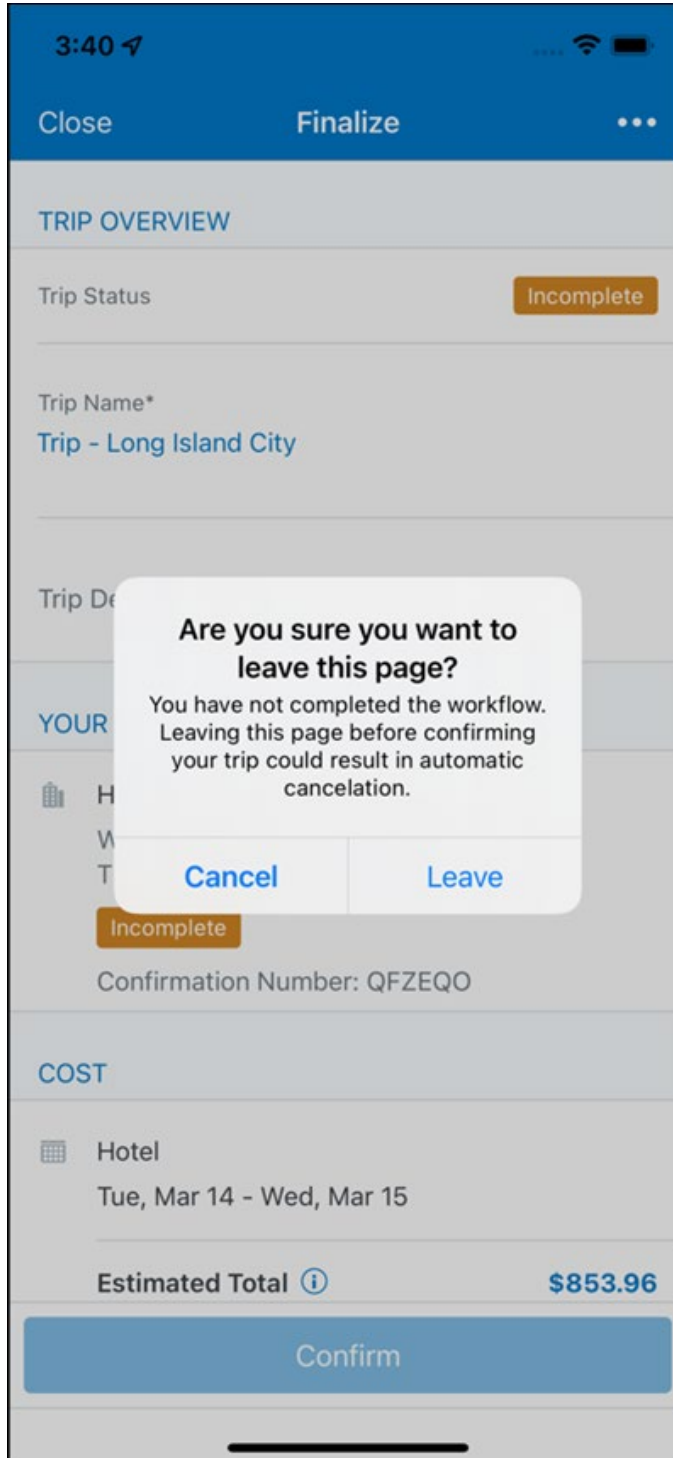
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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

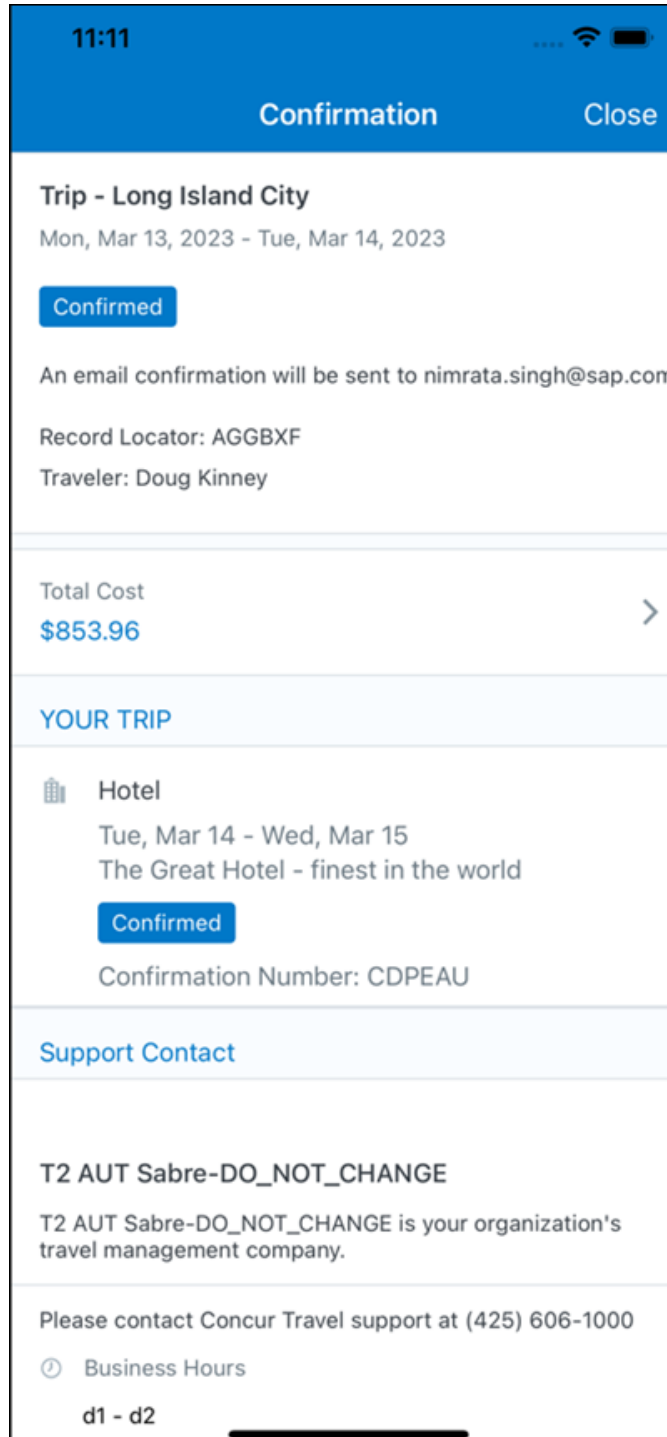
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



## End User Experience: Confirmation

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

This page provides an overview of all existing bookings in a user's trip and displays support contact data; configuration is required by your SAP Concur administrator.



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. A section that displays the **Total Cost**. This section is collapsed by default and can be expanded to review detailed rate information per booking.
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of nights and number of guests for a hotel booking).
5. A **Support Contact** section will display support contact data. This is configured by your SAP Concur administrator.

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.

---

**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.

## 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.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>The following 3 Itinerary rules are the only ones supported for Hotel Release 1:</p> <p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	All other Itinerary rule parts will not be enforced.

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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.
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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<b>SAP Concur Release Notes</b> <b>SAP Concur's mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 10 - Associated web release: June 2023 Initial Post: <b>Wednesday, July 5, 2023</b>	<i>Client</i> – <b>FINAL</b>

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## Legal Disclaimer

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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 9.109 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

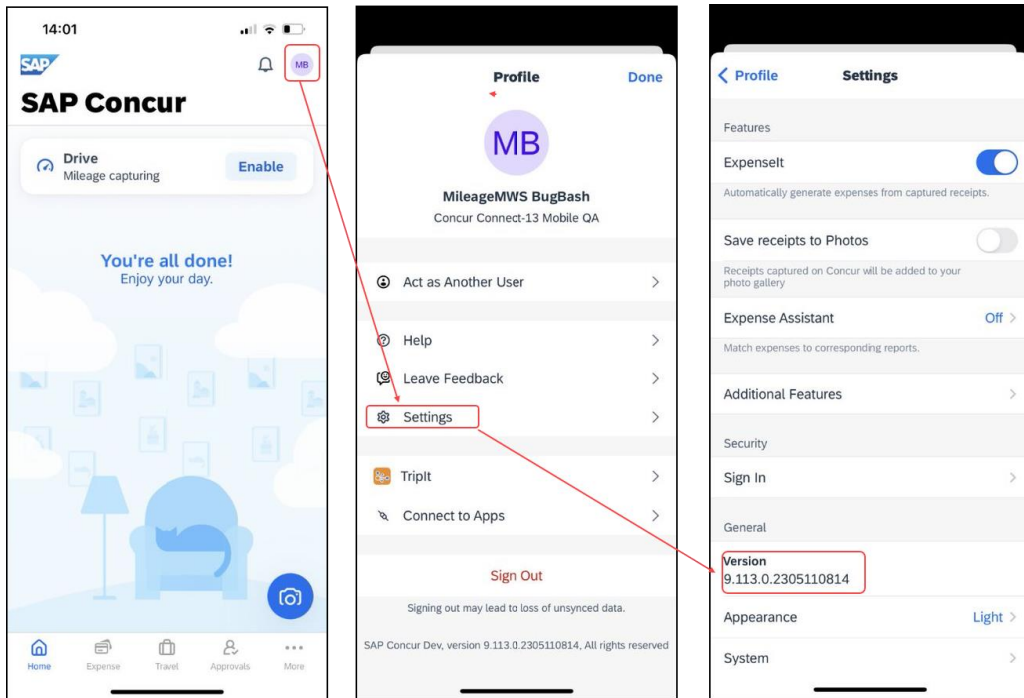
Platform	Deprecating Version
iPhone/iPad	9.109, 9.110, 9.111
Android	9.109, 9.110, 9.111

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10	Wednesday, July 5, 2023	Update via App Store
Android	10	Wednesday, July 5, 2023	Update via Google Play

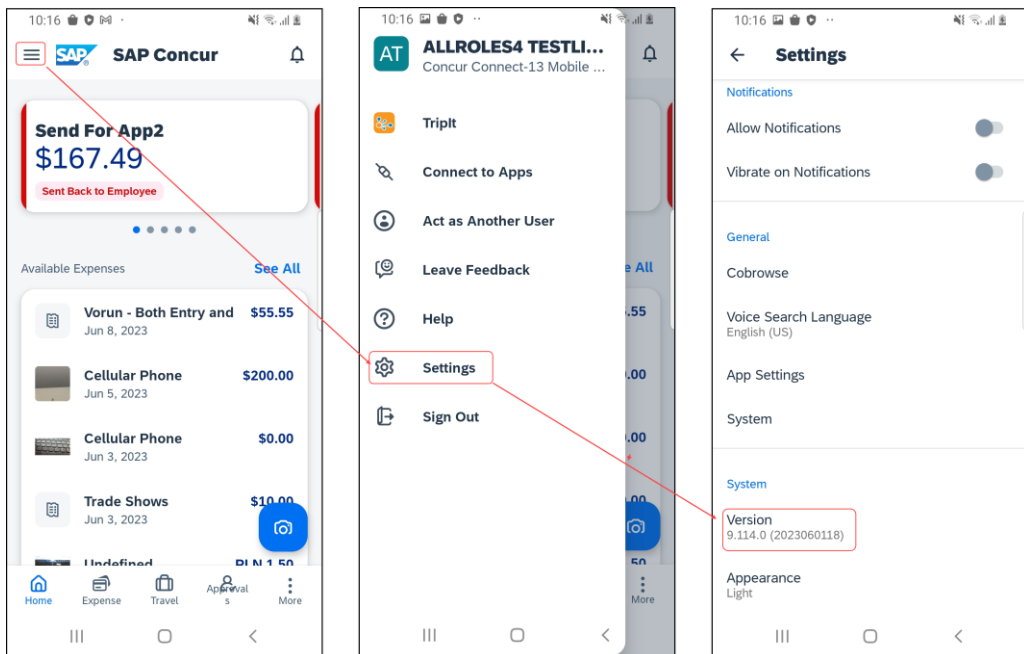
## Locate Version Information on the iPhone

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

# Release Notes

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## Fiori Horizon Theme for Concur Mobile

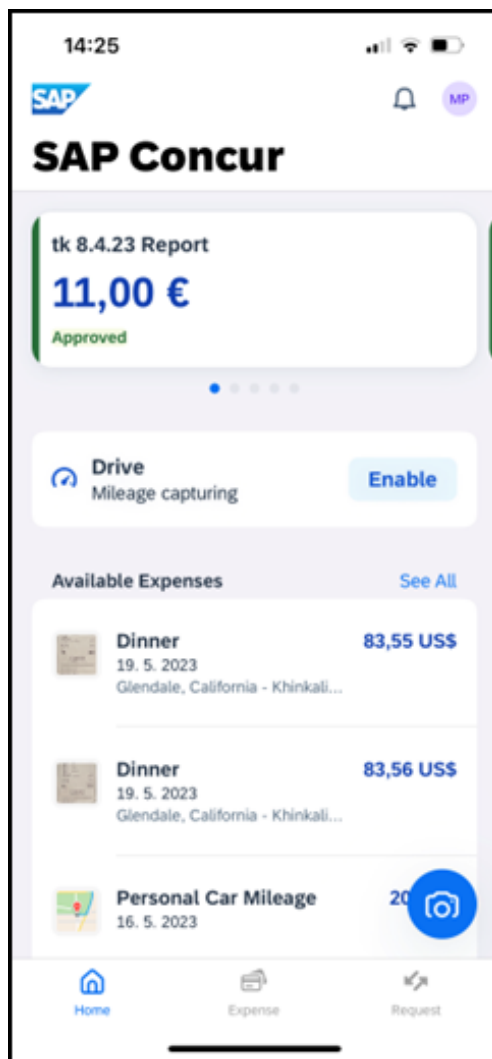
With this release, SAP plans to implement the Fiori Horizon themes in Concur Mobile for all users. This change is applicable for iOS and Android.

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

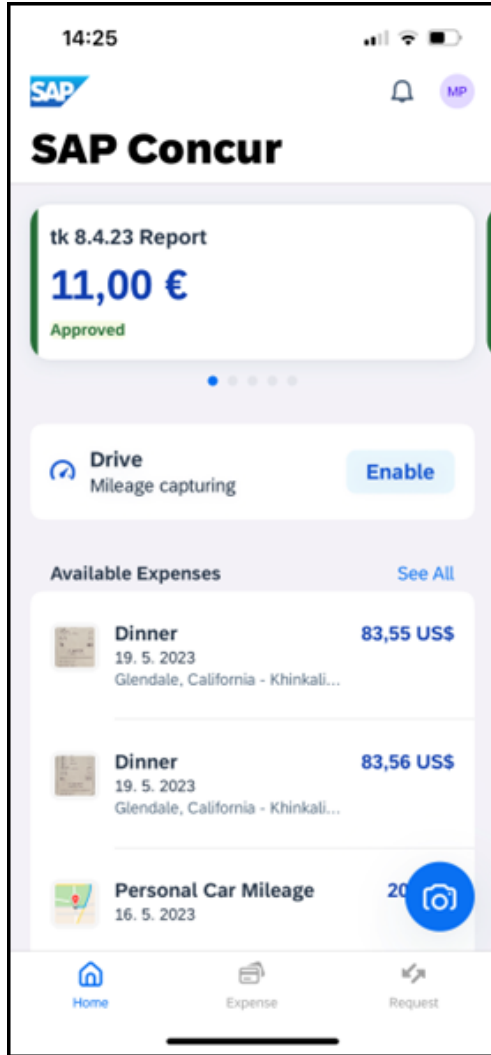
This change helps to provide a consistent user experience across all SAP products.

### **How it Works:**

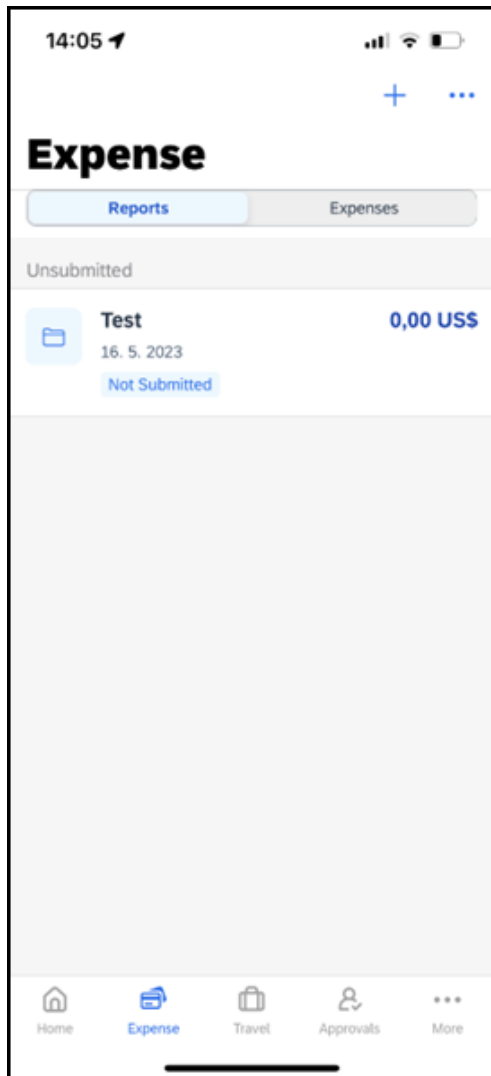
In the new view, the home screen for Mobile can be personalized, which allows for quick access to items like **Reports**, **Approvals** and **Expenses**. Tapping **See All** will direct to a full list of items.



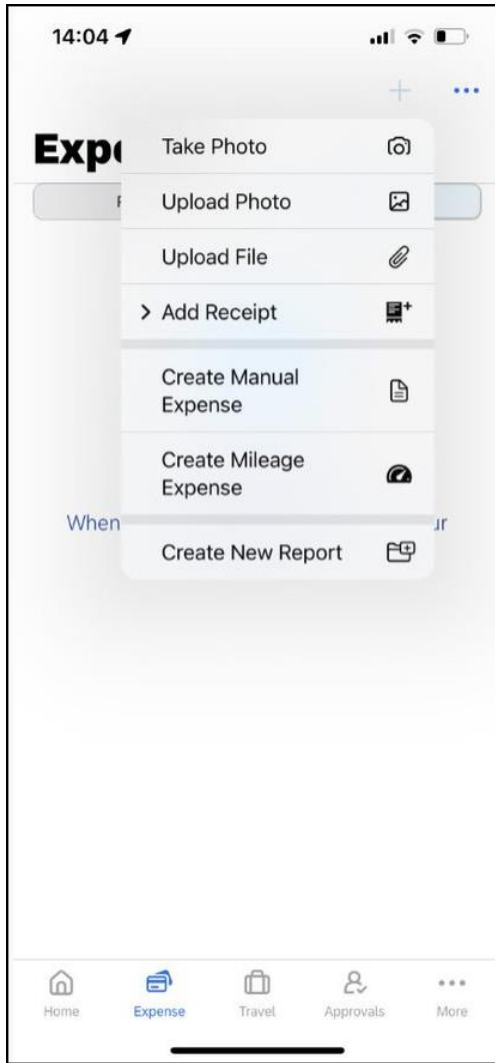
In addition, depending on the user's configuration, new tabs for **Expense**, **Travel** and **Approval** are now at the bottom of the home screen. This makes navigating to other SAP Concur products easier and more consistent. Tapping **More** brings up other options such as Budget and Request, if the user has these configured. For example, if only Concur Travel is configured, only the **Travel** button will be visible.



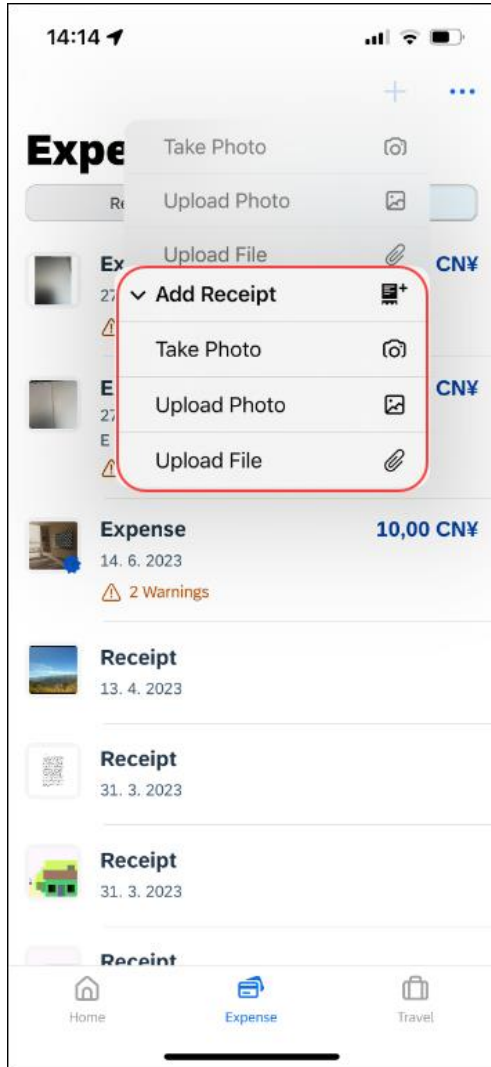
Expenses and Expense reports are now merged under the one **Expense** option.



The plus icon, when selected drops down a series of actions for the user to work with expenses.



The **Add Receipt** function also drops down to reveal more options.



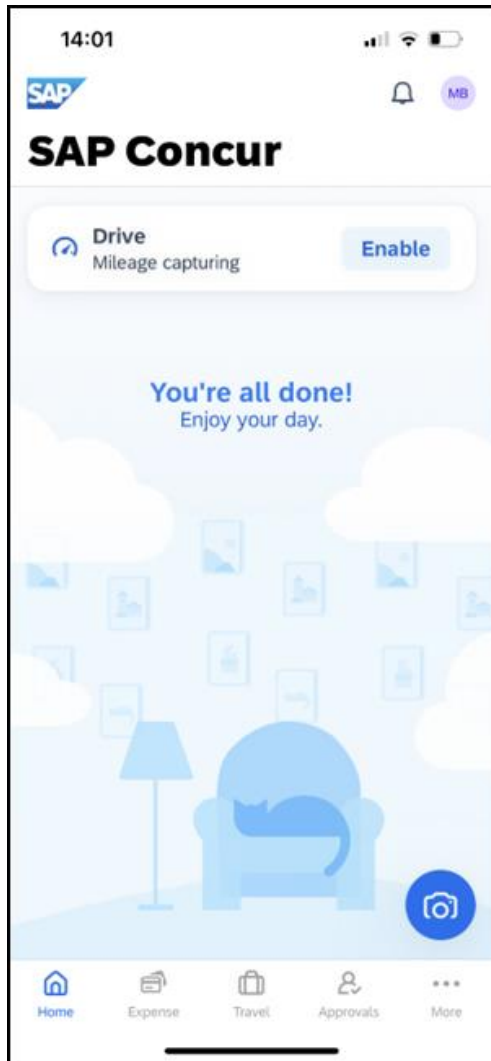
---

**NOTE:** ExpenseIt users will not have the Add Receipt function.

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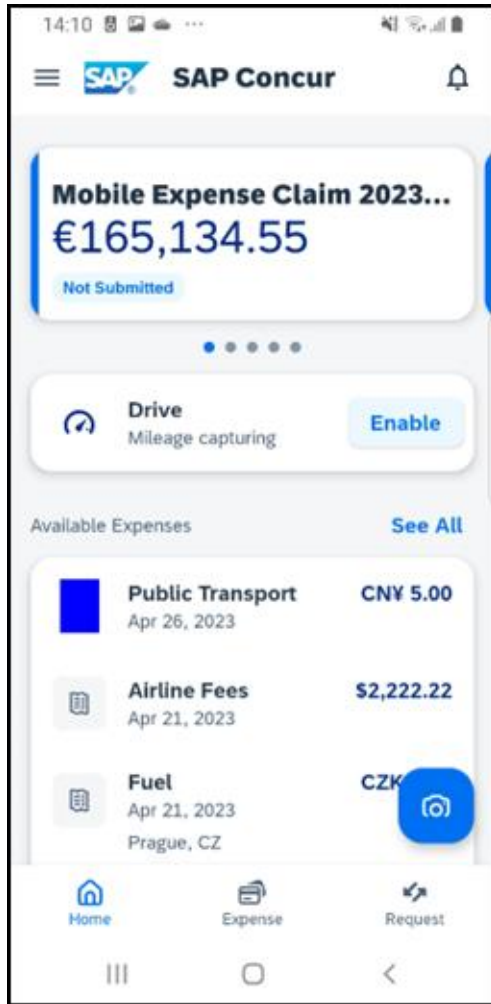


With the new Fiori interface, shortcuts to the most frequent user actions, such as grabbing a receipt with the camera icon, starting and configuring **Drive** and directly accessing **Expense**, can be done directly from the Home Screen.



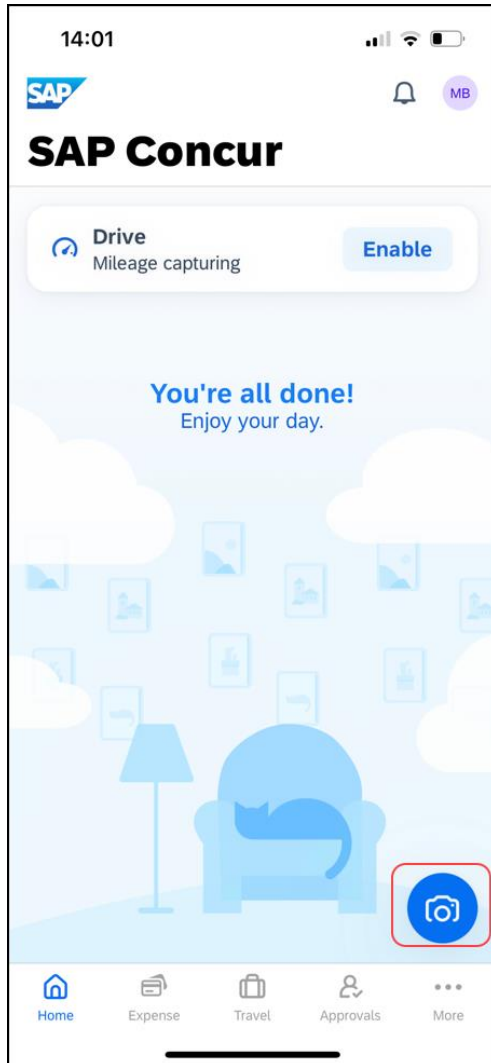
## ANDROID

In the following, the Android home screen is depicted.



## IPHONE AND IPAD

In the following, the iOS home screen is depicted.



### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information about Horizon themes for Fiori, refer to [Horizon Theme of SAP Fiori](#) and [SAP Fiori Design Guidelines: Theming](#).

## Updates to Concur Mobile App

### Overview

With this release, the versions for Concur Mobile will change from 9.114 to 10. Along with this, the icon for Concur Mobile app will be updated in the app store. Once updated to the latest version, the new icon will also be visible on the home screen of your mobile device.

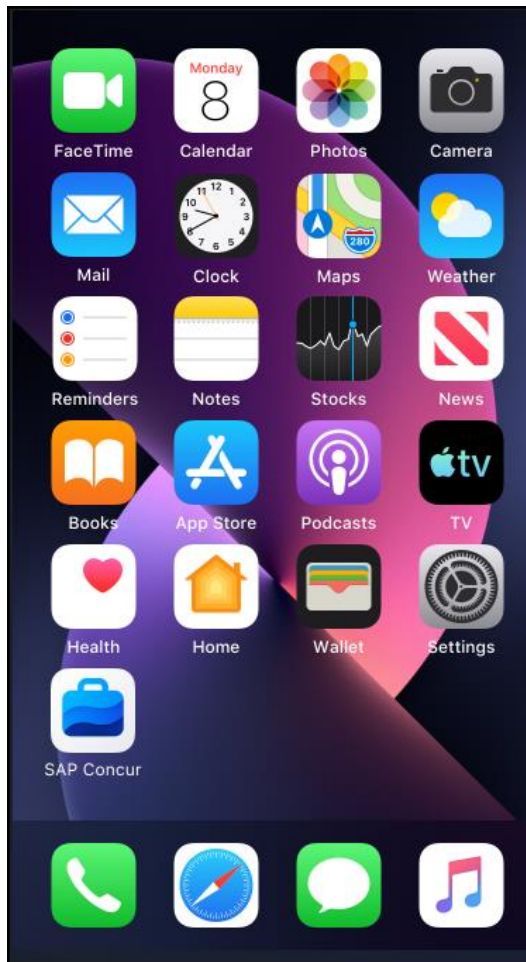
### BUSINESS PURPOSE / CLIENT BENEFIT

To align with the new look of the Concur Mobile app, the icon for the app will change.

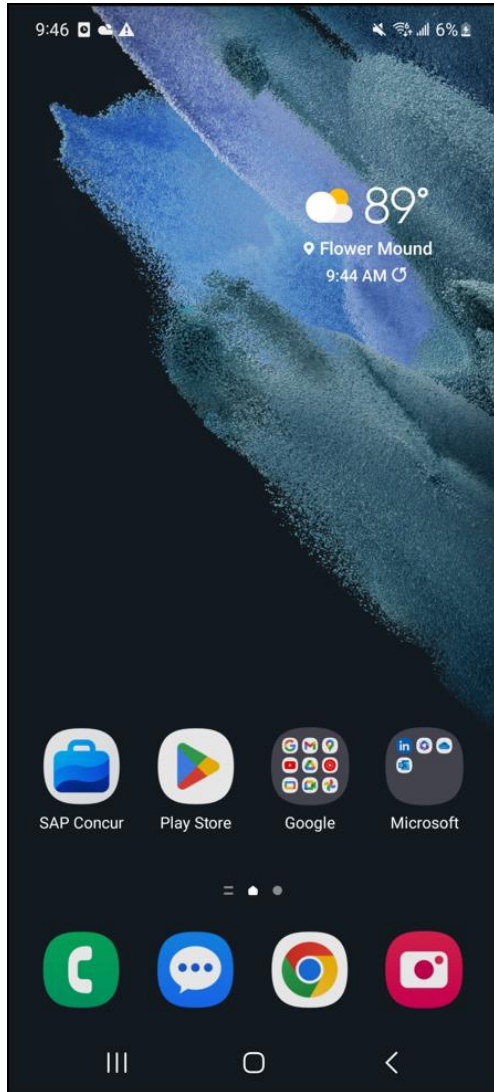
### How it Works:

Once you have updated your device to the latest version 10, the icon for the Concur Mobile app will change to the new look.

### iPhone View:



**Android View:**



***Configuration for Professional and Standard Travel***

The change occurs automatically; there are no additional configuration or activation steps.

# CFDI Users Can Now Upload XML Files

## Overview

With this release, Concur Mobile will now support the upload of XML files for Expense.

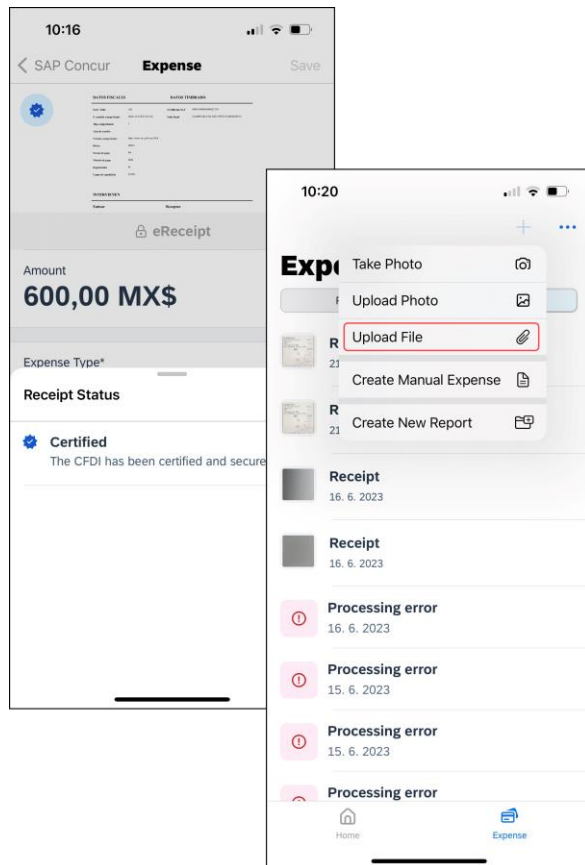
## BUSINESS PURPOSE / CLIENT BENEFIT

To further support the Document Regulation & Compliance (DRC) that has been rolled out with the web version of Expense, CFDI users can now upload XML files to Concur Mobile. The DRC method was developed for an external vendor to validate a receipt. It will now be rolled out as support for the Mexico CFDI solution both through the Partner App as well as with DRC. This feature applies to both Android and iOS.

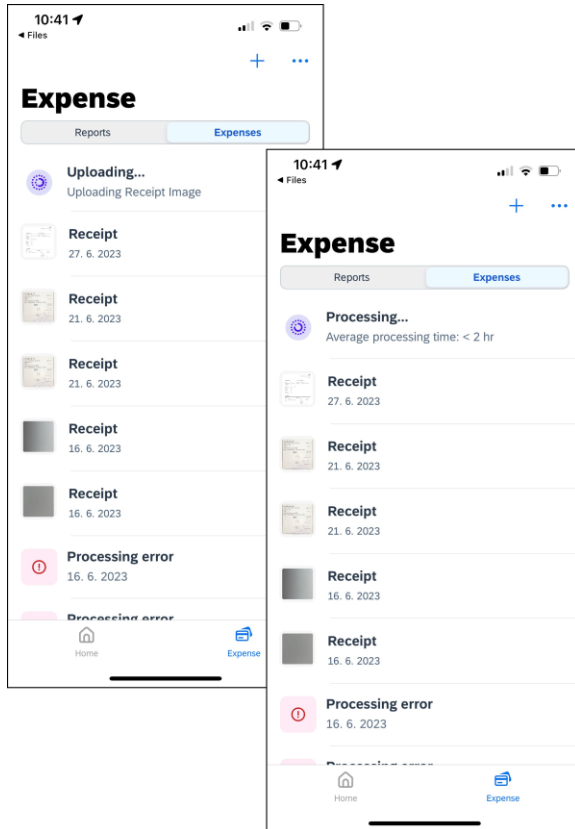
## How it Works:

Mobile users can now upload XML files and will not need to take screenshots of the receipt where this feature is available.

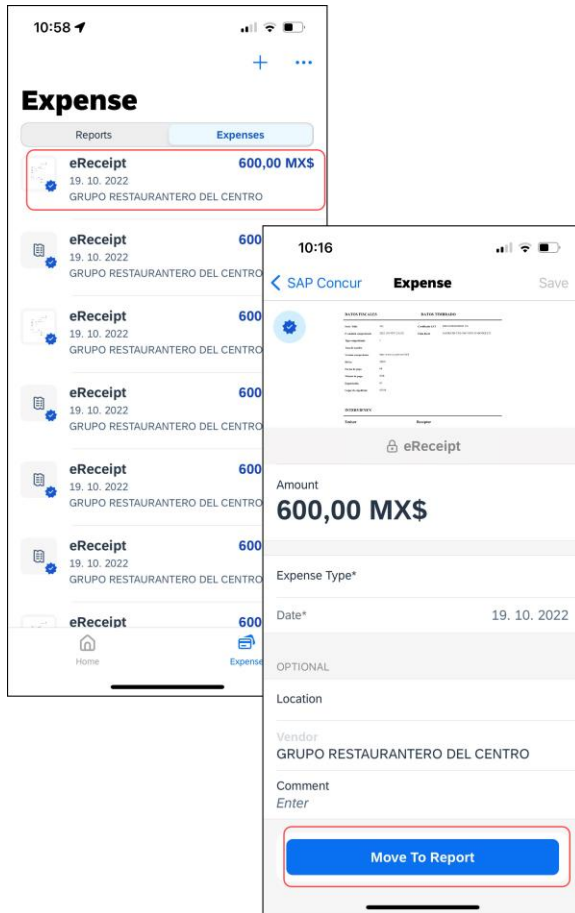
From the **Expense** screen, toggle to **Expenses** and tap the plus icon in the top right hand corner for the menu to appear. From there, select **Upload File**. The XML file can be shared directly from the e-mail (iOS only) or it can be saved and uploaded from the phone's file repository.



On the **Expenses** screen, the XML file will upload and then it will be in a status **Processing**.



Once it is processed, the receipt appears in the **Expenses** list. Select the expense to view. Once opened, you can now move the expense to a report by tapping **Move to Report**.



### ***Configuration for Professional and Standard Travel***

The change occurs automatically; there are no additional configuration or activation steps.



# Move Expenses While Using Delegate Function

## Overview

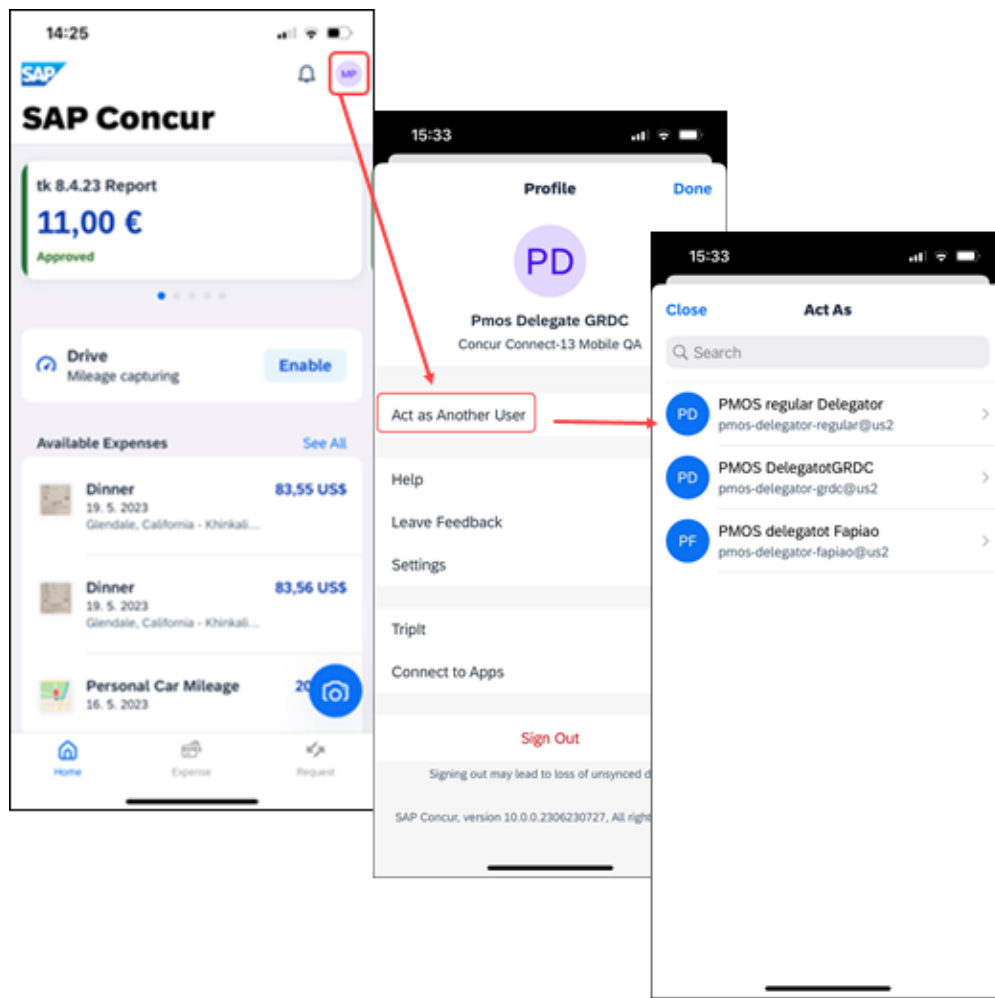
Until now, while using the delegate function, it was not possible to move Expenses. With this release, while using the delegate function, expenses can now be moved into Expense Reports.

## BUSINESS PURPOSE / CLIENT BENEFIT

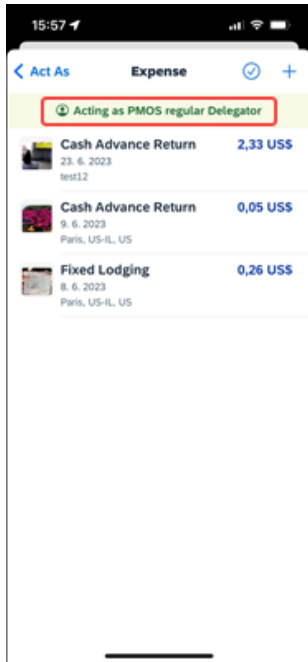
The expansion of the delegate functionality leads to further Mobile and web parity. Being able to move expenses within the delegate function makes for an easier user experience. This feature applies to both Android and iOS.

## How it Works:

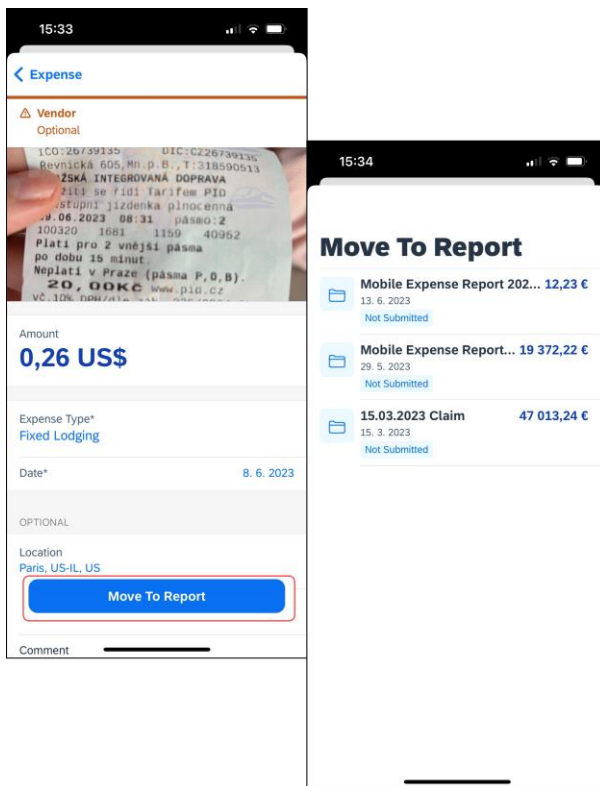
To activate the delegate function, select the profile icon on the home screen. Then tap, **Act as Another User**. From there the **Act As** screen appears, where the person you wish to act on behalf of, can be searched.



Once this is selected, the fact you are acting as another user is indicated by a banner at the top of the screen and you will be automatically redirected to the **Expense** page.



To move an expense to a report, select the desired expense. Once the expense opens, at the bottom of the screen there is a prompt **Move to Report**. This opens the list of reports - from there you can select the report that you want to move the expense to.



Once the expense has been moved to the desired report, it will no longer appear in the list of expenses.

### **Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration or activation steps.



For more information, refer to *Mobile User Guide Expense*

# Planned Changes

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## New Hotel Experience

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

#### **Overview**

Targeted for Q2 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***

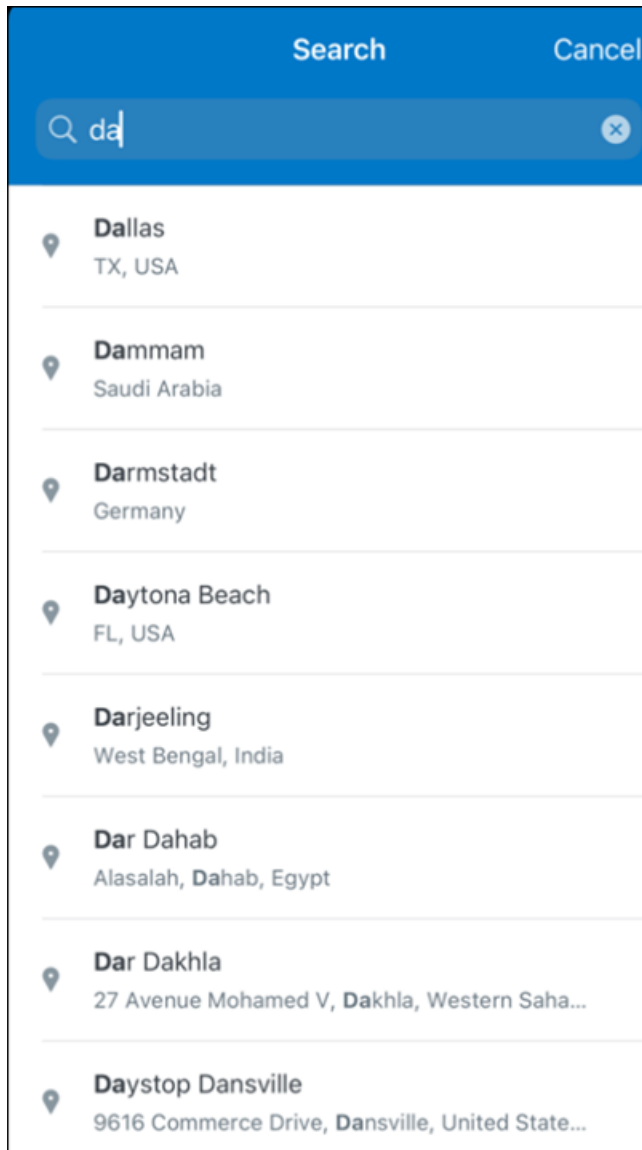
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

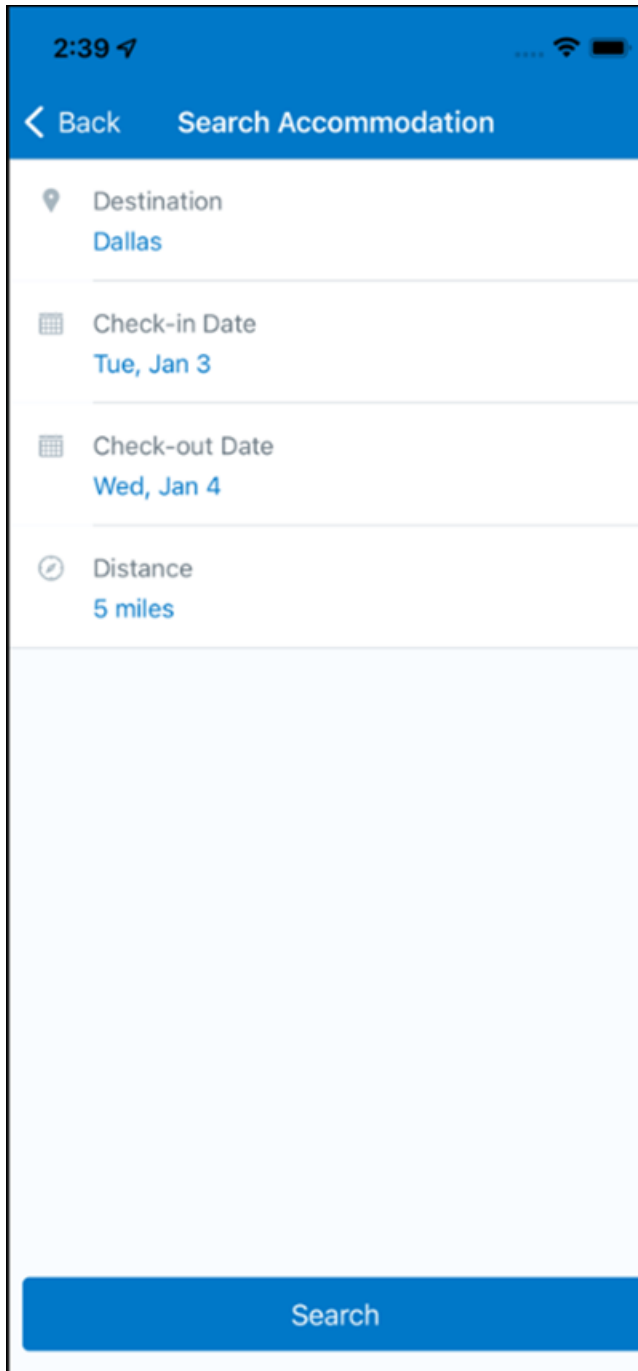
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

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**





Cancel
Select Dates
Done

📅
Check-in Date  
Thu, Jan 26

Check-out Date  
Wed, Feb 1

January 2023

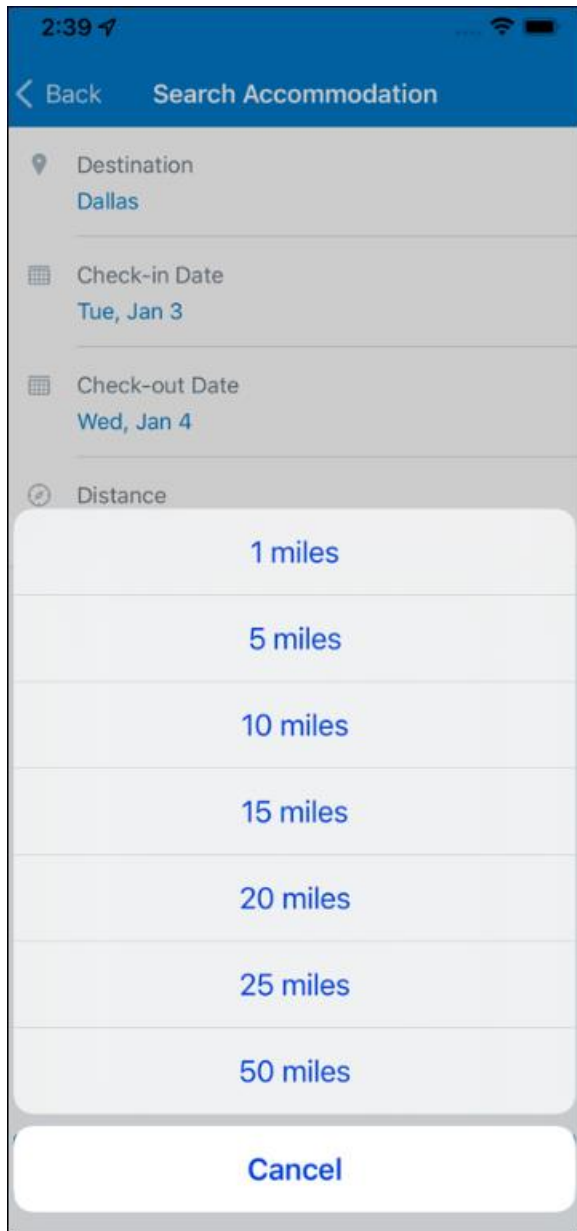
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

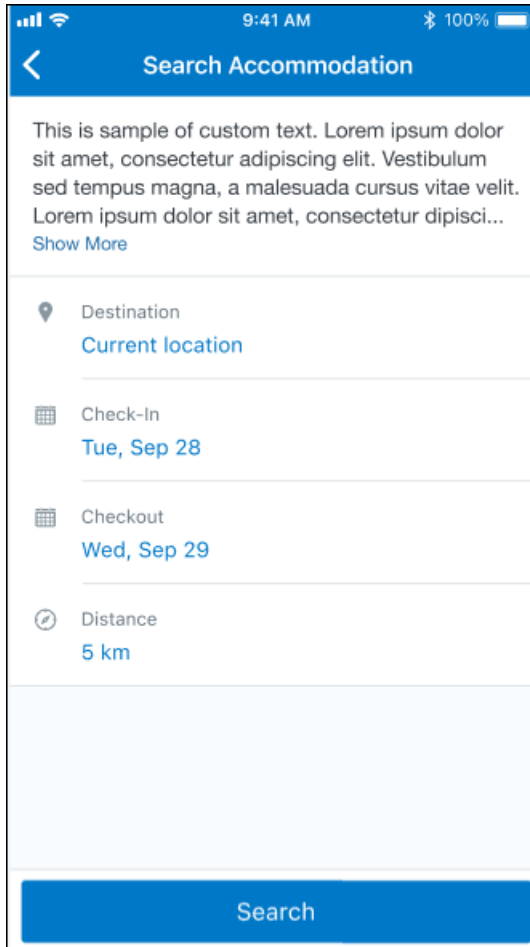
  

February 2023

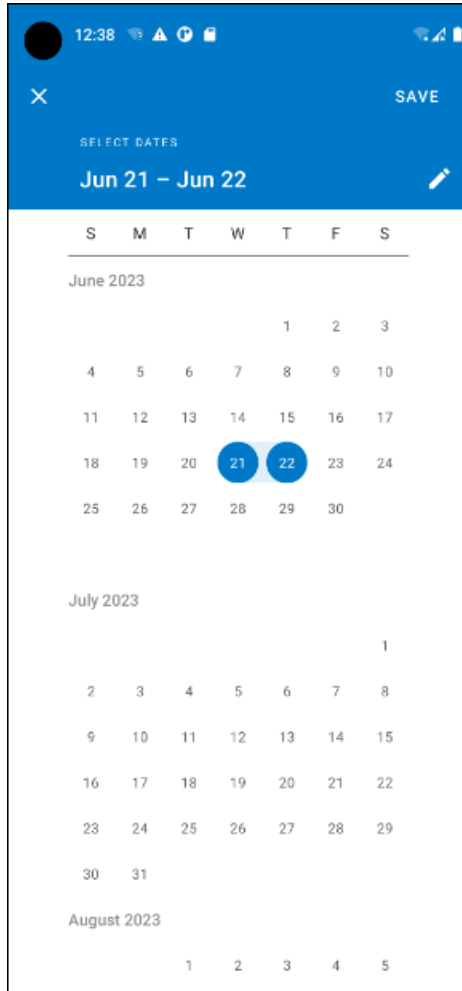
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				







## 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.

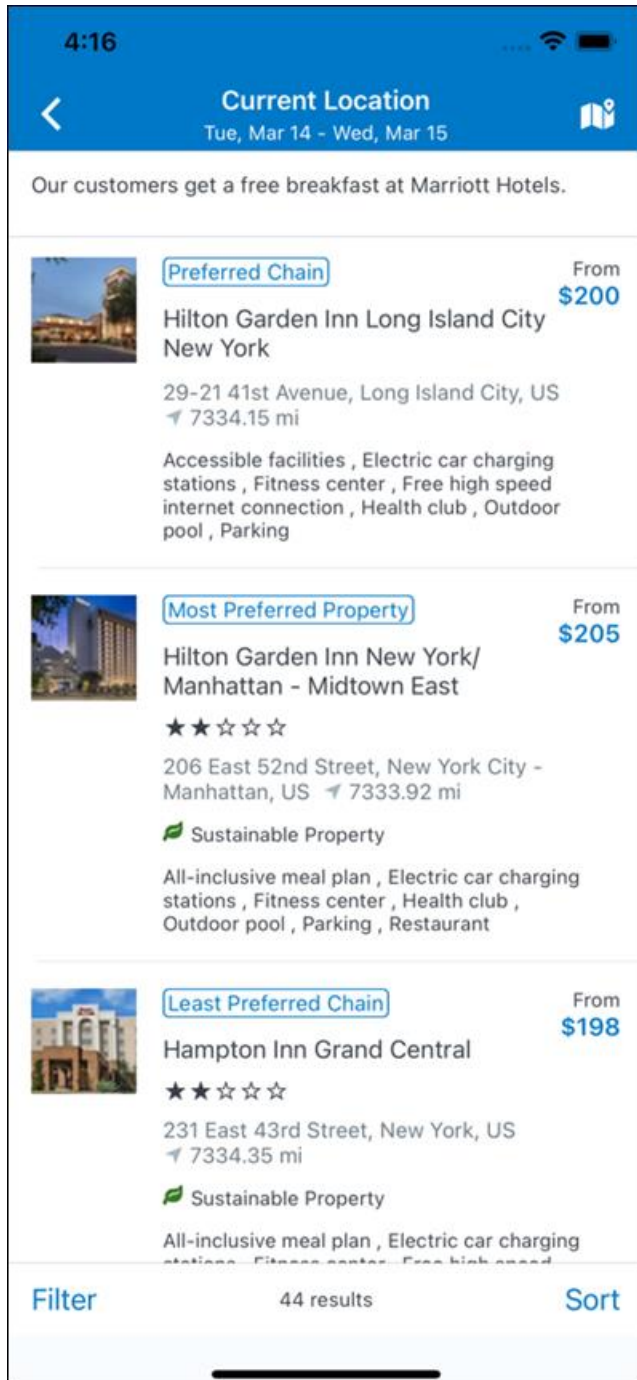
Custom text appears at the top of the search results page where applicable.

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

If policy rules are created using these labels, the policy violation text displayed to the user will contain the current label.

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**

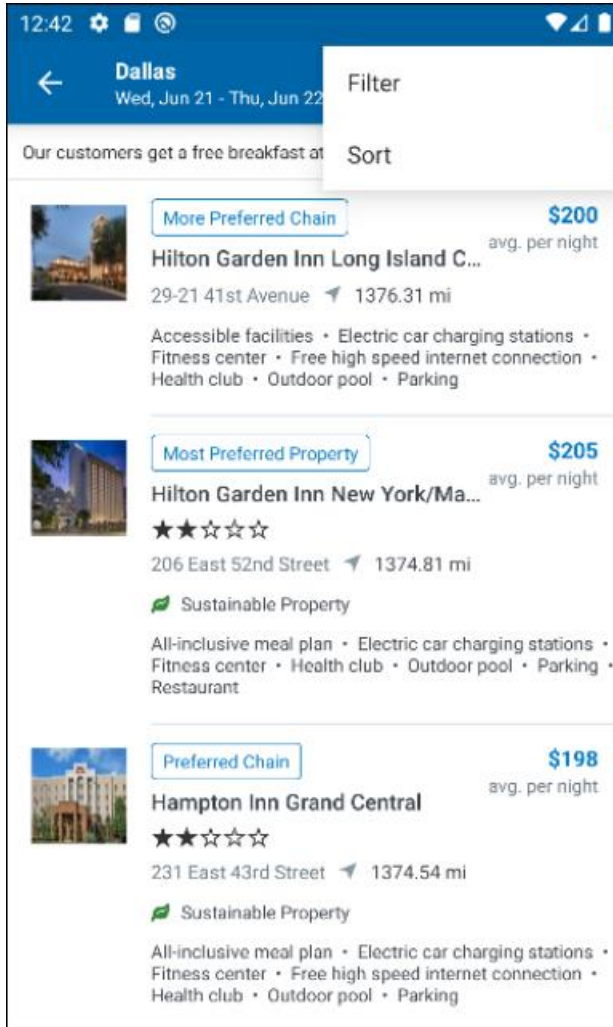
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

#### **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 **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:**



Clear	Filter	Done
SUPER CHAIN		
Hilton Brands (3)		
Wyndham All (15)		
Choice Hotel Brands (13)		
Marriott International (6)		
TravelClick (12)		
Radisson Hotel Group (1)		
Every BWH Hotel (44)		
InterContinental Hotel Brand (3)		
CHAIN		
SC (3)		
LM Vantis Hotel Group (2)		
TravelClick (10)		
Sheraton (1)		

Clear	Filter	Done
PH (1)		
Holiday Inn (1)		
Econo Lodge (3)		
HOTEL AMENITIES		
Dry Cleaning (33)		
Wheelchair Accessible (139)		✓
Free Parking (139)		✓
Restaurant (36)		
Hearing Impaired Services (34)		✓
Ramp Access (27)		
Breakfast Included (139)		
Accessible Rooms (139)		
Internet/Wifi (139)		
<u>Electric Car Charging Stations (20)</u>		

### **SORTING OPTIONS**

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

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**

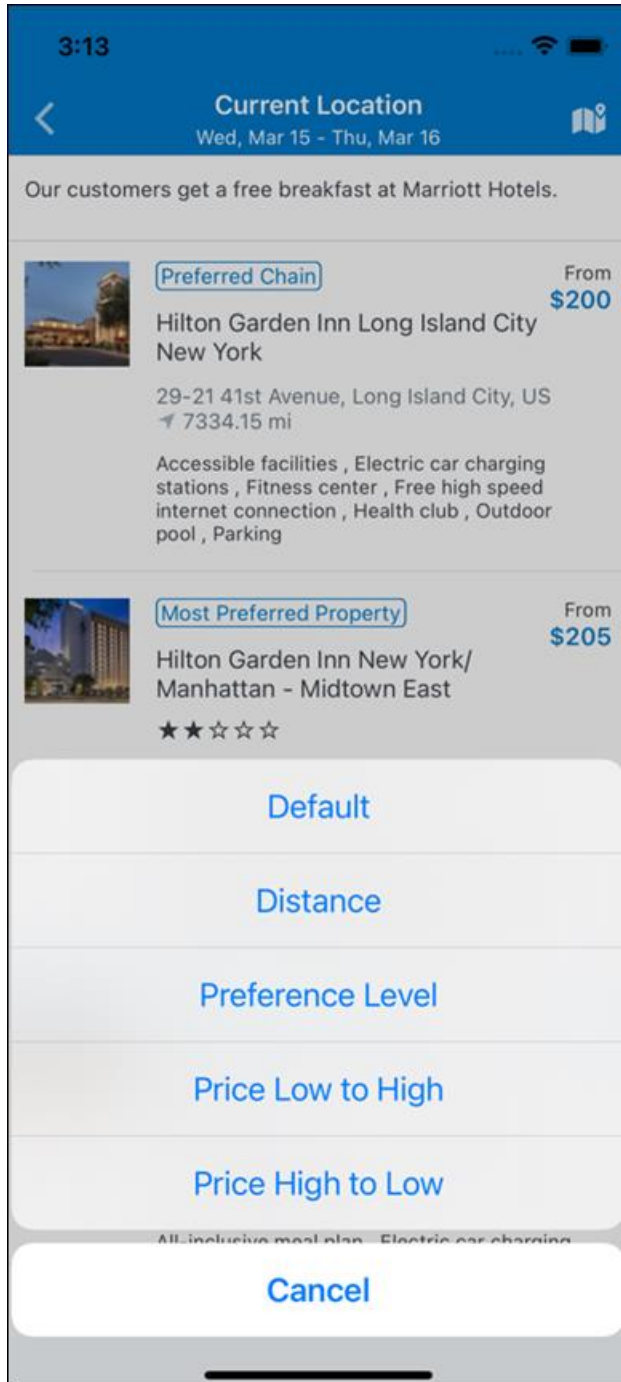
Will show properties that are **Most Preferred**, followed by **More Preferred**, followed by **Preferred**. If more than one property has the same preference level, then they will display in the original sort order returned by the CHS provider.

### **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**

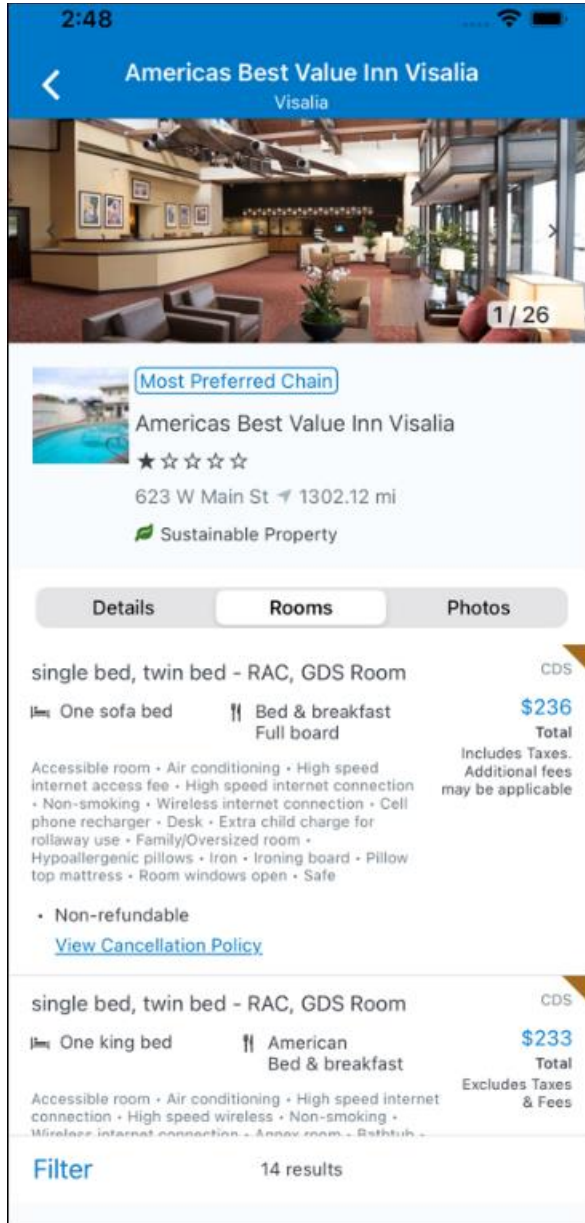
Show property with the highest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.



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.

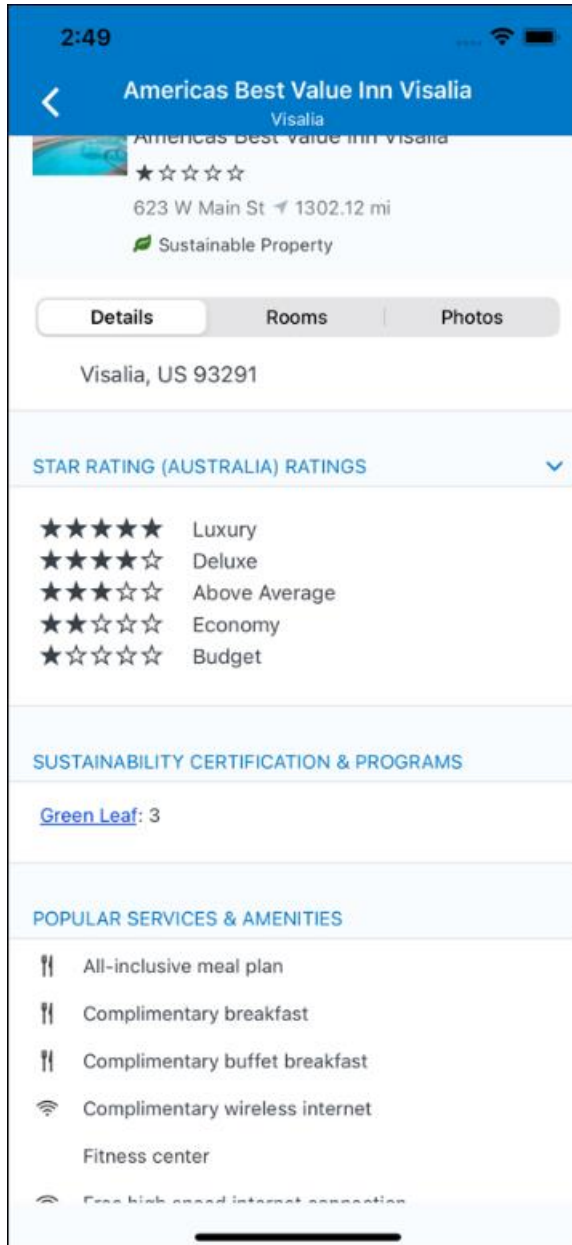
#### **PROPERTY AMENITIES**

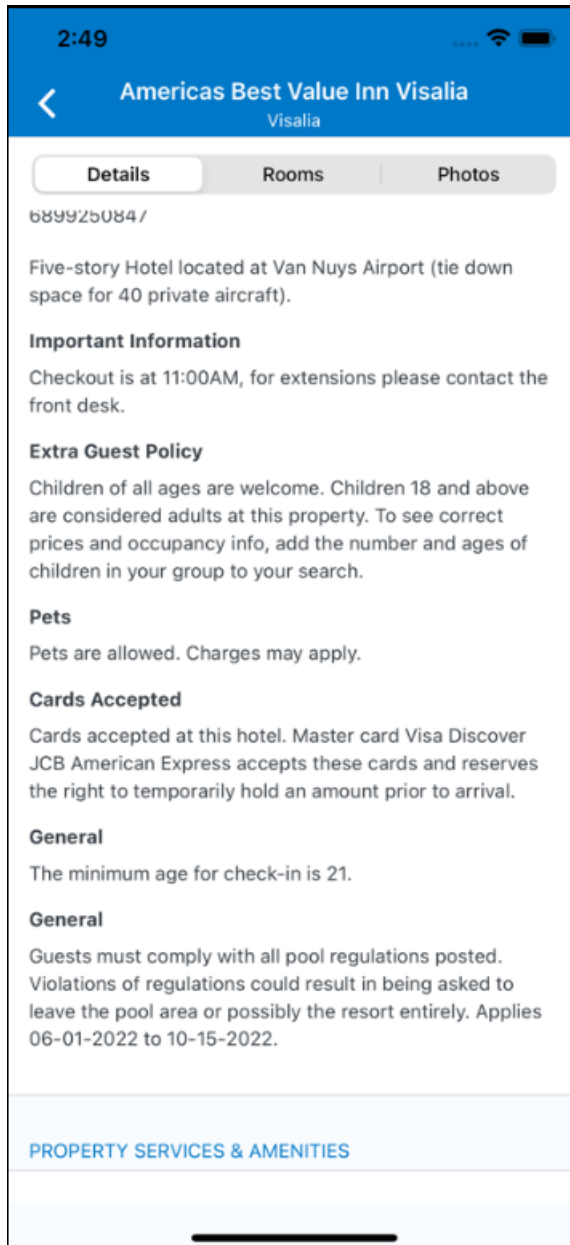
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

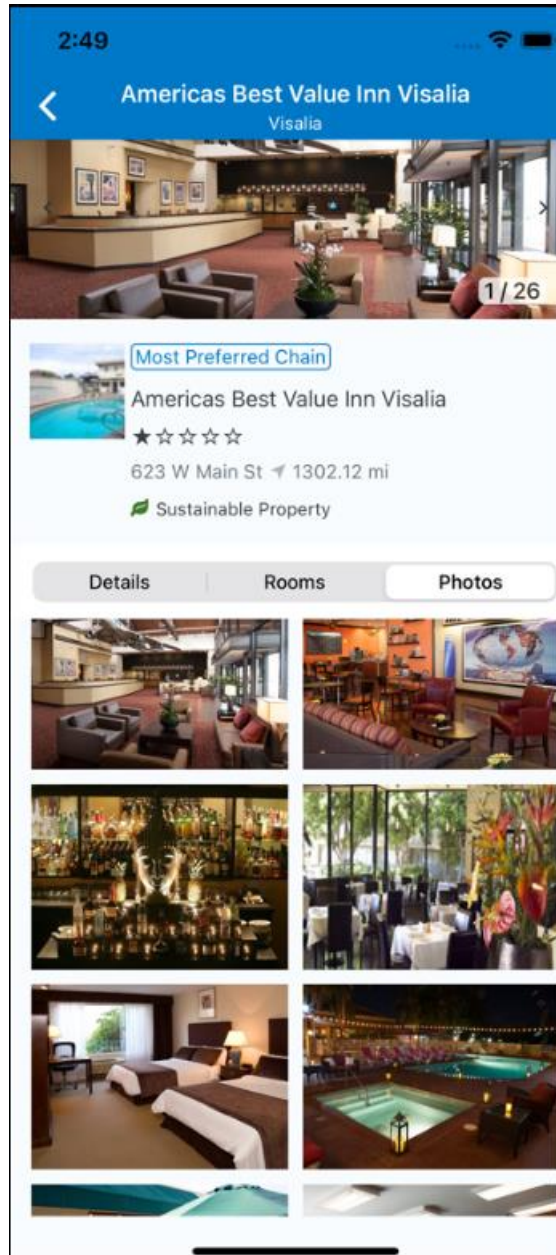
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

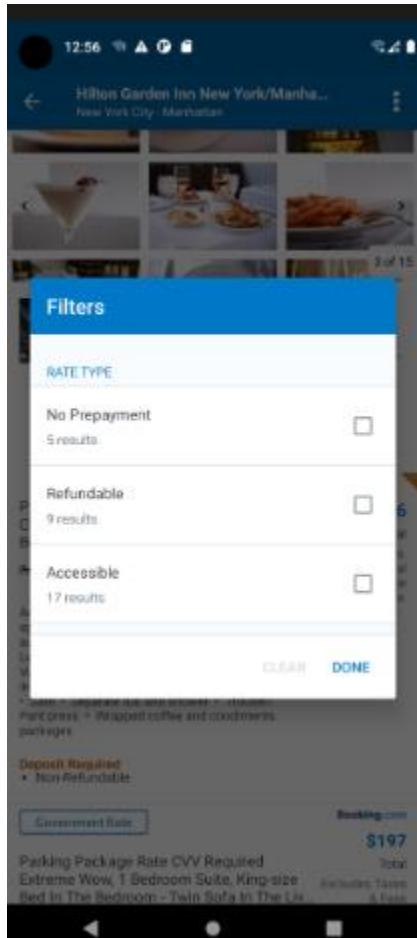
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



## FILTERS

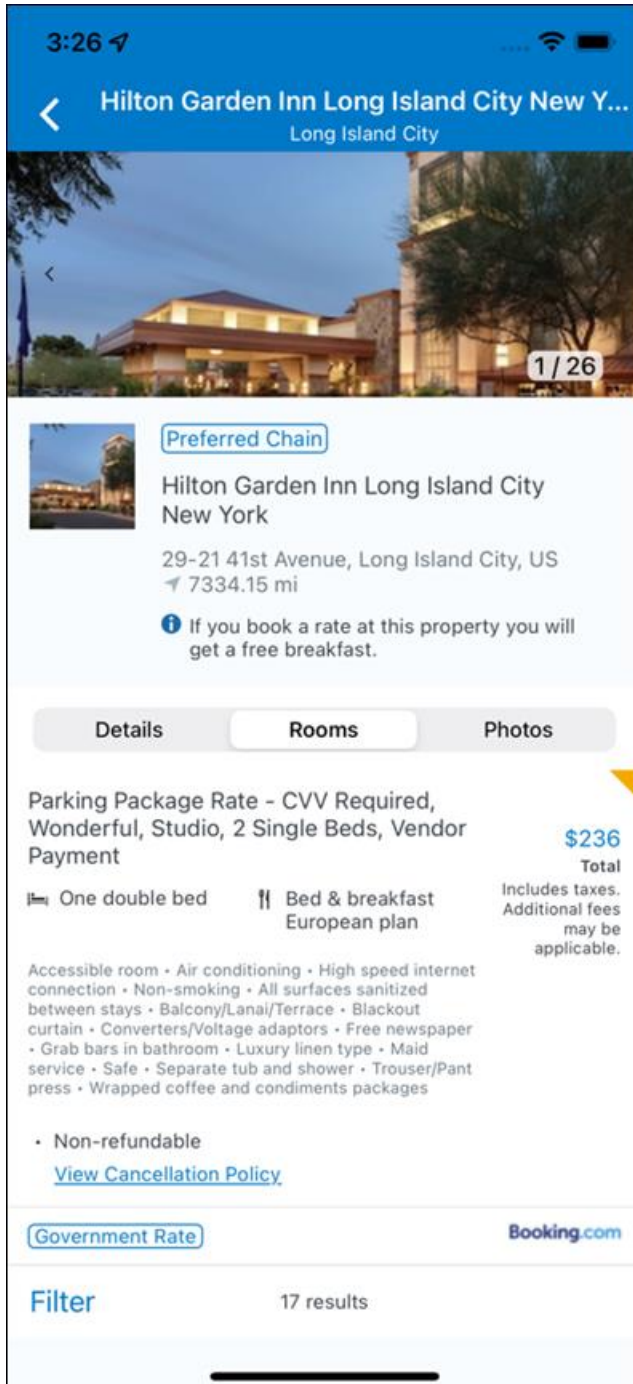
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**ANDROID:**





iOS:



Clear	Filter	Done
Rate Type		
No prepayment (5)		✓
Refundable (9)		
Accessible (17)		

#### **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**.

*Image to be included in subsequent update.*

## MAP VIEW – SEARCH RESULTS

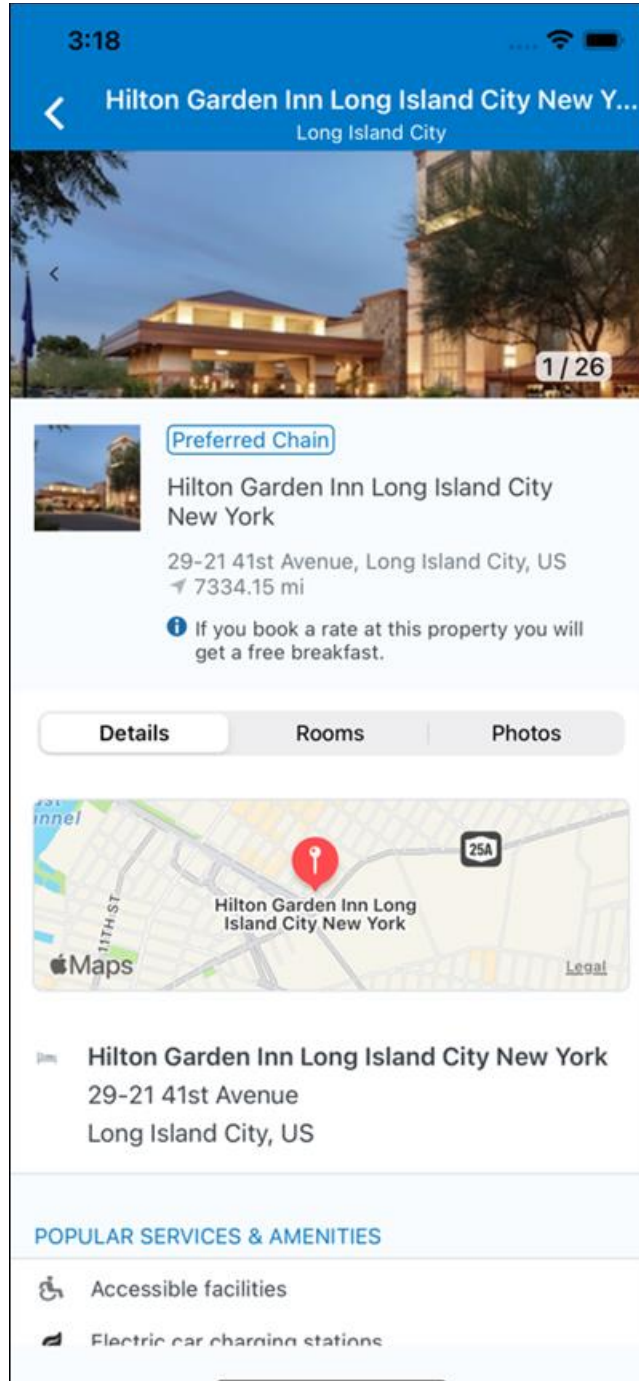
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

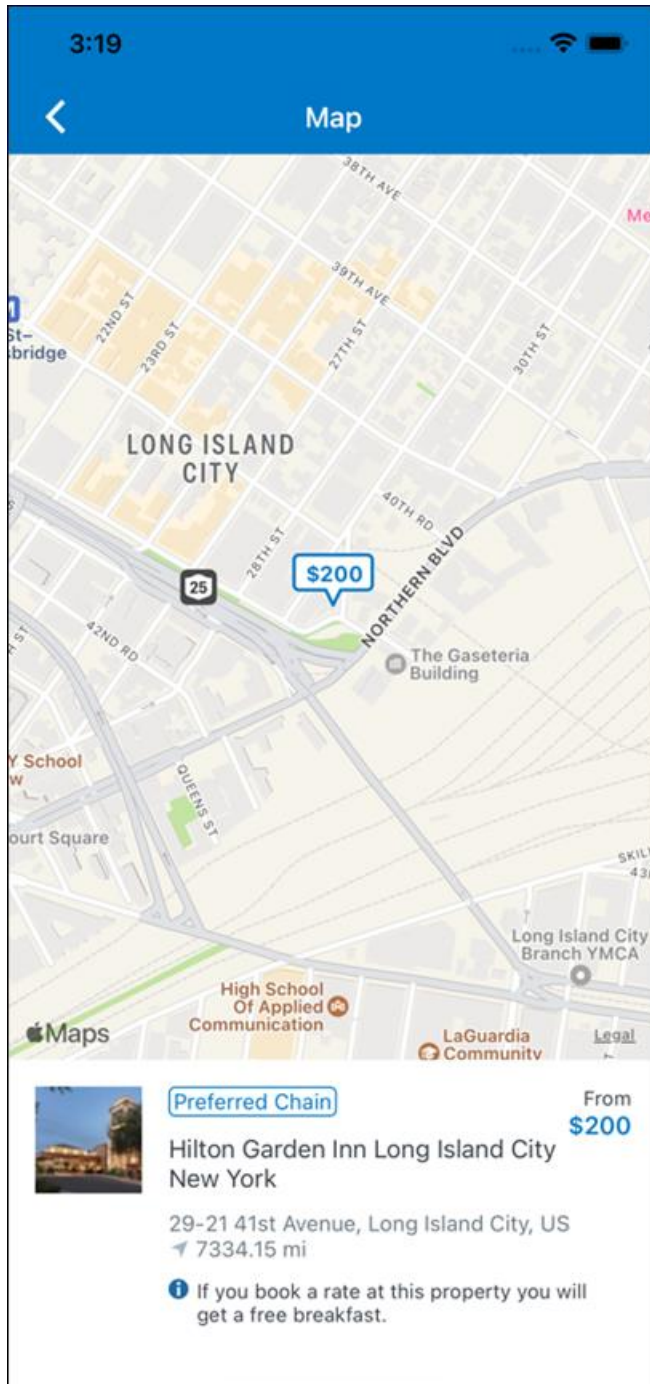
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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.

2:12

< Review and Book

Foam Pillows >

HOTEL COST

Wed, Feb 22 - Thu, Feb 23 Nights: 1

1 Guest

Estimated Total Cost ⓘ	\$217.07
Total Due Now	\$54.27

PAYMENT

Form of Payment >  
Visa Test

Security Code  
3 digits

FREQUENT TRAVELER ACCOUNT

★ None >

ADDITIONAL INFORMATION

AUT-CTE-DONOTCHANGE

Book Now \$217.07

## 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.

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](#).



10:59

Form of Payment

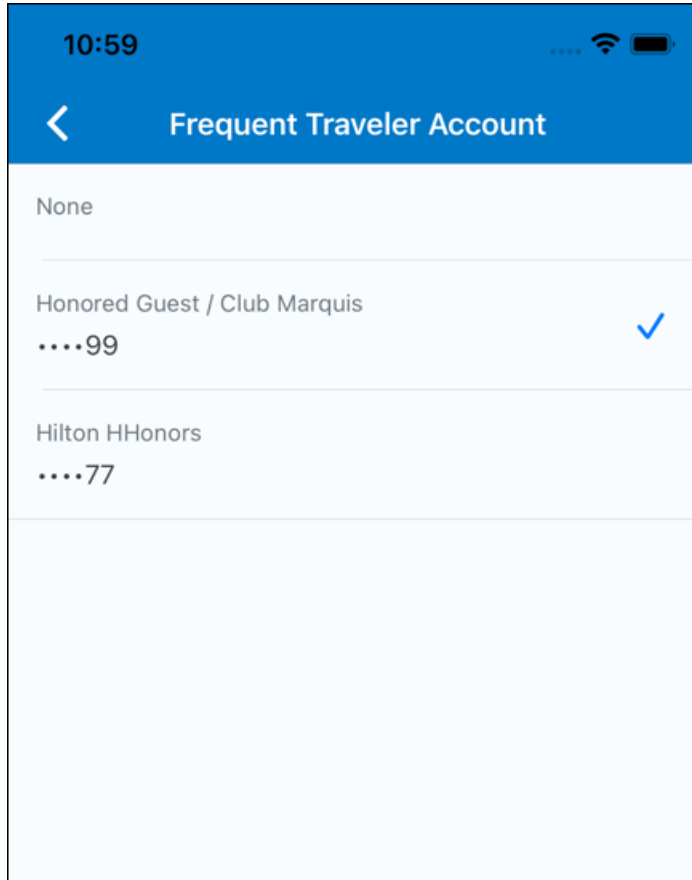
<input type="radio"/>	Alex Test MC ....1097	06/2034
<input type="radio"/>	Clay Phillips ....2914	Expiring soon 03/2023
<input type="radio"/>	Alex Test MC ....5100	12/2027
<input checked="" type="radio"/>	Alex Test VISA ....1111	12/2030
<input type="radio"/>	Test Visa ....1881	12/2040

### 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.

The screenshot shows the 'Review and Book' screen in the SAP Concur mobile app. At the top, the time is 10:59. The screen displays the following information:

- 1 Guest
- Estimated Total Cost: \$283.19
- Total Due Now: \$70.80

The screen is divided into several sections:

- PAYMENT**: Includes 'Form of Payment' (Alex Test VISA) and 'Security Code' (3 digits).
- FREQUENT TRAVELER ACCOUNT**: Includes 'Marriott' (Honored Guest / Club Marquis ••••99).
- TRAVEL POLICY**: Contains a warning icon and the message: 'This booking is not in compliance with the following travel rules: Sam's rule room rate is greater than lowest rate plus 20 dollars'. Below this is a 'Reason' dropdown menu with 'Required Field' selected.

At the bottom, there is a 'Book Now' button with a price of \$283.19.

## **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**.

11:02

< Review and Book

🔒 Security Code  
3 digits

FREQUENT TRAVELER ACCOUNT

★ Marriott  
Honored Guest / Club Marquis ••••99 >

TRAVEL POLICY

⚠️ This booking is not in compliance with the following travel rules:  
Sam's rule room rate is greater than lowest rate plus 20 dollars

Reason >  
Required Field

Comment

Rate rules and restrictions >

I have read and agree to the Rate Rules and Restrictions.

Book Now \$283.19

## **\*\*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.

11:10

Close Finalize

**TRIP OVERVIEW**

Trip Status Incomplete

Trip Name\*  
Trip - Long Island City

Trip Description

**YOUR TRIP**

**Hotel**  
Tue, Mar 14 - Wed, Mar 15  
The Great Hotel - finest in the world  
Incomplete  
Confirmation Number: CDPEAU

**COST**

**Hotel**  
Mon, Mar 13 - Tue, Mar 14

Estimated Total ⓘ **\$853.96**

**Confirm**

## TRAVEL POLICY

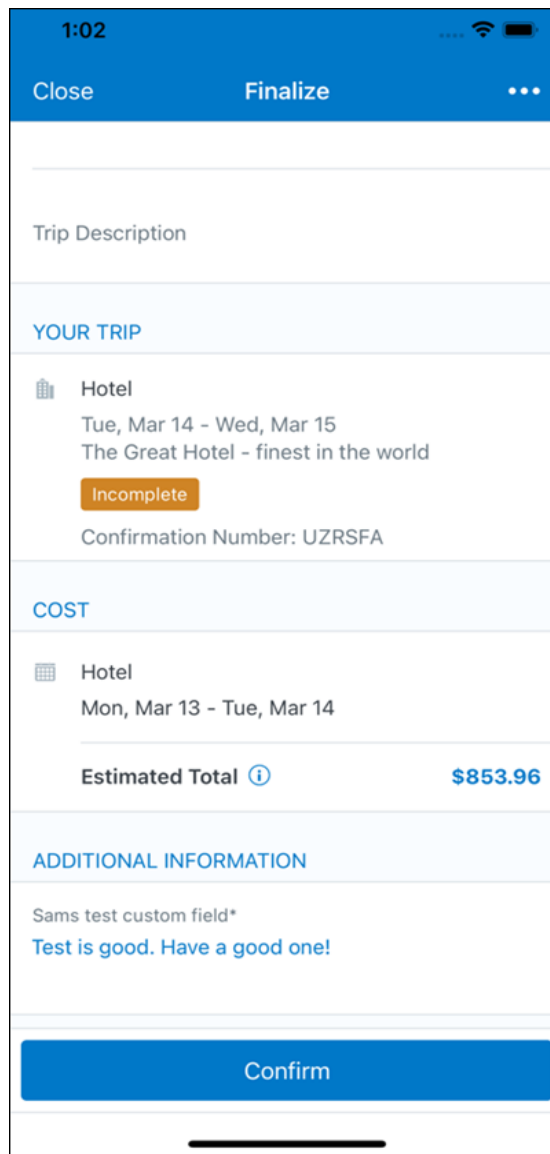
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

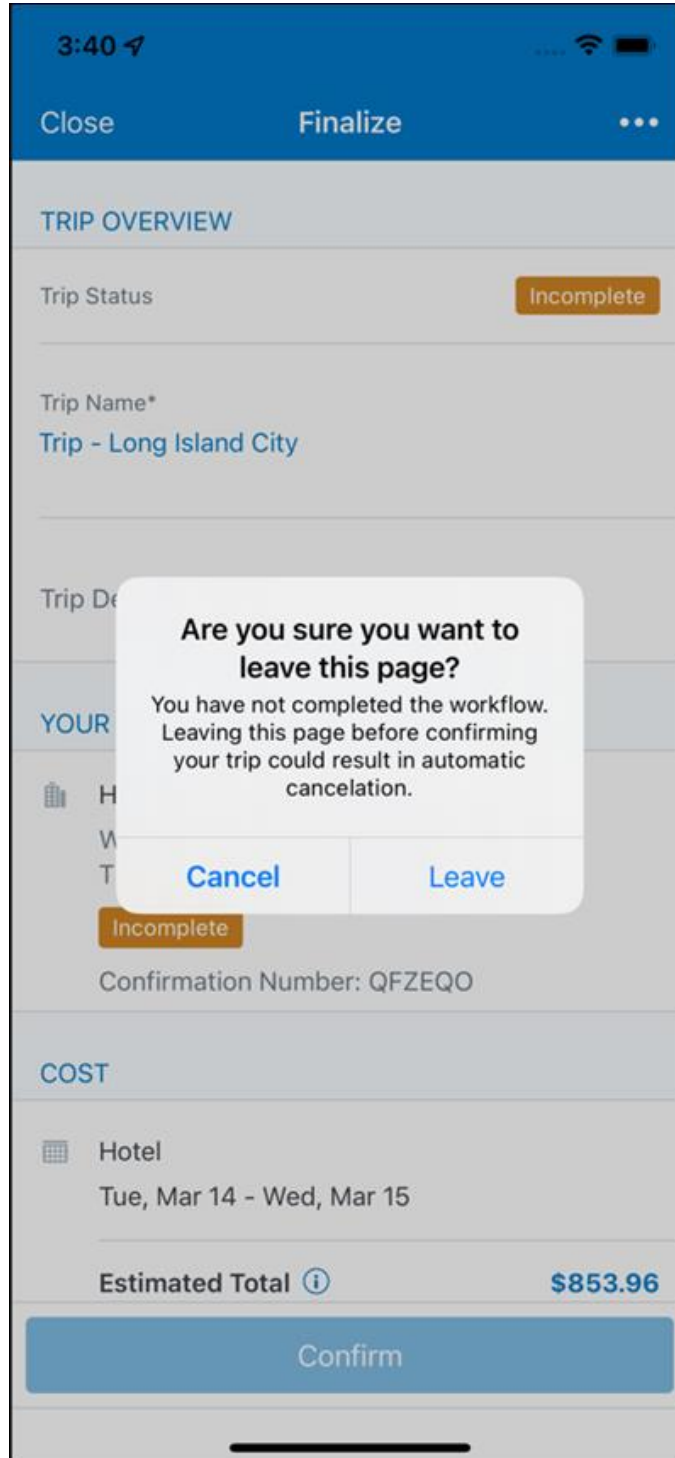
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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 an overview of all existing bookings in a user's trip and displays support contact data; configuration is required by your SAP Concur administrator.

The screenshot shows the 'Confirmation' screen in the SAP Concur mobile app. At the top, the time is 11:11, and there are icons for signal strength, Wi-Fi, and battery. The page title is 'Confirmation' with a 'Close' button on the right. The main content area is divided into several sections:

- Trip - Long Island City**  
Mon, Mar 13, 2023 - Tue, Mar 14, 2023  
A blue 'Confirmed' button is present.  
Text: 'An email confirmation will be sent to nimrata.singh@sap.com'  
Record Locator: AGGBXF  
Traveler: Doug Kinney
- Total Cost**  
\$853.96 (with a right-pointing chevron)
- YOUR TRIP**
  - Hotel**  
Tue, Mar 14 - Wed, Mar 15  
The Great Hotel - finest in the world  
A blue 'Confirmed' button is present.  
Confirmation Number: CDPEAU
- Support Contact**  
T2 AUT Sabre-DO\_NOT\_CHANGE  
T2 AUT Sabre-DO\_NOT\_CHANGE is your organization's travel management company.  
Please contact Concur Travel support at (425) 606-1000  
Business Hours  
d1 - d2

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. A section that displays the **Total Cost**. This section is collapsed by default and can be expanded to review detailed rate information per booking.
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of nights and number of guests for a hotel booking).
5. A **Support Contact** section will display support contact data. This is configured by your SAP Concur administrator.

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.

---

**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.

## 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
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>The following 3 Itinerary rules are the only ones supported for Hotel Release 1:</p> <p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	All other Itinerary rule parts will not be enforced.



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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.
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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<b>SAP Concur Release Notes</b> <b>SAP Concur Mobile App</b>	
<b>Month</b>	<b>Audience</b>
Version 10.1 - Associated web release: July 2023 <i>Initial Post: Thursday, August 3, 2023</i>	<i>Client - <b>FINAL</b></i>

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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 9.110 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.

---

**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

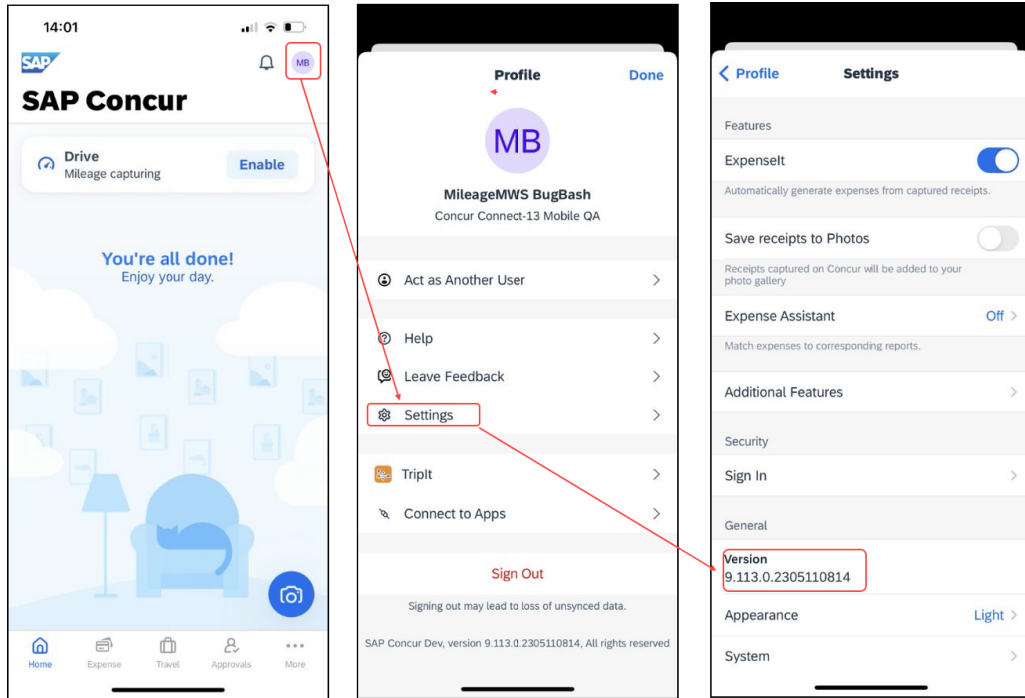
Platform	Deprecating Version
iPhone/iPad	9.110, 9.111, 9.112
Android	9.110, 9.111, 9.112

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.1	Thursday, August 3, 2023	Update via App Store
Android	10.1	Thursday, August 3, 2023	Update via Google Play

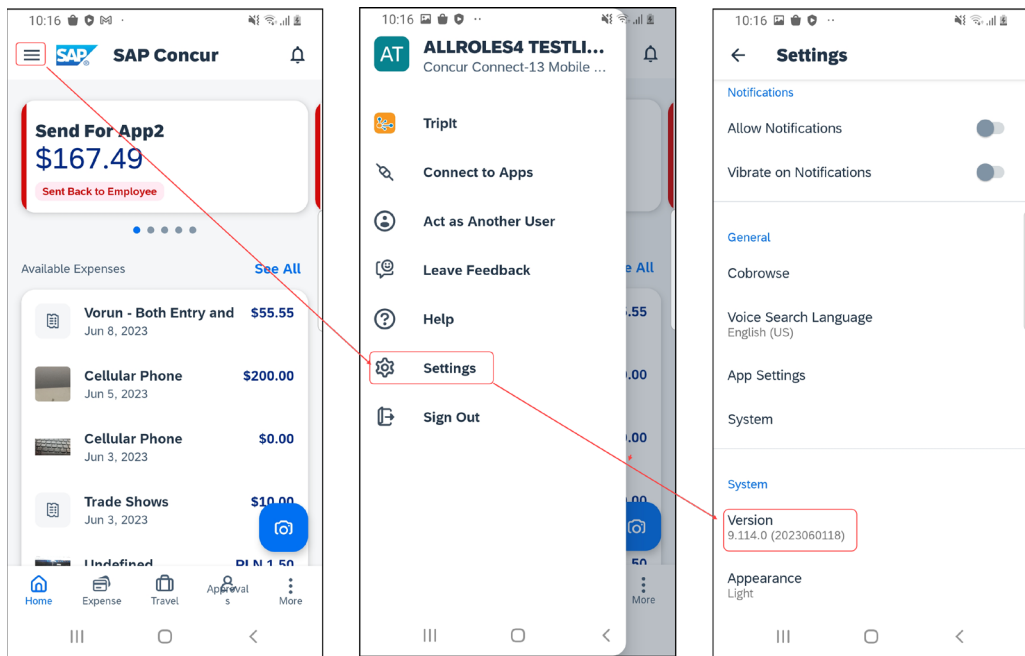
## Locate Version Information on the iPhone

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

# Release Notes

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**There are no New Features this month.**

# Planned Changes

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

### **\*\*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***

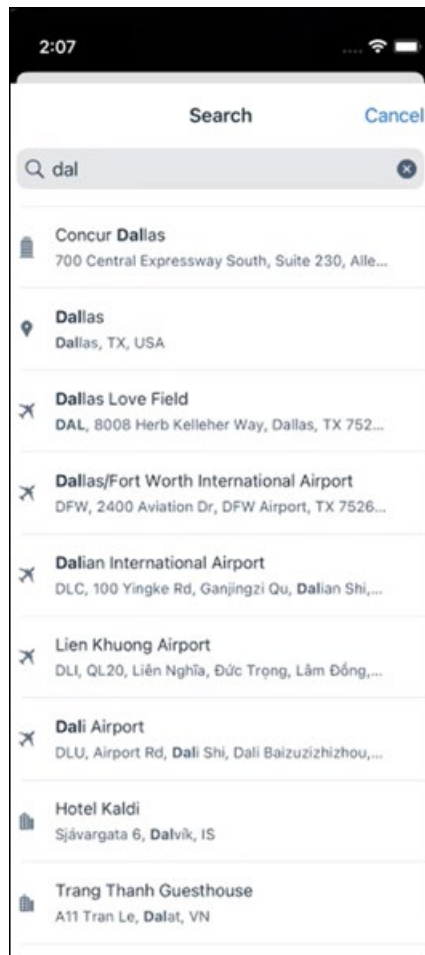
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

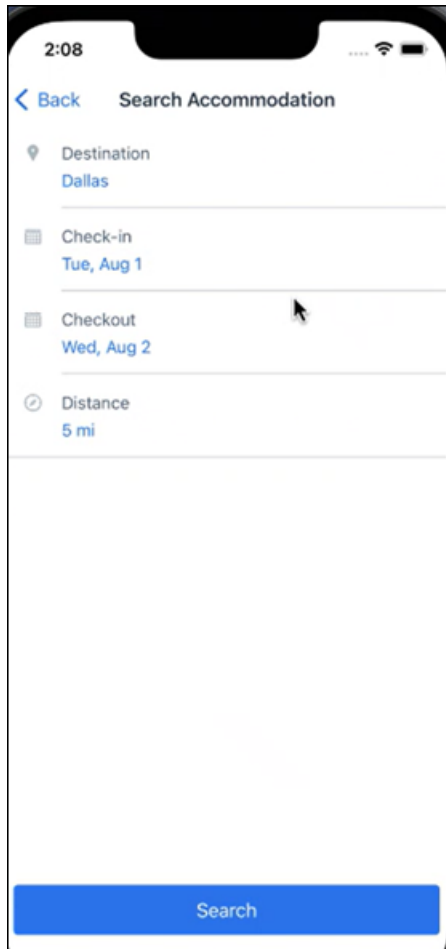
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

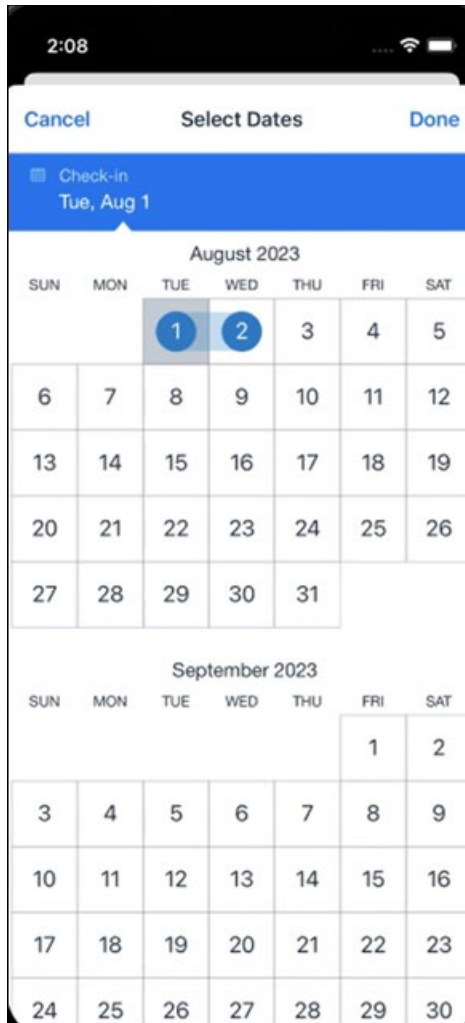
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels**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

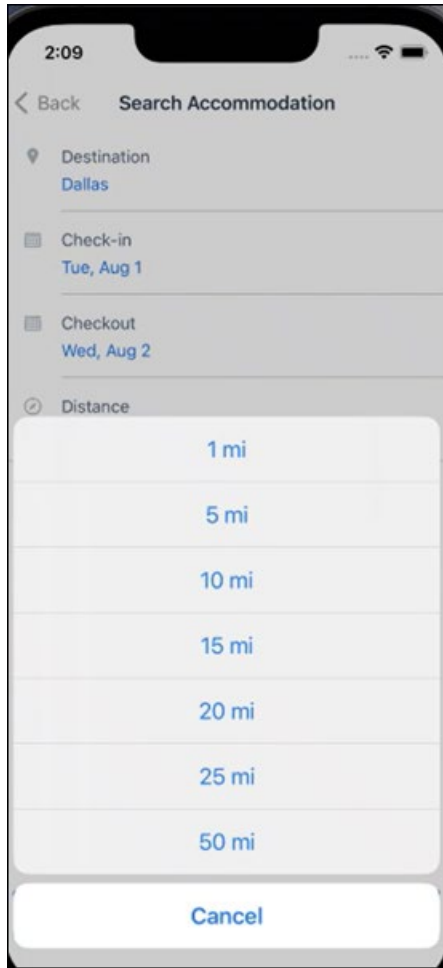
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

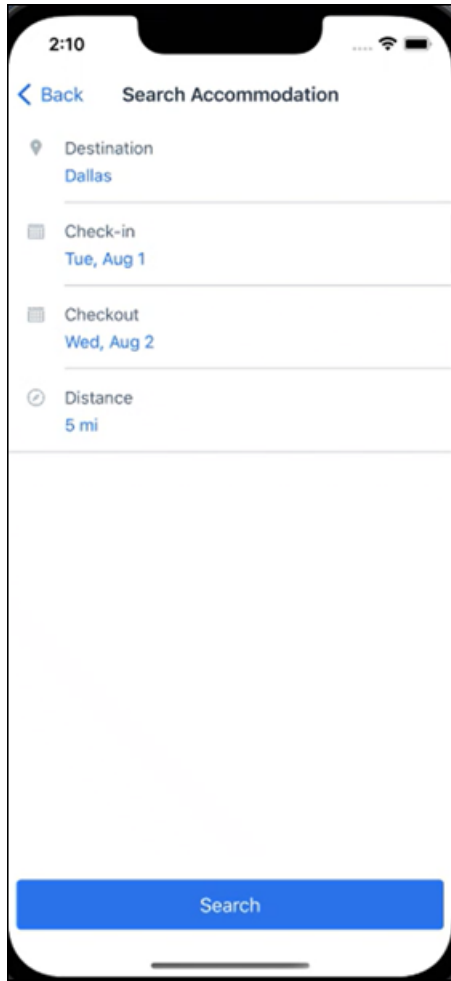
### **EXAMPLE OF HOTEL SEARCH**





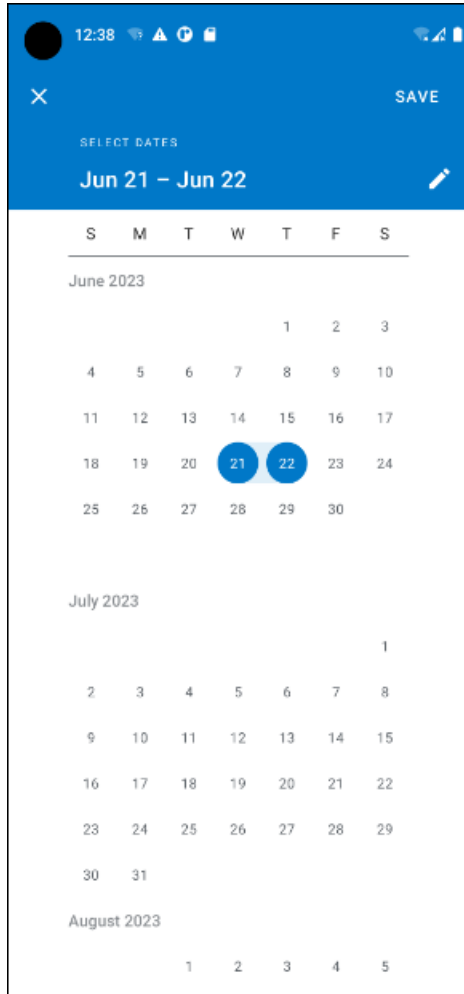








## ANDROID:



### ***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.

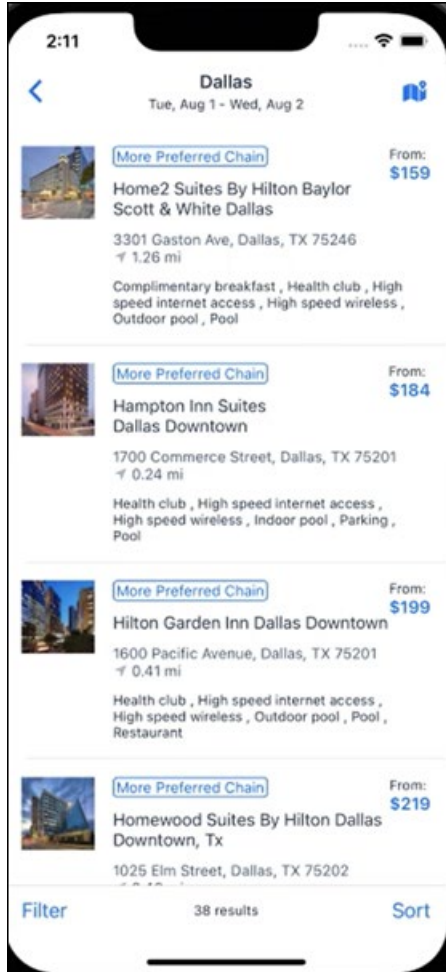
Custom text appears at the top of the search results page where applicable.

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**

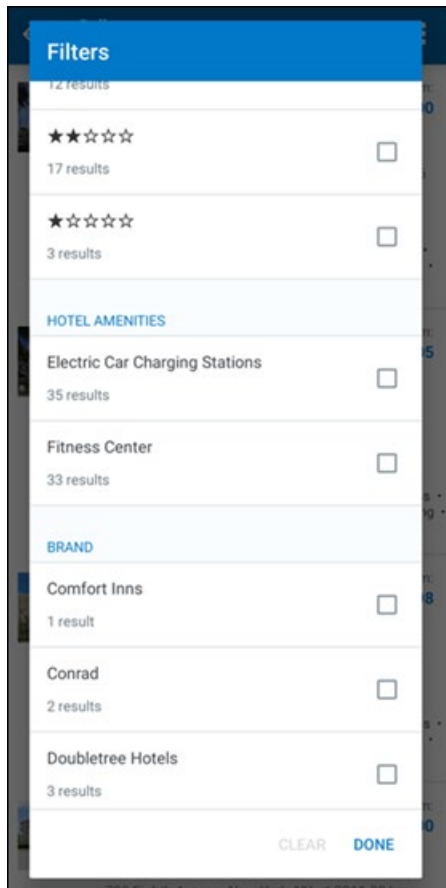
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

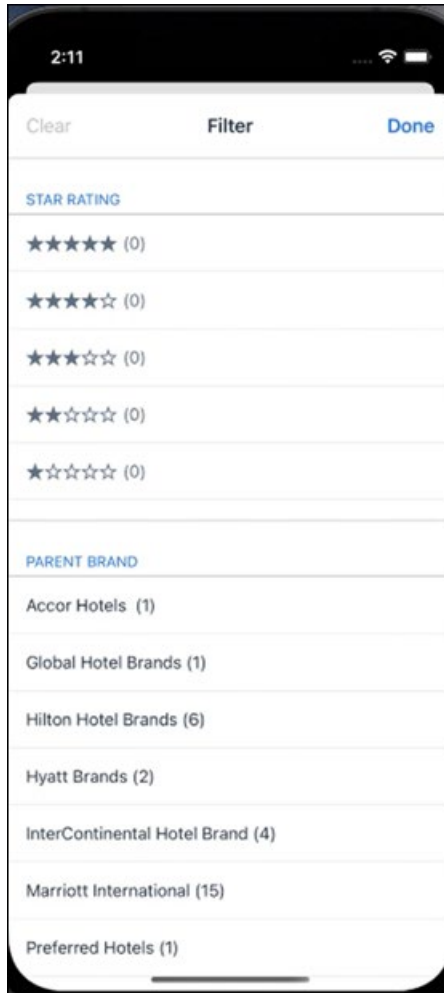
### **FILTER OPTIONS**

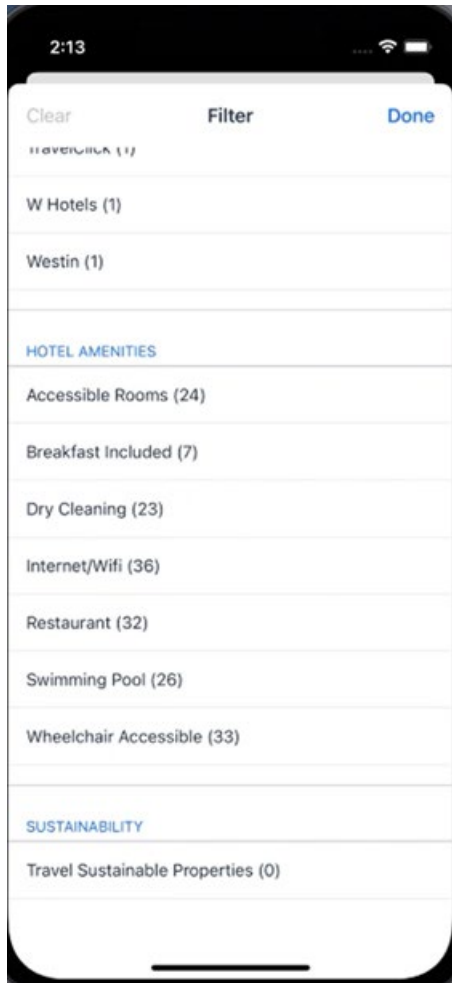
The user can filter or sort the results using the **Filter** and **Sort** options at the bottom of the screen for iOS. For Android, these options can be found by selecting the menu icon at the top of the screen. The offered filter sections are **Star Rating, Hotel Amenities, Brand** and **Sustainability**.

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

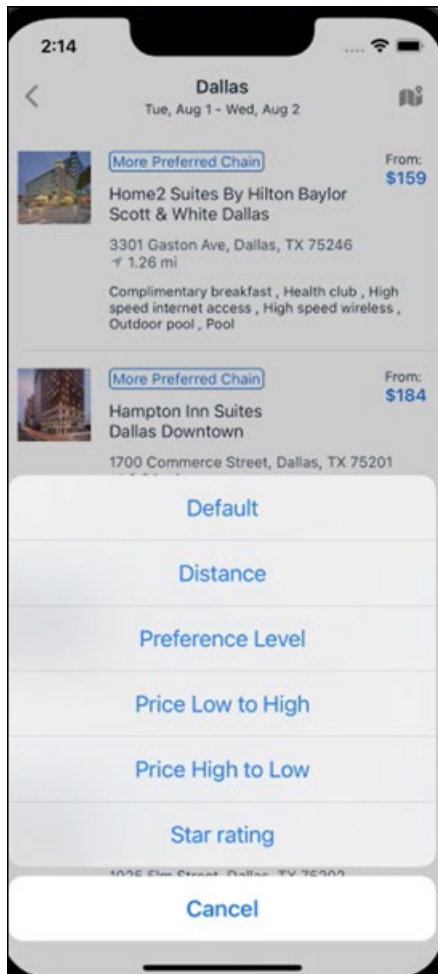
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### 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

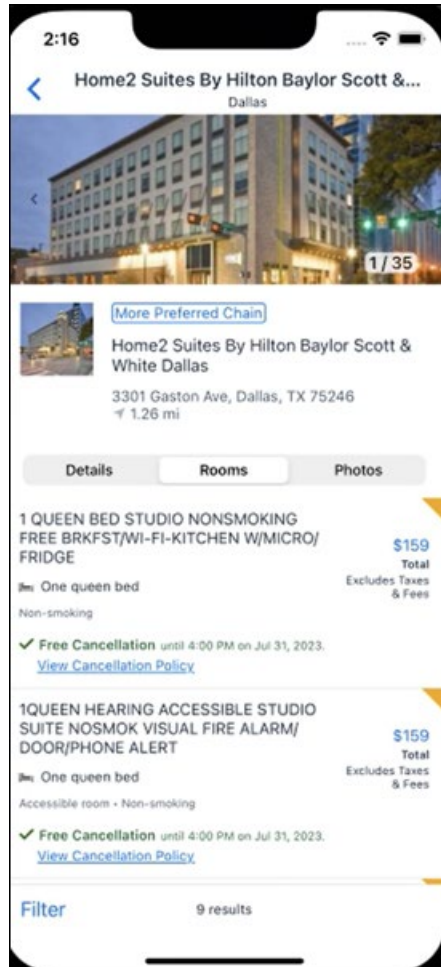
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



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.

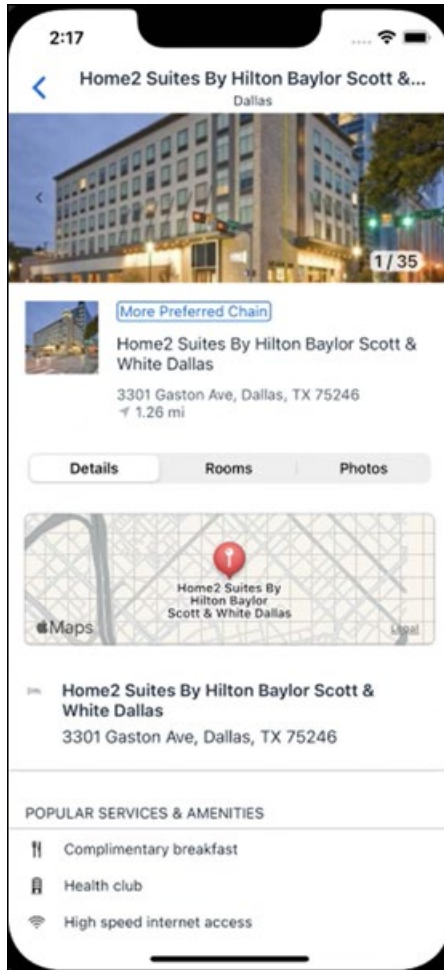
### **PROPERTY AMENITIES**

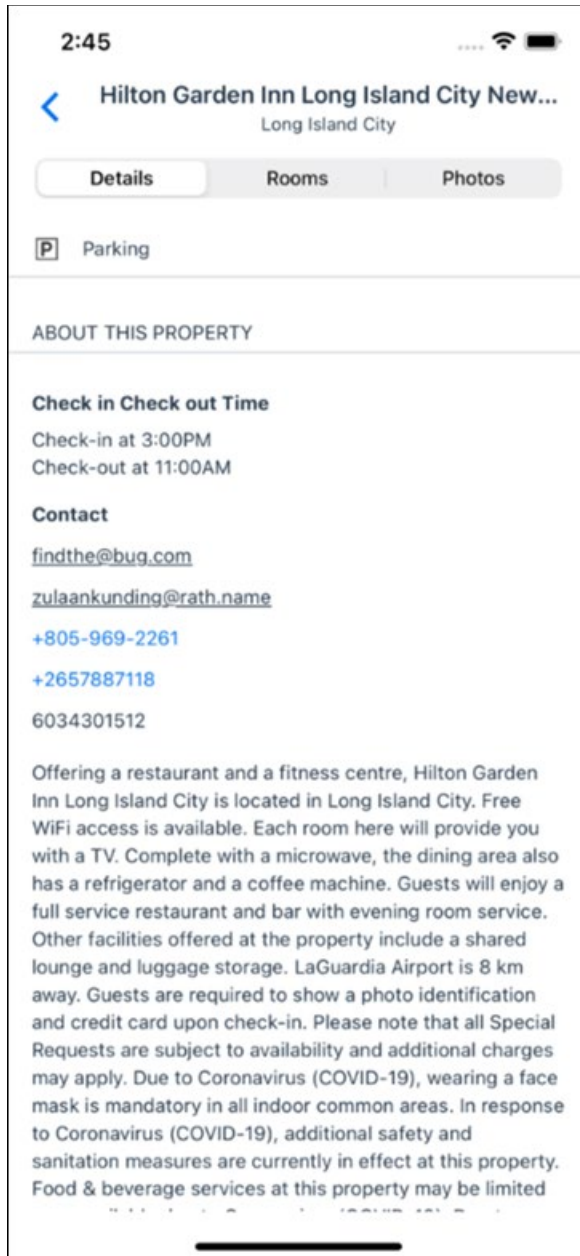
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

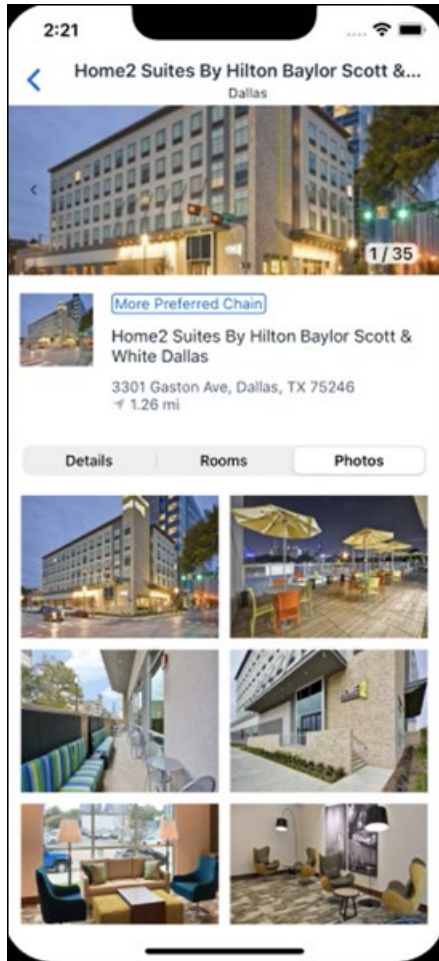
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

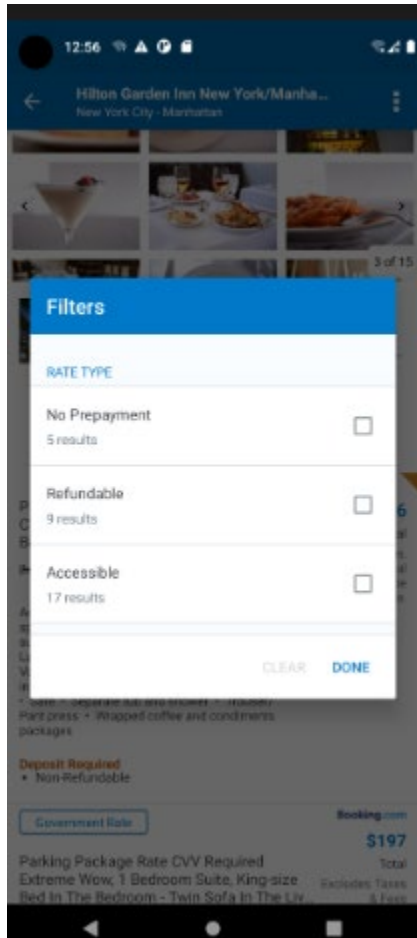
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



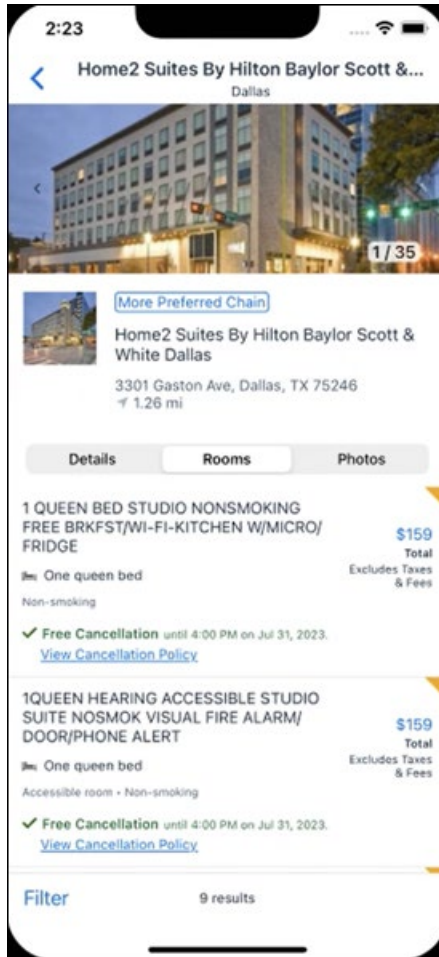
## FILTERS

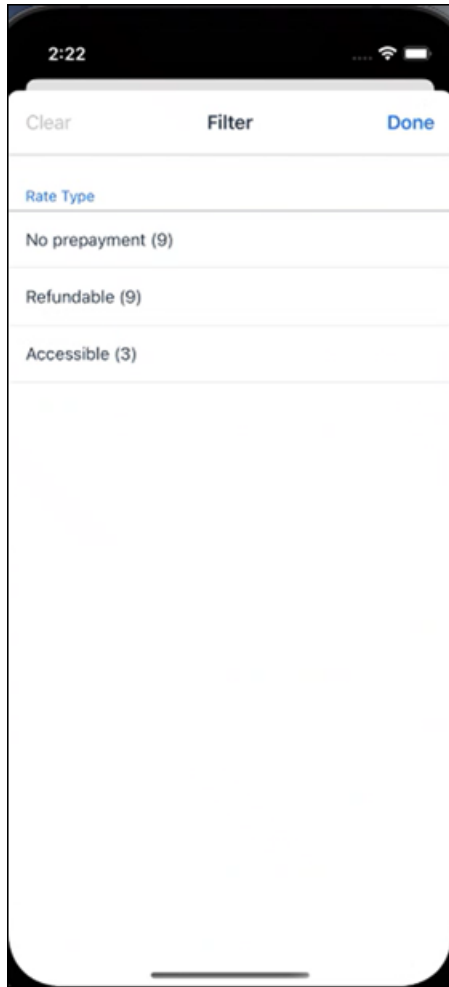
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**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

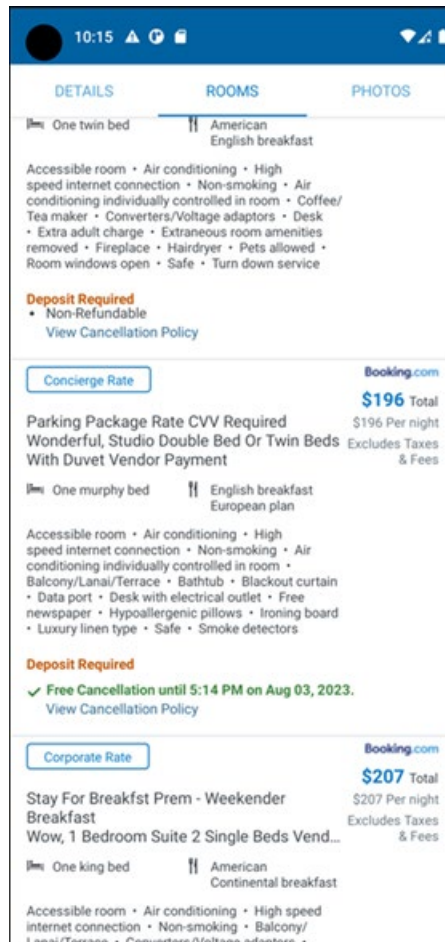
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**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:

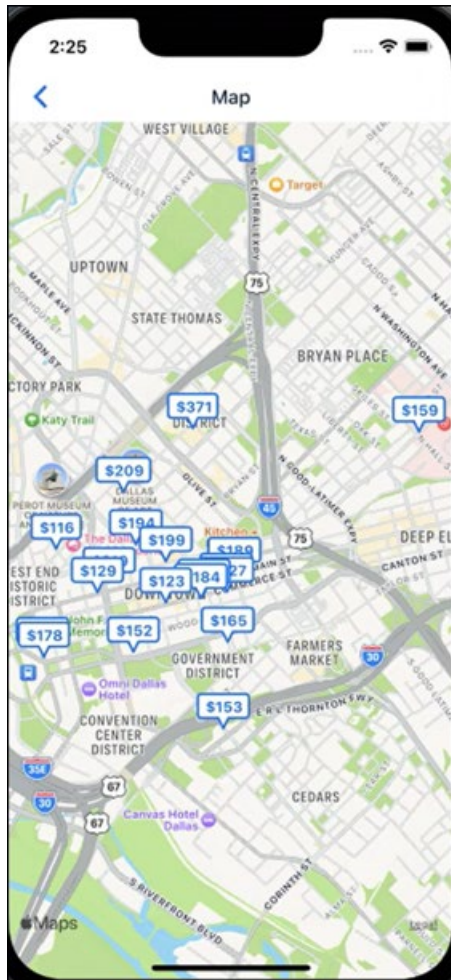




## MAP VIEW – SEARCH RESULTS

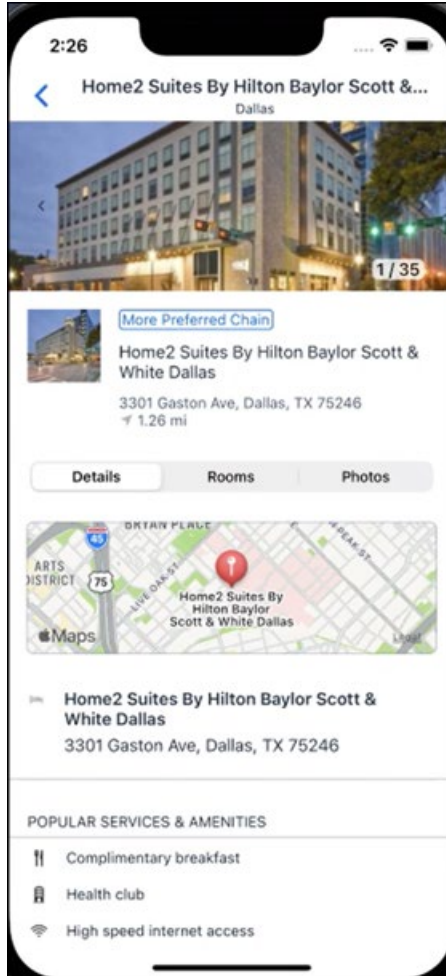
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

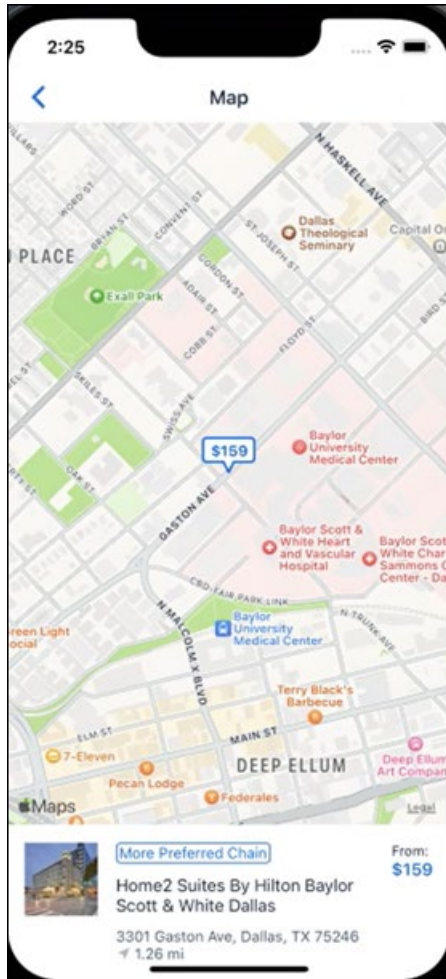
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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.





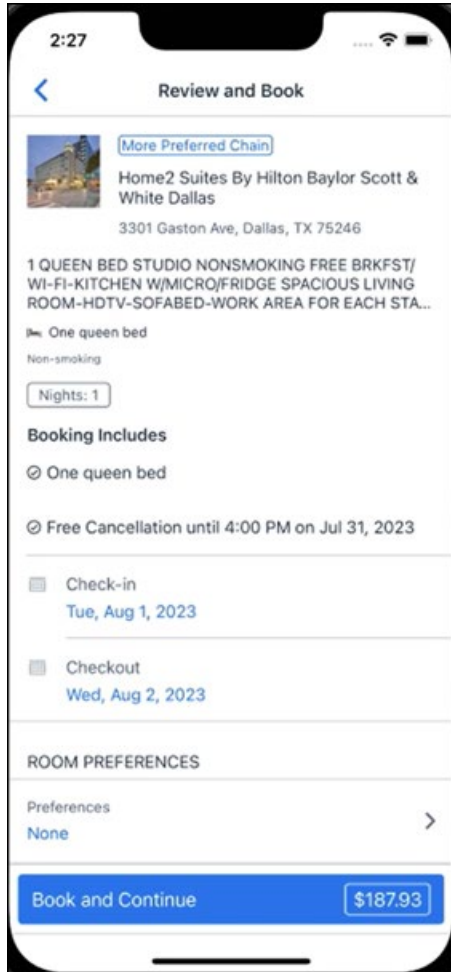
## **\*\*Planned Changes\*\* New Hotel Experience: Review and Book**

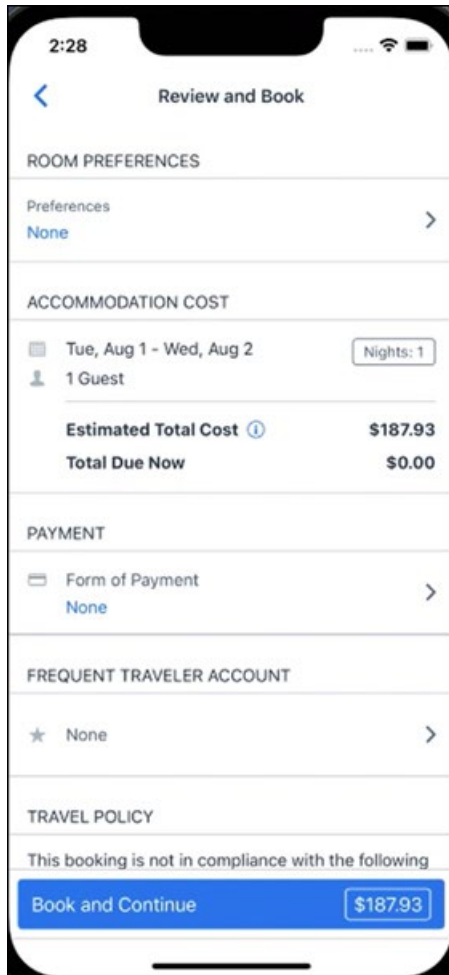
### ***End-User Experience: Review and Book***

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.

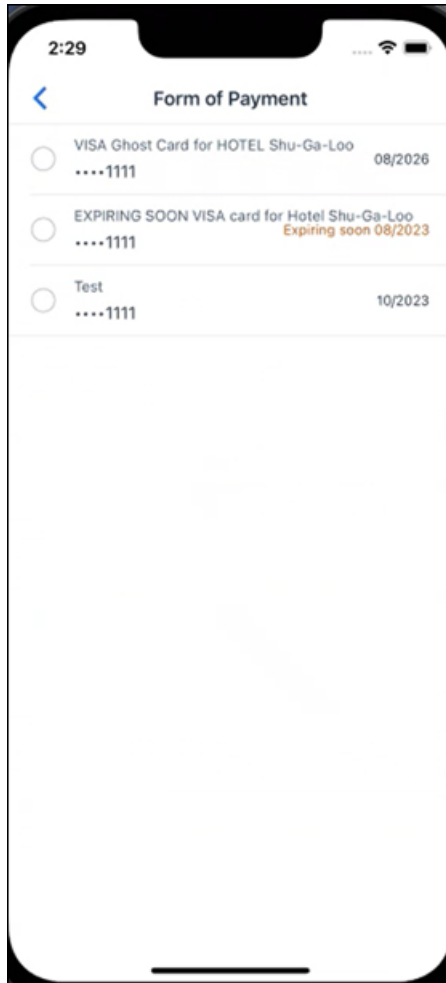
The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

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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*.

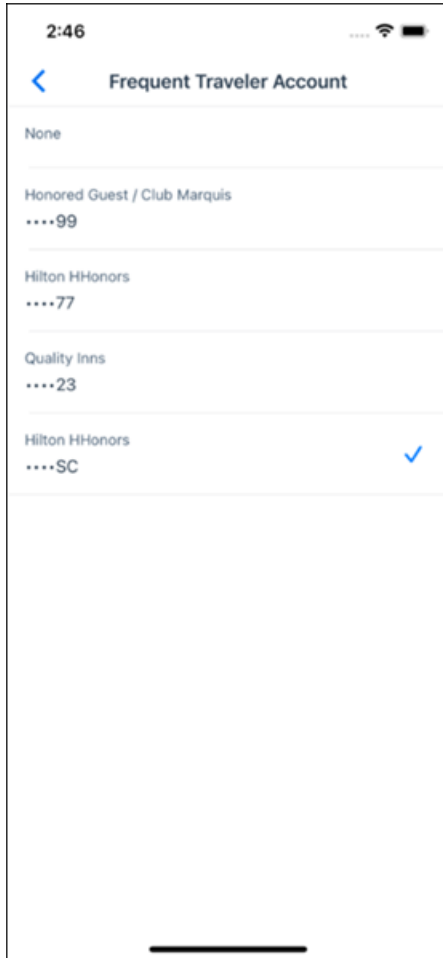


## ROOM PREFERENCES

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

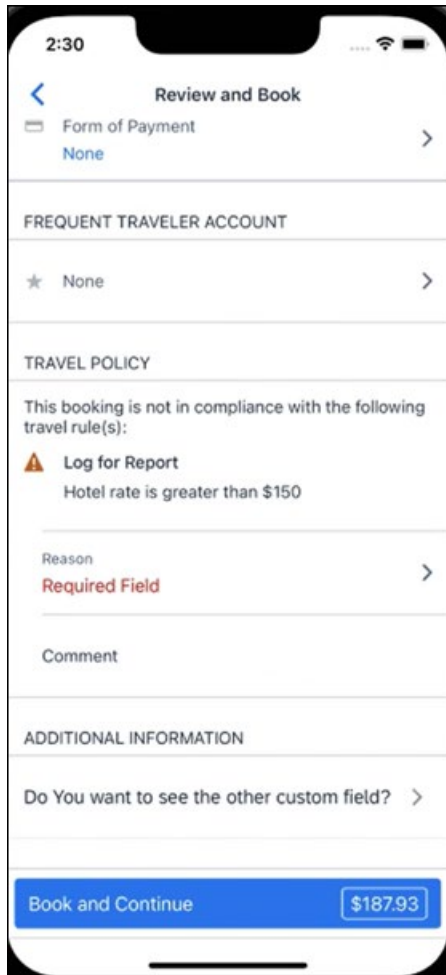
Traveler Information section reflects the traveler data that is necessary to complete the booking and that is transferred to the suppliers. If the traveler has loyalty cards stored in their user profile, these are pre-populated in the dropdown menu for the traveler to select if they apply to the property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

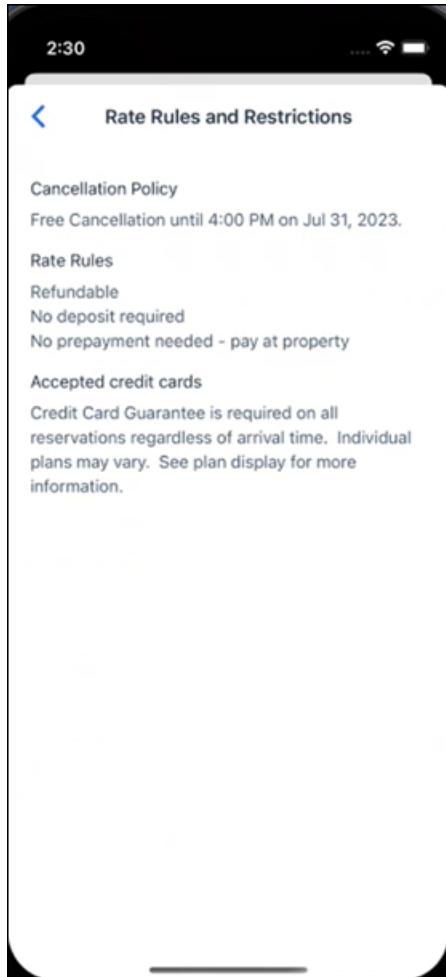
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process.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

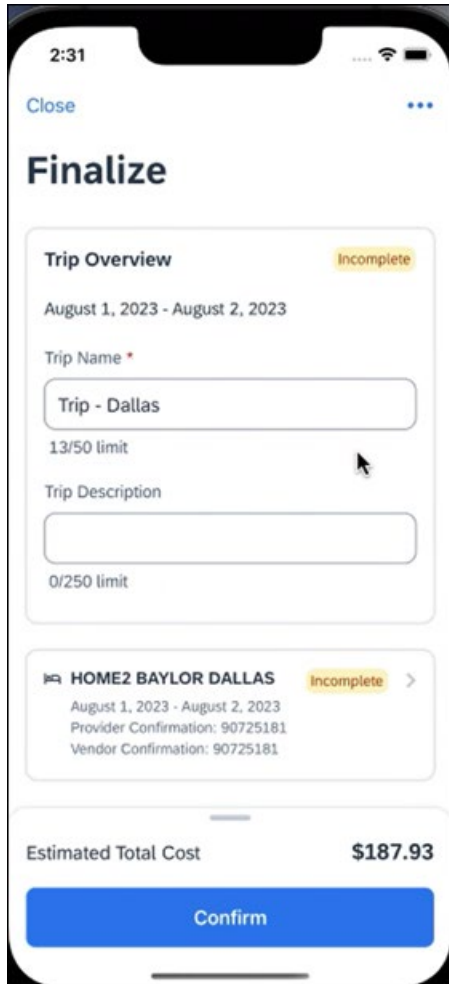


## **\*\*Planned Changes\*\* New Hotel Experience: Finalize and Confirm Booking**

### ***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.



### TRAVEL POLICY

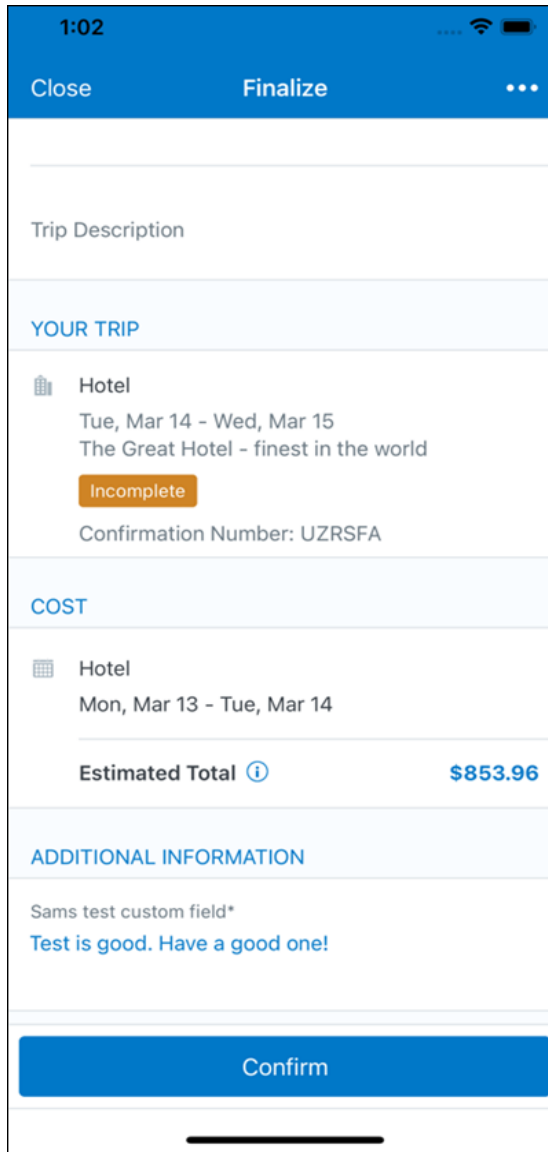
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

### TRIP CUSTOM FIELDS

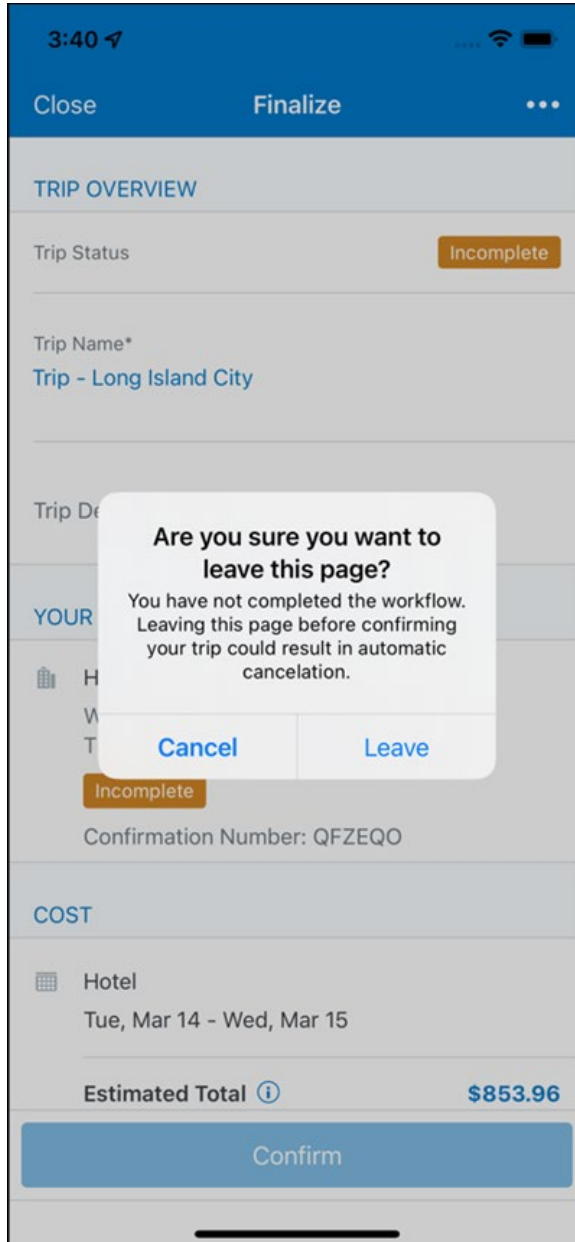
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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

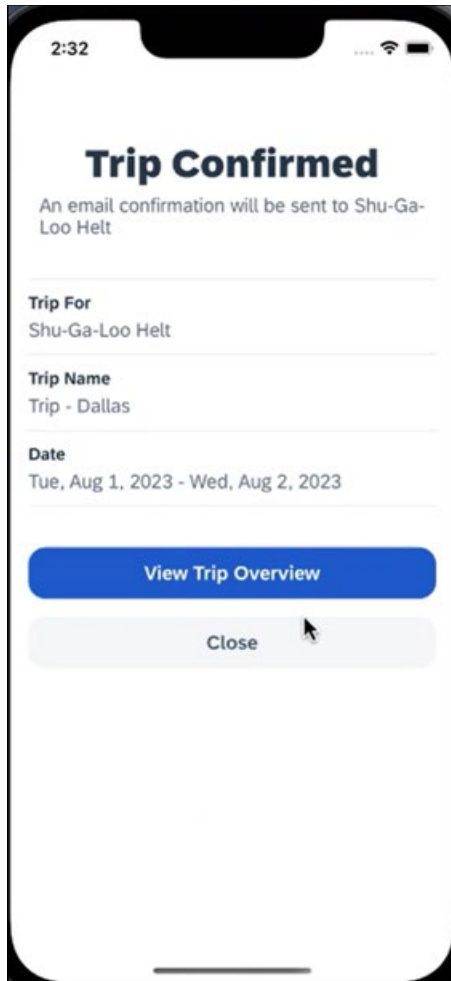
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### **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.

---

**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:

Hotel Connectors

**General**

Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses. Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2

[Add New Country Config](#)

Country/Region: Afghanistan  GDS  Direct Connect

[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. 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
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>The following 3 Itinerary rules are the only ones supported for Hotel Release 1:</p> <p>Itinerary booked [condition] [DaysAdvance] days in advance</p> <p>Trip duration [condition] [DaysLong] days</p> <p>Itinerary has no Hotel segments</p>	All other Itinerary rule parts will not be enforced.

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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.
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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<b>SAP Concur Release Notes</b>	
<b>SAP Concur Mobile App</b>	
<b>Month</b>	<b>Audience</b>
Version 10.2 - Associated web release: August 2023 Initial Post: Thursday, August 17, 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 9.111 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.

---

**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.

---



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

## Deprecating Mobile Versions

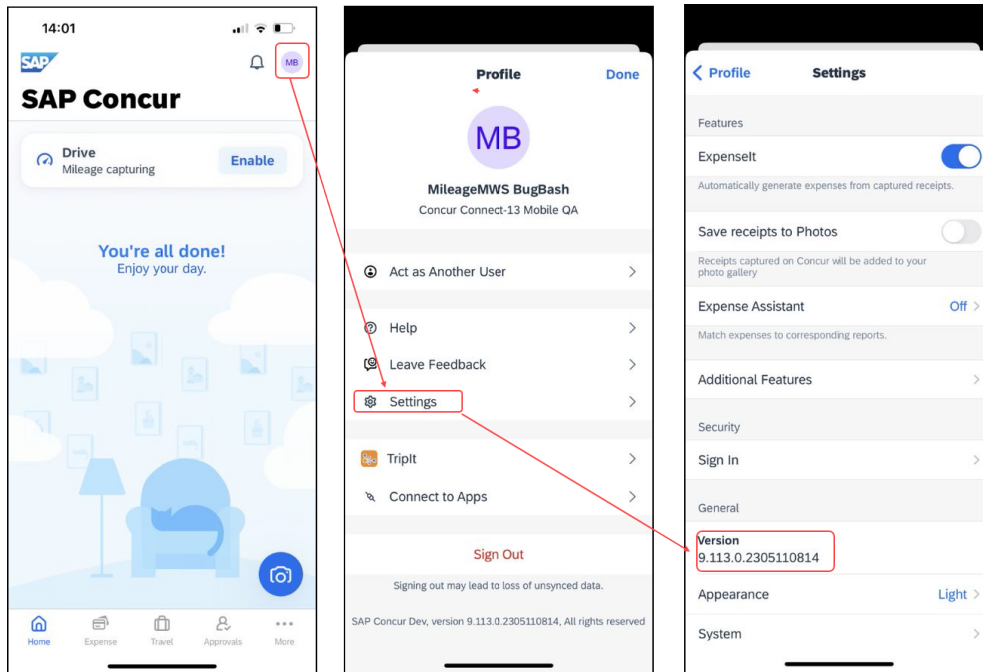
Platform	Deprecating Version
iPhone/iPad	9.111, 9.112, 9.113
Android	9.111, 9.112, 9.113

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.2	Thursday, August 17	Update via App Store
Android	10.2	Thursday, August 17	Update via Google Play

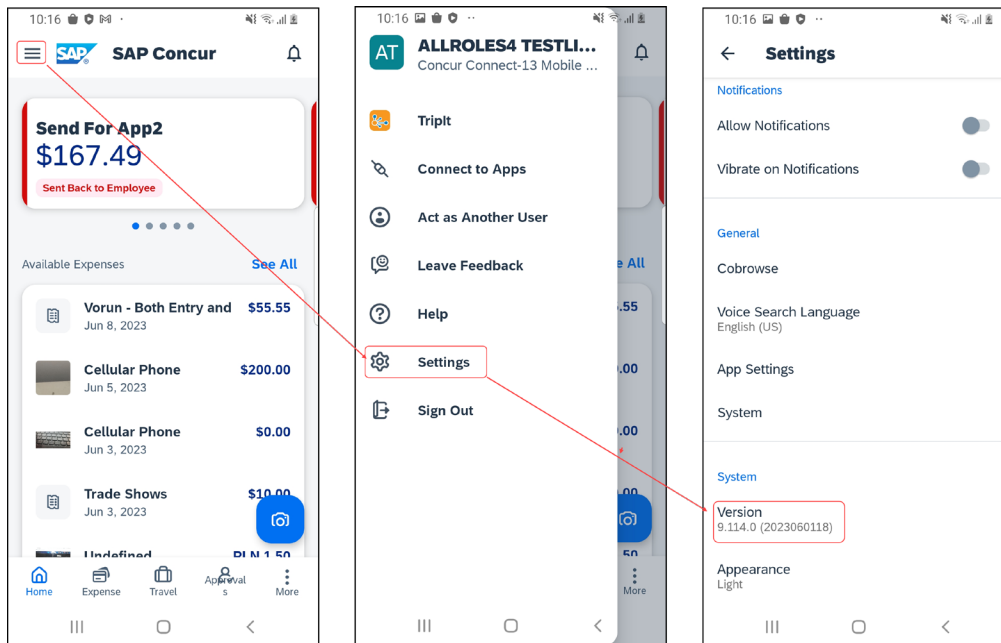
## Locate Version Information on the iPhone

To check the version number on the iPhone:



## Locate Version Information on the Android

To check the version number on the Android:



# Bug Fixes

---

Platform	OS	Highlights

# Release Notes

---

**There are no New Features this month.**

# Planned Changes

---

## **\*\*Planned Changes\*\* New iOS Camera Features**

### ***Overview***

SAP Concur plans to introduce new camera features for iOS. There will be some new functionalities regarding receipt capture. This change is specific to iOS.

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

These changes are being made to streamline the receipt capture process.

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

There are several benefits of the new camera.

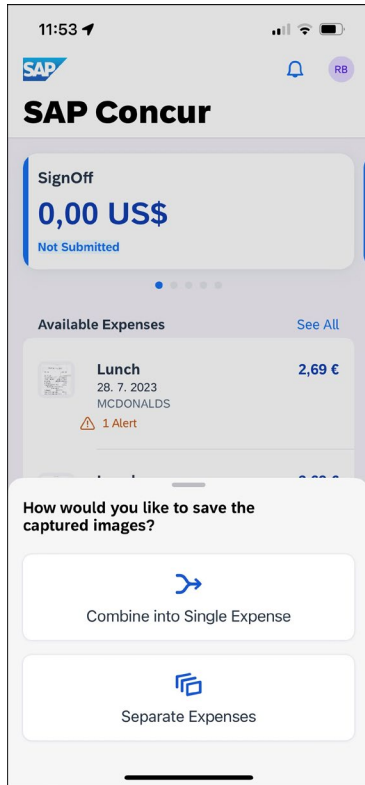
- Auto capture and cropping. Images can be captured automatically with faster edge detection.
- The cropping of receipts is much more accurate, it works even in low light conditions.
- Higher resolution of the captured images allows better analysis of the receipts data.
- It is easy to quickly capture several receipts in a row.

If configured, images will be captured automatically when the camera believes it has detected the receipt correctly.

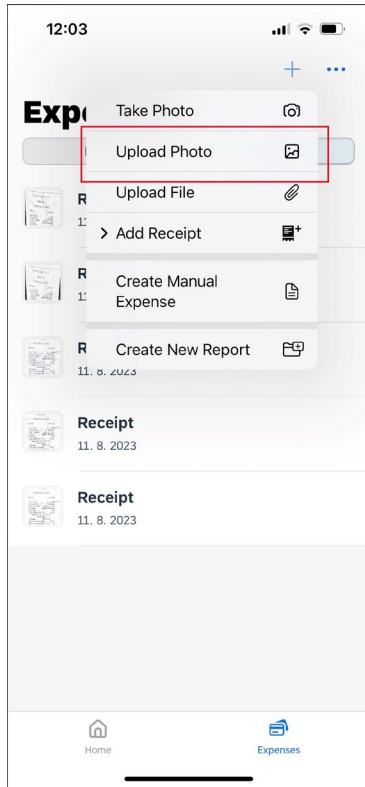




Multiple images can be taken in a row and the user will decide if they are separate receipts or if only one expense is to be created.



There will no longer be a gallery button on the camera screen. If the user wants to upload a receipt that is already saved, they must do so in the expenses section.



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

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

## **\*\*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.

---

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

---

### **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**

### **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.

---

**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.

---

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.

---

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

---

**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:

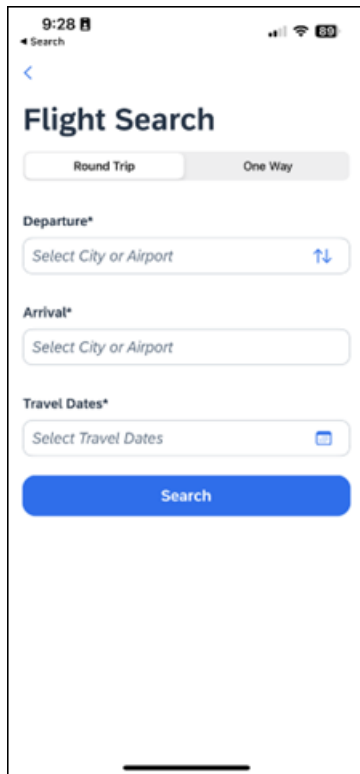
- Users can select from a list of hourly times and list of time ranges.
- In addition to times, the user can select from the following time windows, **Morning, Afternoon, Evening, Anytime.**

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:

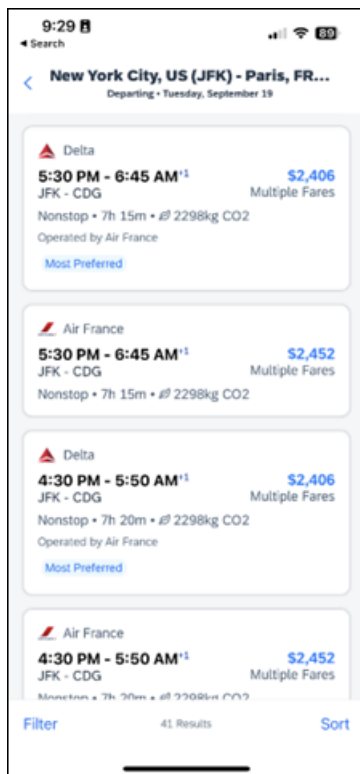
- Default search type
- Refundable only. This option will no longer be a checkbox. Search results can be filtered for refundability, but it will no longer be available by default.
- Use domestic default search window for intra-region flights.
- Allow departure time to be specified to the nearest quarter 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 product(s) being offered on each itinerary. Browser-based interfaces will present multiple fares on each itinerary, while mobile presents the lowest fare. When the itineraries are in their initial state, only products that are not evaluated as **Show but Do Not Allow** will be displayed.

### MULTI-FARE DISPLAY

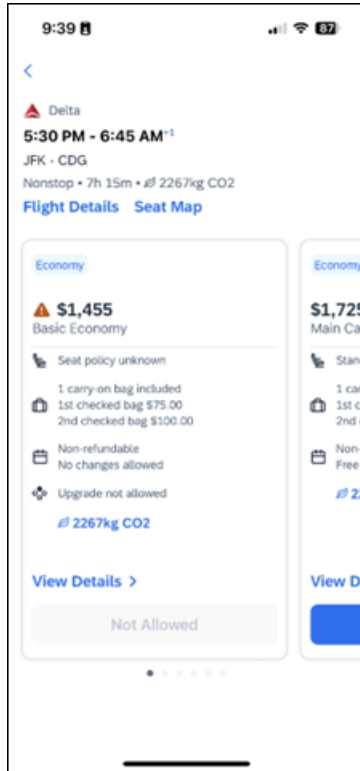
Mobile example:



For both web browser and mobile, additional fares and further detail are presented after the user selects the itinerary. The itinerary will expand to provide more detail of the itinerary and products.

When the itineraries have been expanded, additional products will display, which may also include out of policy products that have been marked as **Show but Do Not Allow**. These products are not bookable by the user.

Example:



### FLIGHT TOTAL AND PAYMENT SECTION

Within the **Flight Total and Payment** section, the total airfare with a breakdown of base fare and a total of taxes, fees and charges will display in the configured currency of the agency point of sale.

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.

The **Flight Cost and Payment** section may also include links to allow the user to **Add Payment Method** or Update Card stored in their profile.

Users can add new personal cards (**Add Payment Method**) or update existing personal credit cards (**Update Card**). The user will receive a popup where the information can be entered without leaving the **Review and Book** screen.

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

### **\*\*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.

---

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

---



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

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

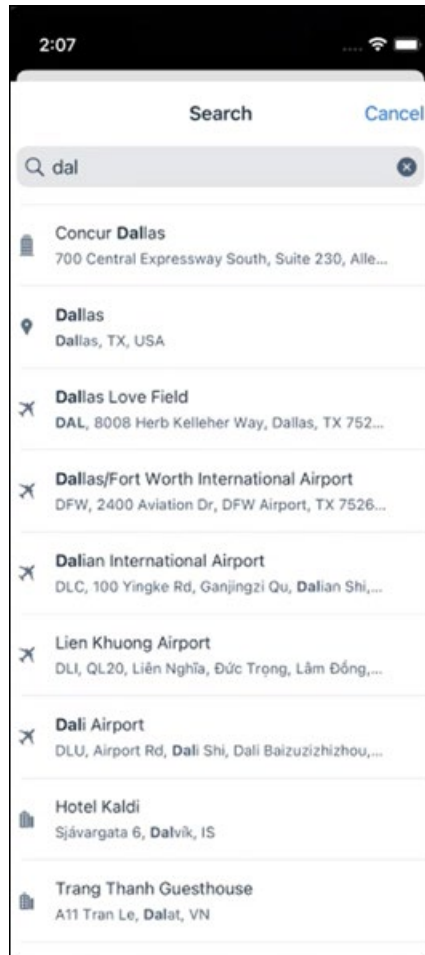
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

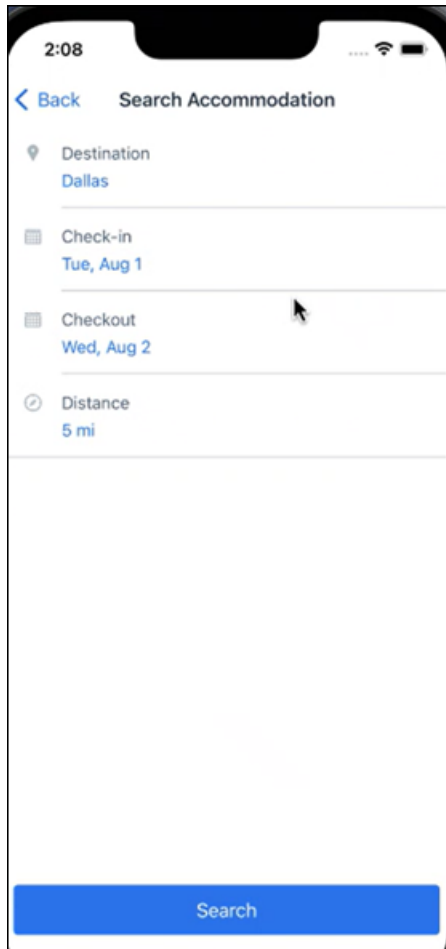
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

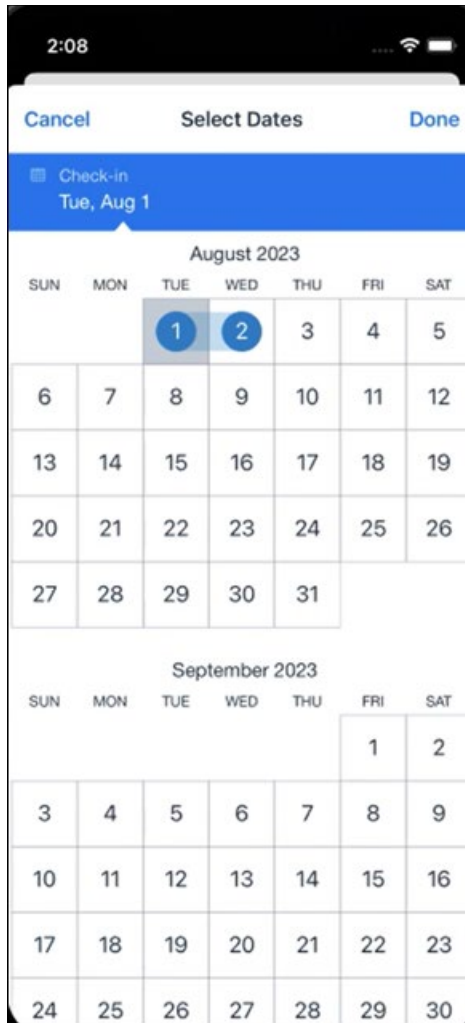
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels**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

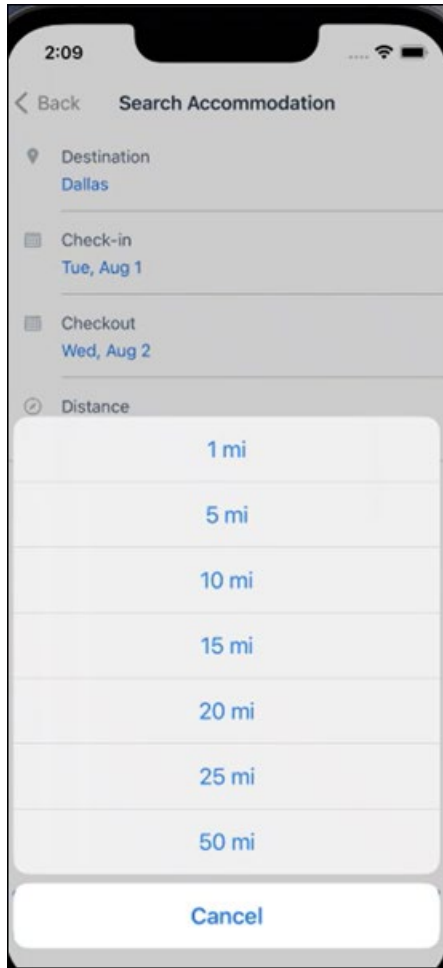
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

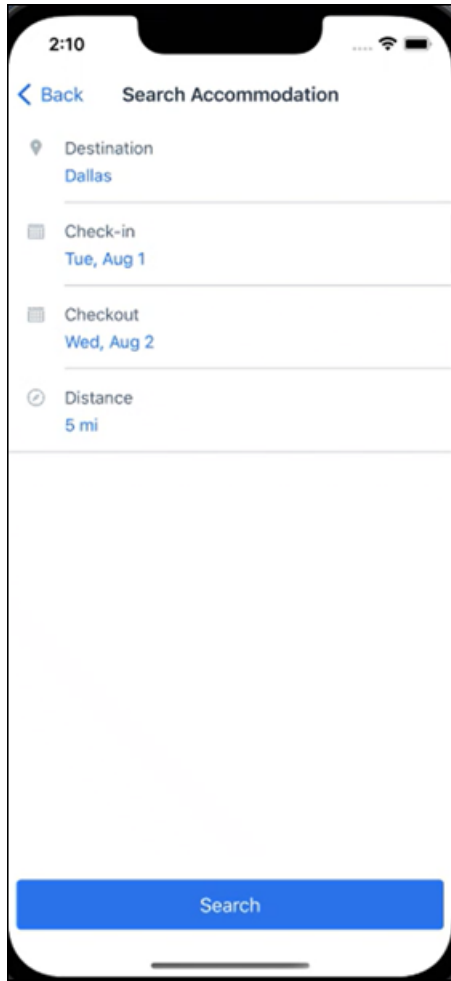
### **EXAMPLE OF HOTEL SEARCH**



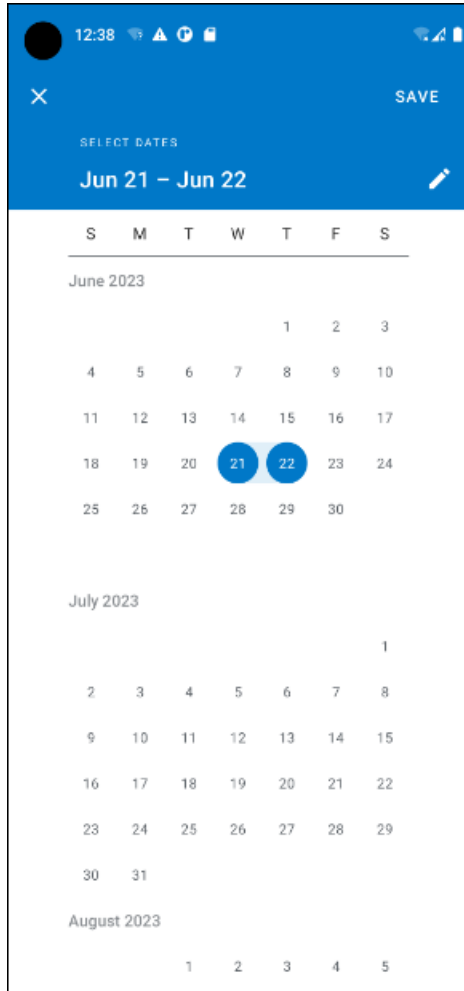








## ANDROID:



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

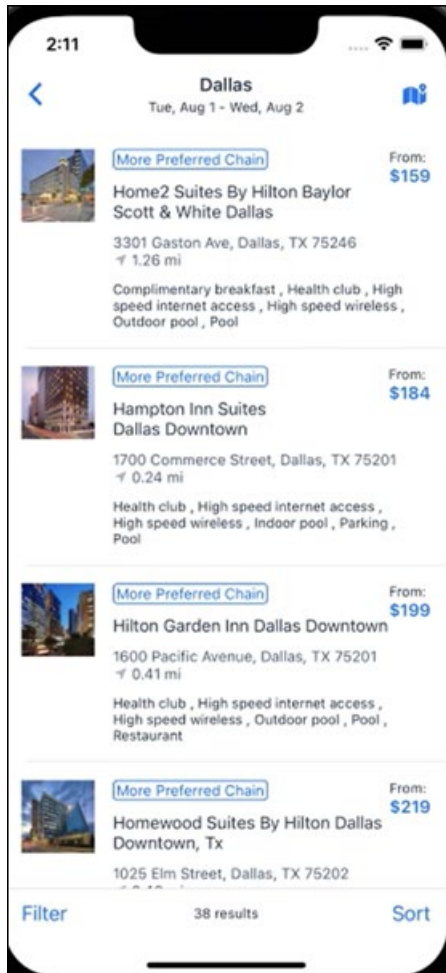
Once the user has entered their search criteria and clicked **Search**, the search results will display. On top of the page, Concur Travel presents the entered search data and an icon to view the map.

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.

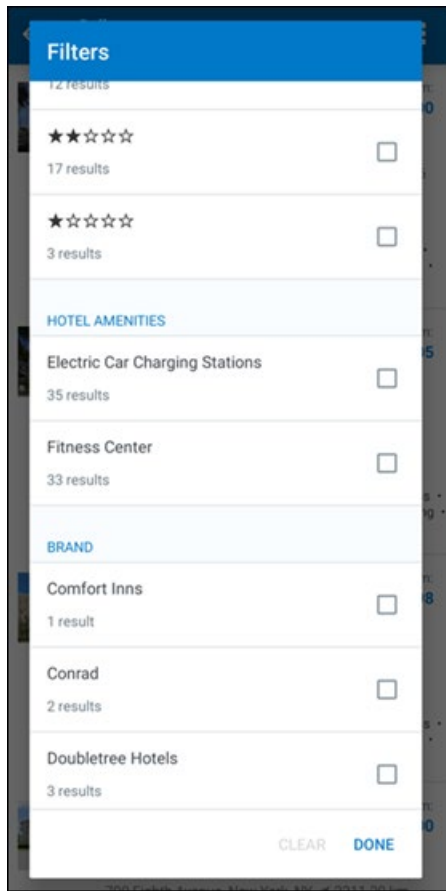
#### **FILTER OPTIONS**

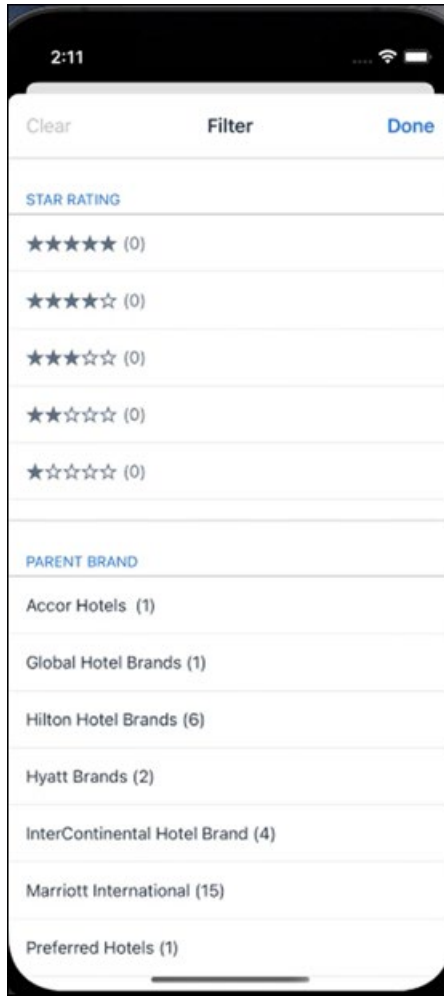
The user can filter or sort the results using the **Filter** and **Sort** options at the bottom of the screen for iOS. For Android, these options can be found by selecting the menu icon at the top of the screen. The offered filter sections are **Star Rating, Hotel Amenities, Brand** and **Sustainability**.

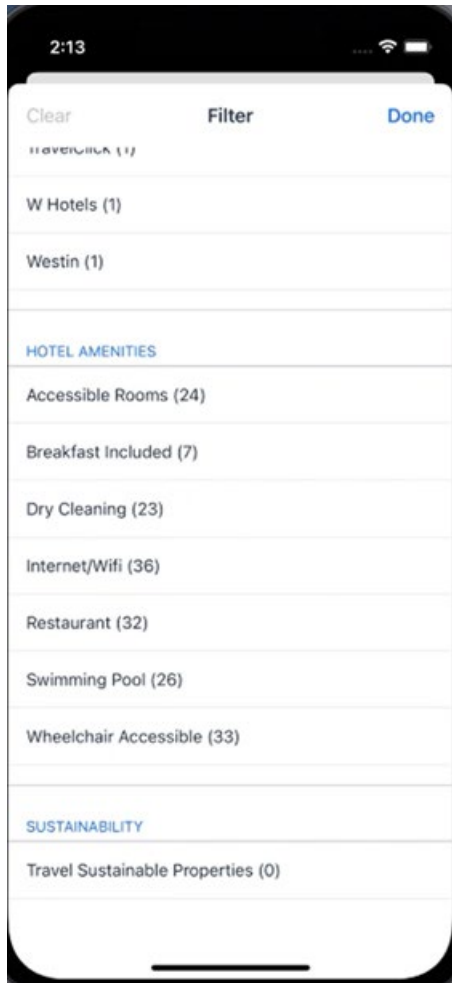
Once **Filter** is selected, a list of options will be presented, and they simply select whichever option(s) they wish to filter on and then select **Done** at the top of the page. Filters can also be cleared using **Clear** at the top of the screen.



**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

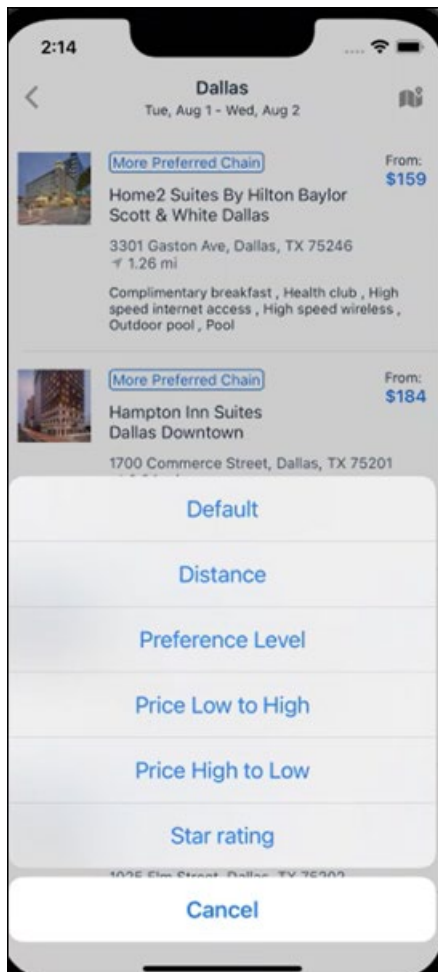
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### 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

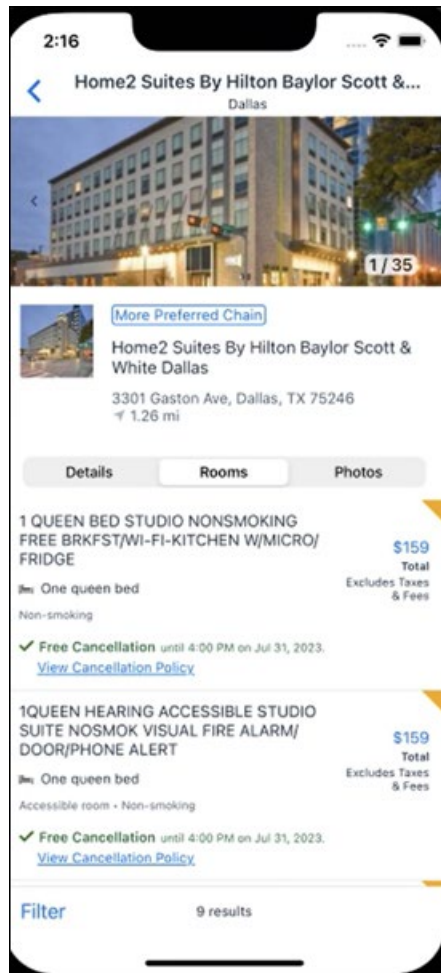
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



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.

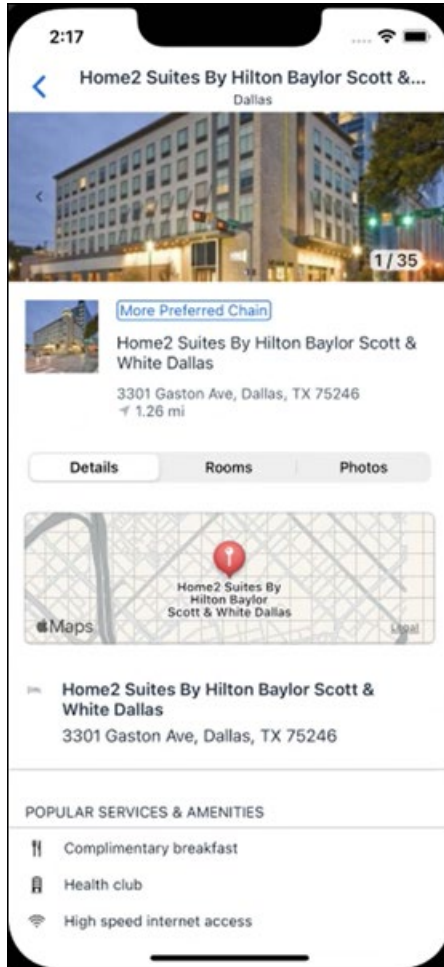
### **PROPERTY AMENITIES**

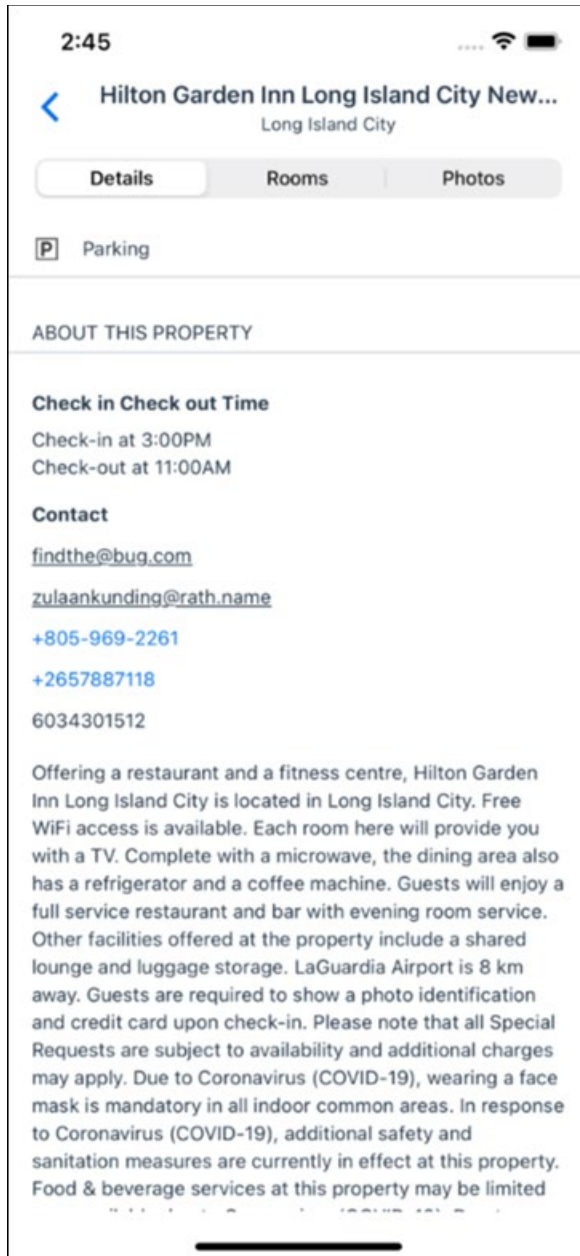
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

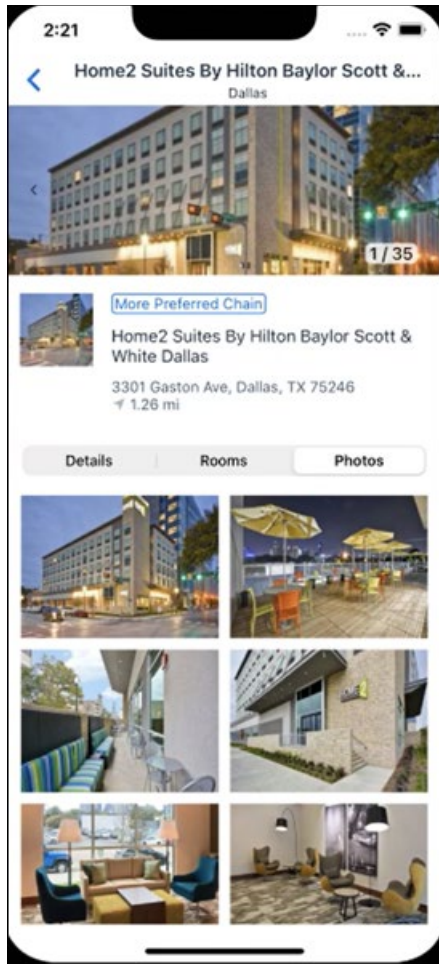




## PROPERTY IMAGES

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.

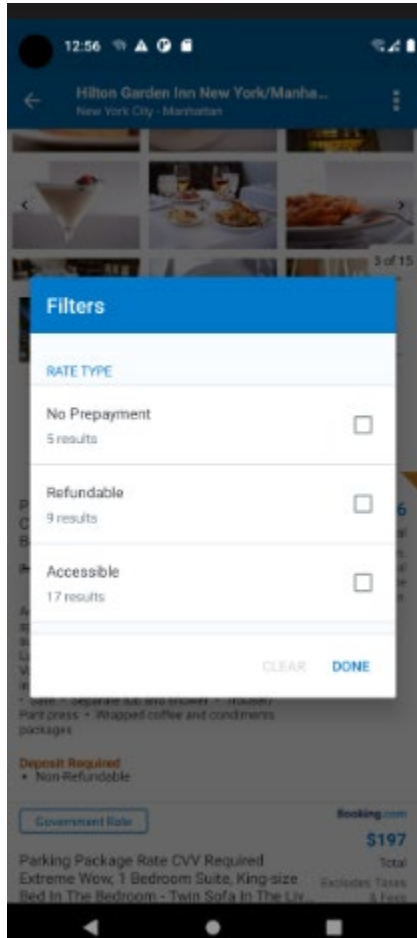




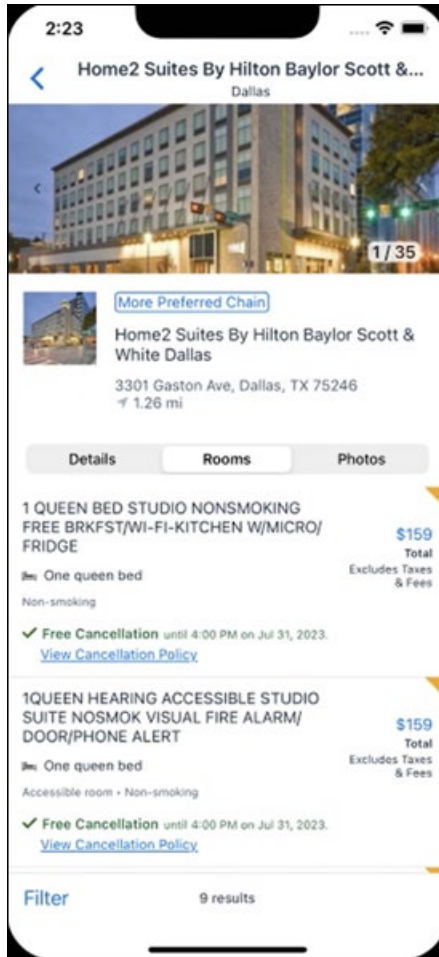
## FILTERS

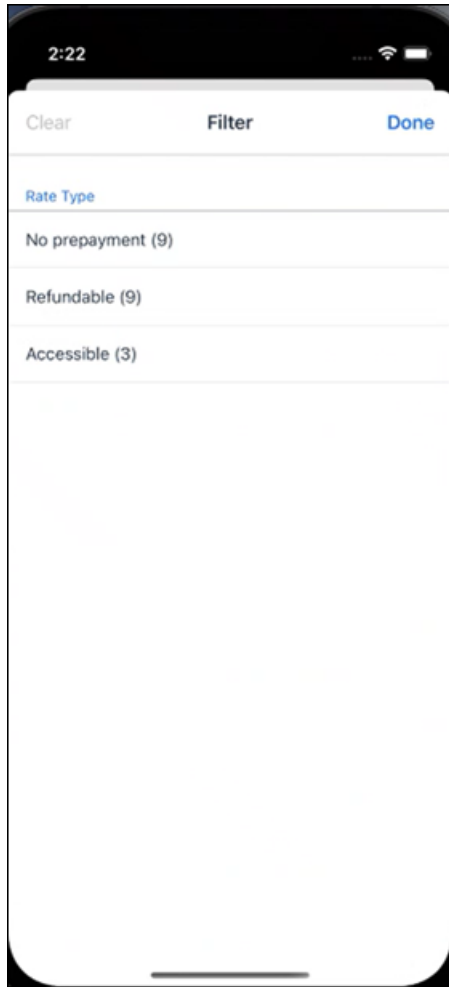
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**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

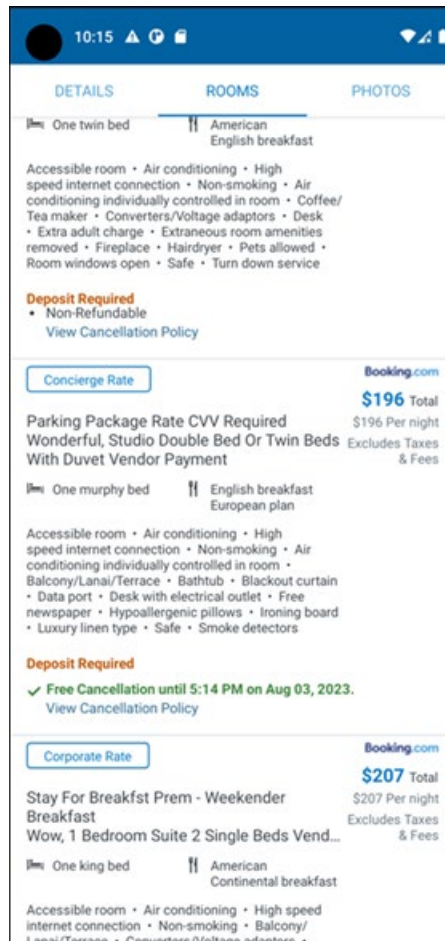
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**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**.

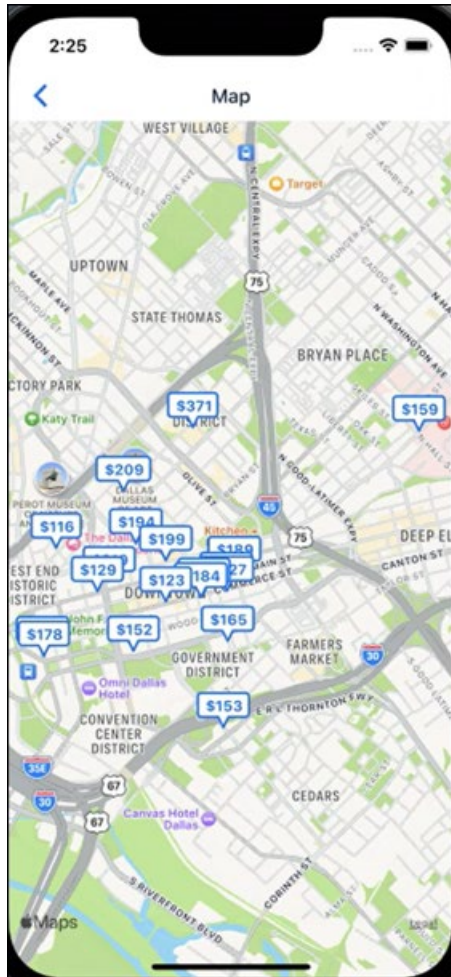
## ANDROID:



## MAP VIEW – SEARCH RESULTS

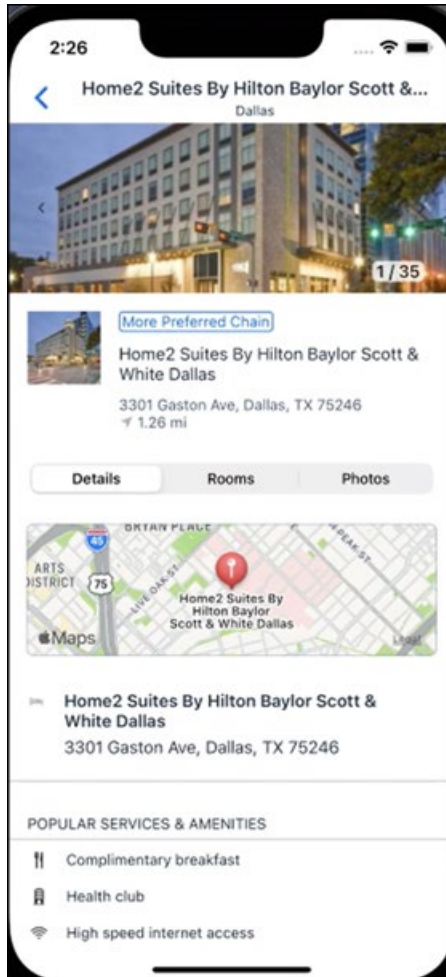
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

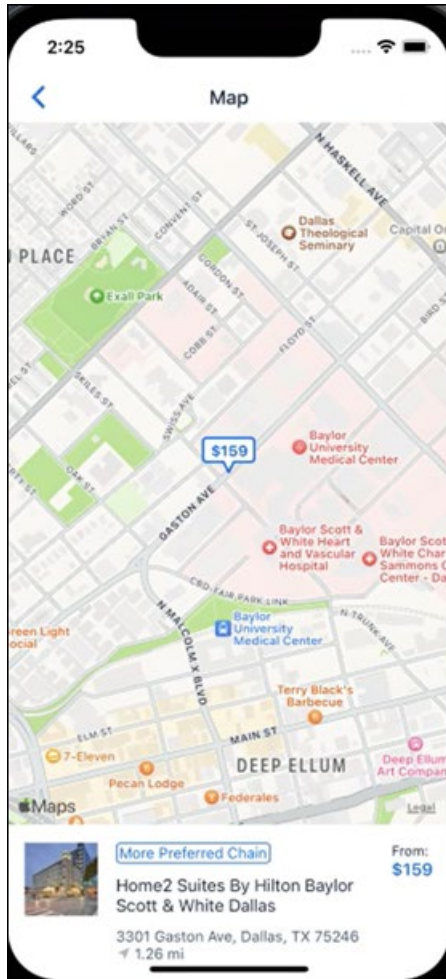
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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**

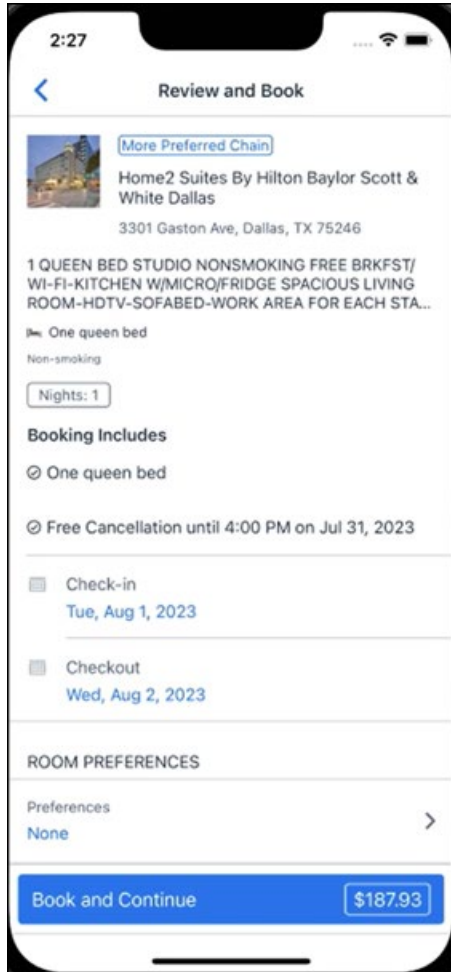
### ***End-User Experience: Review and Book***

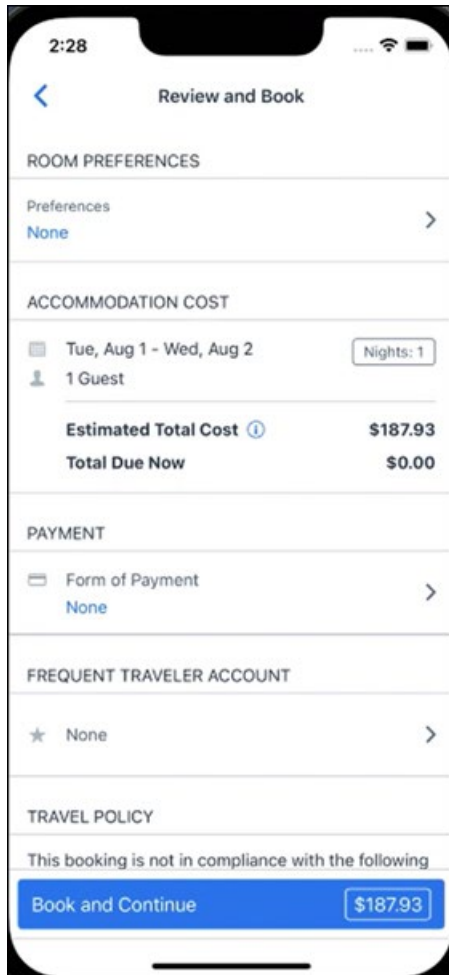
The **Review and Book** page combines all relevant information for the user to review before completing the booking. All hotel selection related information is presented on the page, including the property details, the room and rate information and the guest details.



## 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.

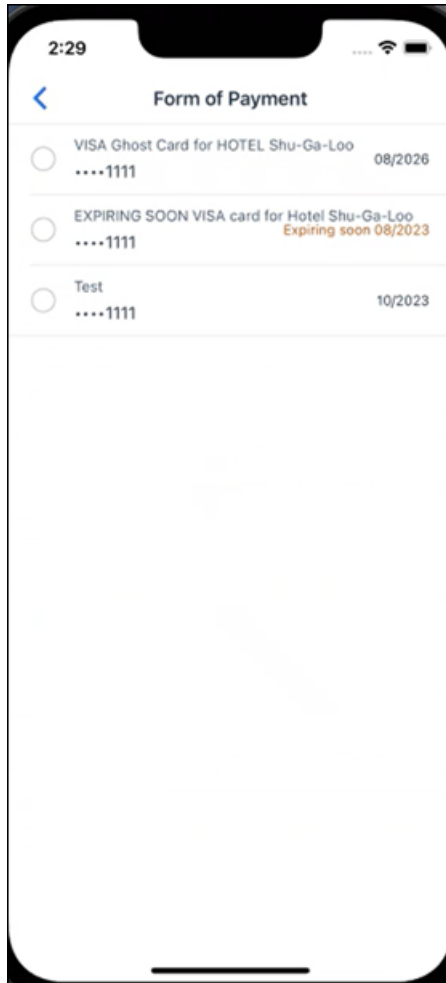
**NOTE:** The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

---

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](#).

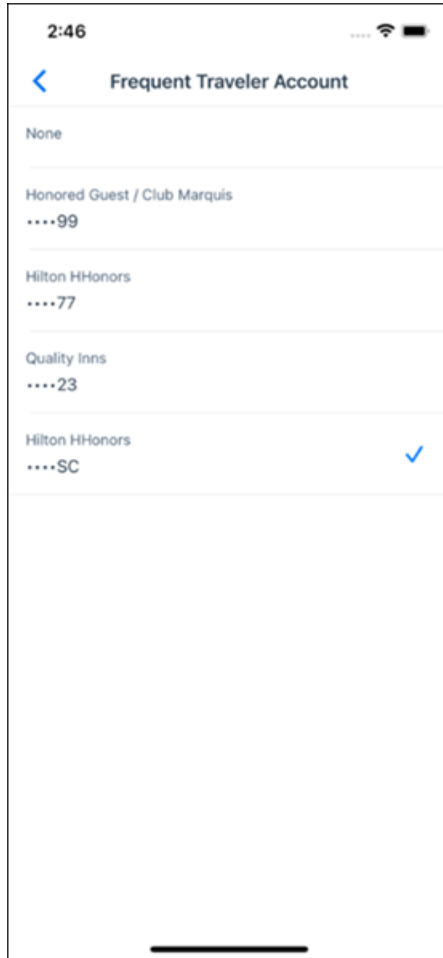


## ROOM PREFERENCES

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.

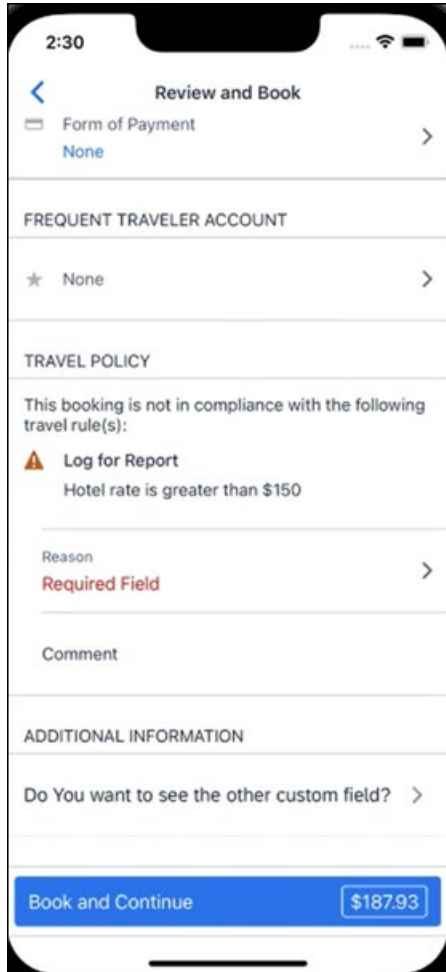
## TRAVELER INFORMATION

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

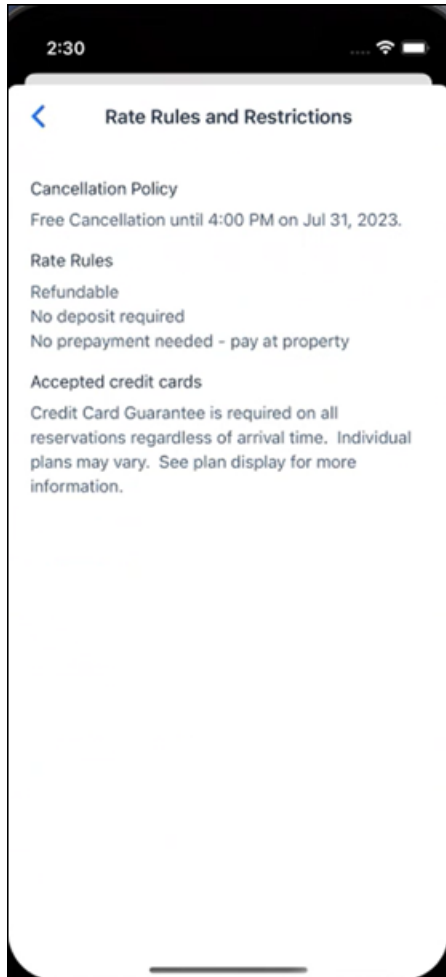
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process.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

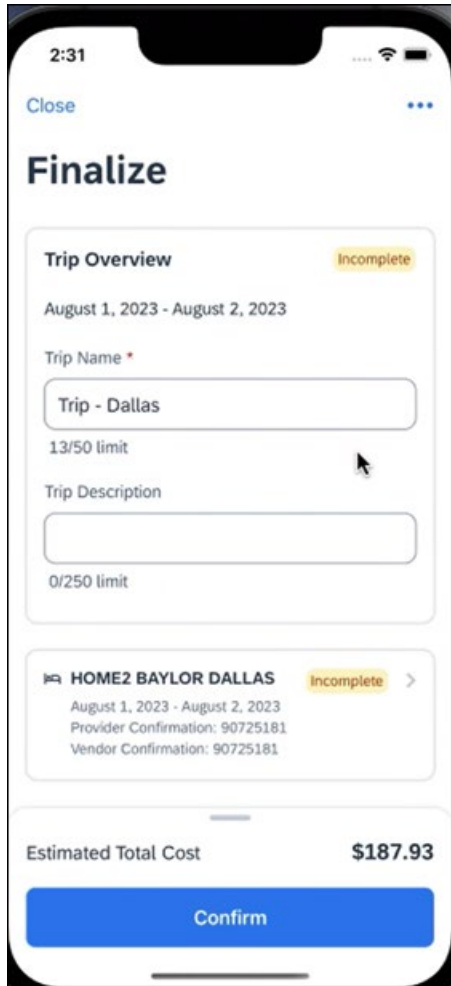


## **\*\*Planned Changes\*\* New Hotel Experience: Finalize and Confirm Booking**

### ***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.



### 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.

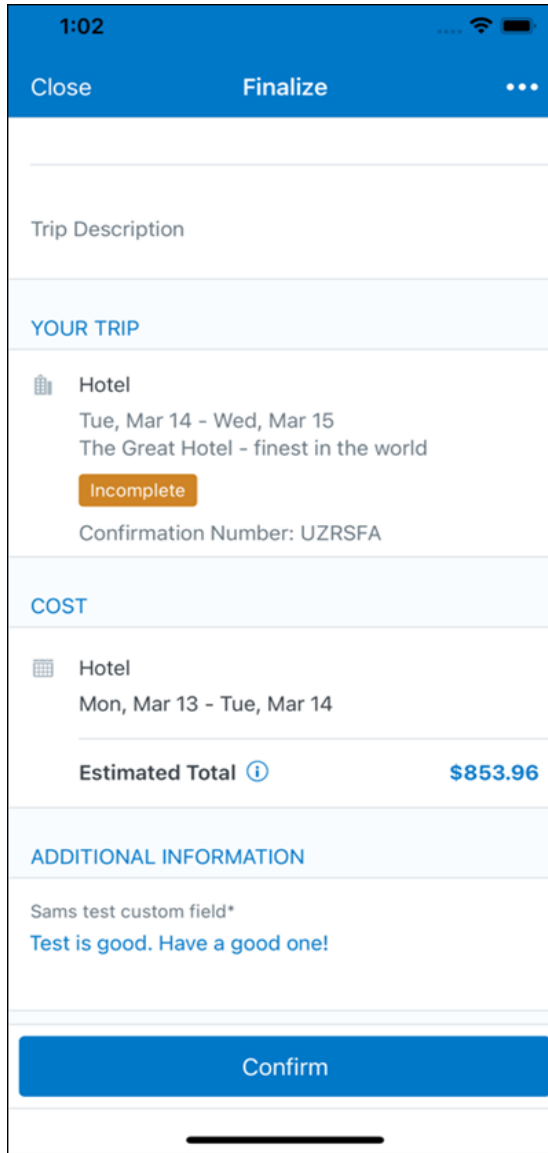
*Image to be included in subsequent update.*

### 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.

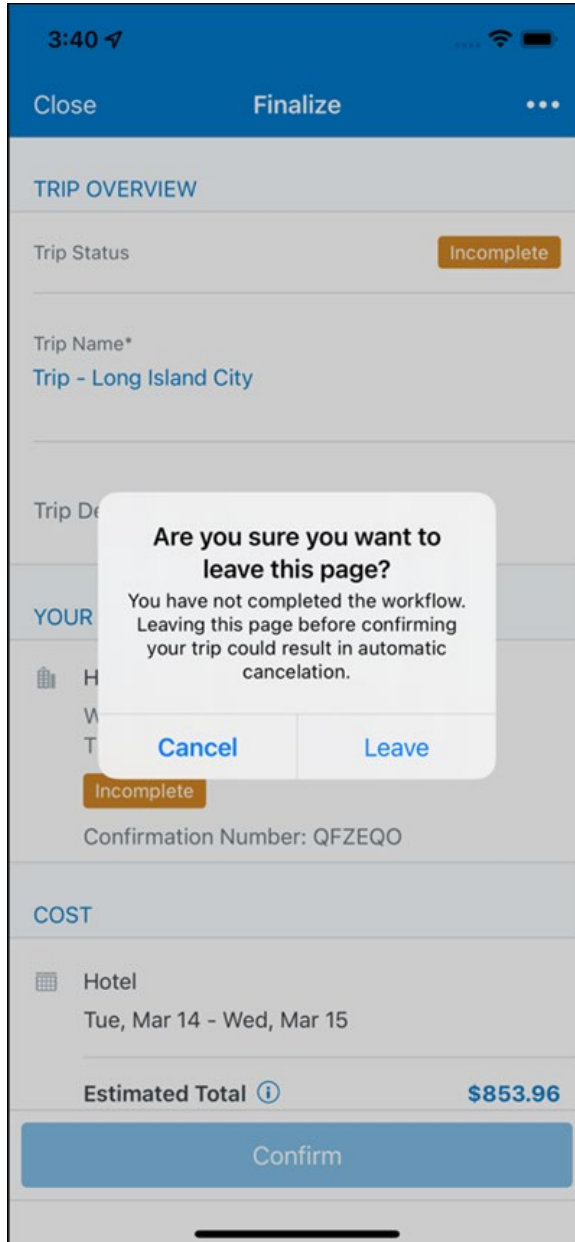


Trip custom fields configured to display towards the end of the booking workflow will be shown on the **Finalize Trip** page in the **Additional Information** section.



## CANCEL TRIP

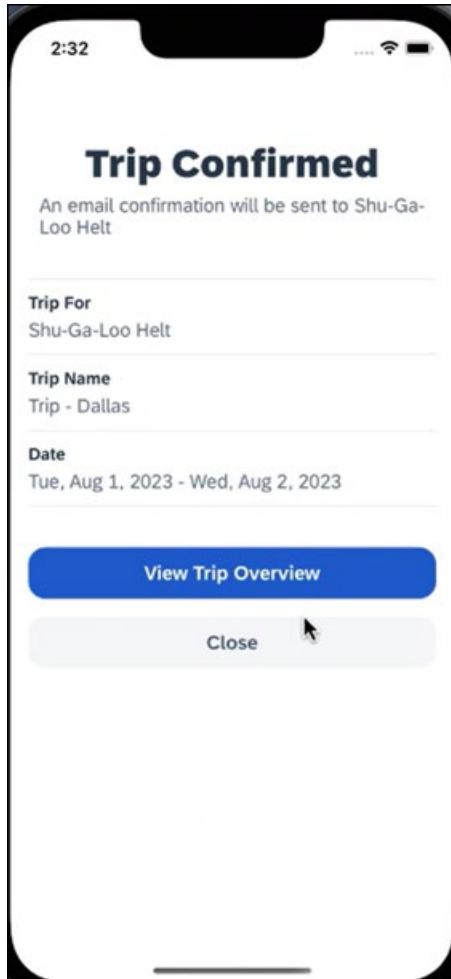
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### ***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.

---

**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:

Hotel Connectors

**General**

Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2

[Add New Country Config](#)

Country/Region Afghanistan  GDS  Direct Connect

[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. 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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<b>SAP Concur Release Notes</b>	
<b>SAP Concur Mobile App</b>	
<b>Month</b>	<b>Audience</b>
Version 10.3 - Associated web release: September 2023 Initial Post: Tuesday, September 26, 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 9.112 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

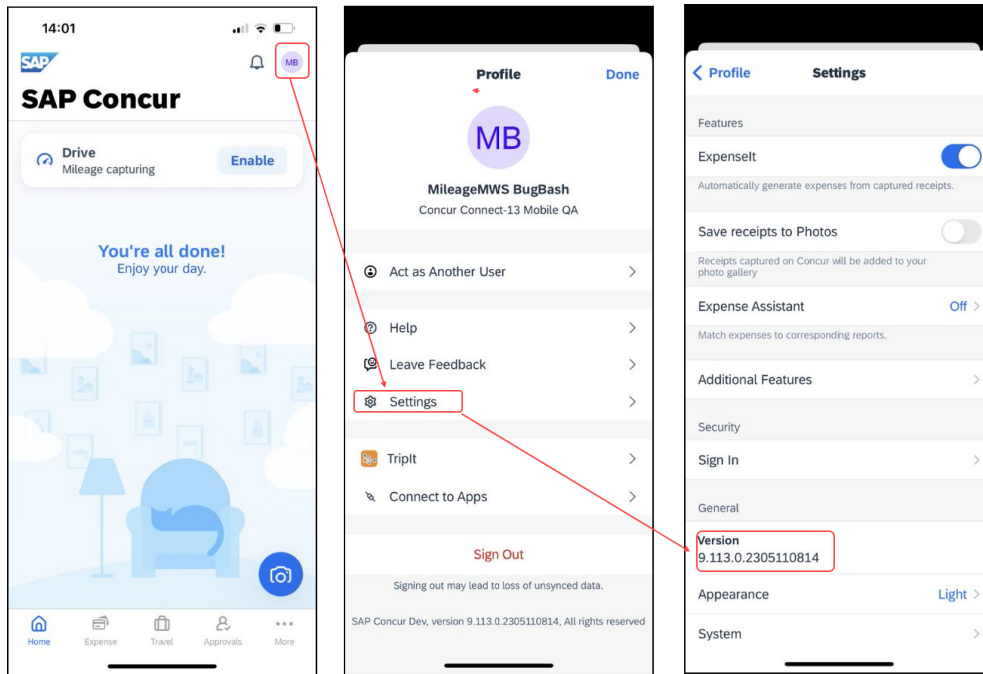
Platform	Deprecating Version
iPhone/iPad	9.112, 9.113, 9.114(10)
Android	9.112, 9.113, 9.114(10)

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.3	Tuesday, September 26	Update via App Store
Android	10.3	Tuesday, September 26	Update via Google Play

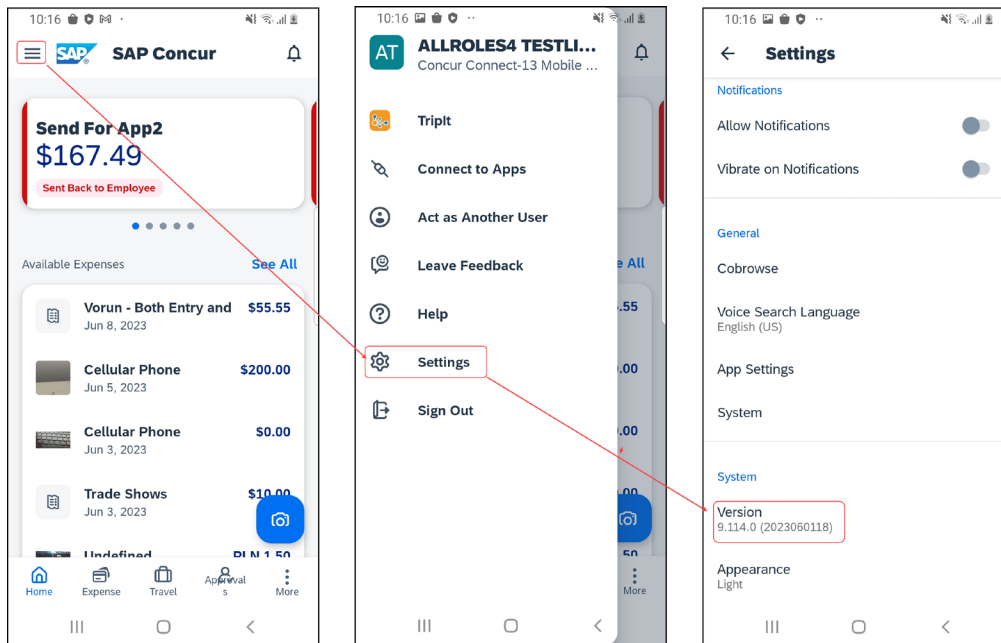
## Locate Version Information on the iPhone

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

---

### Android 13

With this release, Concur Mobile App is now providing full support for users of Android 13 (API 33), the latest mobile OS from Google.

# Release Notes

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## Android / iPhone / iPad Concur Request Launch External URL (LEU)

### Overview

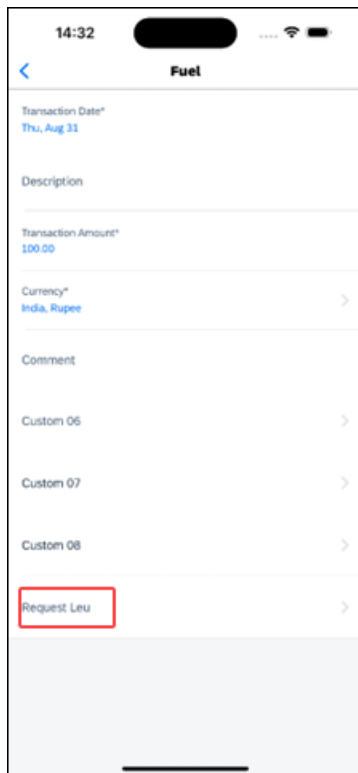
With this release, SAP Concur is introducing a feature which allows a SAP Request Mobile user to access an external web form. This feature can be used in the Request's Header, Line Items, and Allocation sections, allowing users to populate a Request form field with a value they have selected from an external HTML form.

### BUSINESS PURPOSE / CLIENT BENEFIT

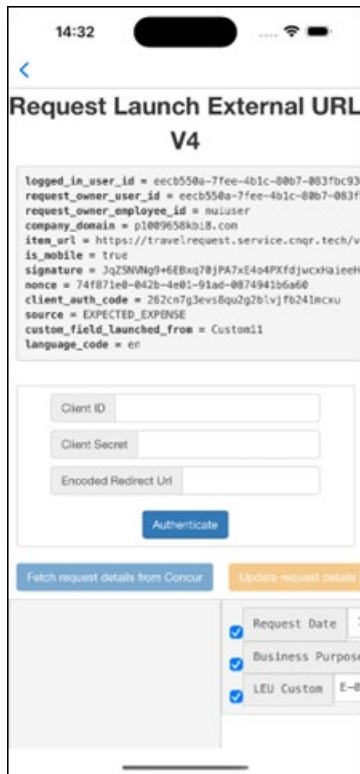
The Launch External URL (LEU) callout gives clients and third-party developers the ability to extend the functionality of the SAP Concur platform, providing a means to deliver custom user interactions, or access functionality found in an external system with Mobile environment. The new version of this callout also provides enhanced security benefits.

### End-User and Admin Experience

When an expense is entered, the **Request LEU** field will appear.



Tapping it allows the user to launch an external URL and input additional data.



### **Configuration / Feature Activation**

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

## **New iOS Camera Features**

### **Overview**

With this release, SAP Concur is introducing a new camera features for iOS. There are some new functionalities regarding receipt capture. This change is specific to iOS.

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

These changes are being made to streamline the receipt capture process.

## End-User and Admin Experience

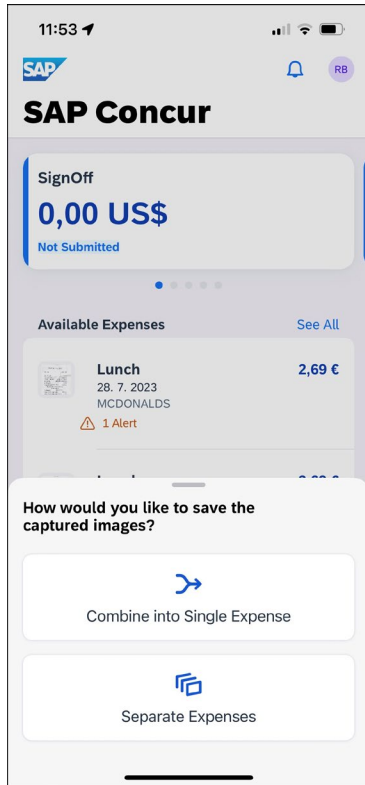
There are several benefits of the new camera.

- Auto capture and cropping. Images can be captured automatically with faster edge detection.
- The cropping of receipts is much more accurate, it works even in low light conditions.
- Higher resolution of the captured images allows better analysis of the receipts data.
- It is easy to quickly capture several receipts in a row.

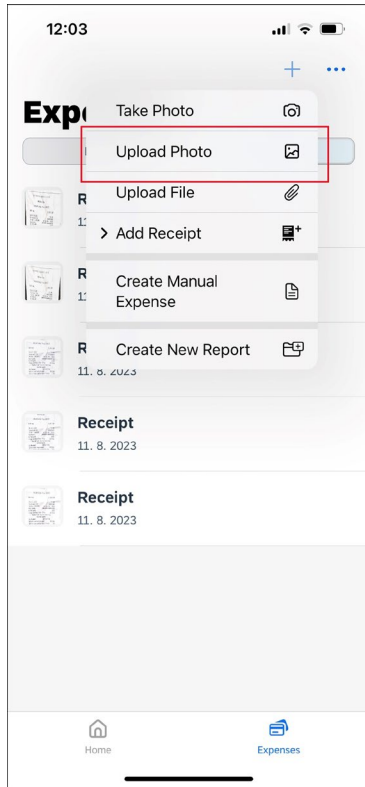
If configured, images are captured automatically when the camera believes it has detected the receipt correctly.



Multiple images can be taken in a row and the user can decide if they are separate receipts or if only one expense is to be created.



There is no longer a gallery button on the camera screen. If the user wants to upload a receipt that is already saved, they must do so in the expenses section.



### ***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: Add to Trip on Concur Mobile**

### **Overview**

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 will be 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.

---

**NOTE:** This change affects only the new Concur Travel experience. It will 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 will not be possible to add bookings available in the new Concur Travel experience to trips booked in the original Concur Travel experience. It will also not be 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**

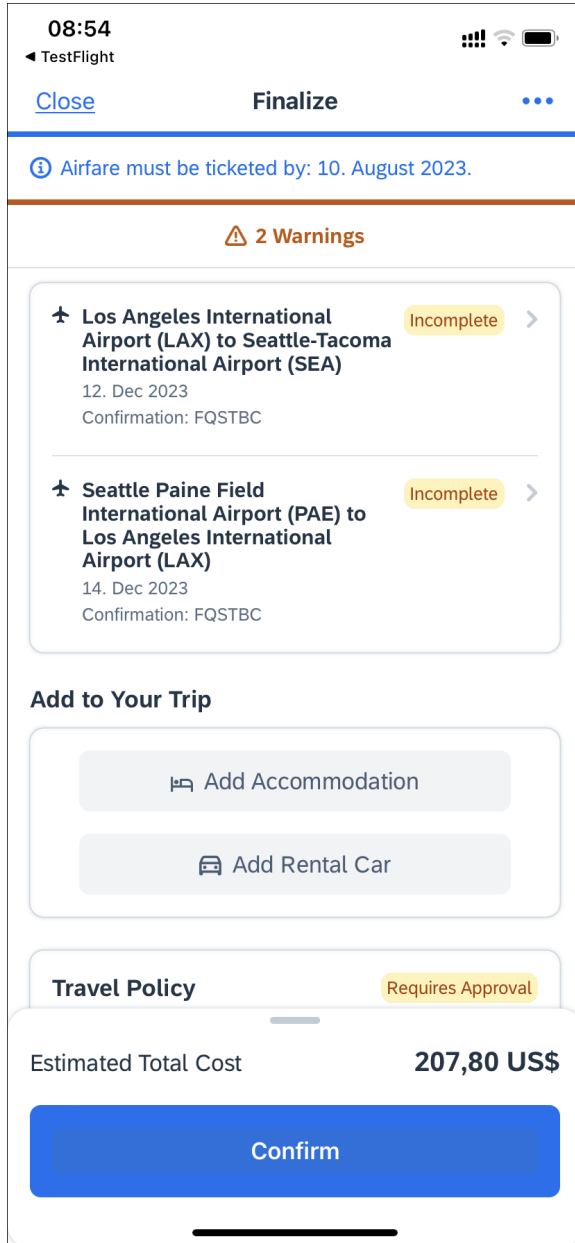
This change will align the experience and bring feature parity in the Concur Mobile app compared to the web app of Concur Travel when it comes to the creation of multi-booking trips.

With the added buttons on the **Finalize** screen, users will be able to 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 will be able to add bookings to an existing trip.

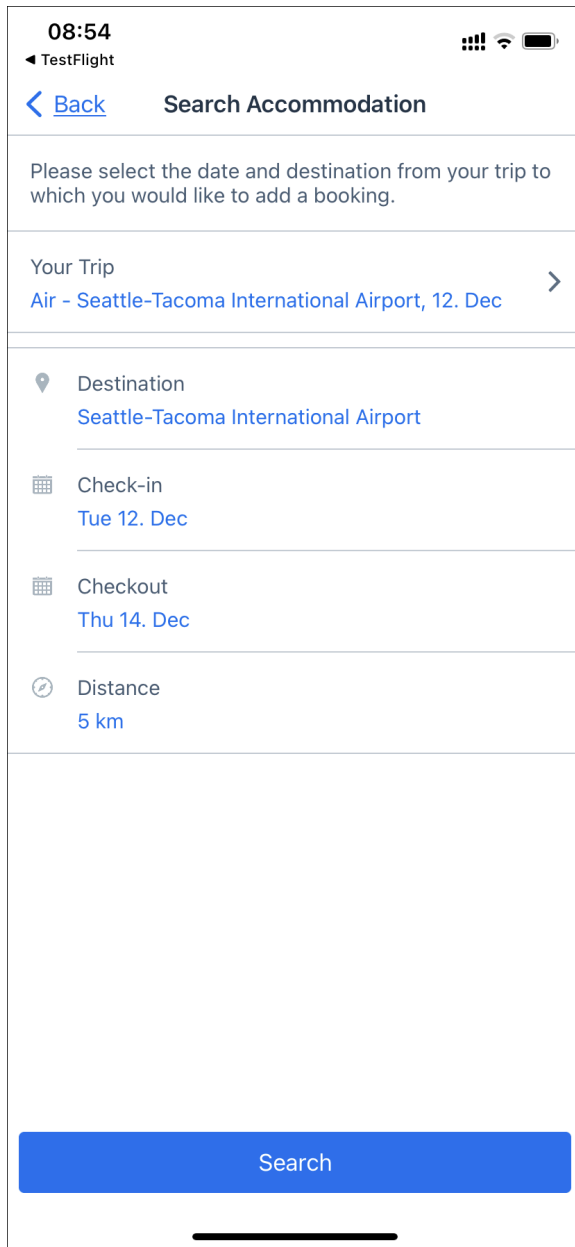
## End-User and Admin Experience

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 will see buttons to add bookings to an existing trip on both the **Finalize** screen and the **Trip Overview** screen.



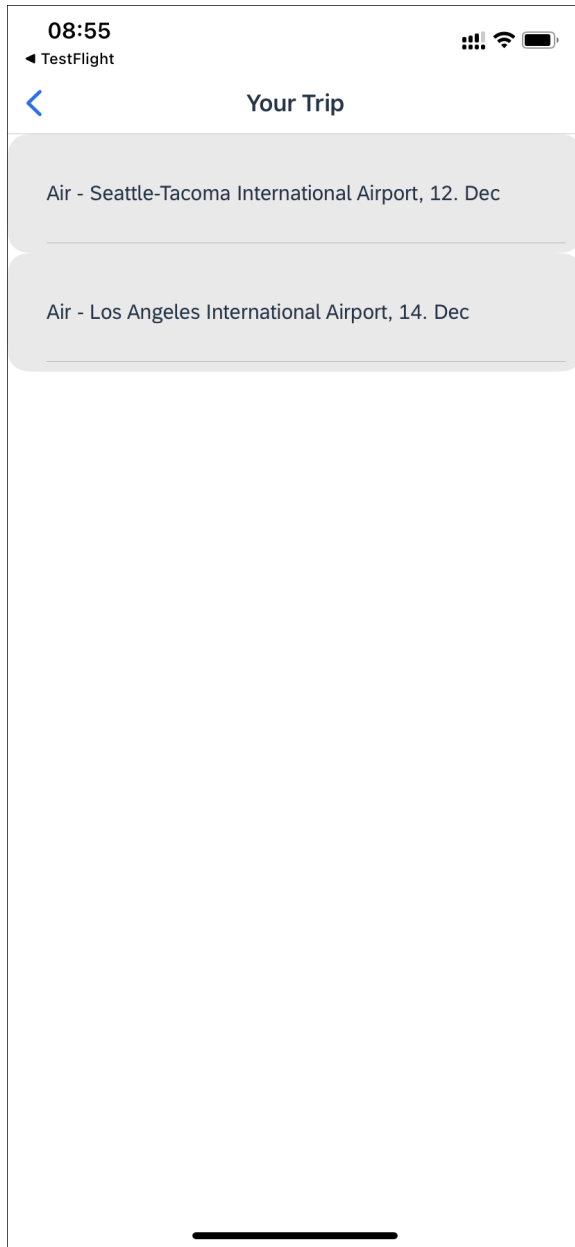
From the **Finalize** screen, tapping on **Add Accommodation**, **Add Rental Car** or **Add Flight** will redirect to a search screen. The following shows a search screen for Hotel, with the option to select a Flight (or any other existing booking from the existing trip) to which to add the hotel, to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

Tapping **Search** will redirect to the hotel results screen.

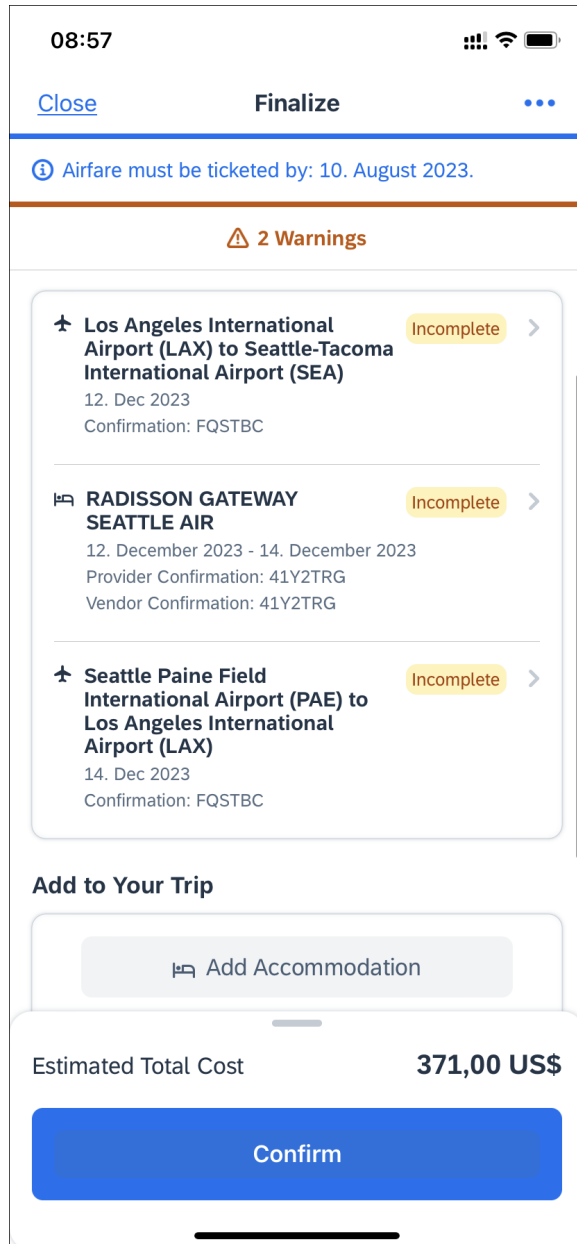


Tapping **Your Trip** will redirect to the **Your Trip** screen that allows the change of the flight journey (outbound or return) which can be added the hotel reservation. This will influence which date and destination will be pre-populated on the hotel search screen.

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 will appear as options to select on the **Your Trip** screen.



Once the additional reservation is done, the **Finalize** screen will display 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.

## **\*\*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.

---

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.

---

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

---

**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.**

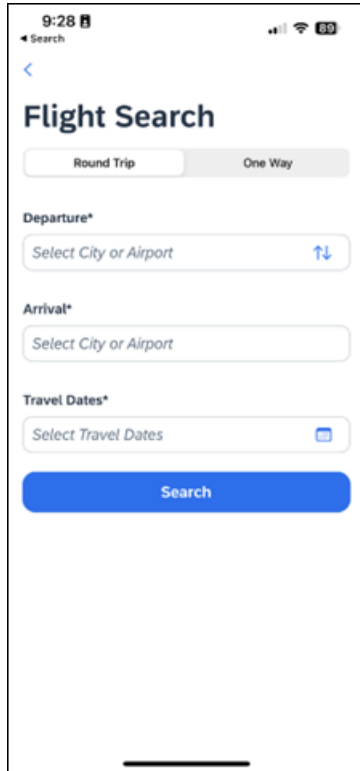
Users will be able to select either departure or arrival time for the inbound and outbound flight. The selection of departure time and arrival time as options is exclusive - the user cannot select both. This selection impacts both the date and the time of arrival or departure. For example, if the user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

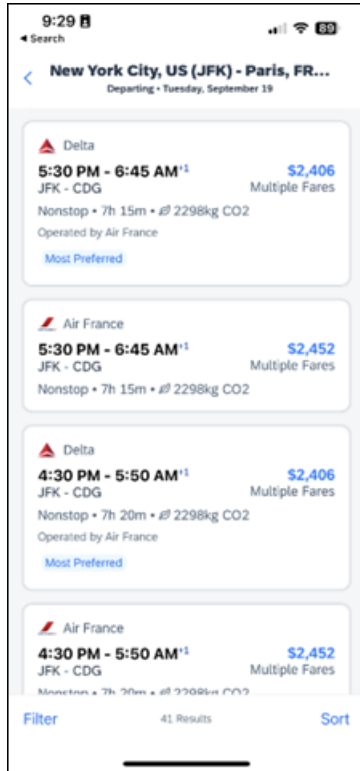
There are no new configuration parameters introduced specifically for the search query. However, the following travel configuration parameters are not supported:

- 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.

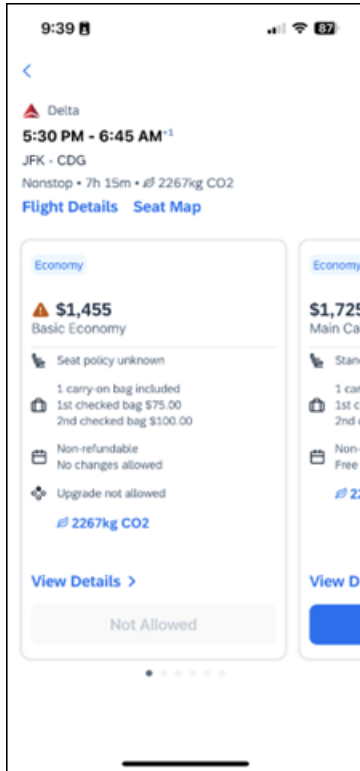


For more information, see *Client Release Notes - Concur Travel* for more detail.

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.

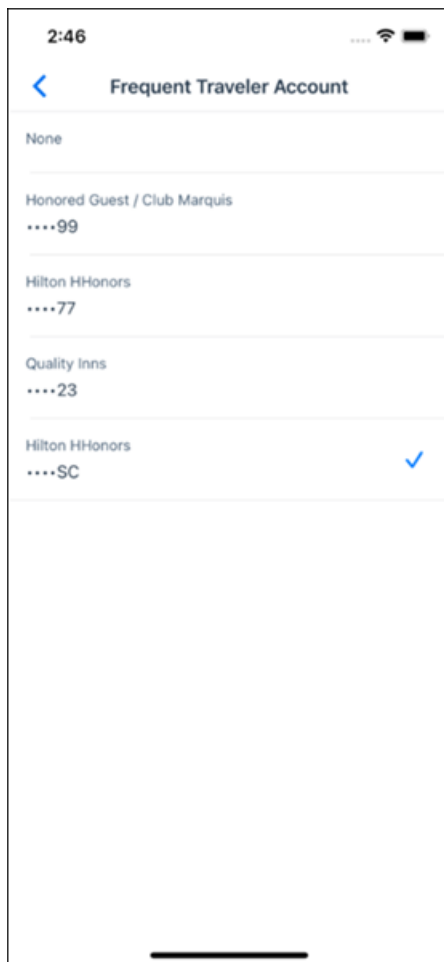
## PAYMENT

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.

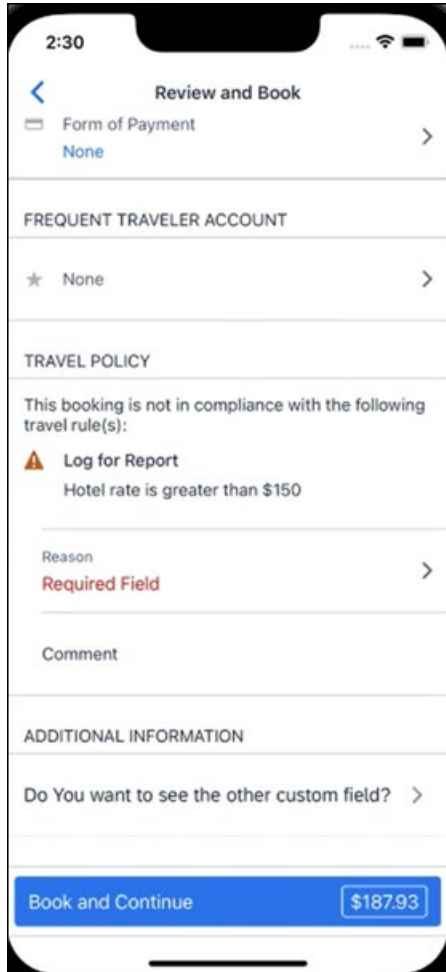
## TRAVELER INFORMATION

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**

### **\*\*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.

---

## **\*\*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.

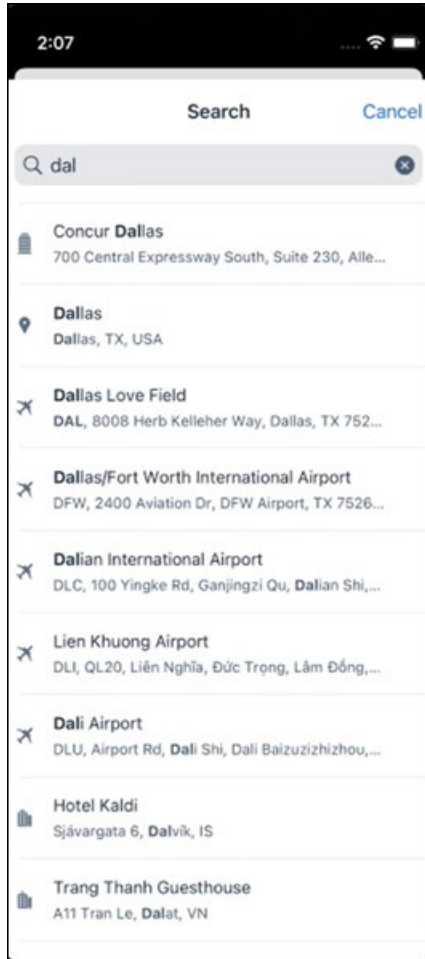
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

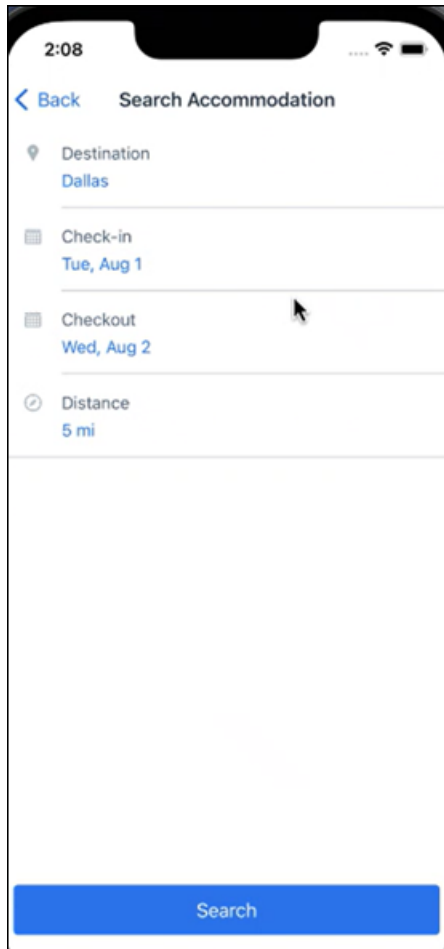
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels**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

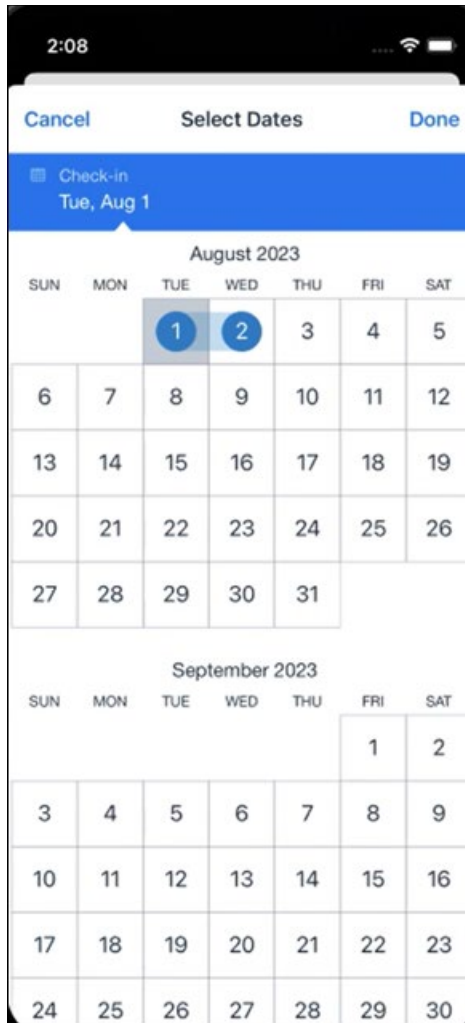
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

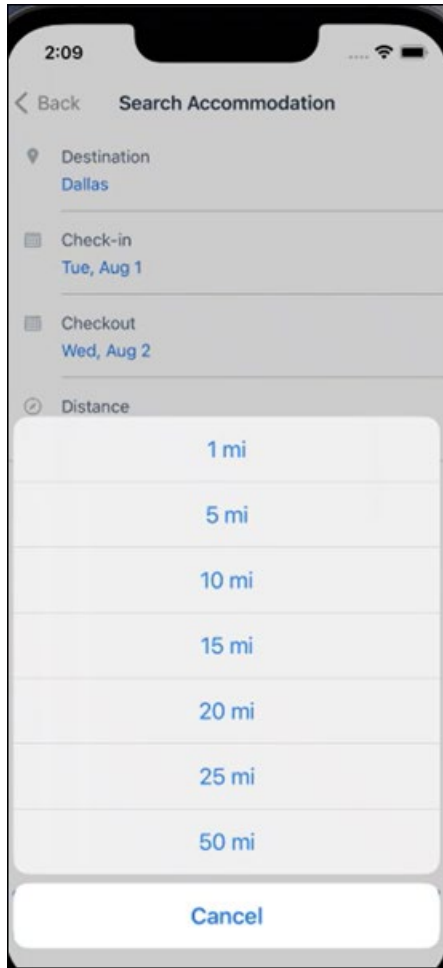


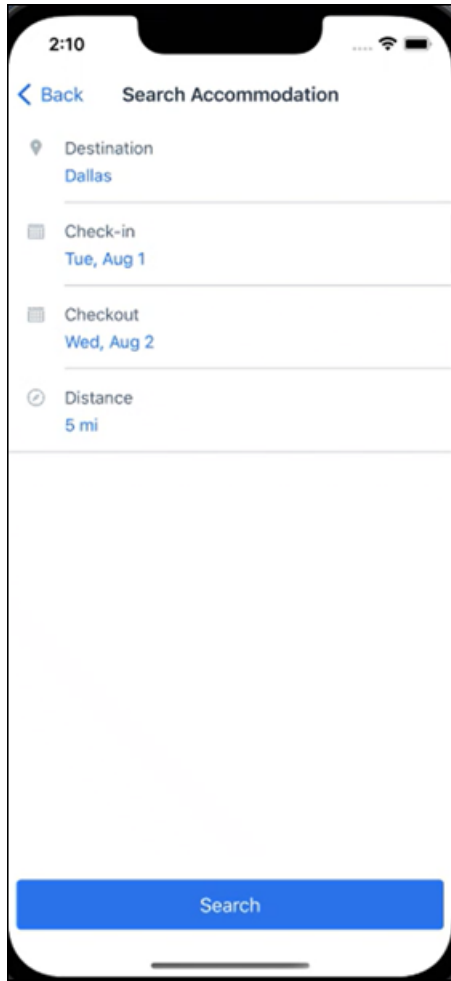
**EXAMPLE OF HOTEL SEARCH**



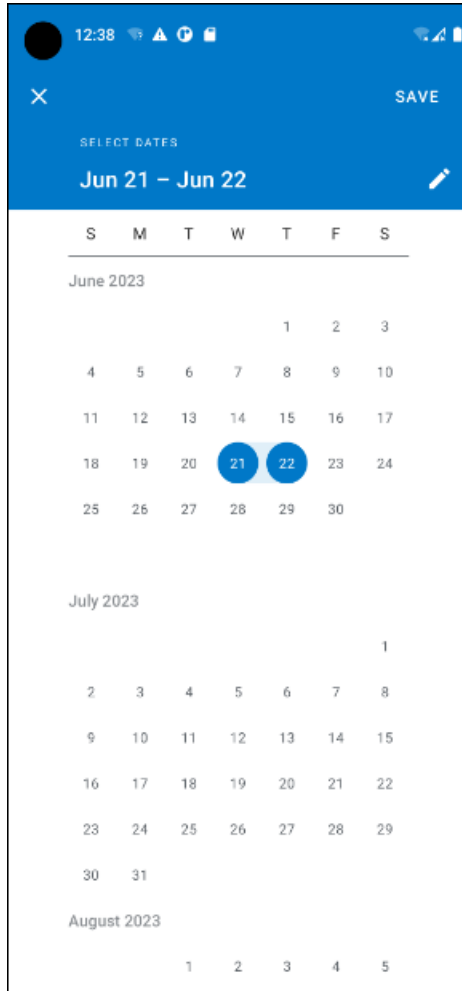








## ANDROID:



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

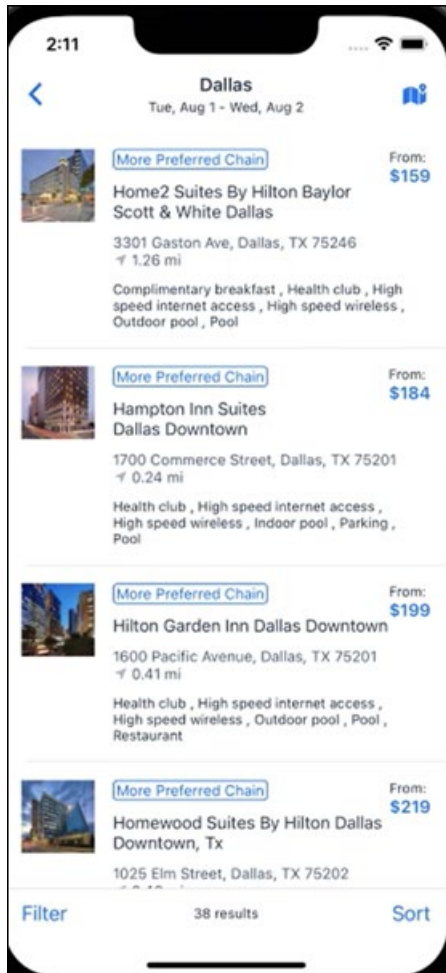
Once the user has entered their search criteria and clicked **Search**, the search results will display. On top of the page, Concur Travel presents the entered search data and an icon to view the map.

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.

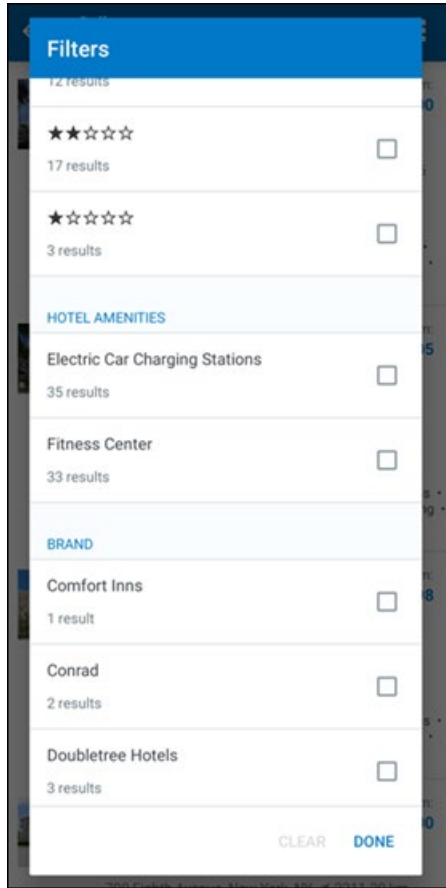
#### **FILTER OPTIONS**

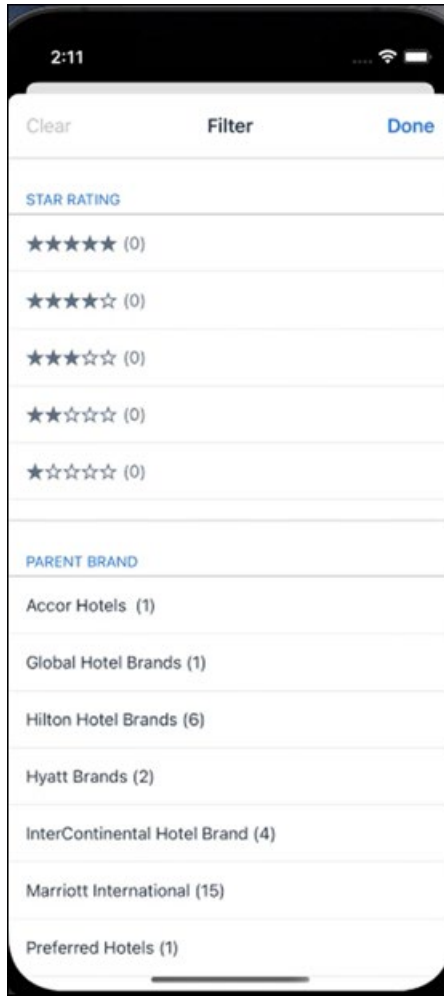
The user can filter or sort the results using the **Filter** and **Sort** options at the bottom of the screen for iOS. For Android, these options can be found by selecting the menu icon at the top of the screen. The offered filter sections are **Star Rating, Hotel Amenities, Brand** and **Sustainability**.

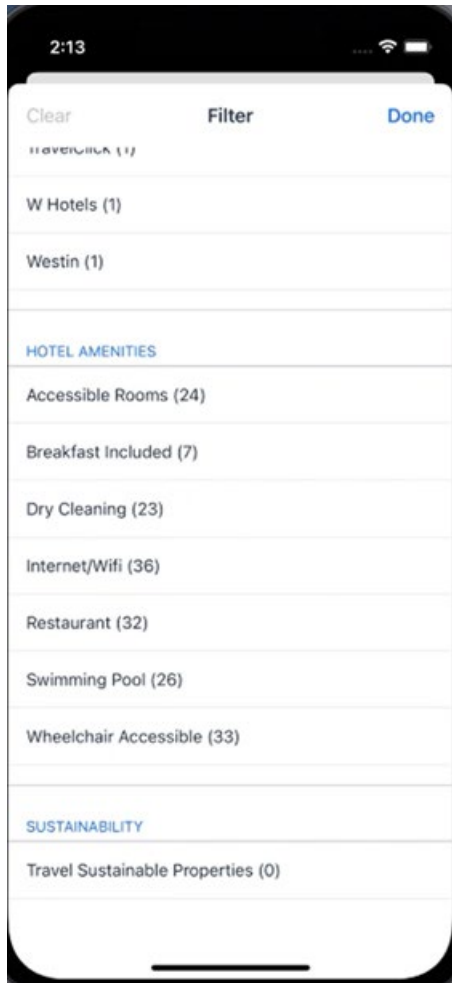
Once **Filter** is selected, a list of options will be presented, and they simply select whichever option(s) they wish to filter on and then select **Done** at the top of the page. Filters can also be cleared using **Clear** at the top of the screen.



**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

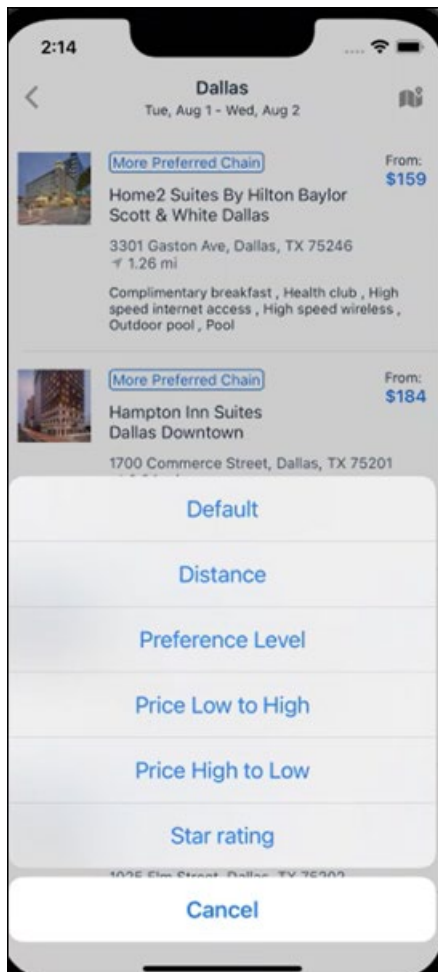
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### 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

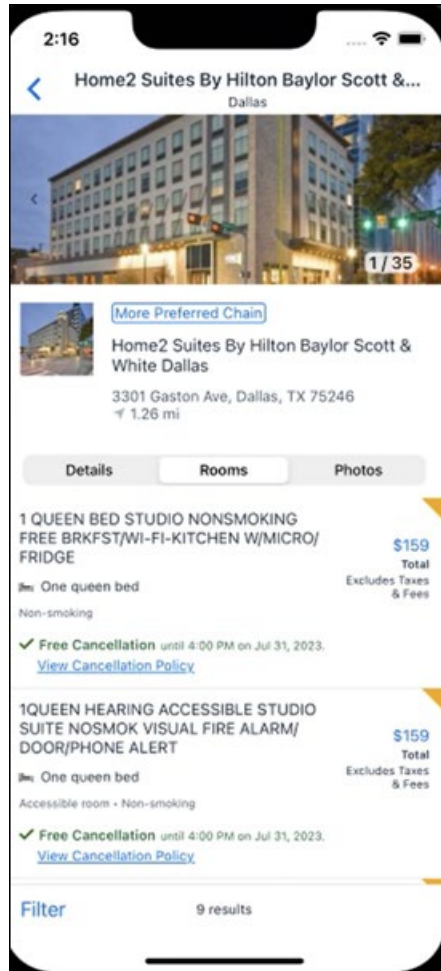
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



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.

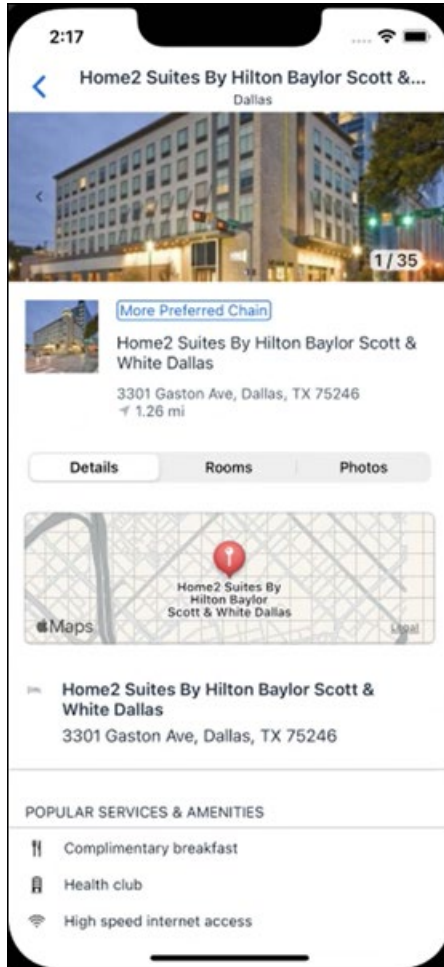
### **PROPERTY AMENITIES**

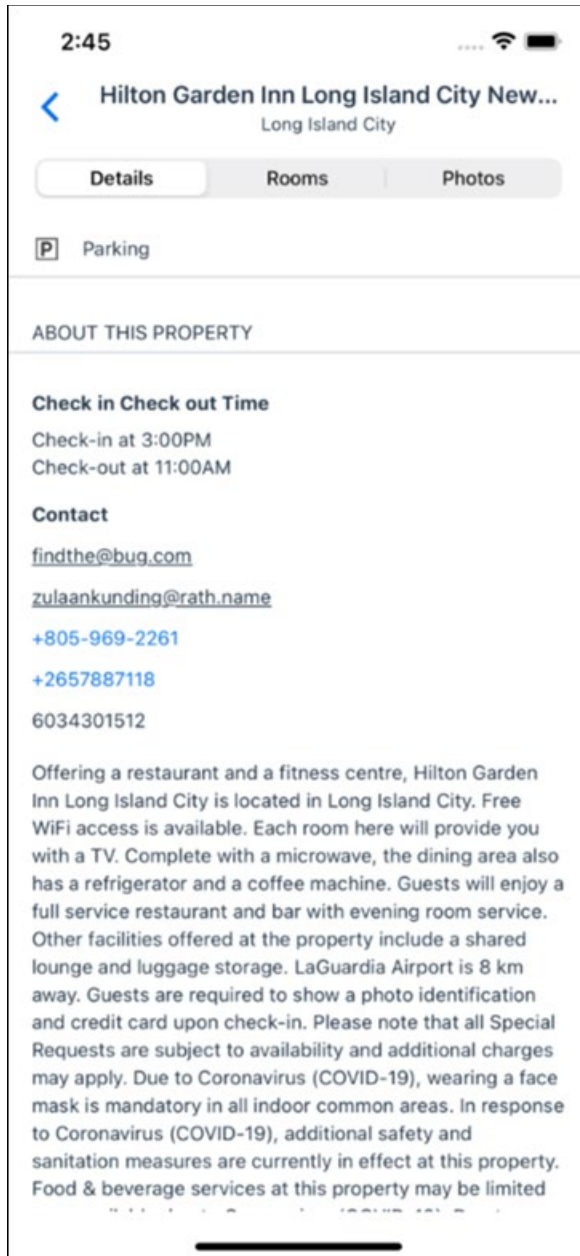
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

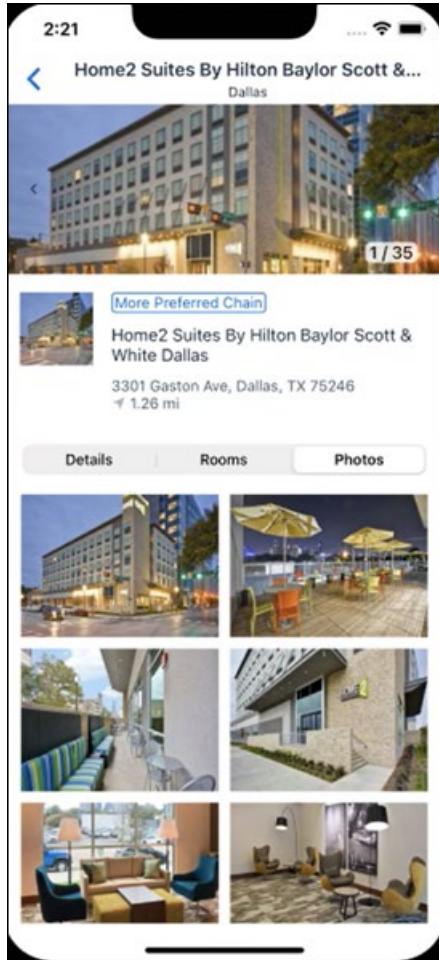






## PROPERTY IMAGES

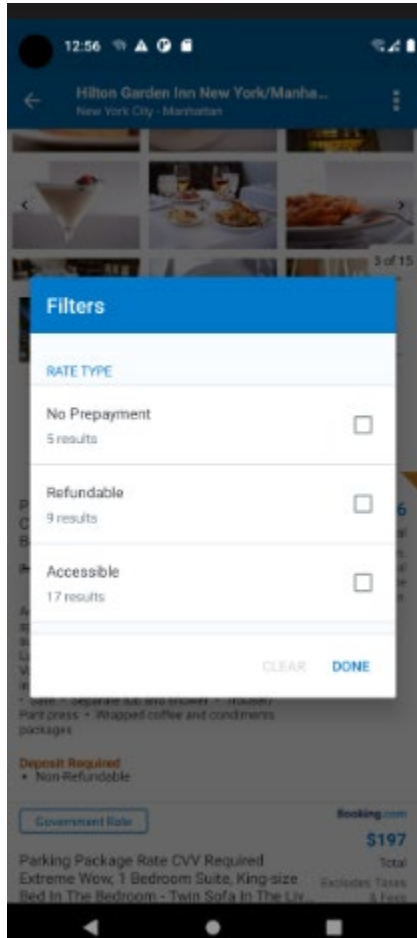
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



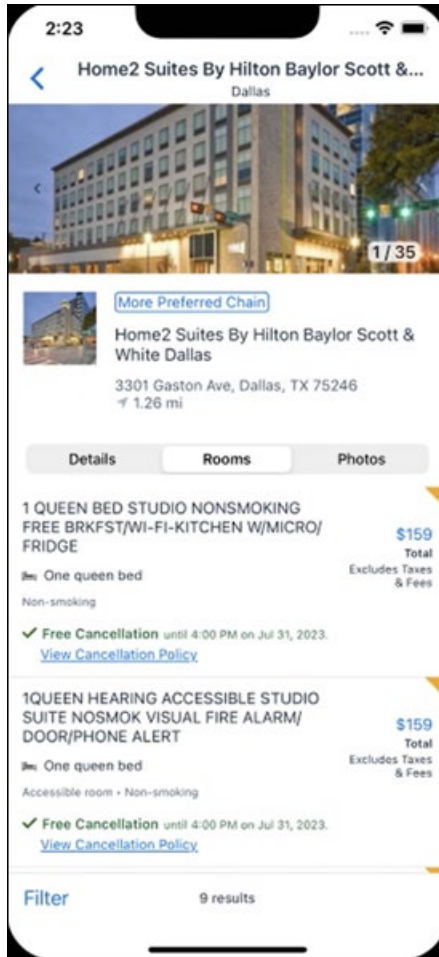
## FILTERS

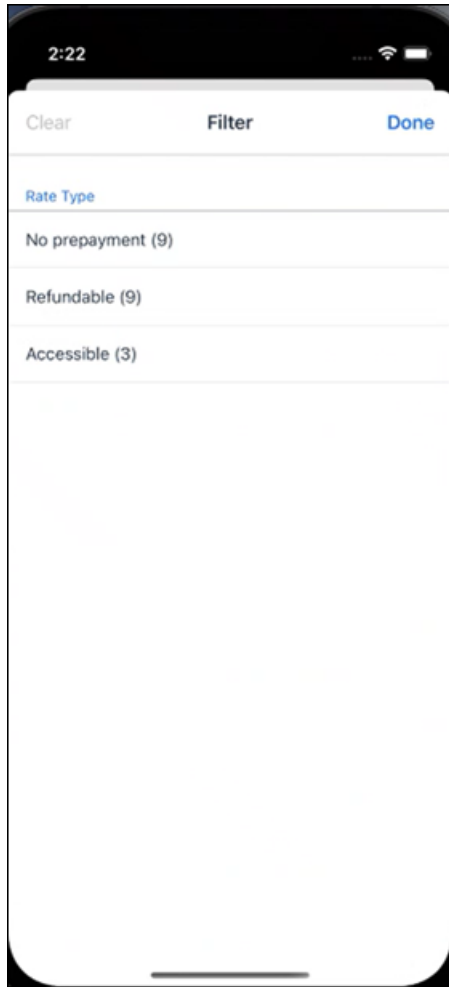
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**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

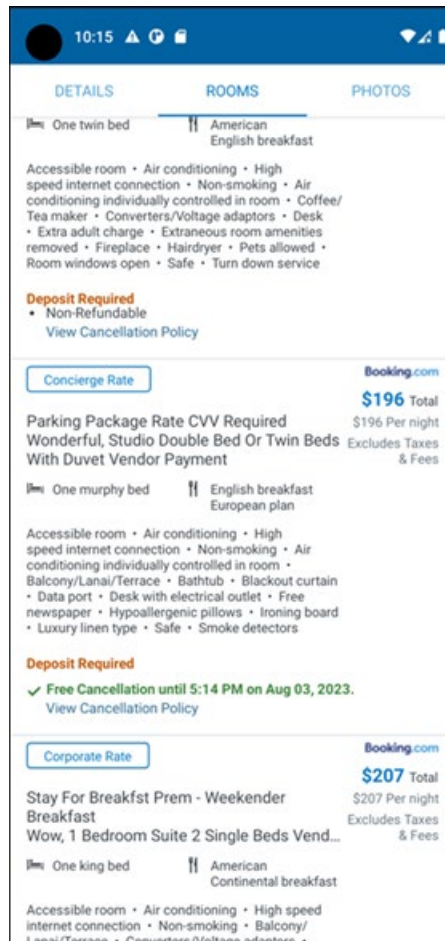
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**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**.

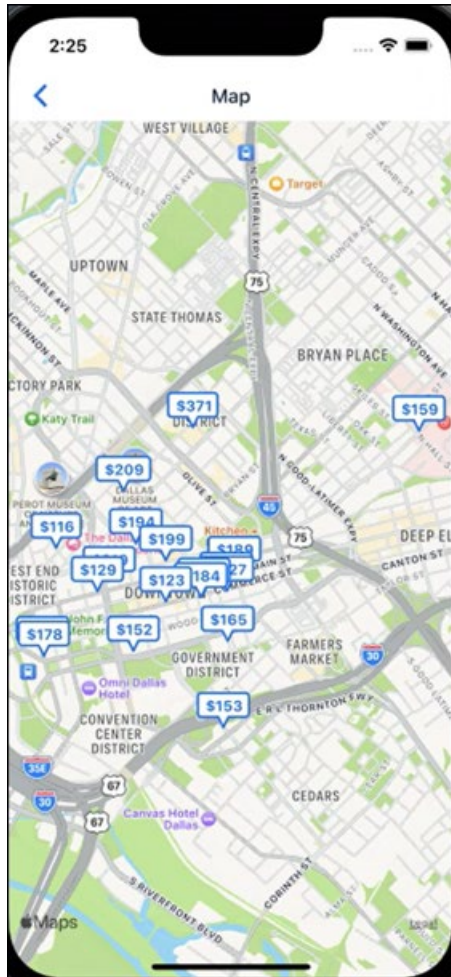
## ANDROID:



## MAP VIEW – SEARCH RESULTS

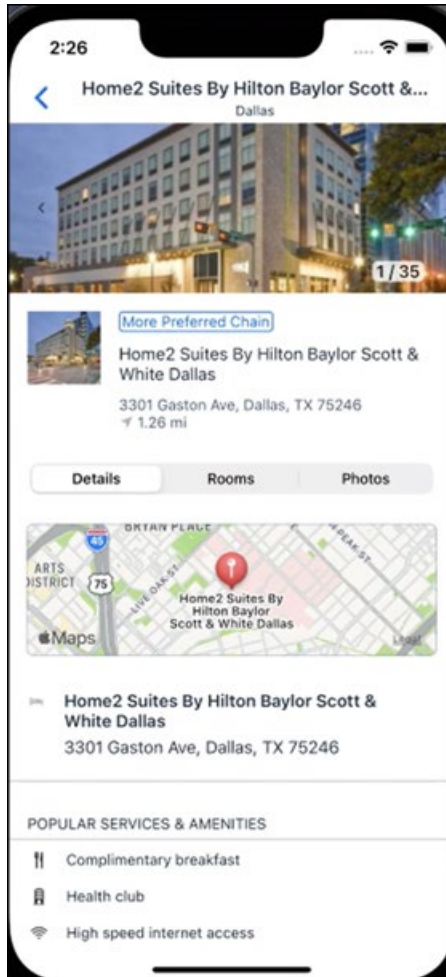
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

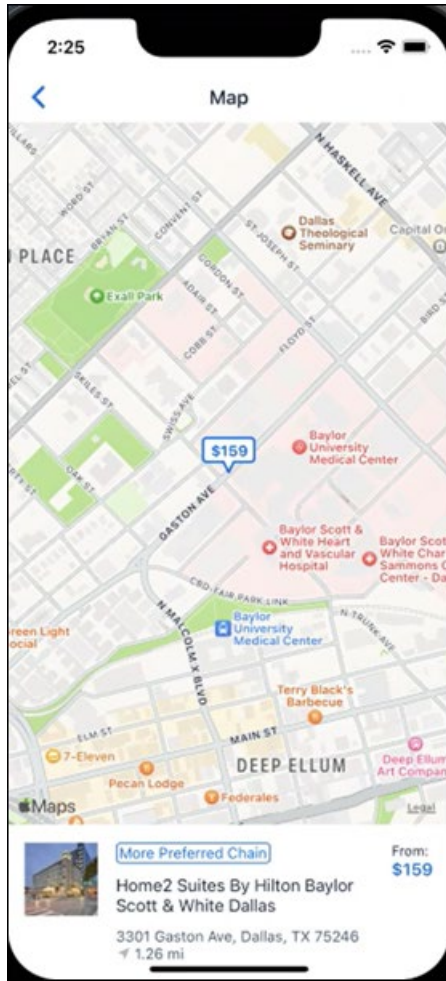
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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**

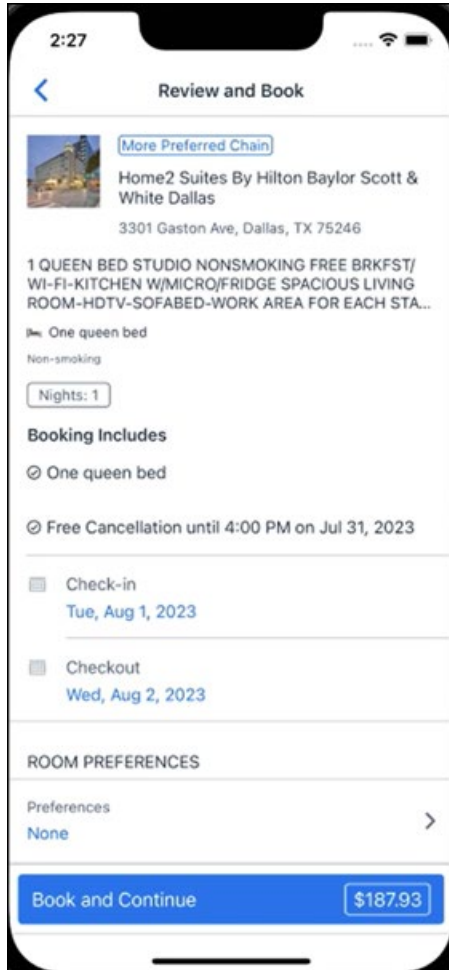
### ***End-User Experience: Review and Book***

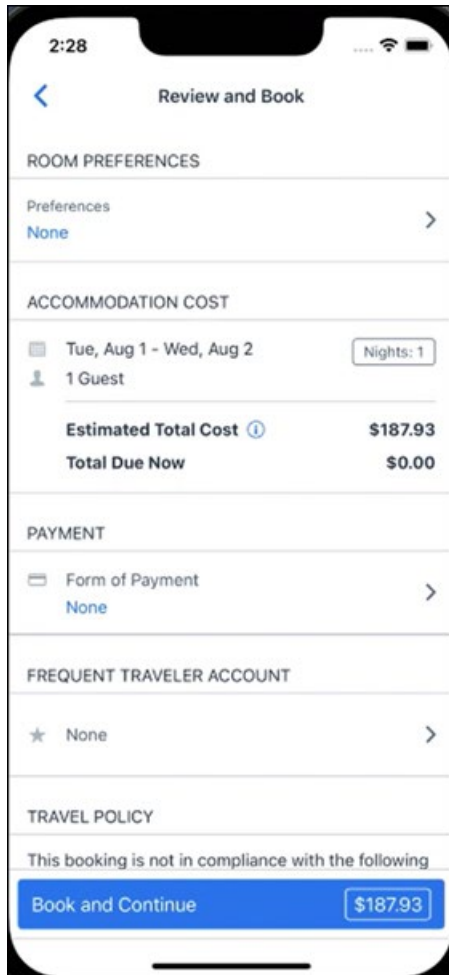
The **Review and Book** page combines all relevant information for the user to review before completing the booking. All hotel selection related information is presented on the page, including the property details, the room and rate information and the guest details.



## 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.

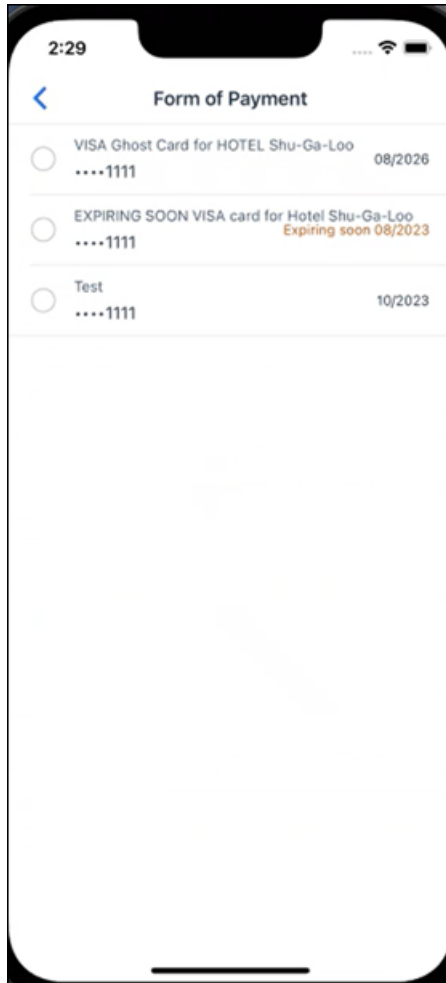
**NOTE:** The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

---

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](#).

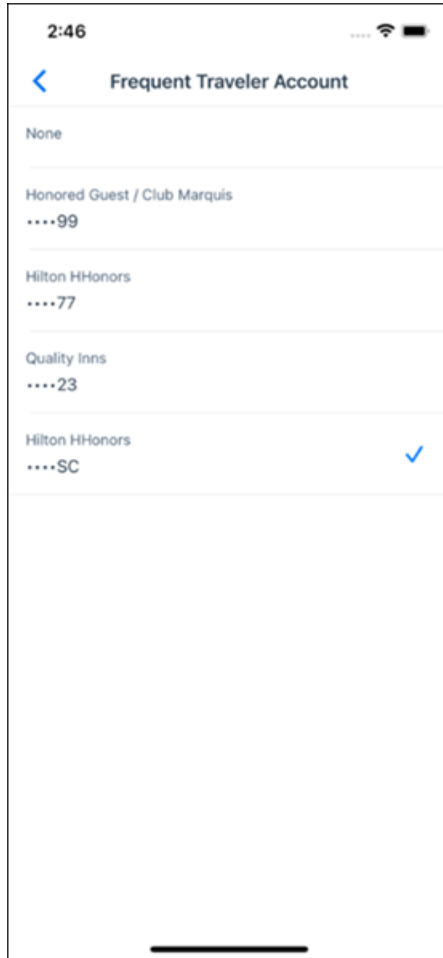


## ROOM PREFERENCES

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.

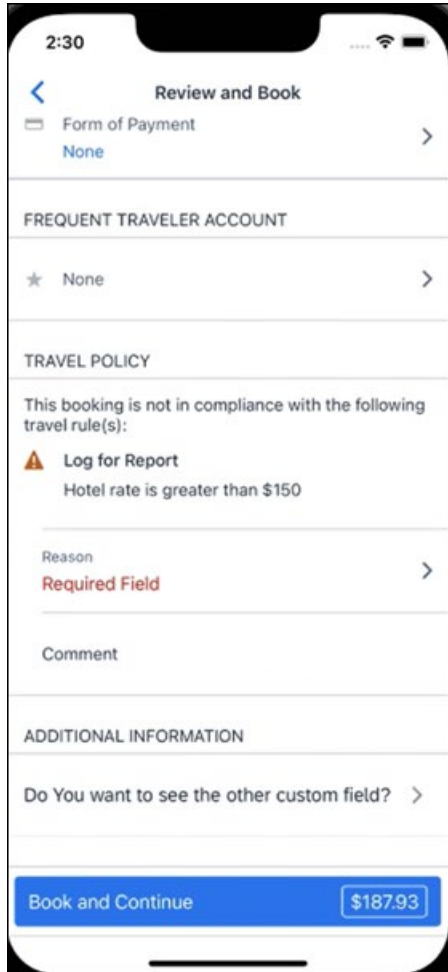
## TRAVELER INFORMATION

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

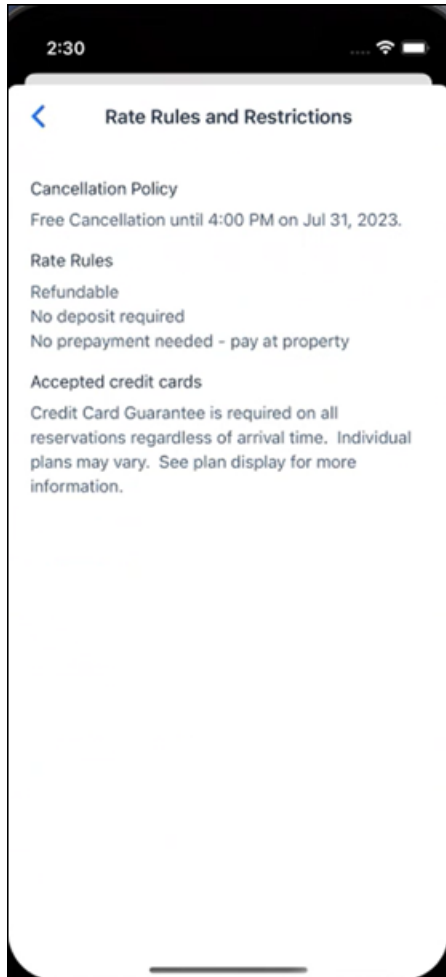
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process. 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 form is a card for 'HOME2 BAYLOR DALLAS' with a yellow 'Incomplete' tag and a right arrow. The card shows the dates '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.

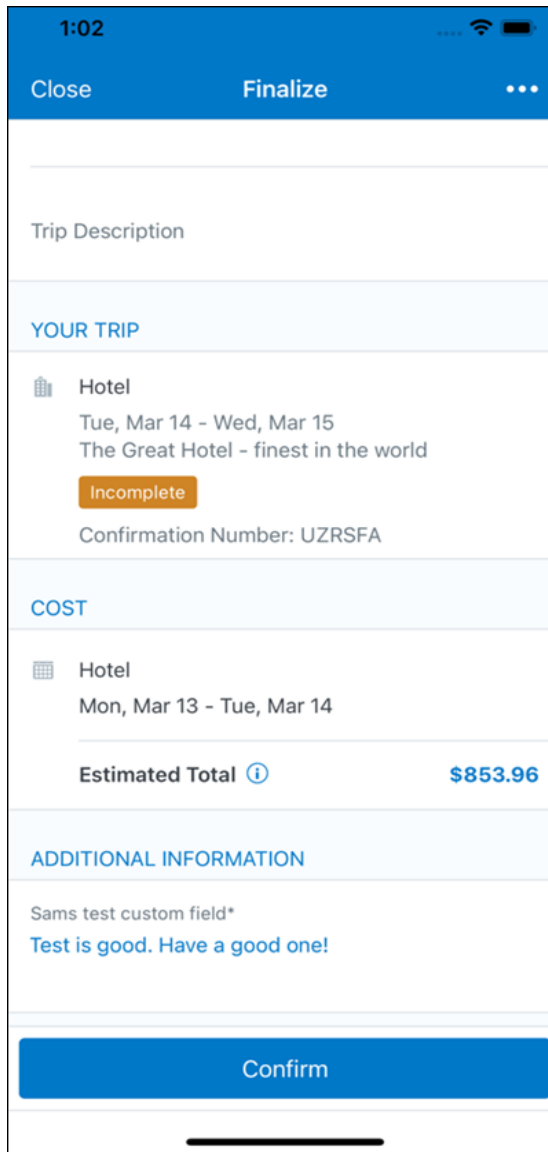
*Image to be included in subsequent update.*



## TRIP CUSTOM FIELDS

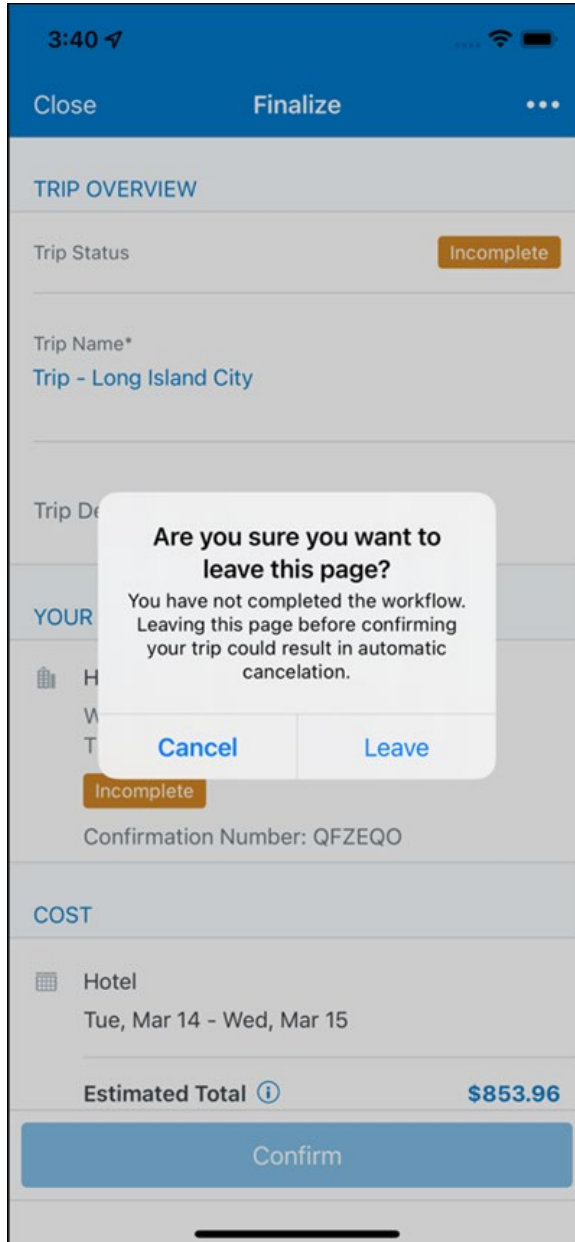
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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

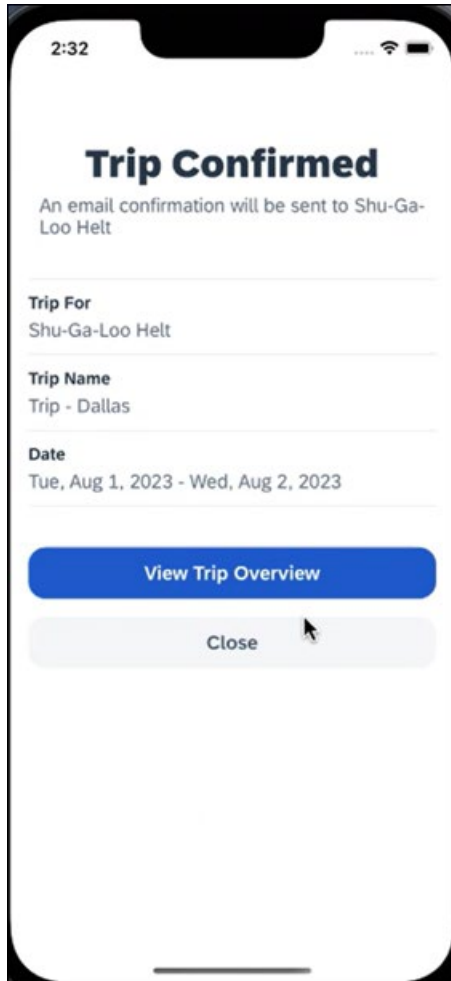
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### ***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.

---

**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:

Hotel Connectors

**General**  
 Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2  
[Add New Country Config](#)

Country/Region Afghanistan  GDS  Direct Connect  
[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. 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.

<b>Product Area</b>	<b>Feature/Setting</b>	<b>Setting Location</b>	<b>Setting/Feature details</b>	<b>Additional Information</b>
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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<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

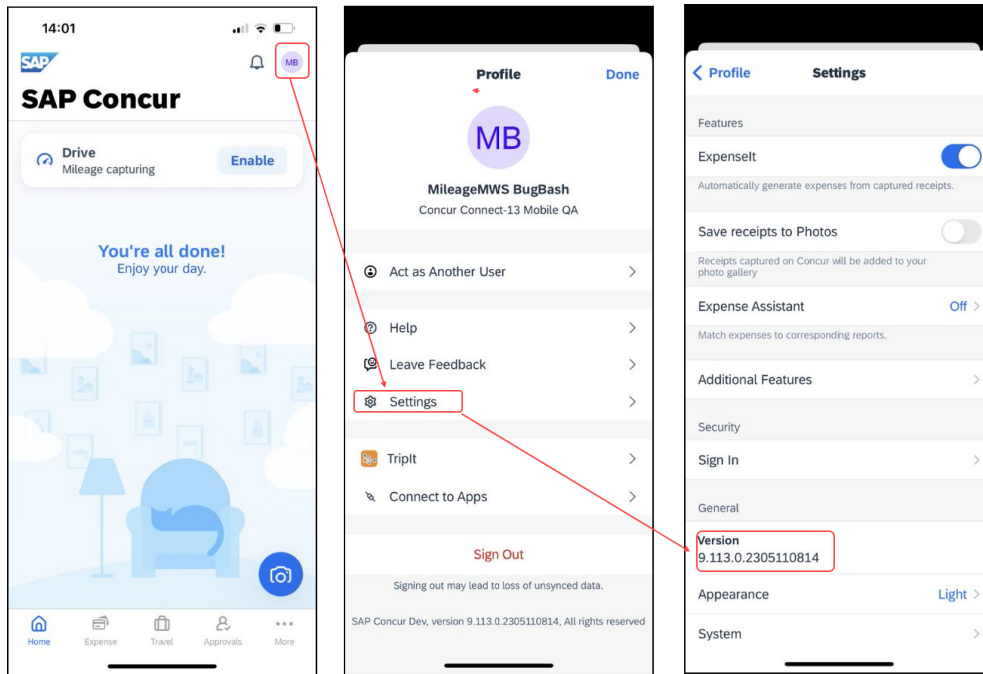
Platform	Deprecating Version
iPhone/iPad	9.113, 9.114(10), 10.1
Android	9.113, 9.114(10), 10.1

## 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

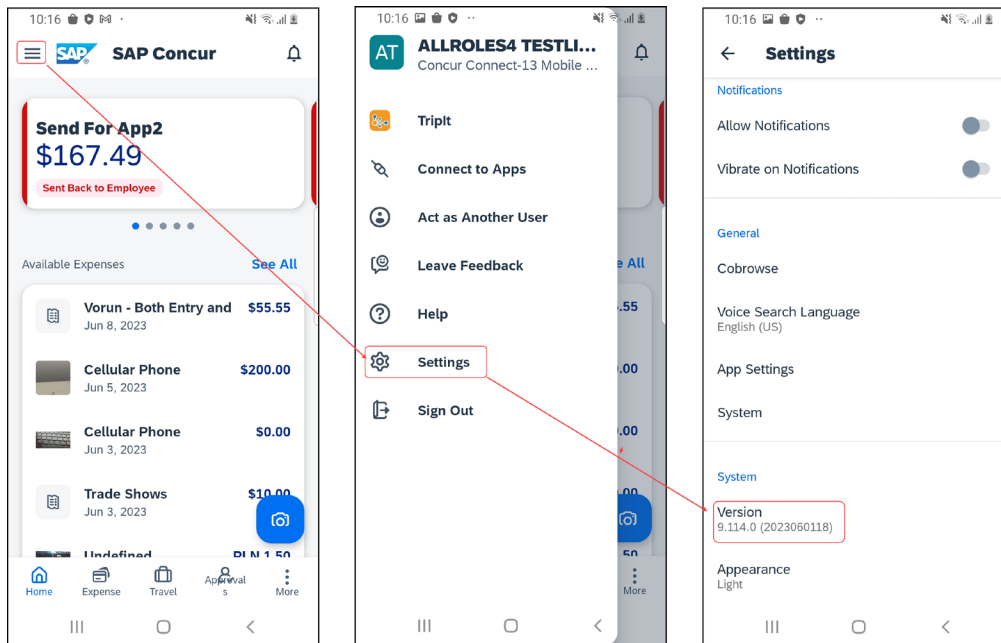
## Locate Version Information on the iPhone

To check the version number on the iPhone:



## Locate Version Information on the Android

To check the version number on the Android:



## Bug Fixes

---

Platform	OS	Highlights

## Additions

---

# 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.

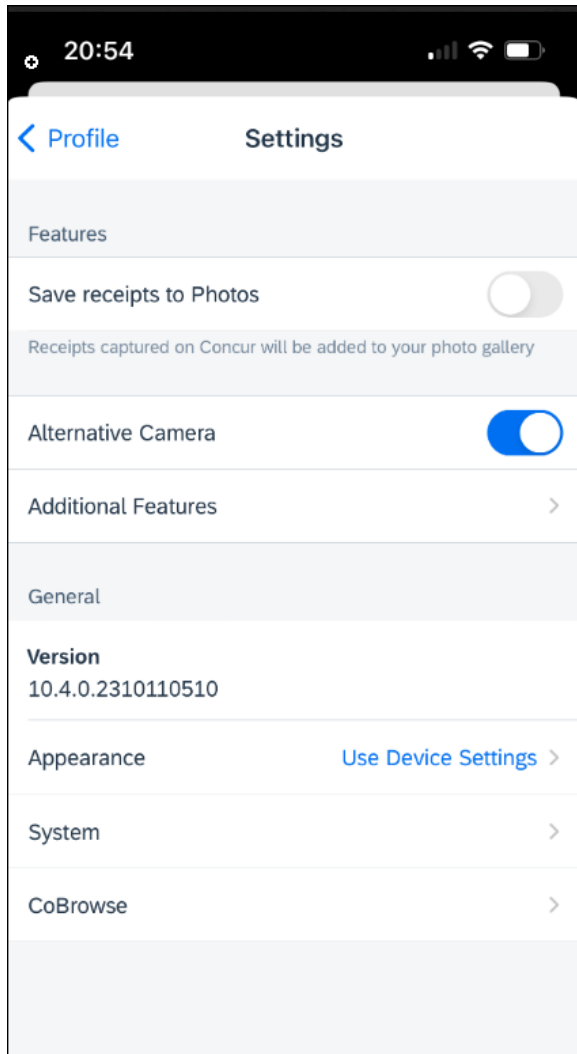
### ***End-User and Admin Experience***

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.

---

**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.

---

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**

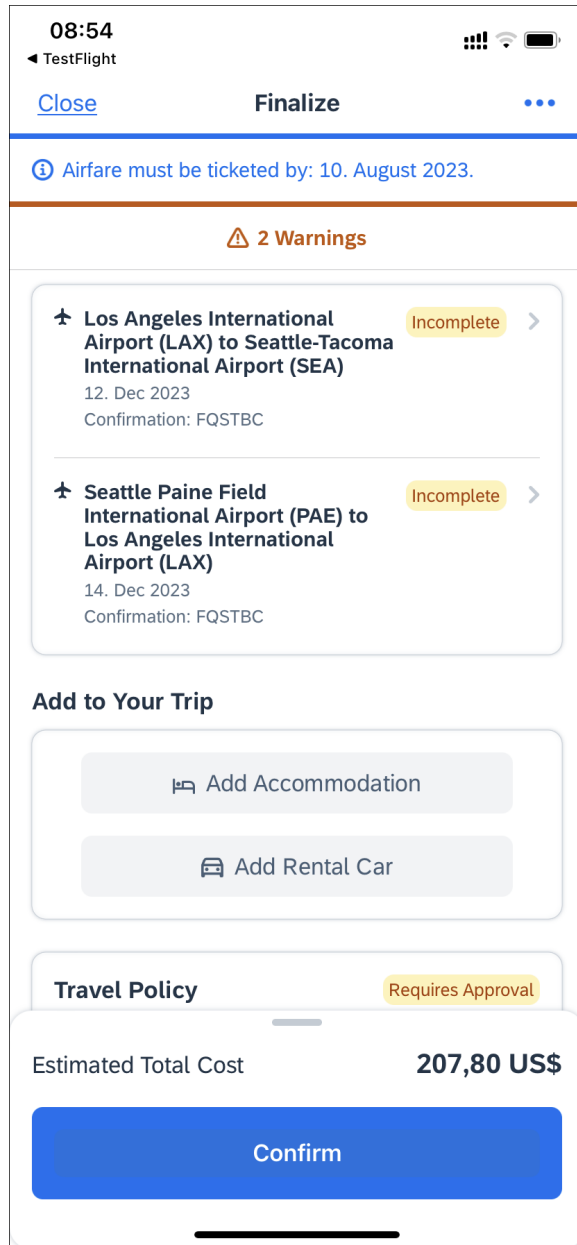
This change aligns the experience and brings feature parity in the Concur Mobile app compared to the web app of Concur Travel when it comes to the creation of multi-booking trips.

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.

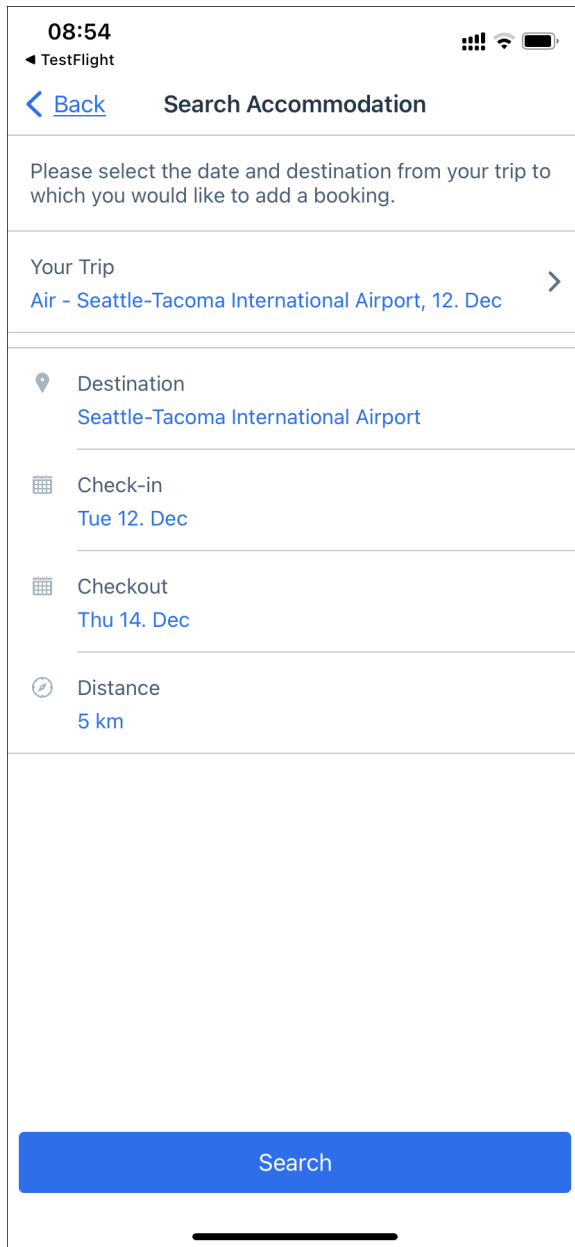
## End-User and Admin Experience

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.

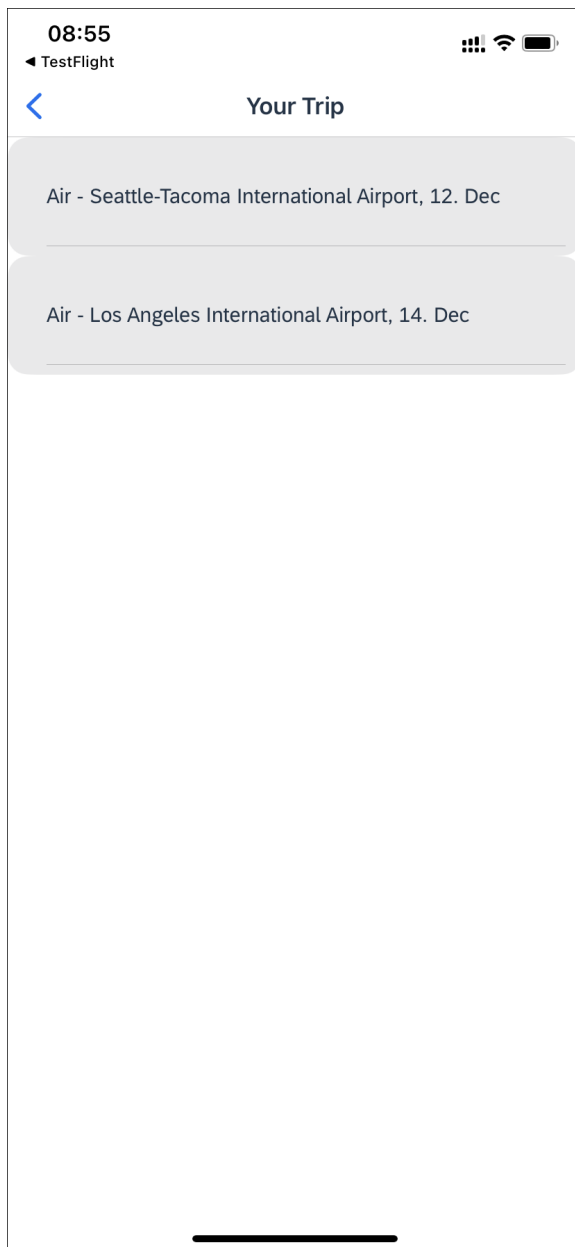
Tapping **Search** redirects to the hotel results screen.



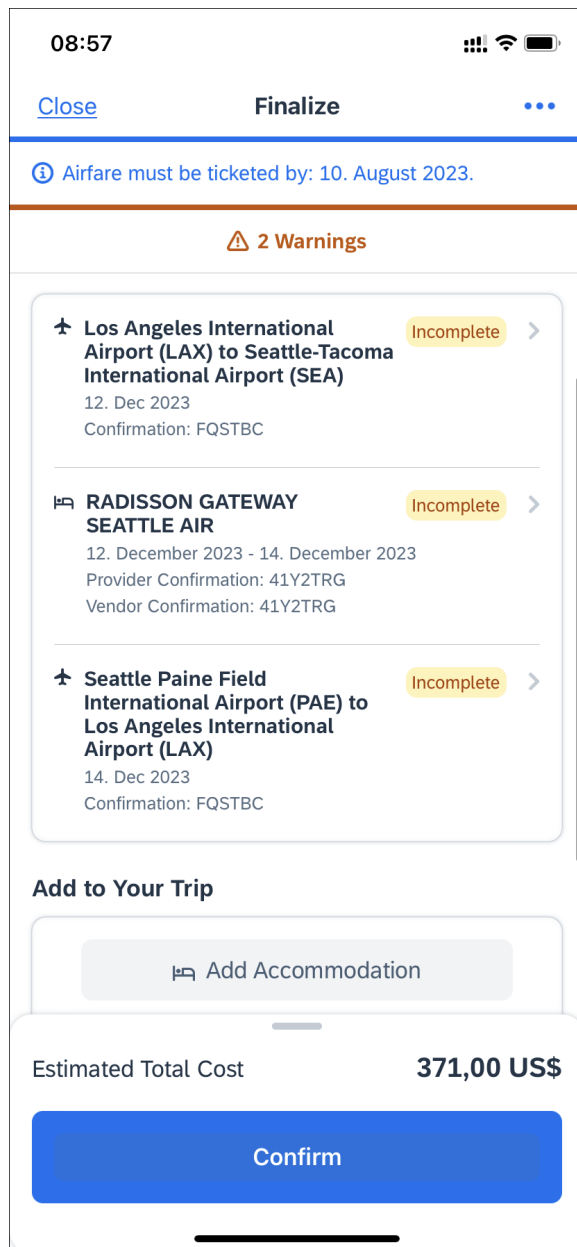
Tapping **Your Trip** redirects to the **Your Trip** screen that allows the change of the flight journey (outbound or return) which can be added the hotel reservation. This influences which date and destination are pre-populated on the hotel search screen.



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**

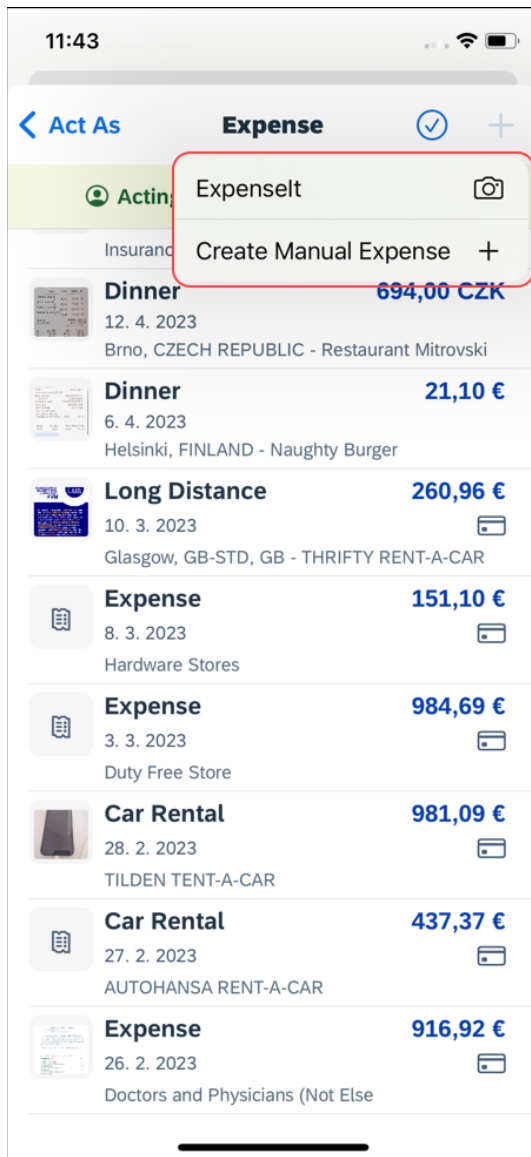
Delegates who have both ExpenseIt and receipt digitalization (or GRDC) are now able to:

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

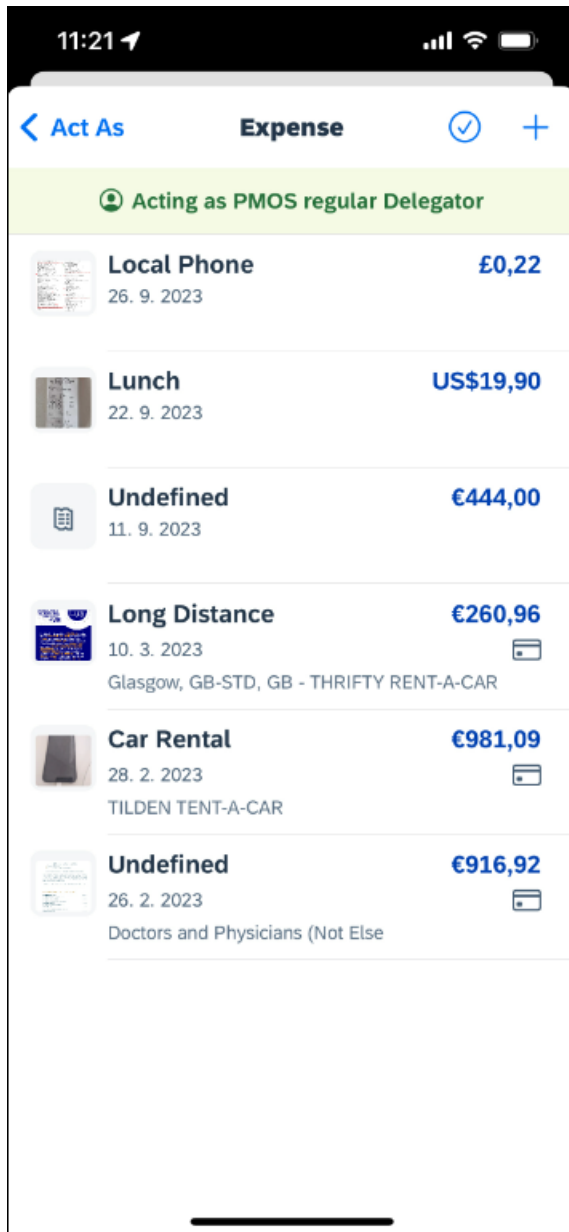
All other delegate users are now able to:

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

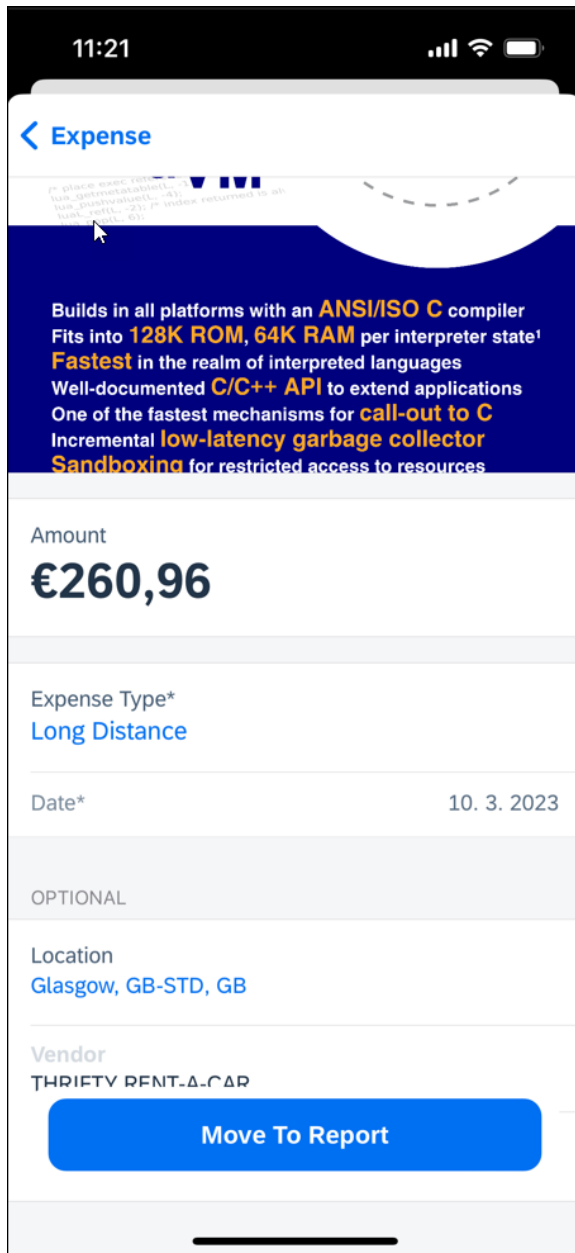
While acting as another user and on the **Expense** page, tapping the plus icon opens up the **ExpenseIt** function and the **Create Manual Expense** option.



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.

---

**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.

---

## **\*\*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.

---

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

---

### ***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.

---

**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.

---



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.

---

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

---

**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:

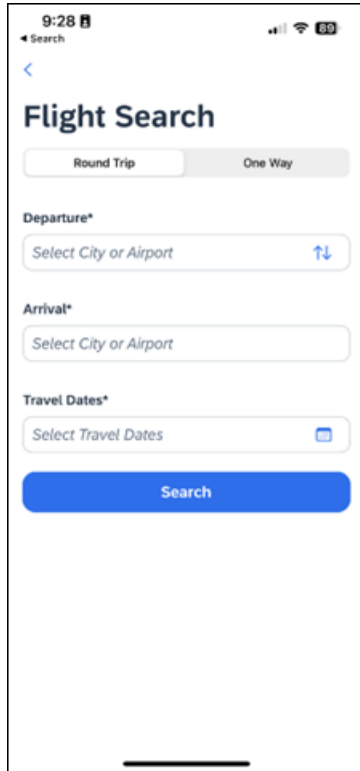
- Users can select from a list of hourly times and list of time ranges.
- In addition to times, the user can select from the following time windows, **Morning, Afternoon, Evening, Anytime.**

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***

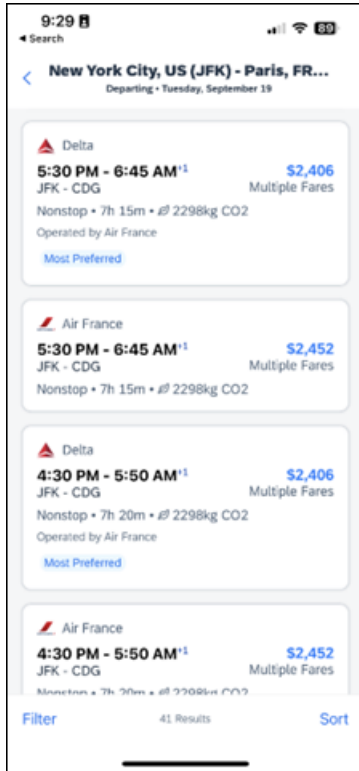
There are no new configuration parameters introduced specifically for the search query. However, the following travel configuration parameters are not supported:

- 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.

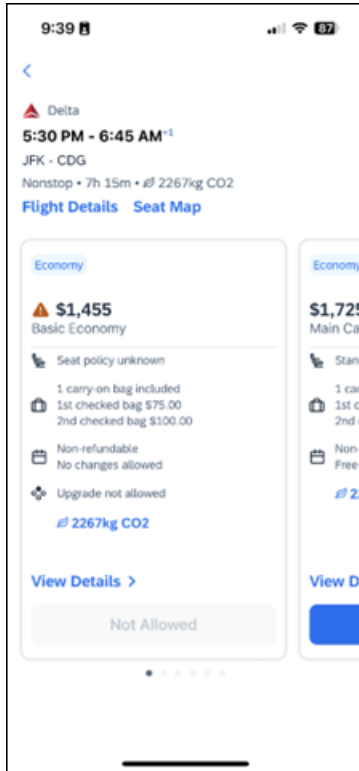


For more information, see *Client Release Notes - Concur Travel* for more detail.

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.

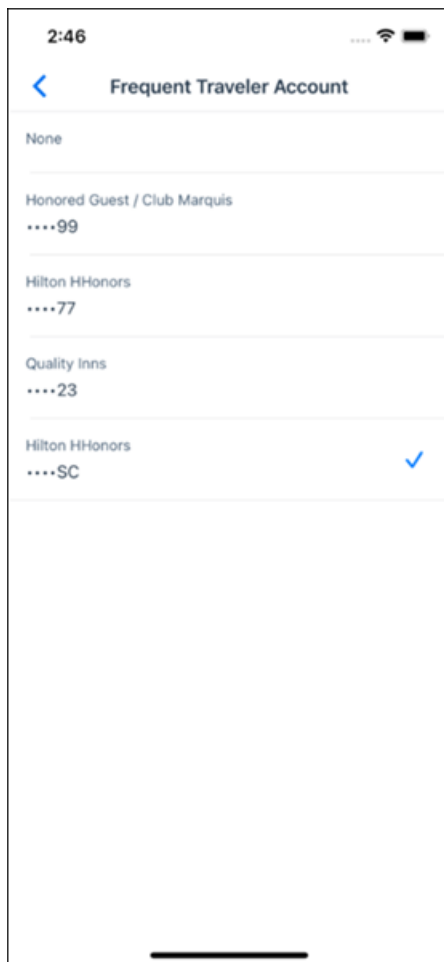
## PAYMENT

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.

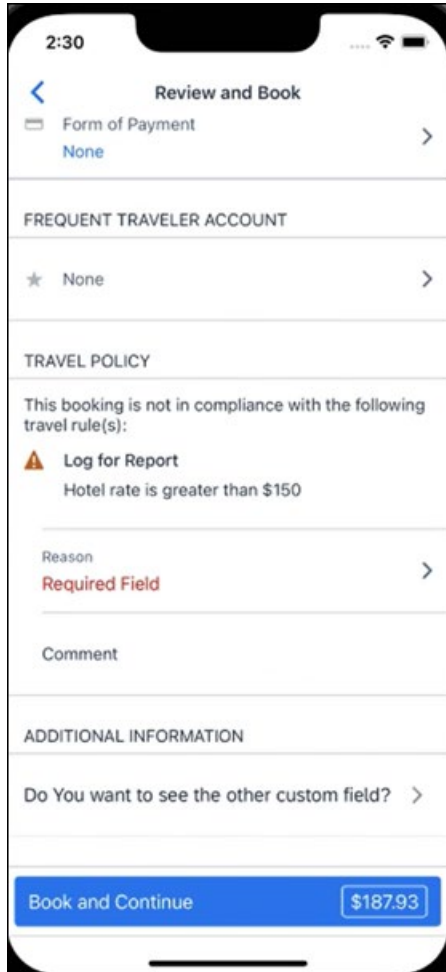
## TRAVELER INFORMATION

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***

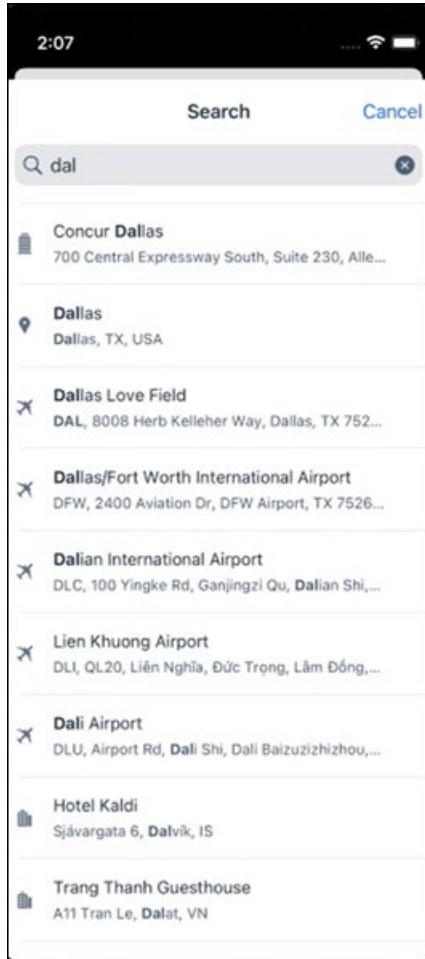
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

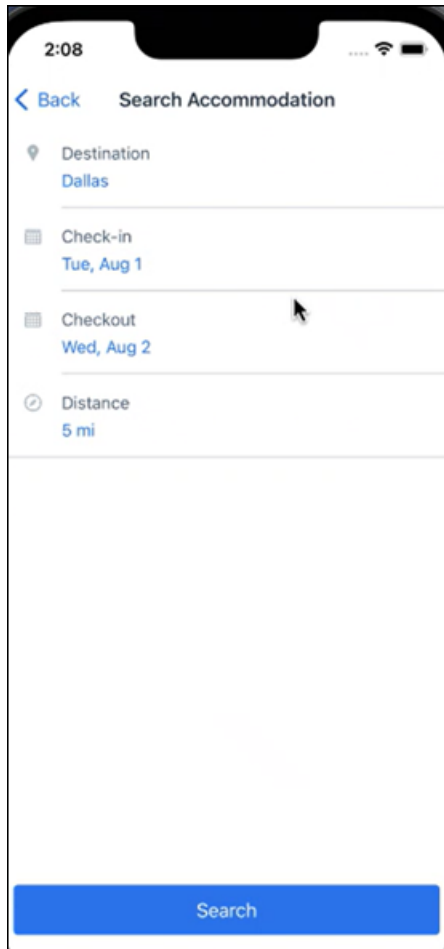
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

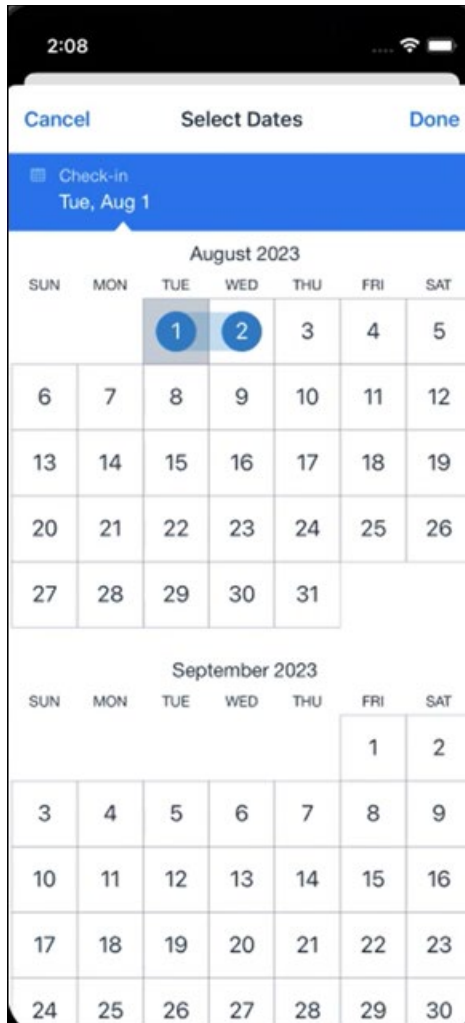
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels**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

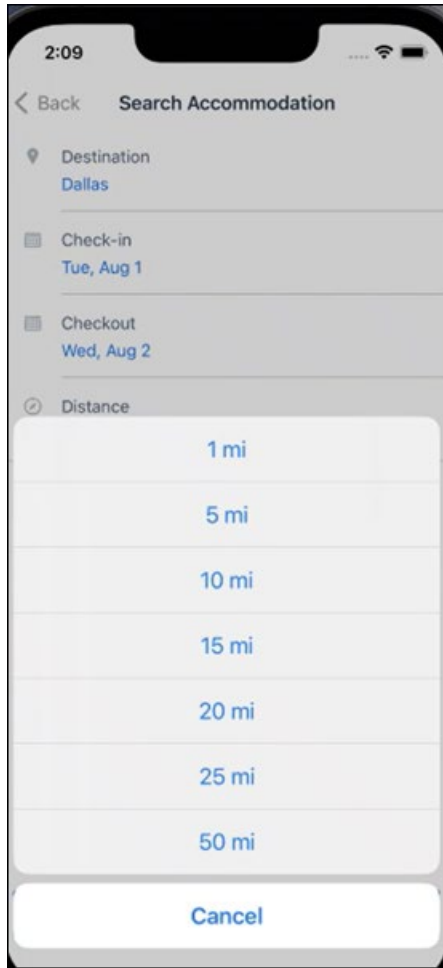
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

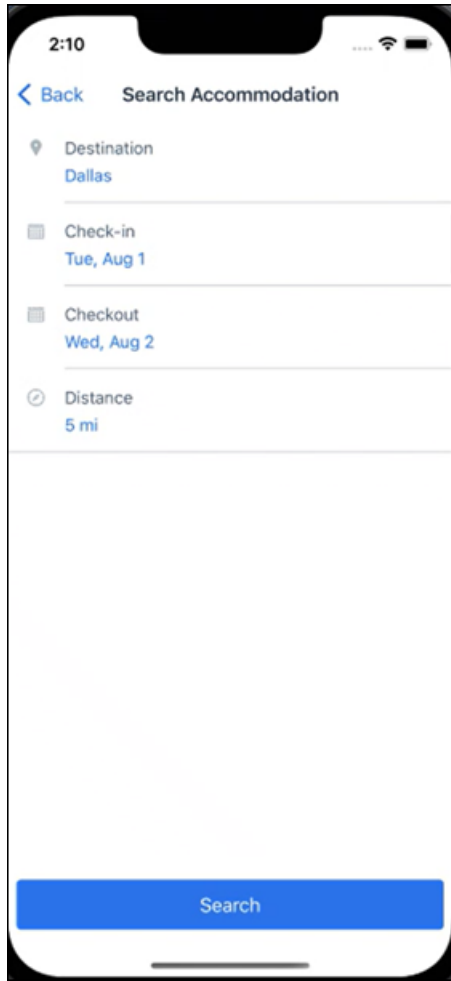
**EXAMPLE OF HOTEL SEARCH**



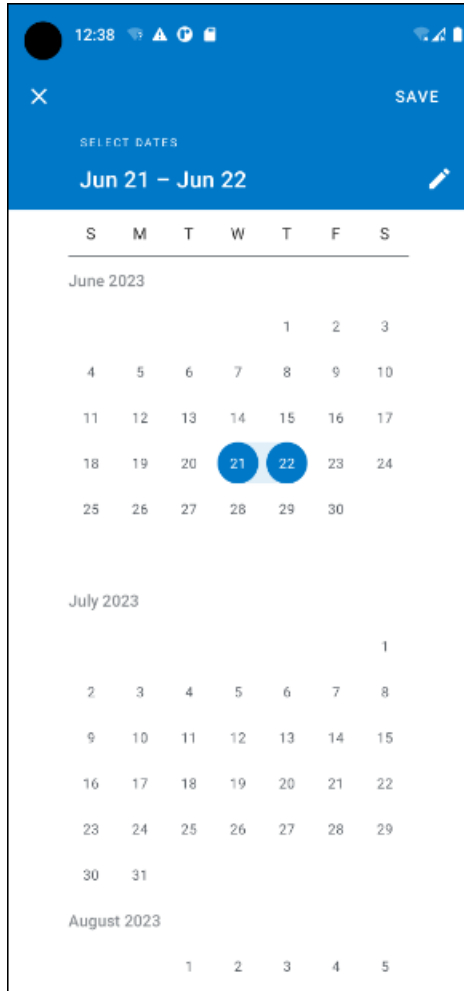








## ANDROID:



### ***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.

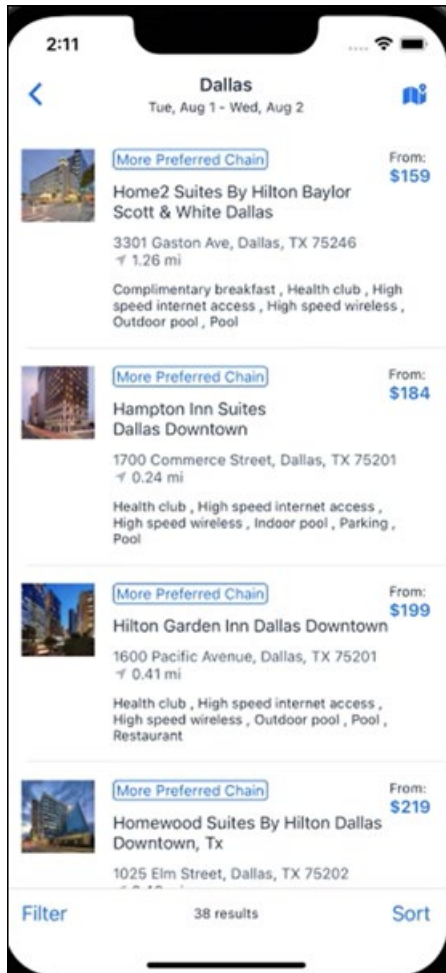
Custom text appears at the top of the search results page where applicable.

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**

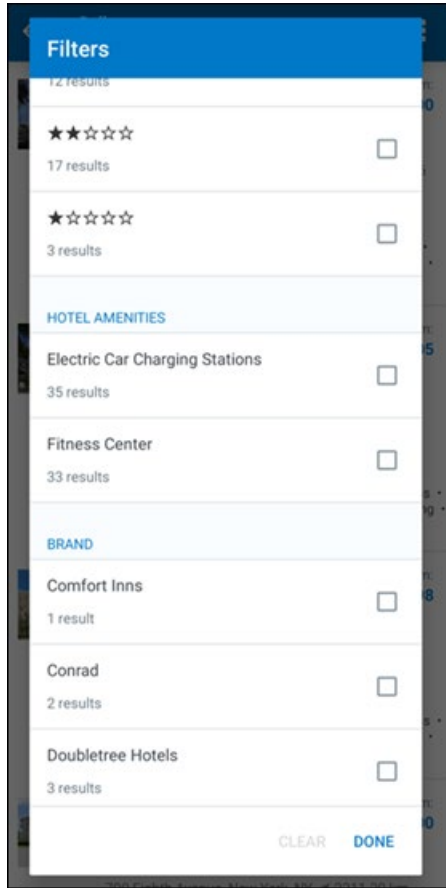
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

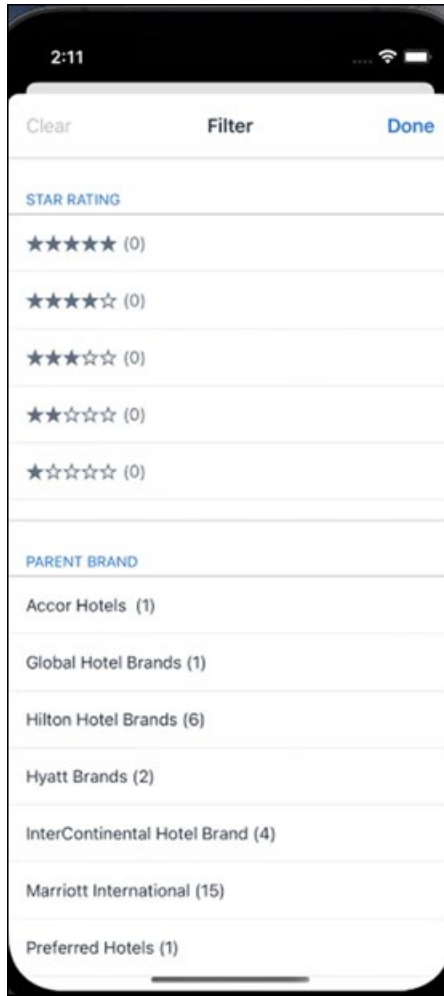
#### **FILTER OPTIONS**

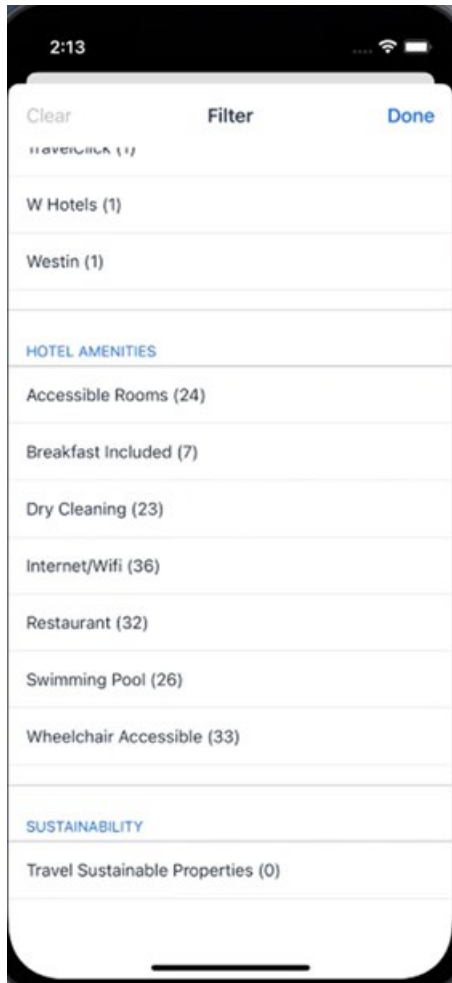
The user can filter or sort the results using the **Filter** and **Sort** options at the bottom of the screen for iOS. For Android, these options can be found by selecting the menu icon at the top of the screen. The offered filter sections are **Star Rating, Hotel Amenities, Brand** and **Sustainability**.

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

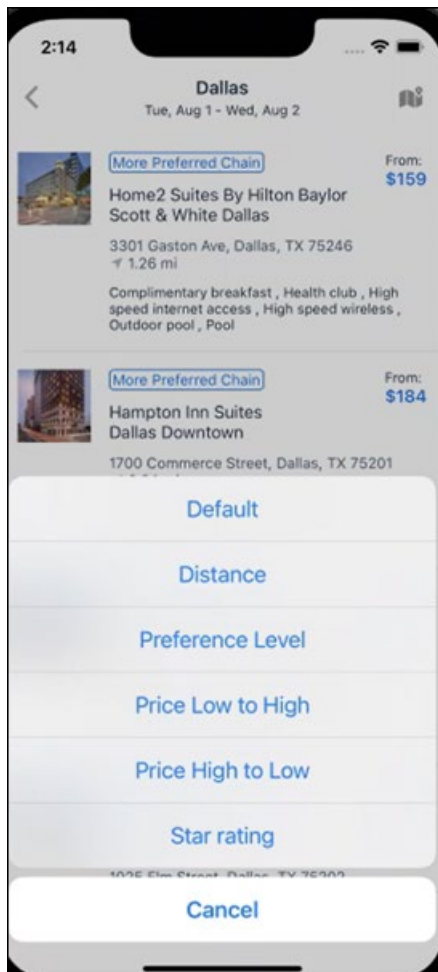
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### 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

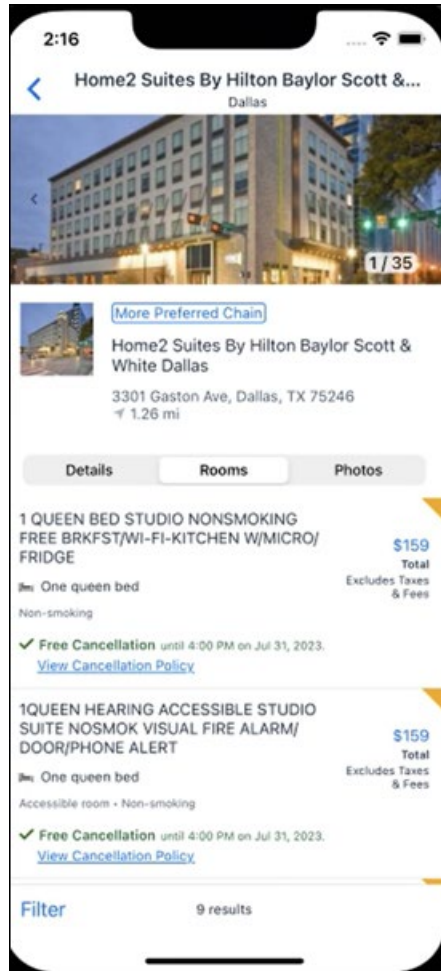
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



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**

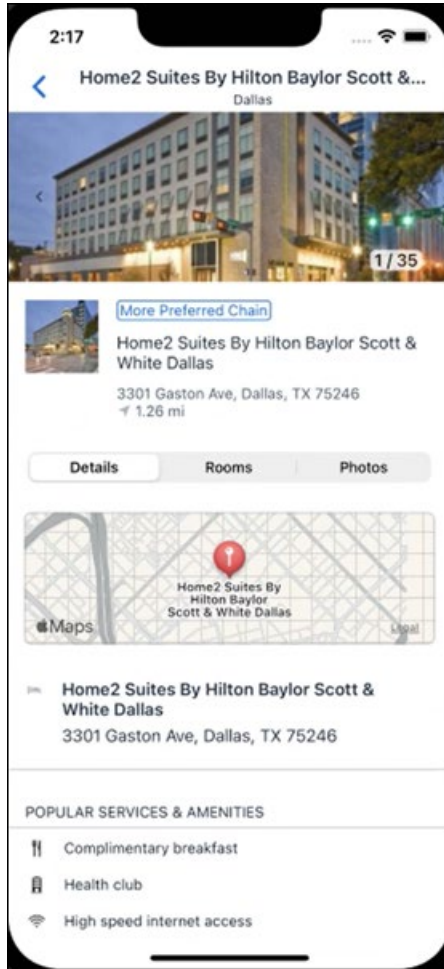
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

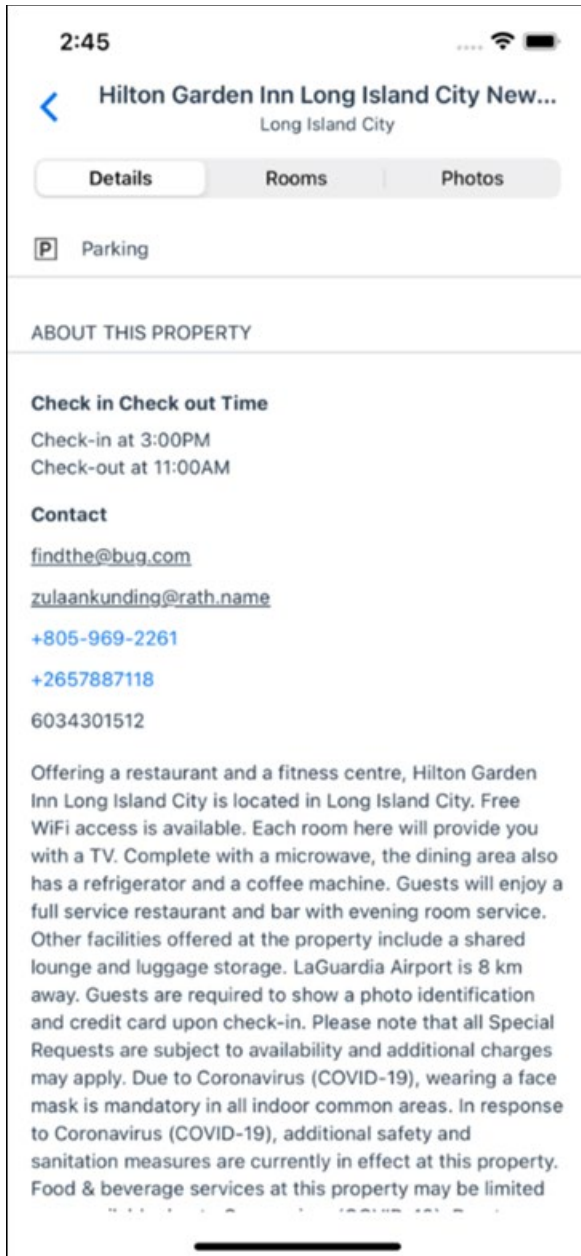
The phone number and the email for the property will display and can be tapped by the user to either call or email the property directly.

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.



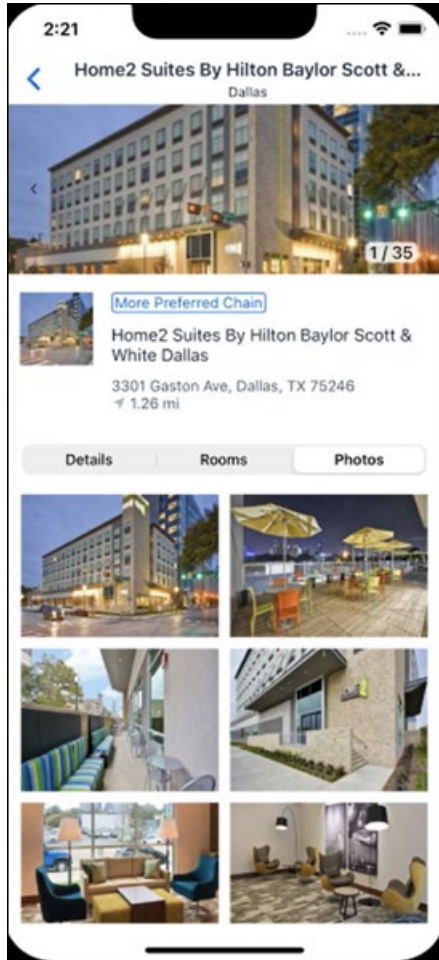
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

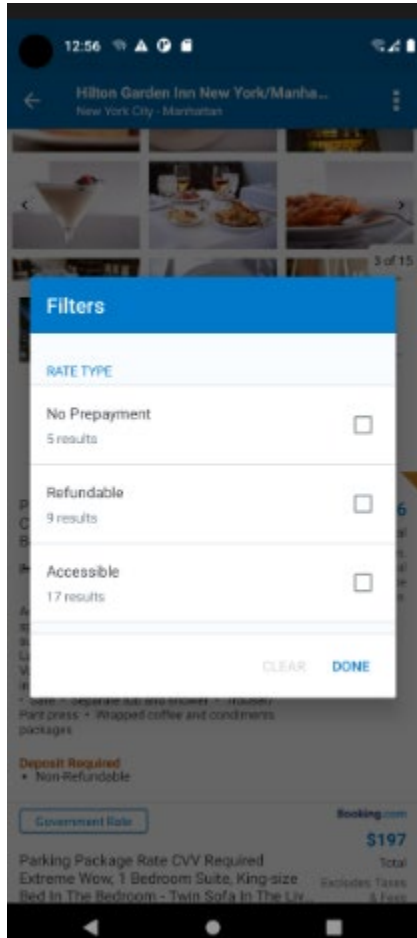
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



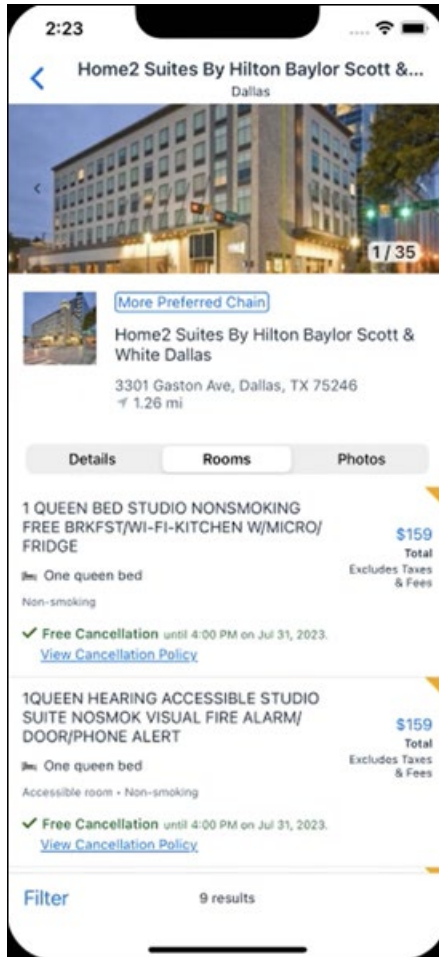
## FILTERS

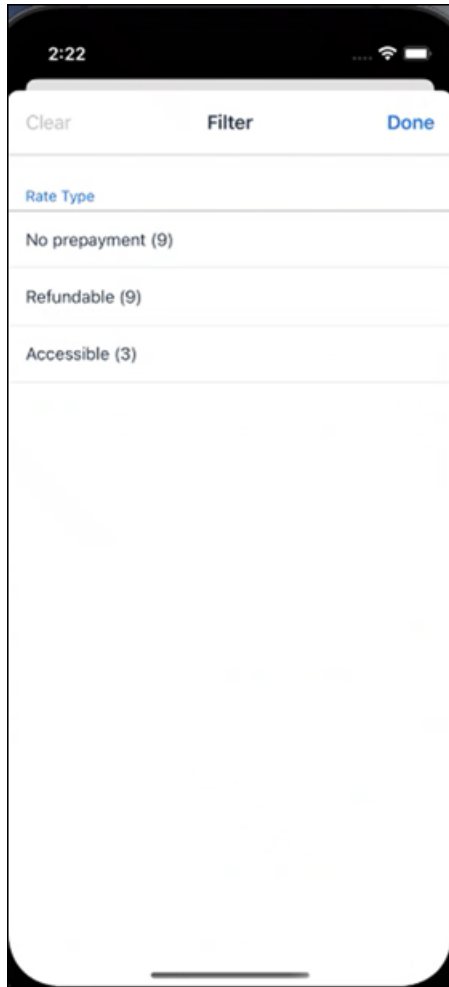
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

**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

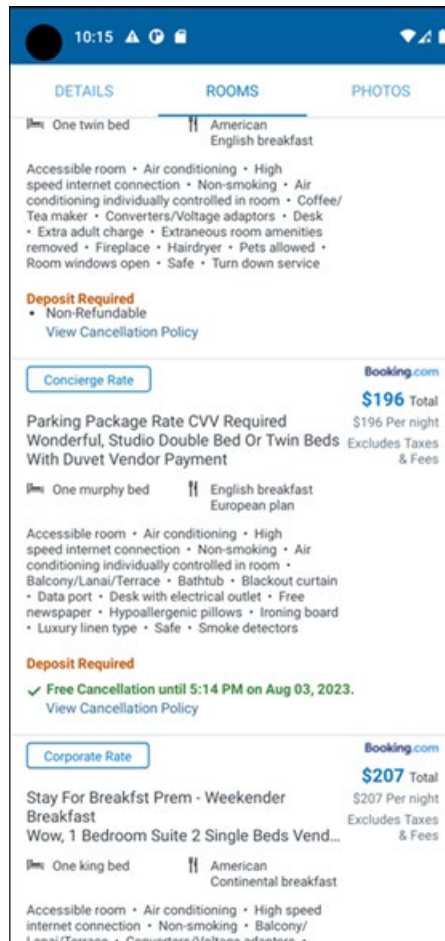
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**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**.

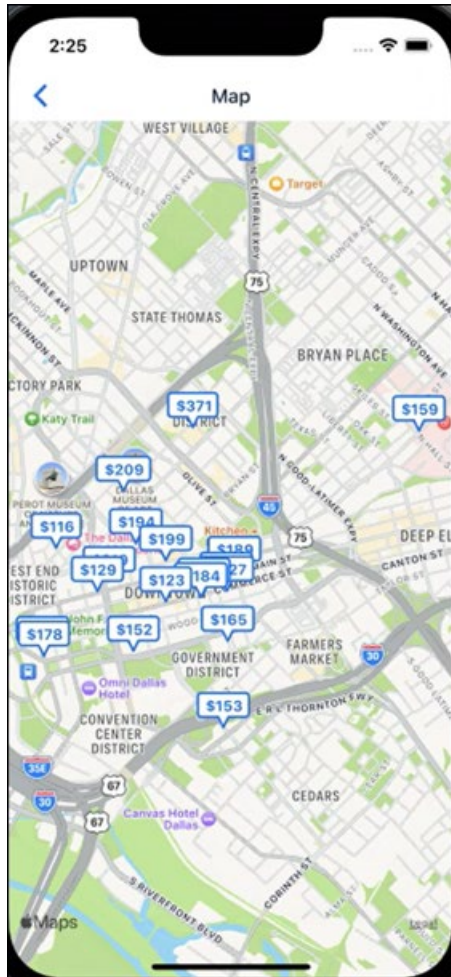
## ANDROID:



## 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.

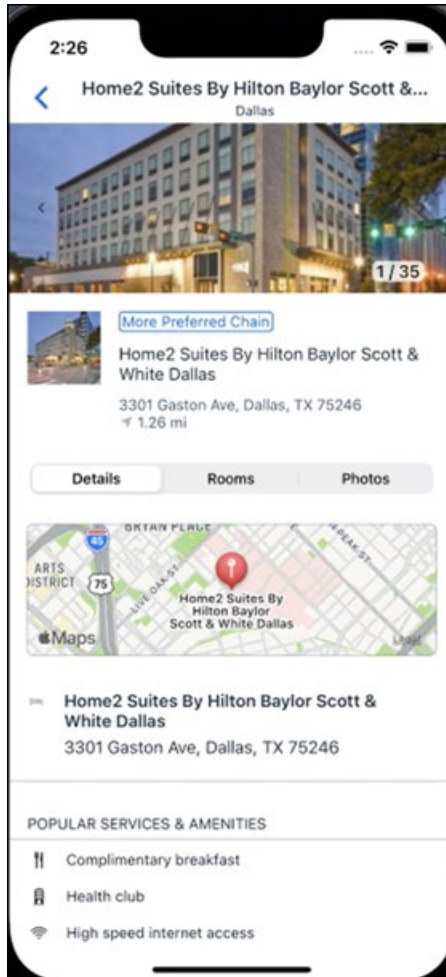
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.

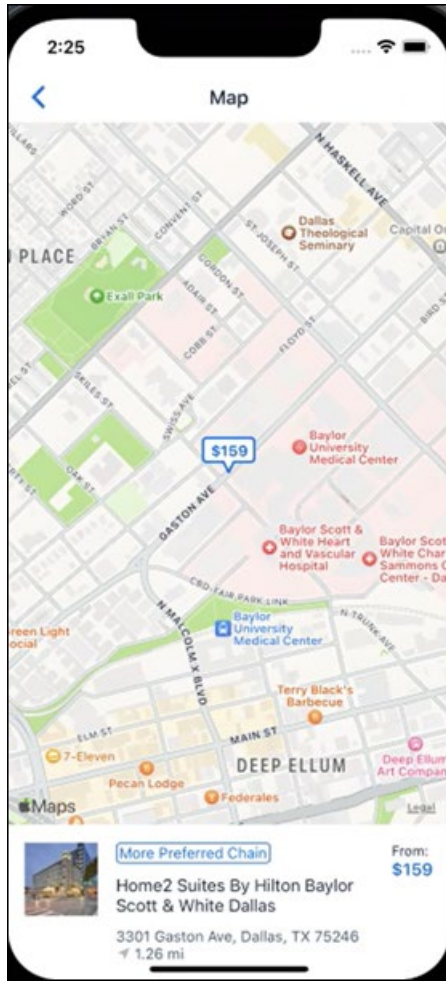




## MAP VIEW – DETAILS PAGE

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





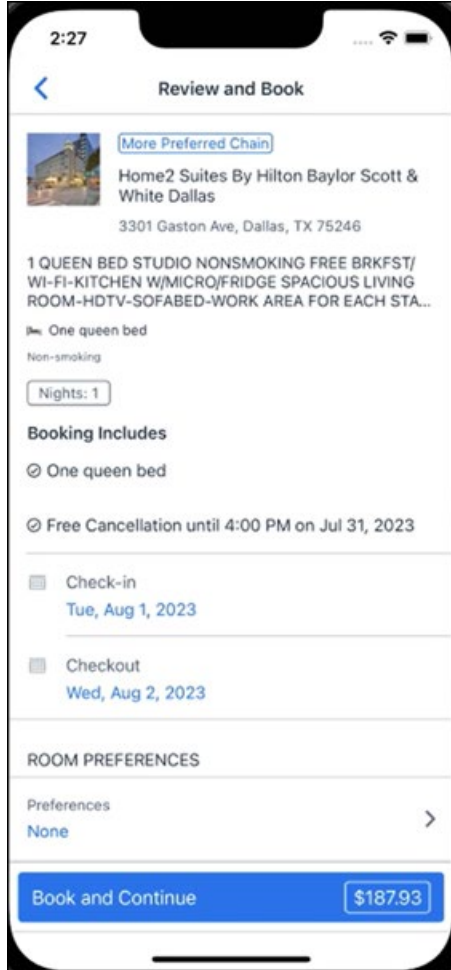
## **\*\*Planned Changes\*\* New Hotel Experience: Review and Book**

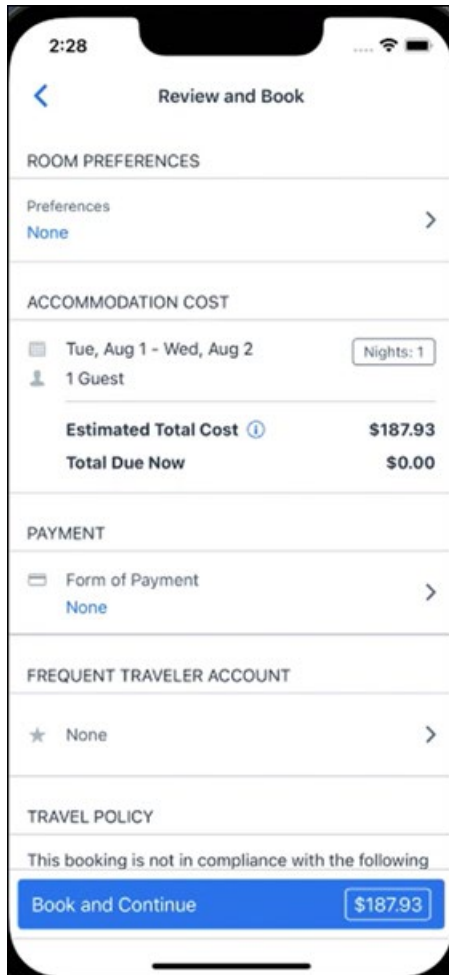
### ***End-User Experience: Review and Book***

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.

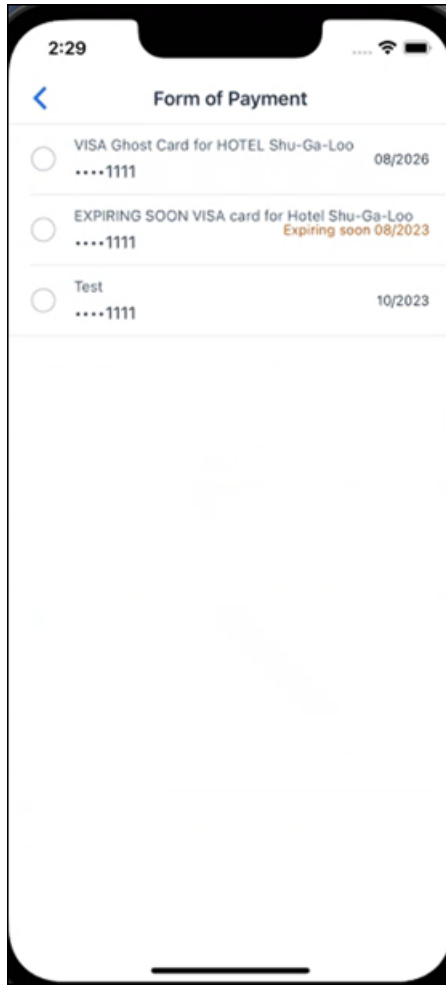
**NOTE:** The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

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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](#).

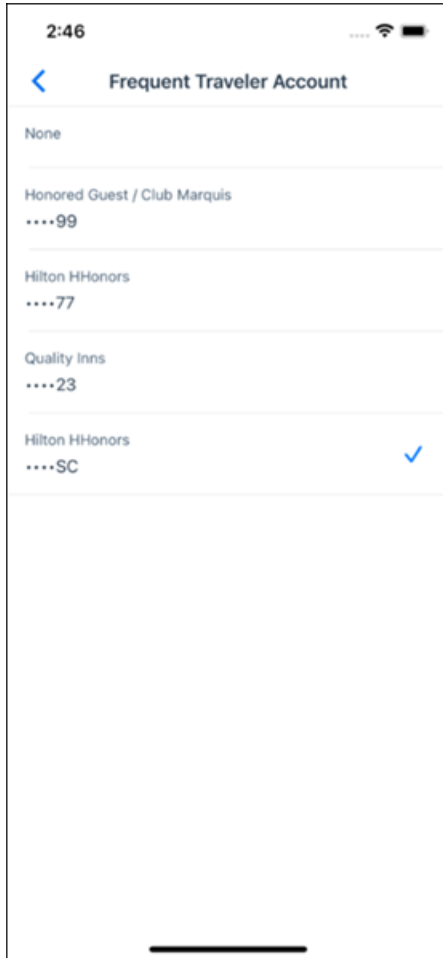


## ROOM PREFERENCES

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.

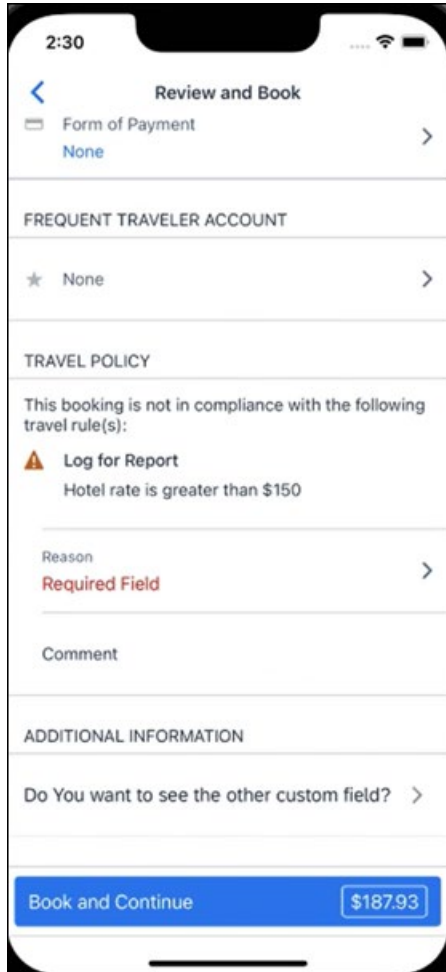
## TRAVELER INFORMATION

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.

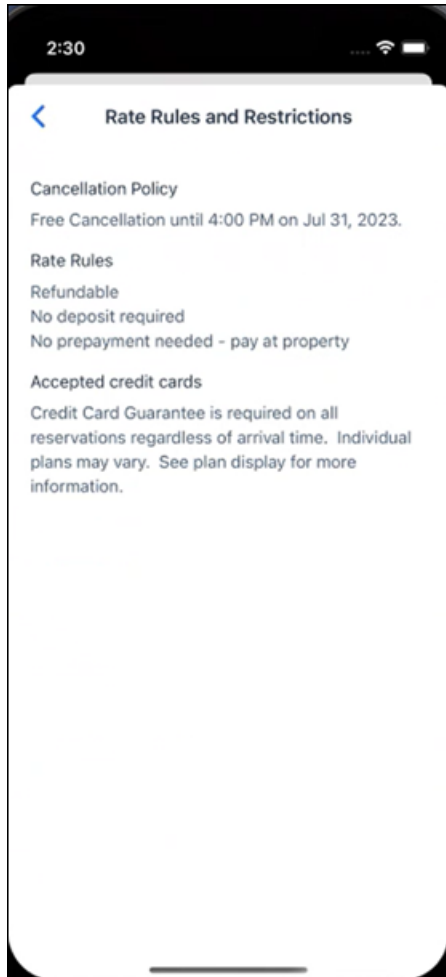
*Image to be included in subsequent update.*



## 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**

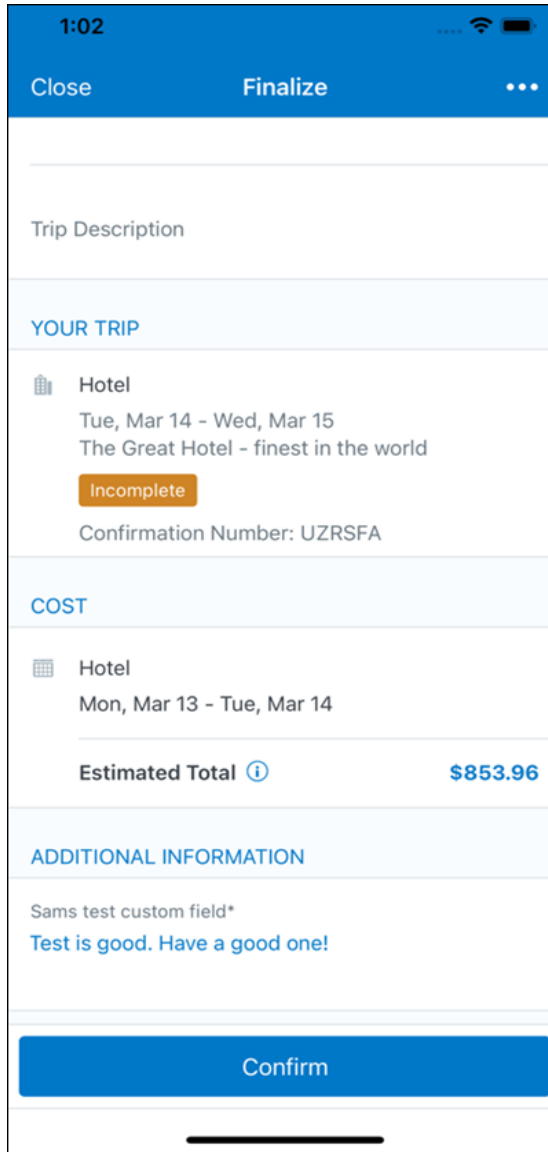
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

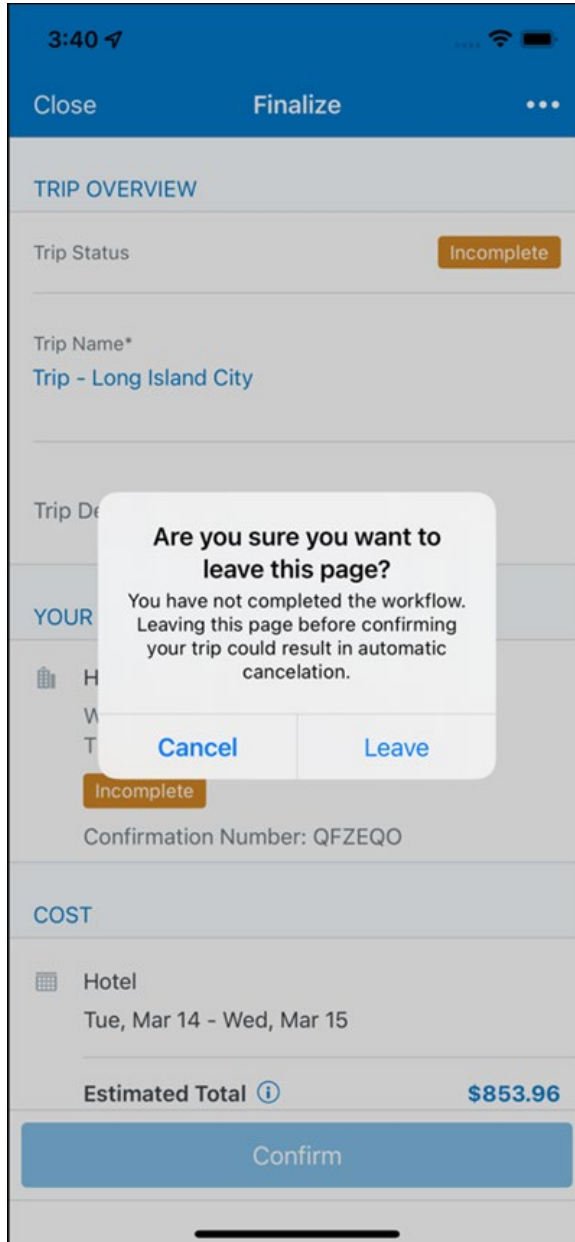
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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

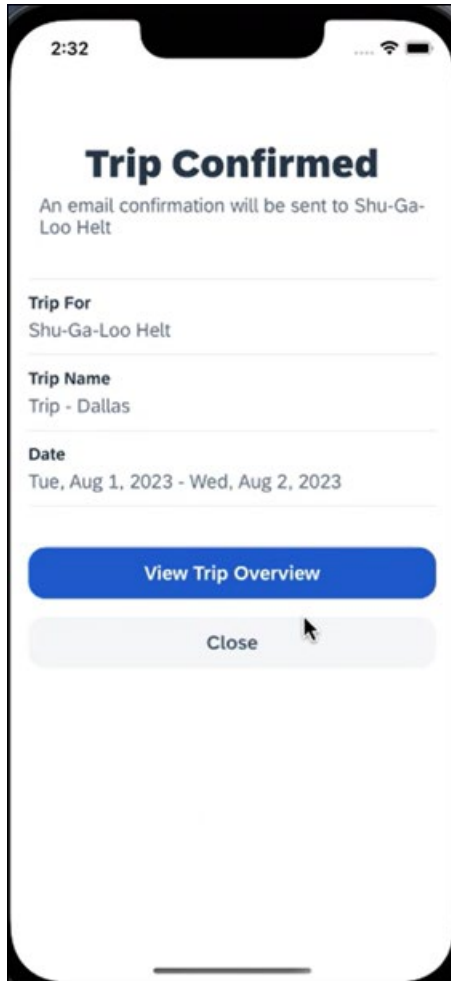
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### ***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.

---

**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:

Hotel Connectors

**General**

Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2

[Add New Country Config](#)

Country/Region Afghanistan  GDS  Direct Connect

[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. 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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<b>SAP Concur Release Notes</b>	
<b>SAP Concur mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 10.5 - Associated web release: November 2023 Initial Post: Thursday, November 16, 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 9.114(10) 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.

---

**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.

---



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

## Deprecating Mobile Versions

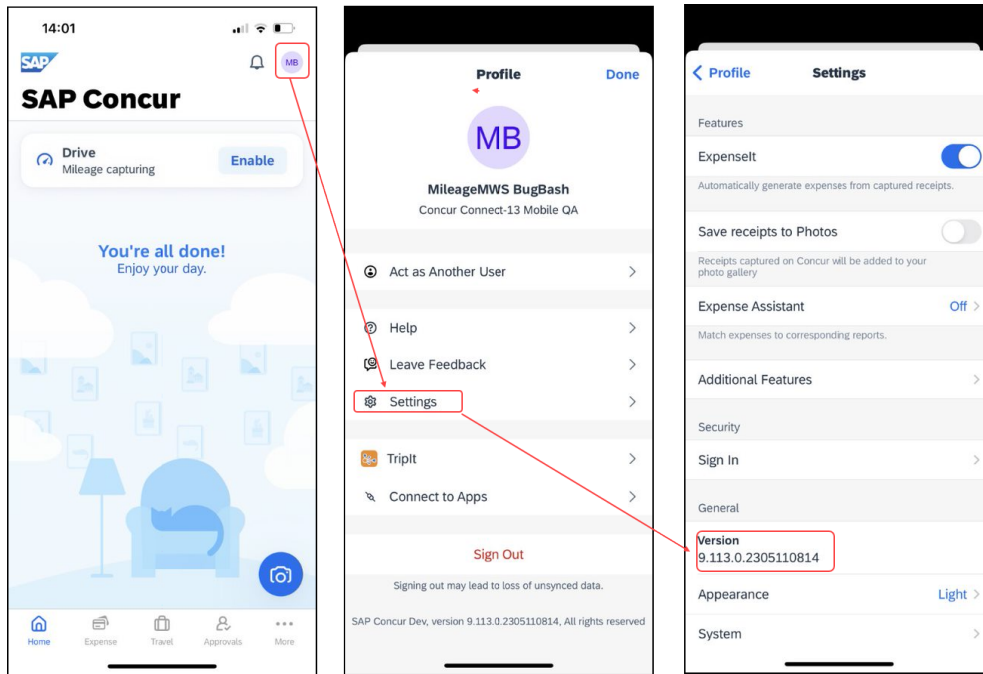
Platform	Deprecating Version
iPhone/iPad	9.114(10), 10.1, 10.2
Android	9.114(10), 10.1, 10.2

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.5	Thursday, November 16	Update via App Store
Android	10.5	Thursday, November 16	Update via Google Play

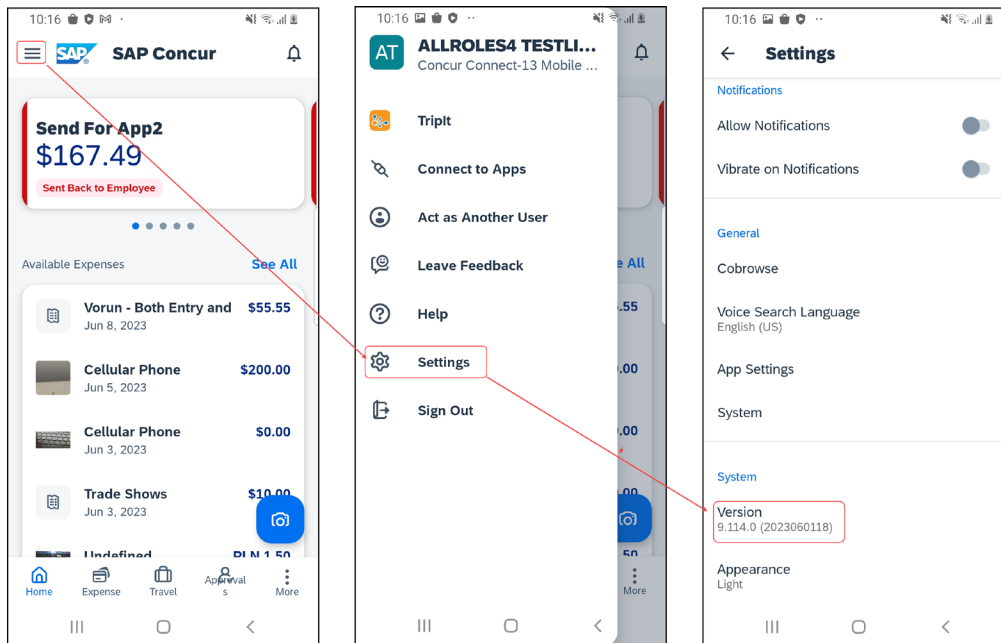
## Locate Version Information on the iPhone

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

---

# Release Notes

---

## 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.

---

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

---



For more information, please see [Shared: SAP Concur Two Factor Authentication](#).

### **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.

# Ability to Move and Duplicate Expenses on Mobile

## Overview

With this release, SAP Concur is adding the ability to **Duplicate** and **Move** an Expense transaction, from one report to another.

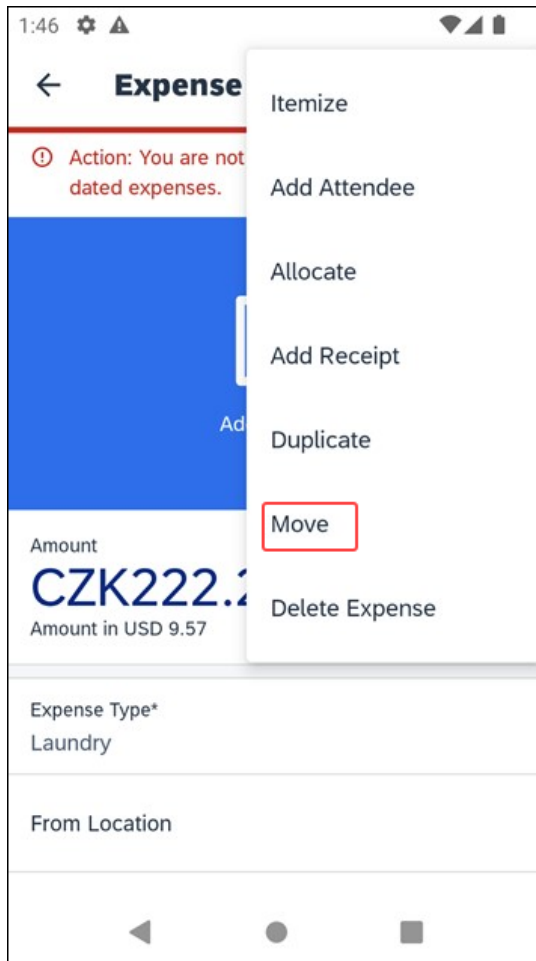
### BUSINESS PURPOSE / CLIENT BENEFIT

Before this change, both copying and moving expenses was only supported on the web. Now, users will no longer need to access SAP Concur on their desktop to move transactions from one report to another. The result is time savings for the customer, especially for correctly filling attendees.

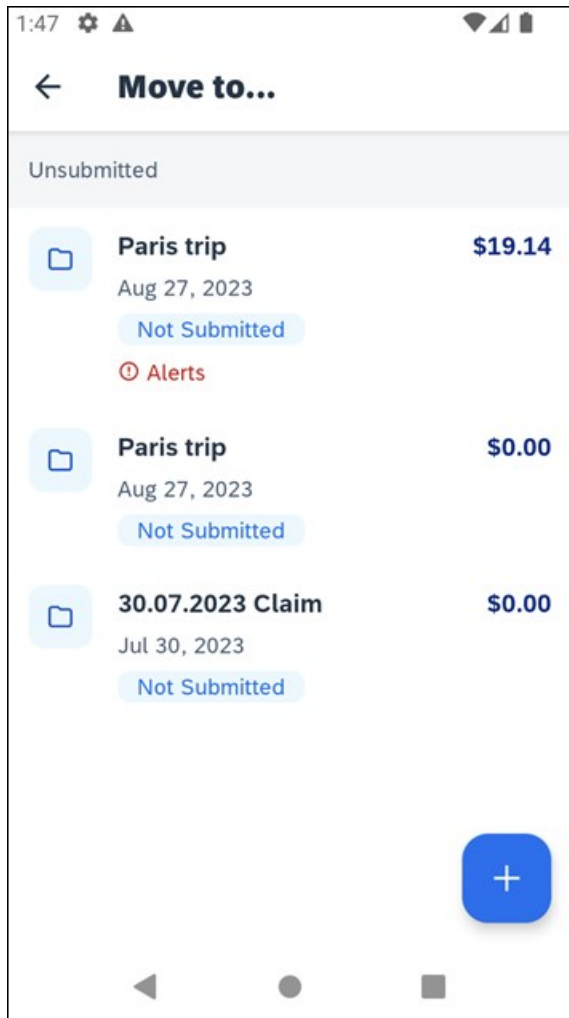
## End-User and Admin Experience

### MOVE EXPENSES

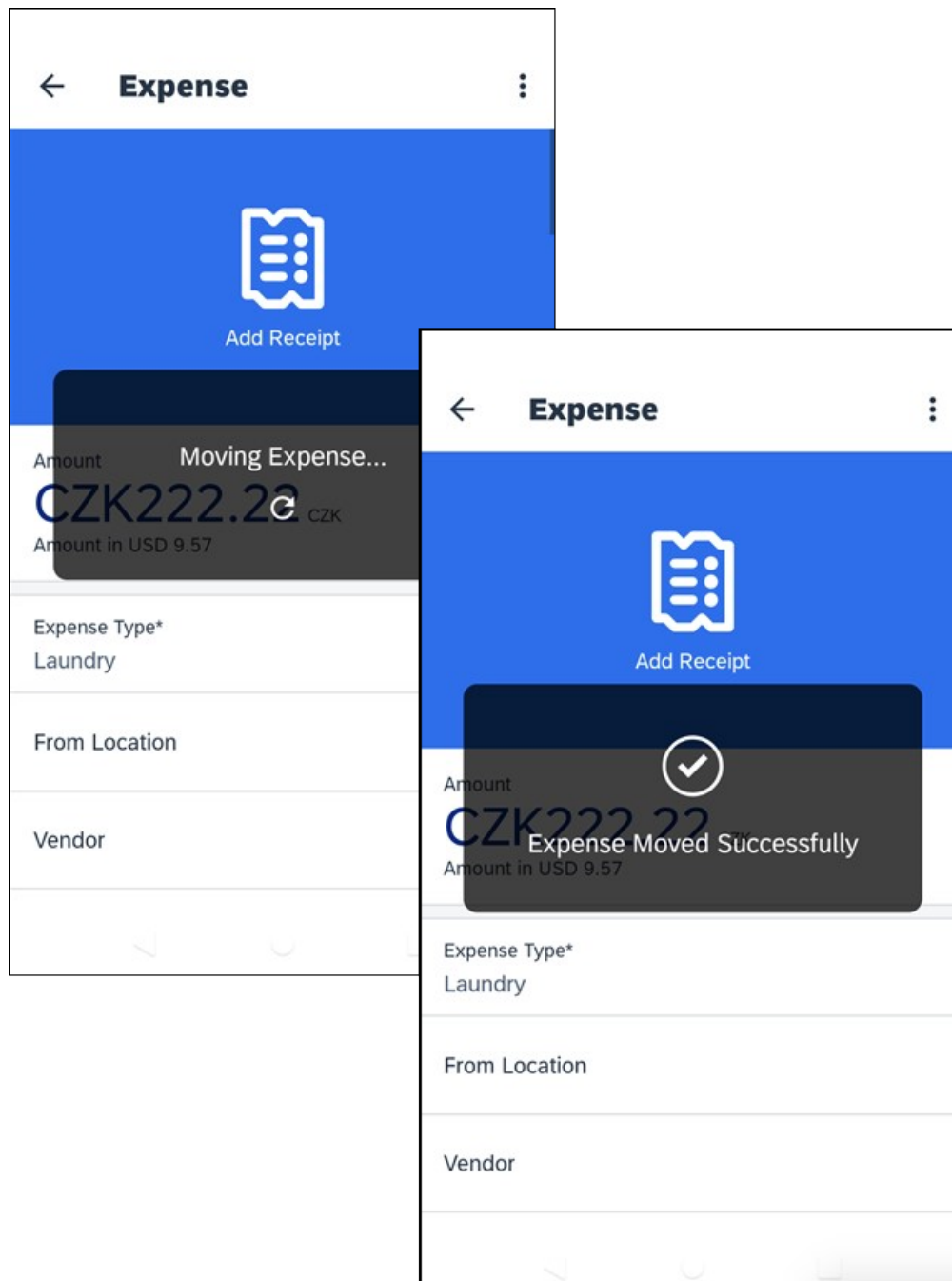
To move an expense from one report to another, select the menu button in the top right-hand corner of the expense and from the menu, select **Move**.



Select the report that it should be moved to.



The following screens will then appear:



The selected expense will then be moved to the desired report.

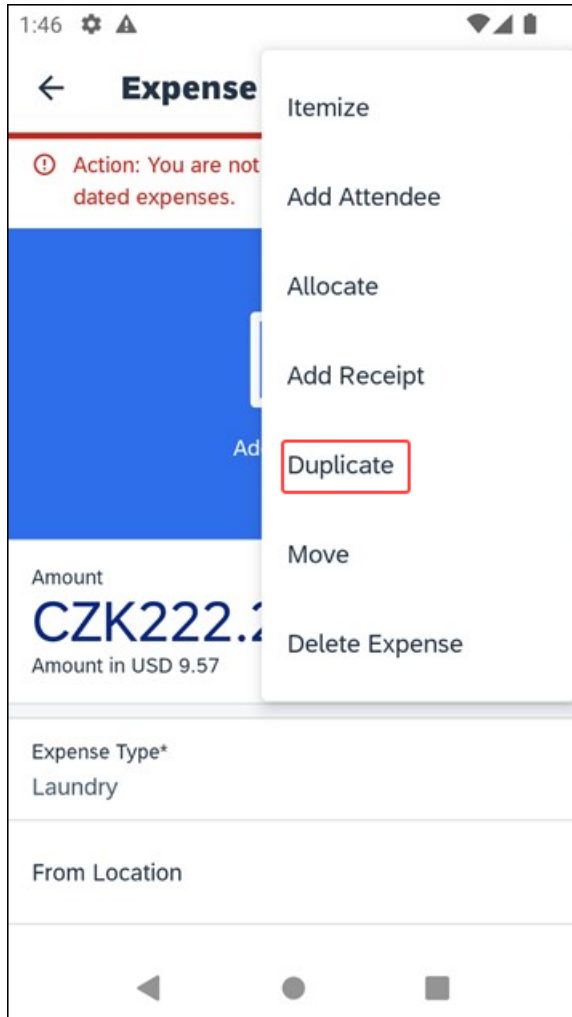
The following cases are excluded from the **Move** function:

- Any Fixed Travel Allowance Expense (Expense types: 'FXMLS', 'FXLDG', 'FXINC', 'OVRNT', 'FXMLG', 'PVMLS', 'TXMLS')
- Any Expense inside Statement reports
- Expense can be moved only to unsubmitted reports



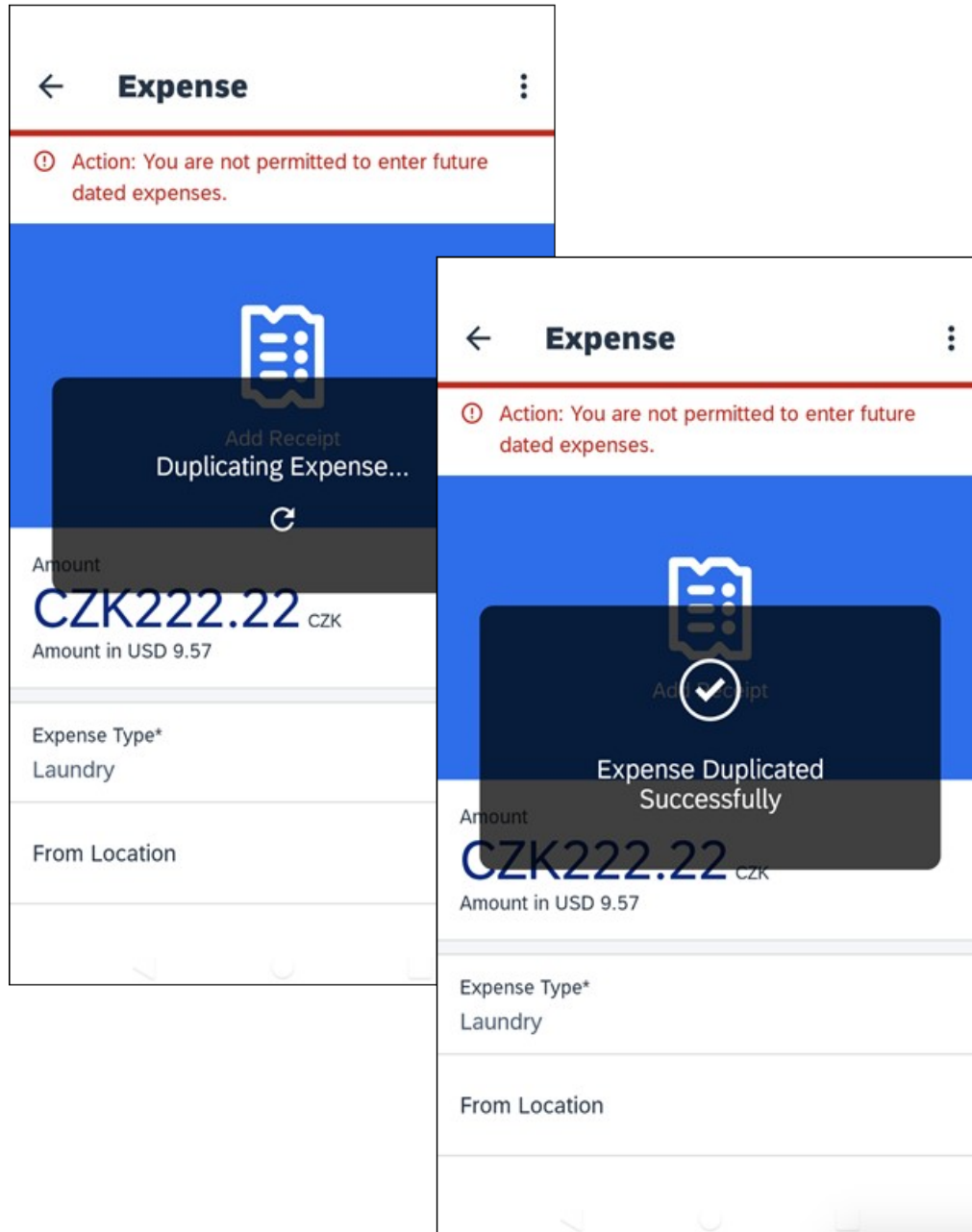
## DUPLICATE EXPENSES

To copy an expense from one report to another, select the menu button in the top right-hand corner of the expense and from the menu, select **Duplicate**.



Select the report that it should be copied to.

The following screens will appear and the expense will be successfully duplicated.



The following cases are excluded from the **Duplicate** function:

- Expense with itemizations(itemizations can be copied)
- Any Fixed Travel Allowance Expense (Expense types: 'FXMLS', 'FXLDG', 'FXINC', 'OVRNT', 'FXMLG', 'PVMLS', 'TXMLS')
- Any JPT Expense (Expense type: 'JTRAN')
- Any Expense inside Statement reports

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

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

# **New Concur Travel Experience: User Satisfaction Survey (October 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.

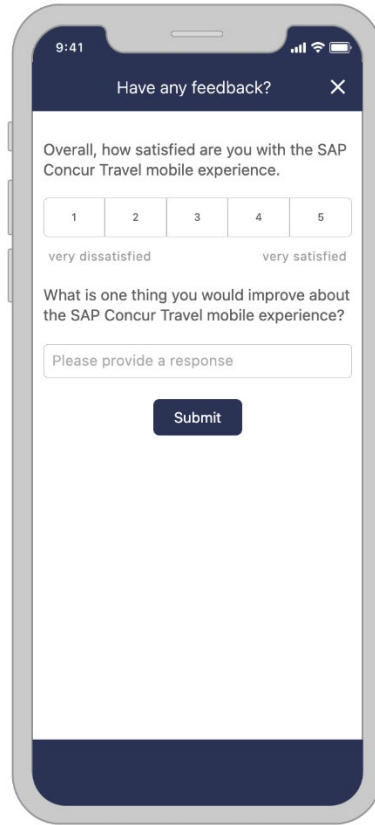
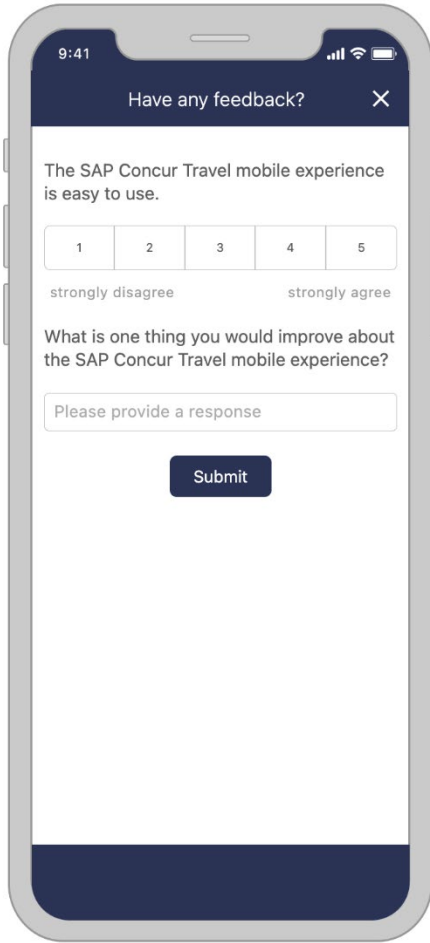
## **USER/CUSTOMER BENEFIT**

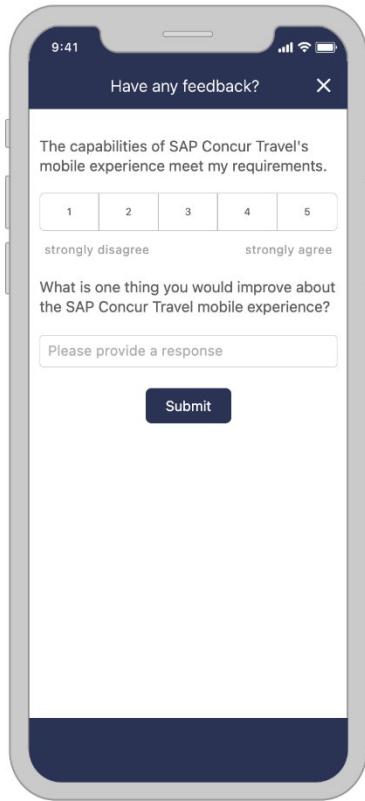
This survey is being introduced to allow users the opportunity to provide feedback on the new Concur Travel experience. The data from the survey will be used internally by SAP Concur for product improvement.

## ***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 one question where users can express their level of satisfaction with SAP Concur Travel. There is a free text field allowing for open feedback. There are 3 different questions that the user can be asked (only 1 per survey).





### ***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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# New Flight Experience (October 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:

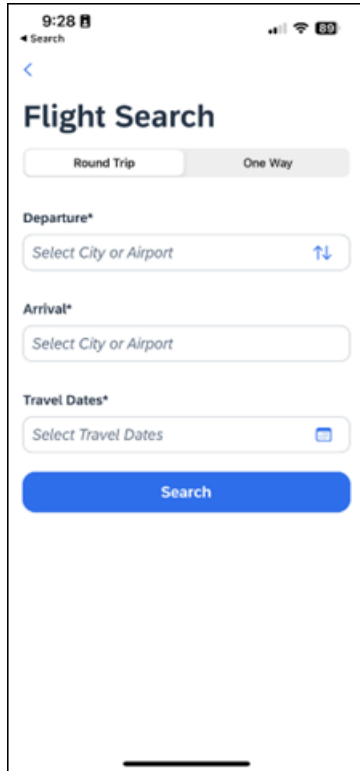
- Users can select from a list of hourly times and list of time ranges.
- In addition to times, the user can select from the following time windows, **Morning, Afternoon, Evening, Anytime.**

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:

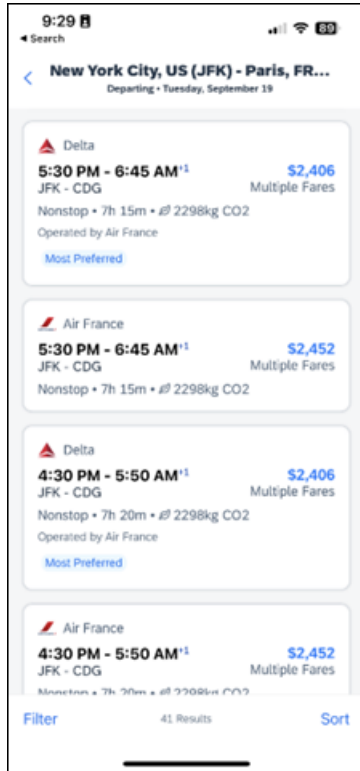
- Default search type
- Refundable only. This option will no longer be a checkbox. Search results can be filtered for refundability, but it will no longer be available by default.
- Use domestic default search window for intra-region flights.
- Allow departure time to be specified to the nearest quarter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

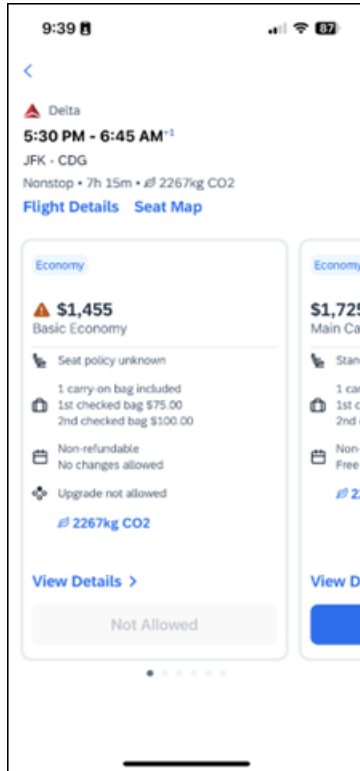


For more information, see *Client Release Notes - Concur Travel* for more detail.

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.

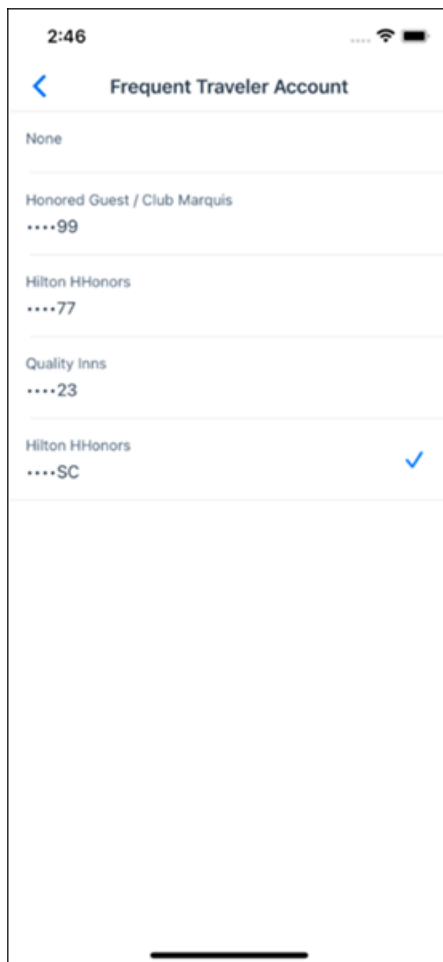
## PAYMENT

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.

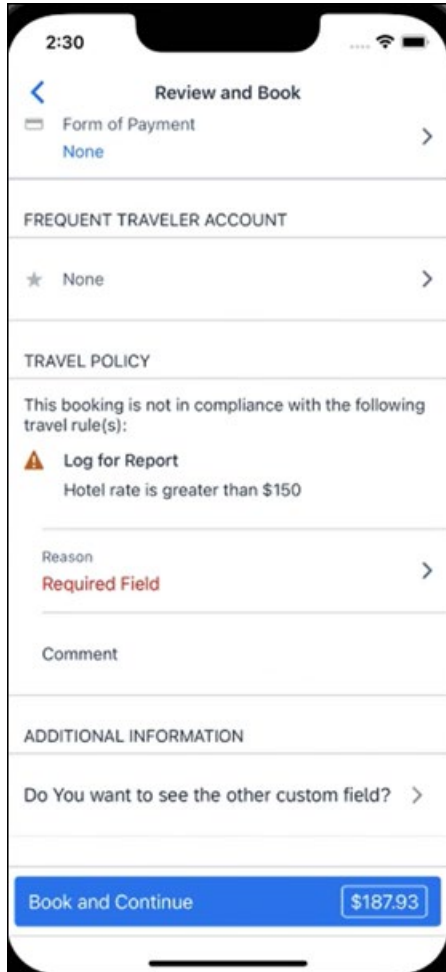
## TRAVELER INFORMATION

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.

## TOTAL FARE DETAIL

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

## **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**.

# **New Hotel Experience (Custom Hotel Source and Sabre GDS): Overview (October 17)**

## ***Overview***

Targeted for Q4 of 2023, Concur Travel will introduce a new hotel booking experience. This first release is limited to customers connected to Sabre GDS or 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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## **New Hotel Experience: Search for a Hotel (October 17)**

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

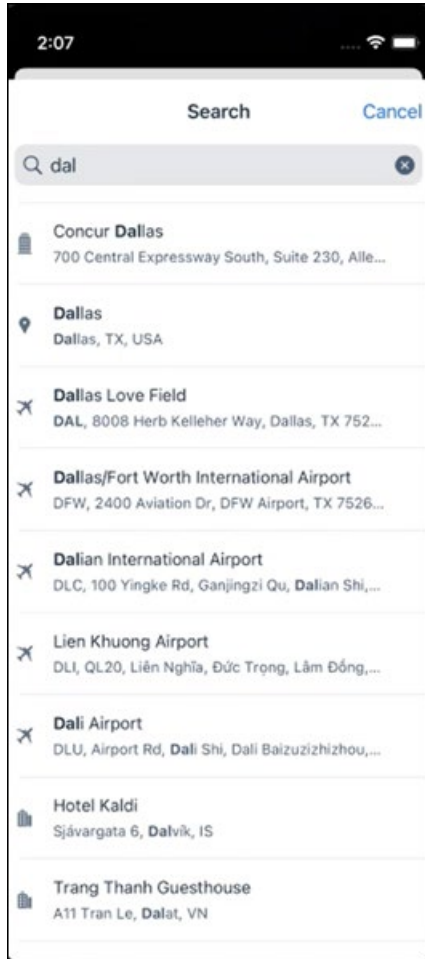
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels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

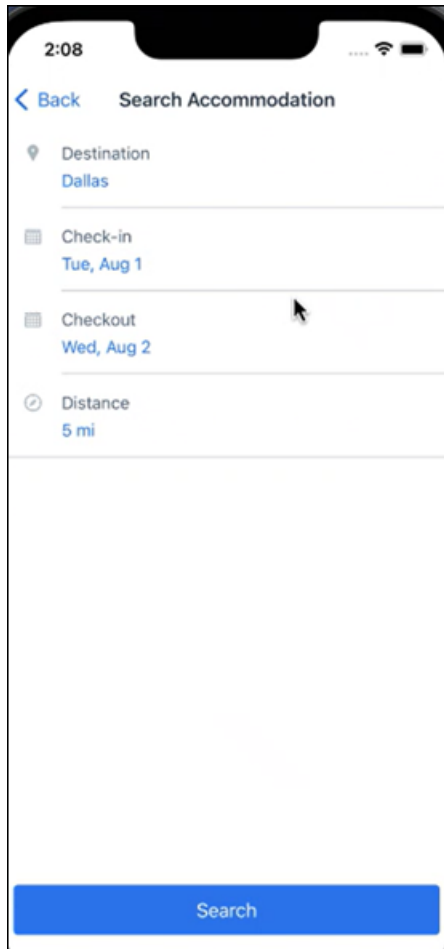
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 1-5 up to 5 and then in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels** will determine the area in which to search for properties.

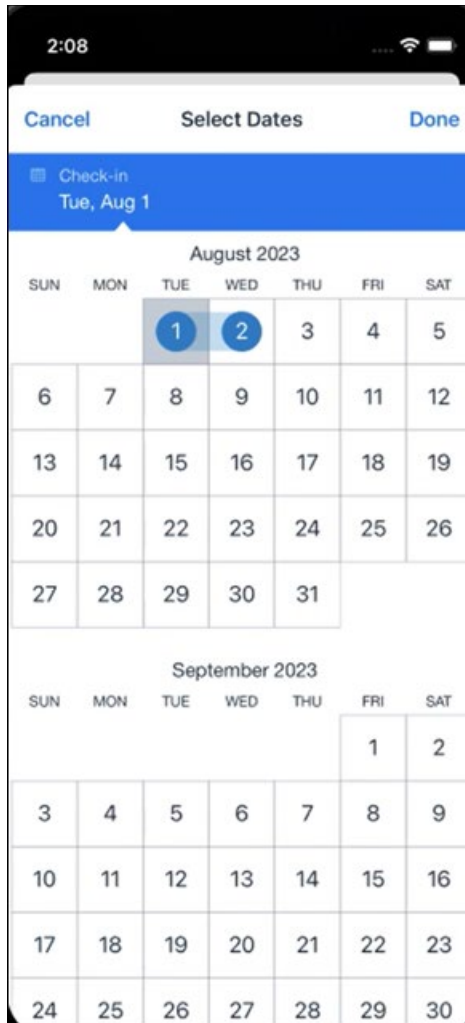
Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

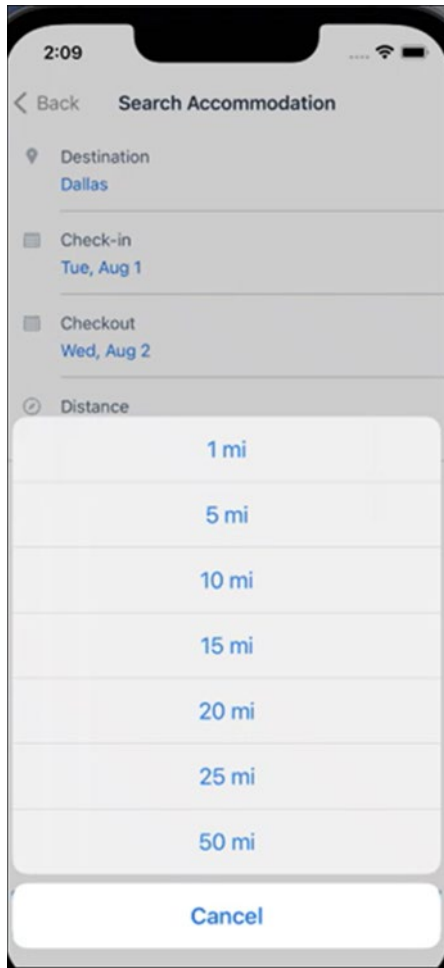
**EXAMPLE OF HOTEL SEARCH**

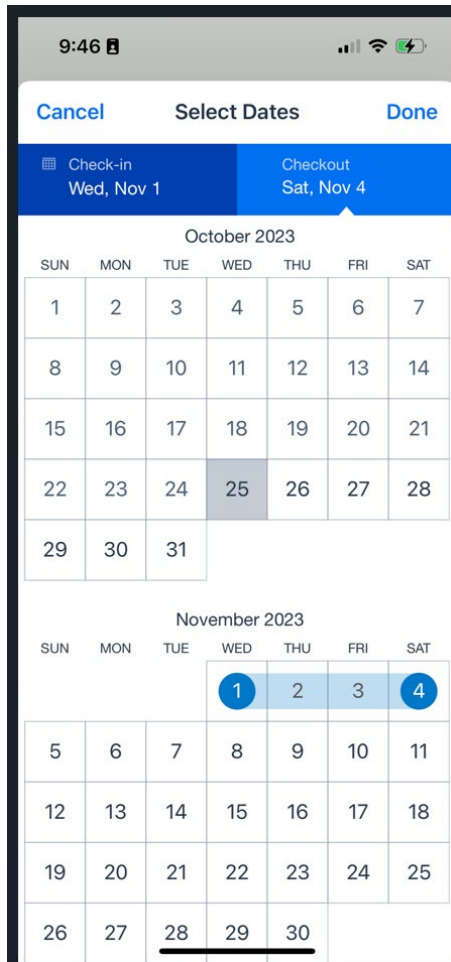












### ***End-User Experience: Hotel Search results***

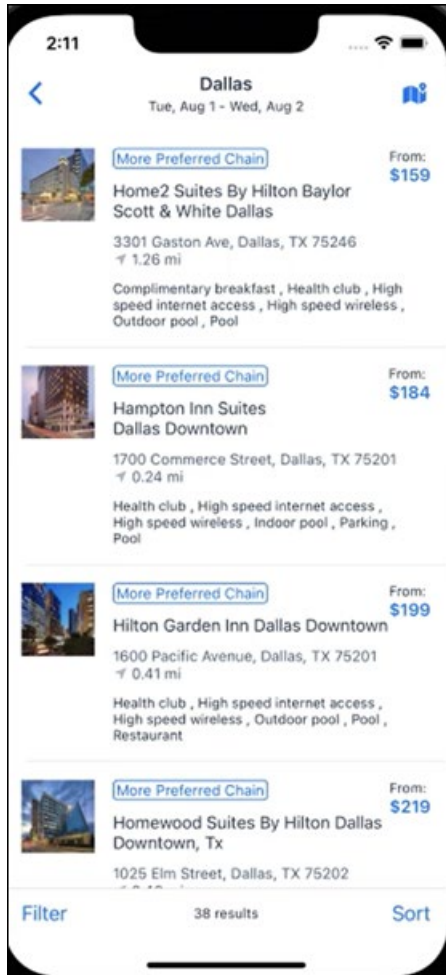
Once the user has entered their search criteria and clicked **Search**, the search results will display. On top of the page, Concur Travel presents the entered search data and an icon to view the map.

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**

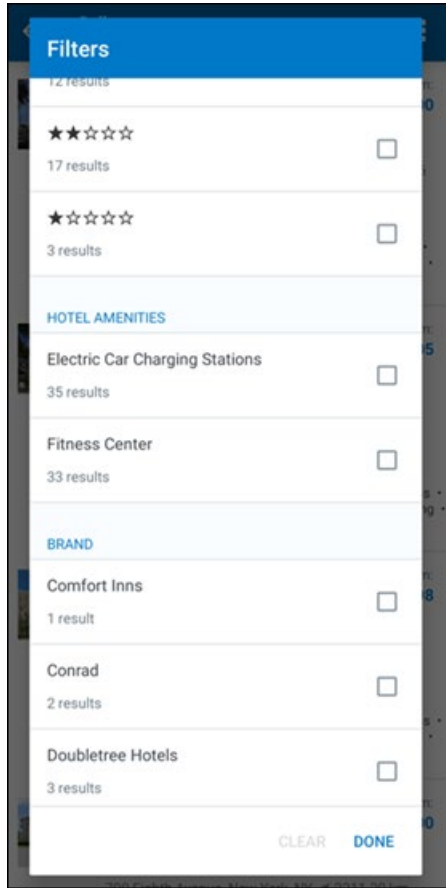
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

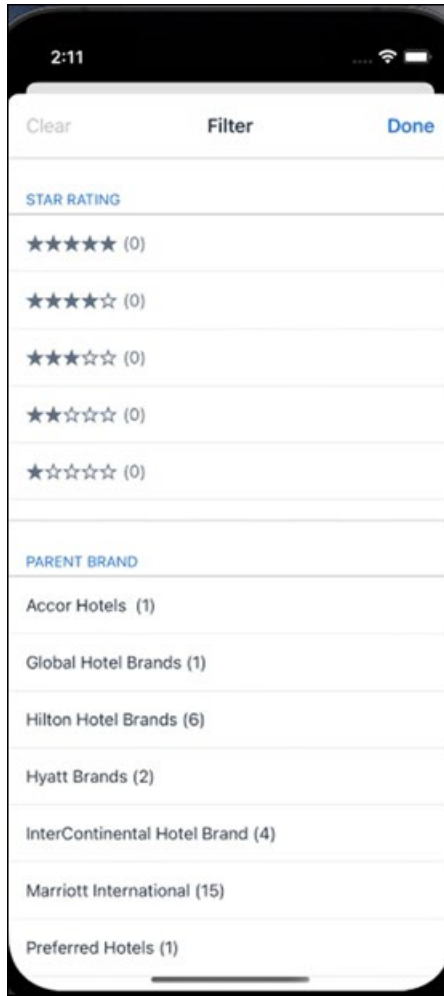
## **FILTER OPTIONS**

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**.

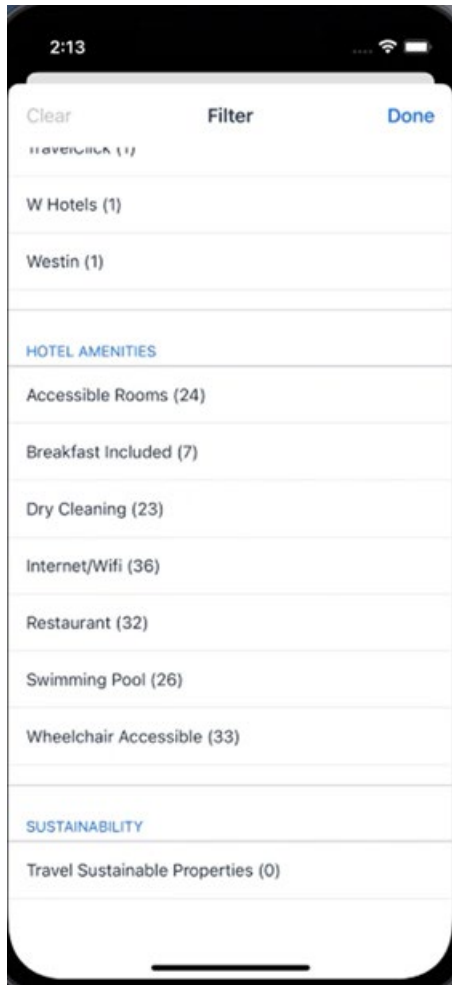
Once **Filter** is selected, a list of options will be presented, and they simply select whichever option(s) they wish to filter on and then select **Done** at the top of the page. Filters can also be cleared using **Clear** at the top of the screen.

**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

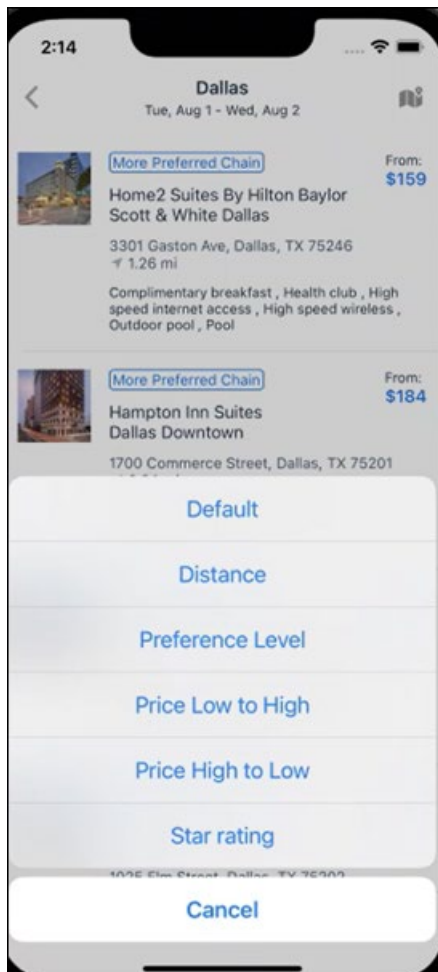
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### 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

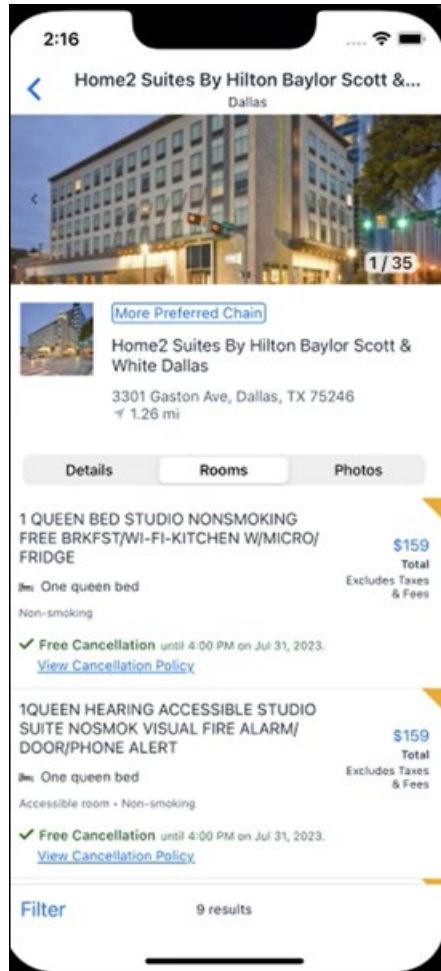
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



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.

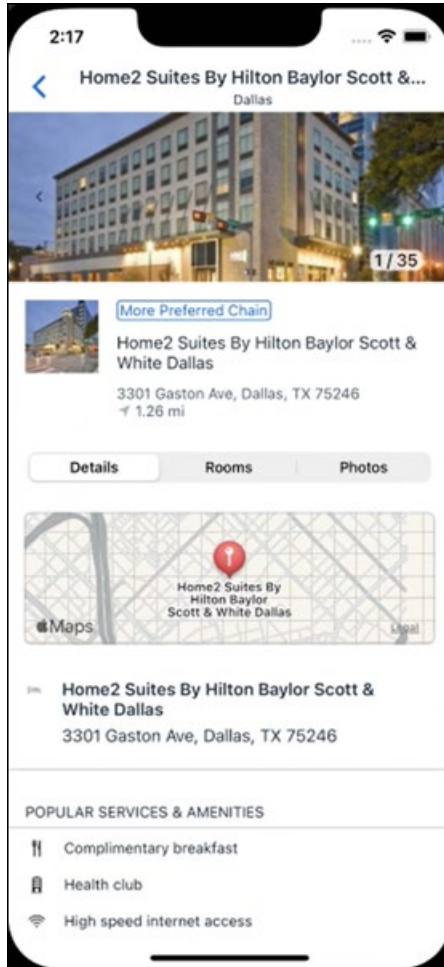
### **PROPERTY AMENITIES**

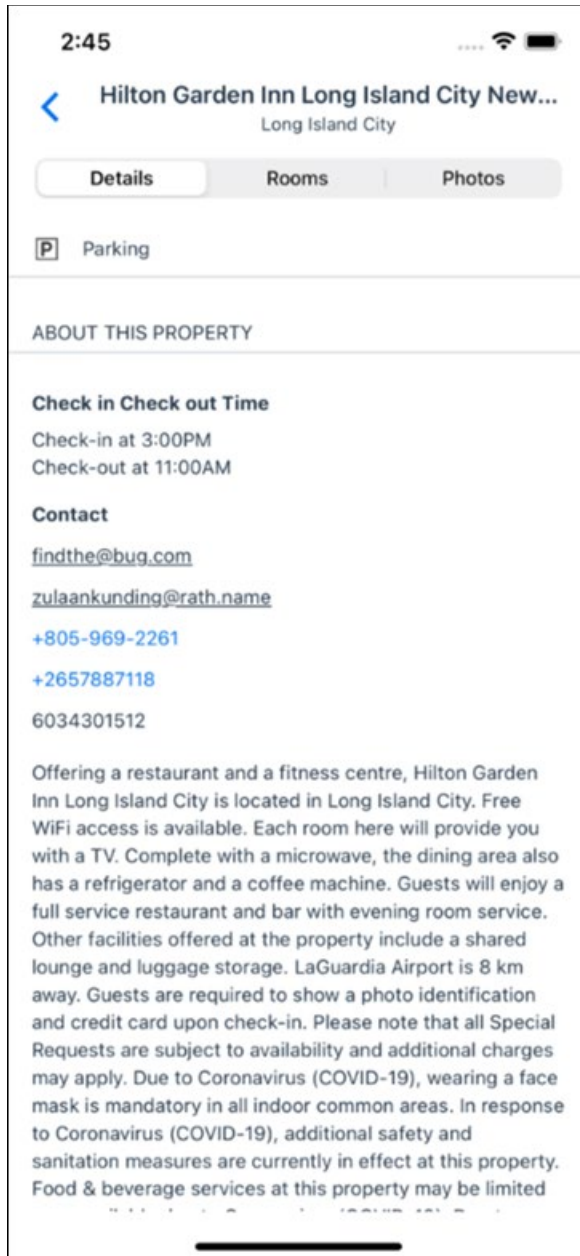
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

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.

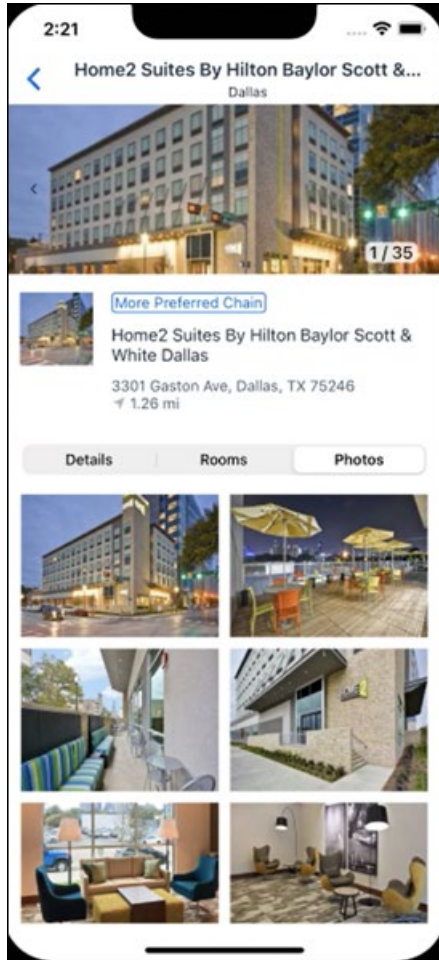
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

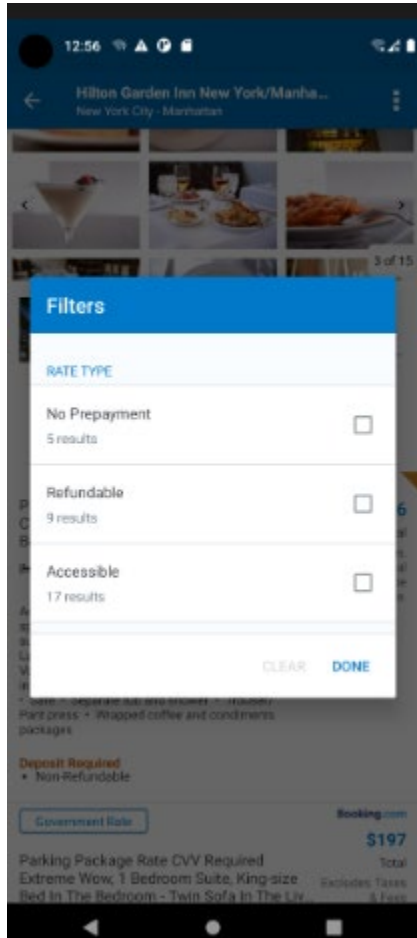
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



## FILTERS

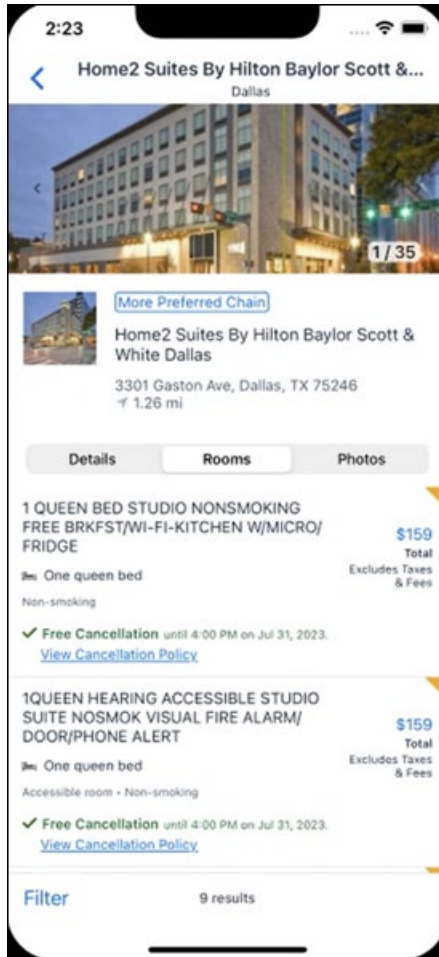
Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

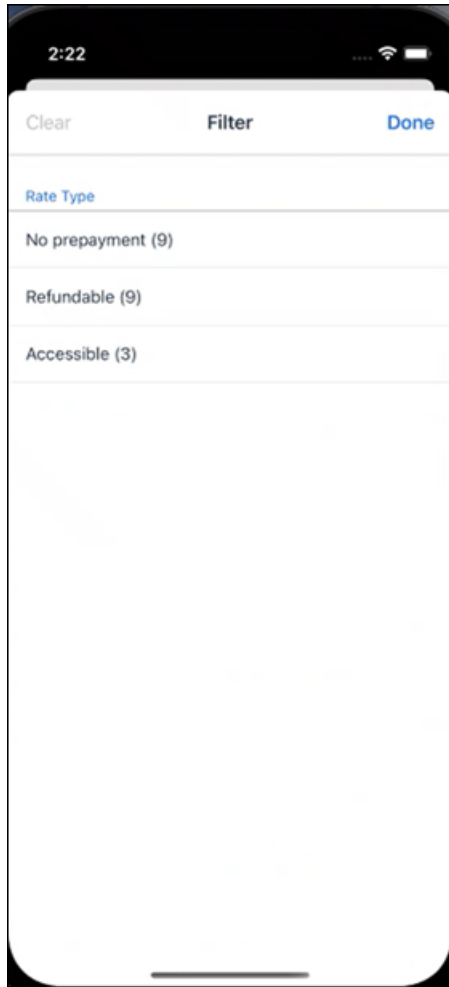
**Android:**





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

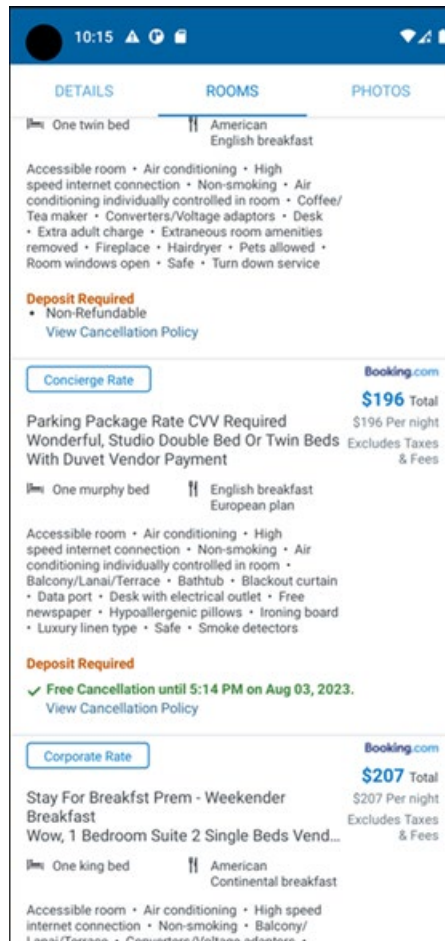
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**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**.

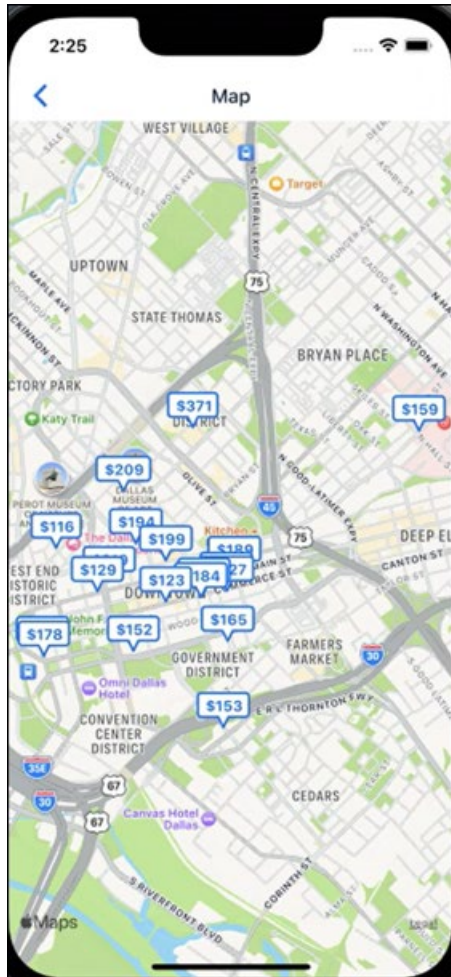
### Android:



## MAP VIEW – SEARCH RESULTS

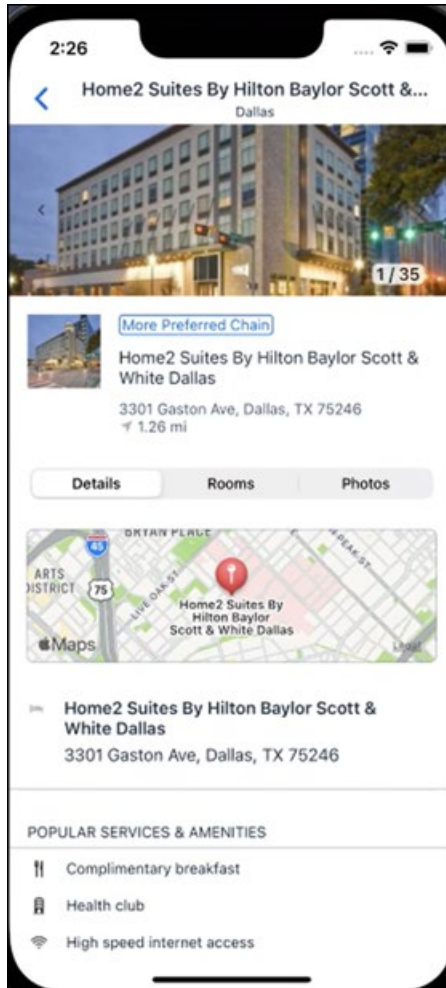
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

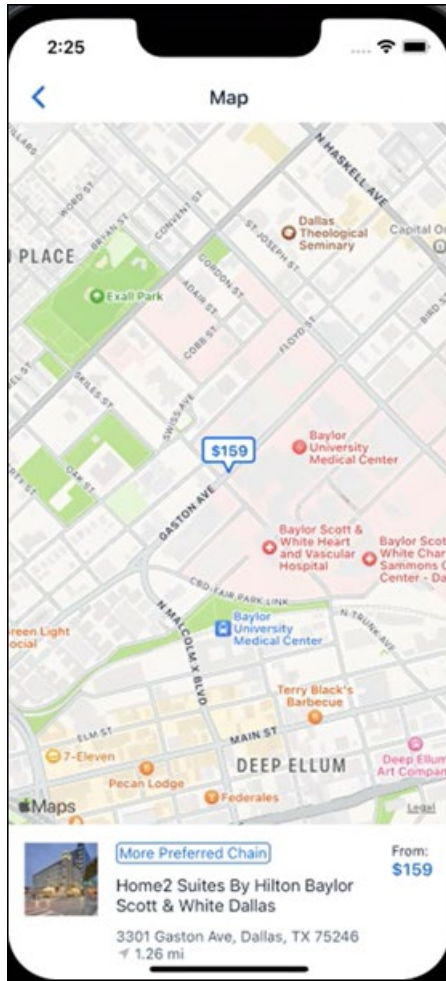
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## 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.





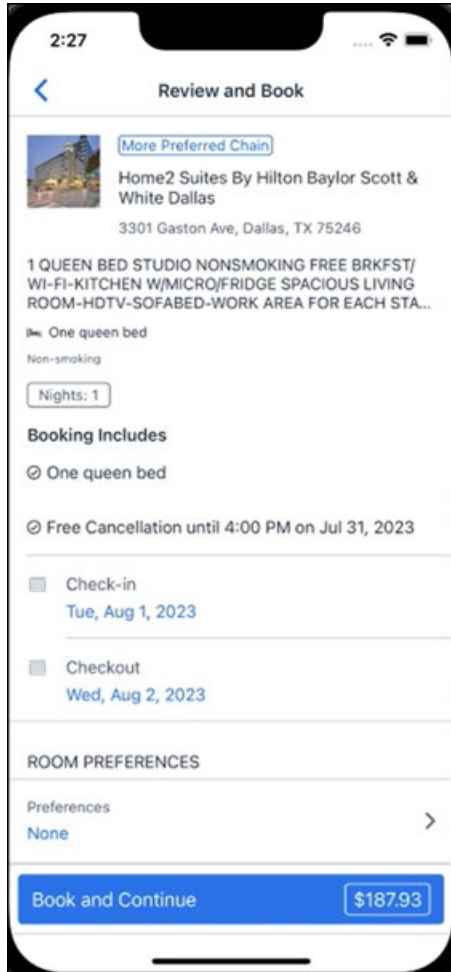
## New Hotel Experience: Review and Book (October 17)

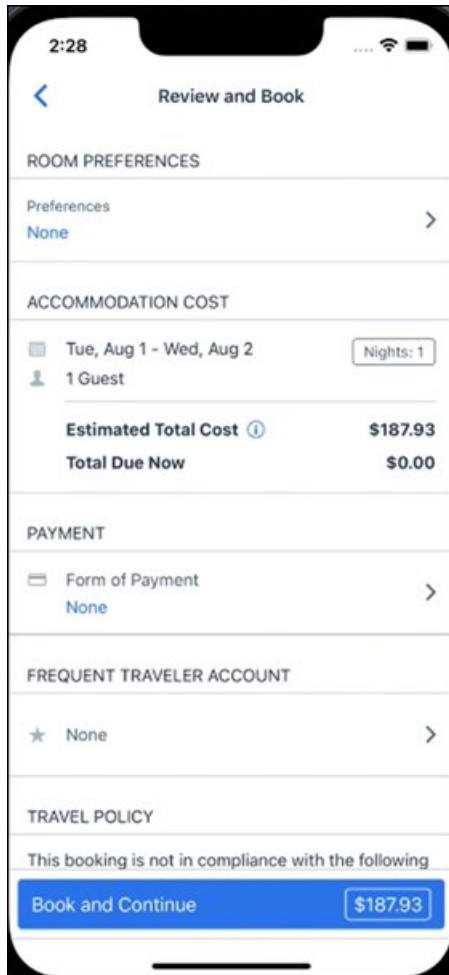
### *End-User Experience: Review and Book*

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.

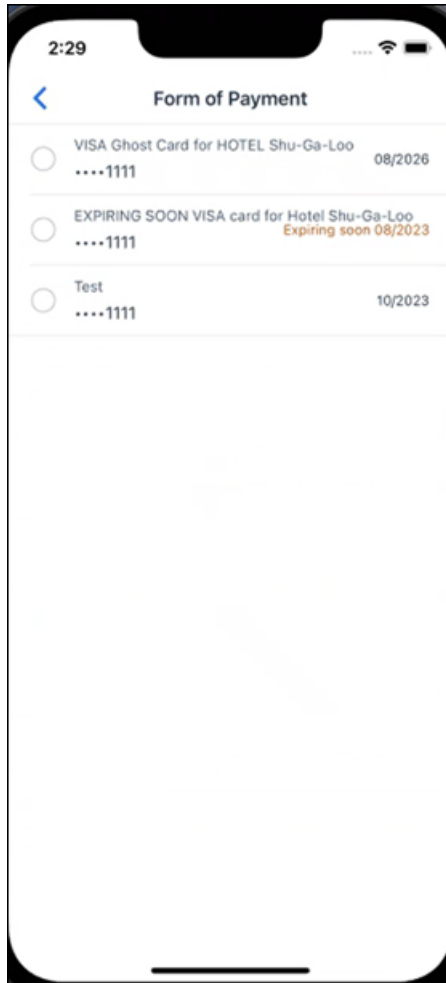
**NOTE:** The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

---

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](#).

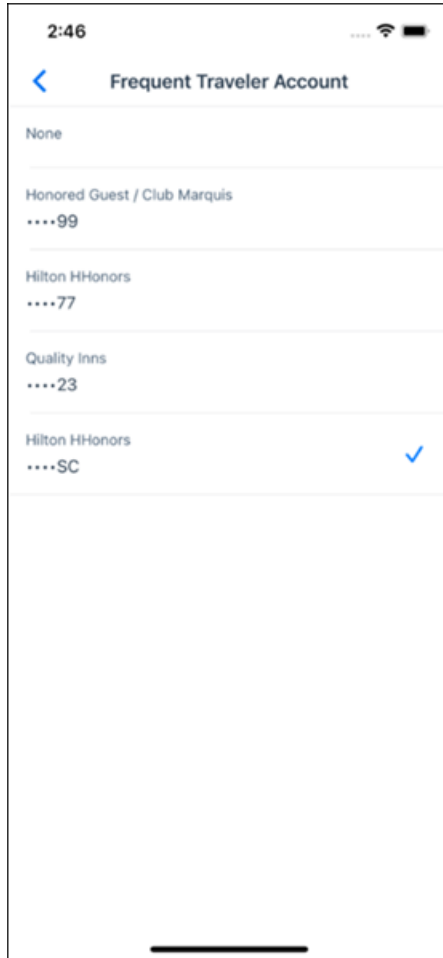


## ROOM PREFERENCES

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.

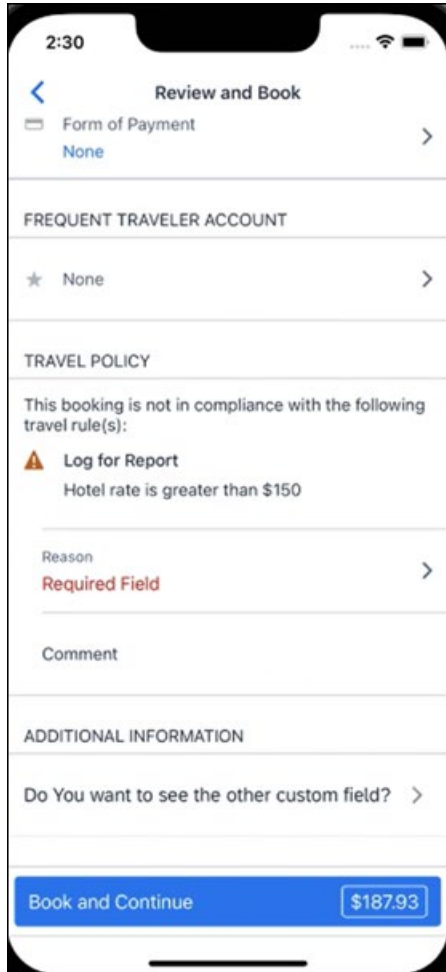
## TRAVELER INFORMATION

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.



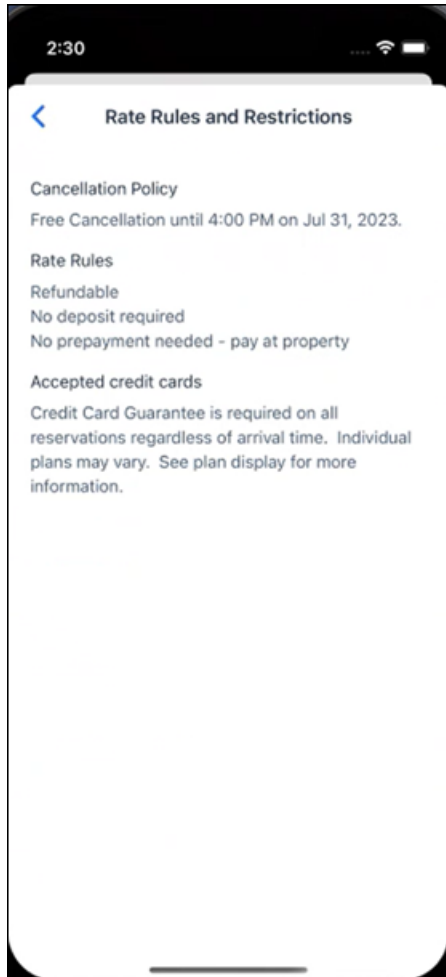
## PRE-BOOK CUSTOM FIELDS

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.

## 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**.



# New Hotel Experience: Finalize and Confirm Booking (October 17)

## ***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, add another booking to their Trip, and use approval workflows after the user has added all required bookings to a trip. Currently supported booking types include air, accommodation and car.

The screenshot shows a mobile application interface for finalizing a trip. At the top, the status bar displays the time 9:52, signal strength, Wi-Fi, and battery icons. Below the status bar, there is a 'Close' link and a three-dot menu icon. The main heading is 'Finalize'. The 'Trip Overview' section includes the dates 'November 1, 2023 - November 4, 2023', a 'Trip Name' field with the value 'Trip - Allen' and a '12/50 limit' indicator, and a 'Trip Description' field with a '0/250 limit' indicator. Below this, a hotel card for 'HILTON GARDEN INN ALLEN' is shown, marked as 'Confirmed' with a right-pointing arrow. The card details the dates, provider confirmation number (3438746542), and vendor confirmation number (3438746542). At the bottom, the 'Estimated Total Cost' is displayed as '\$431.26', and a large blue 'Confirm' button is positioned at the very bottom.

## 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.

## TRIP CUSTOM FIELDS

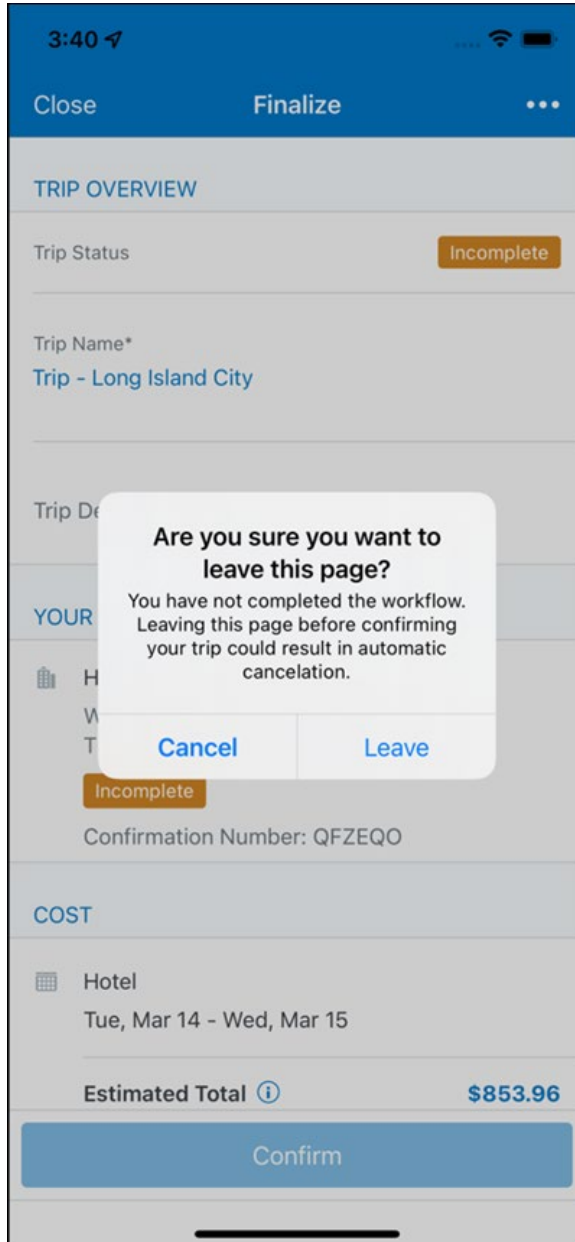
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

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.

The screenshot displays a mobile application interface for finalizing a trip. At the top, a card shows a confirmed hotel booking for "HILTON GARDEN INN ALLEN" from November 3, 2023, to November 4, 2023. Below this, there are three buttons to "Add to Your Trip": "Add Flight", "Add Accommodation", and "Add Rental Car". A section titled "Additional Information" contains a question "How many days is your trip?" with a text input field. At the bottom, the "Estimated Total Cost" is displayed as "\$431.26".

## 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).

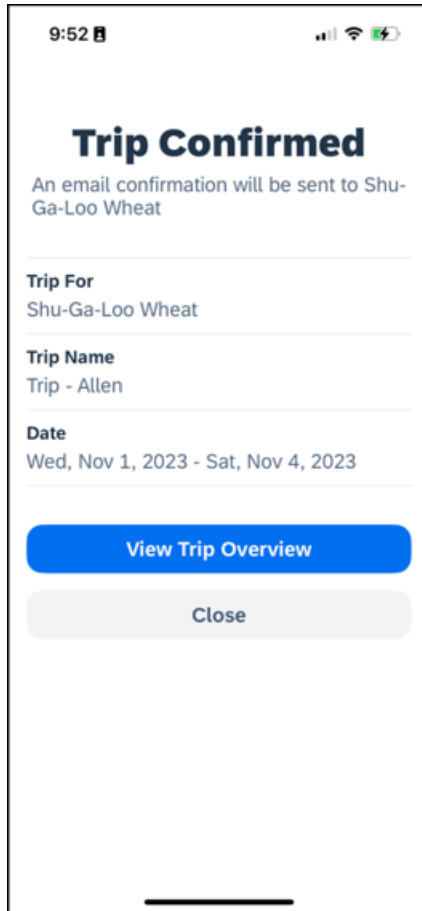


### ***End User Experience: Confirmation***

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.

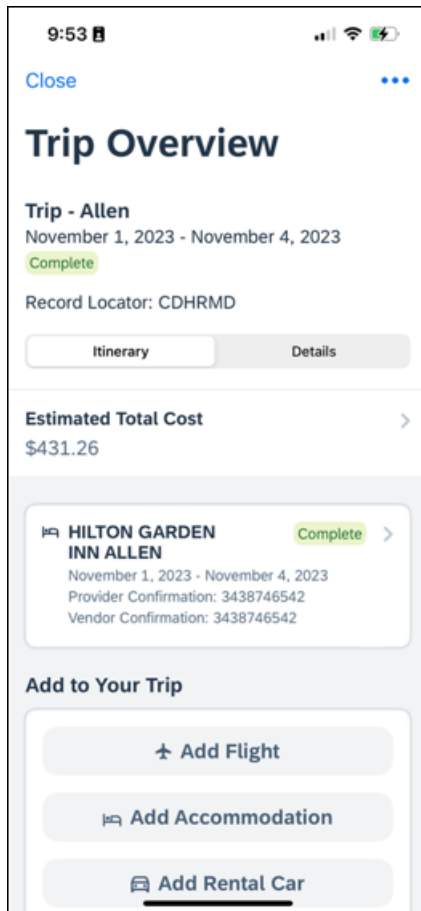
#### **MANAGER NOTIFICATION**

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

# New Hotel Experience: Completed Trip Overview (October 17)

## 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.



### HEADER SECTION

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

1. Trip status
2. Check in and Check out dates
3. Record locator (if trip contains content booked through travel agency channels)

## ITINERARY TAB

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

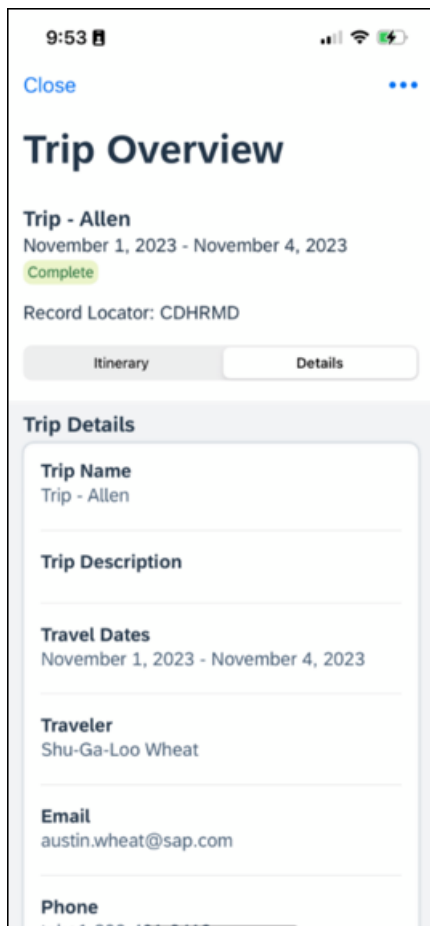
## ADD TO YOUR TRIP

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

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.

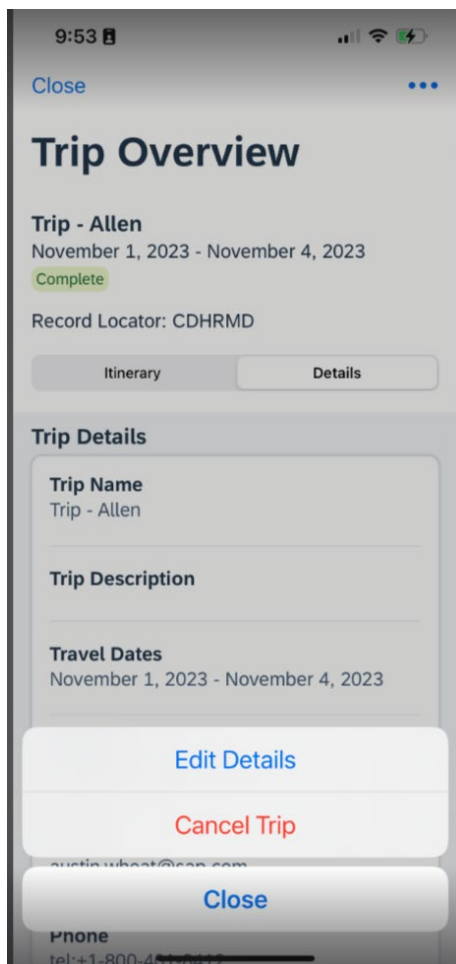


This tab displays:

1. The trip name.
2. The trip description (if added)
3. The Travel Dates
4. The traveler's name.
5. The traveler's email address to which the confirmation email is sent.
6. The traveler's phone number
7. 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.

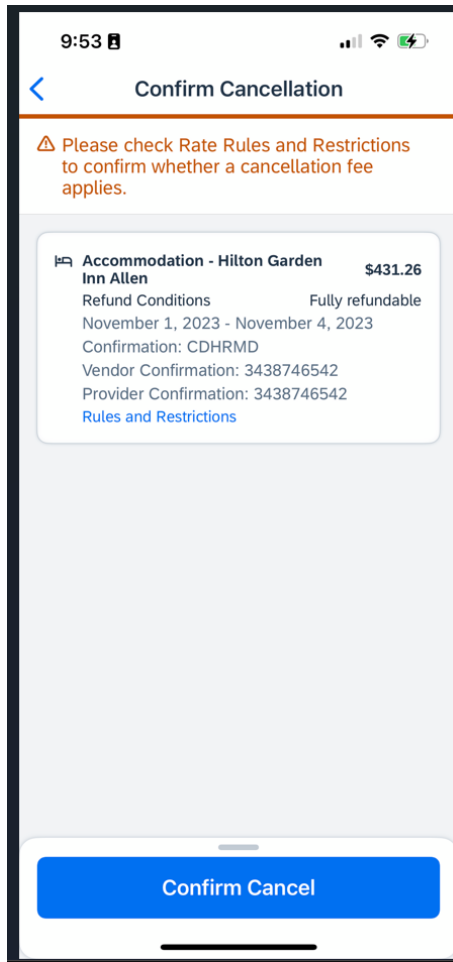


# New Hotel Experience: Cancellation (October 17)

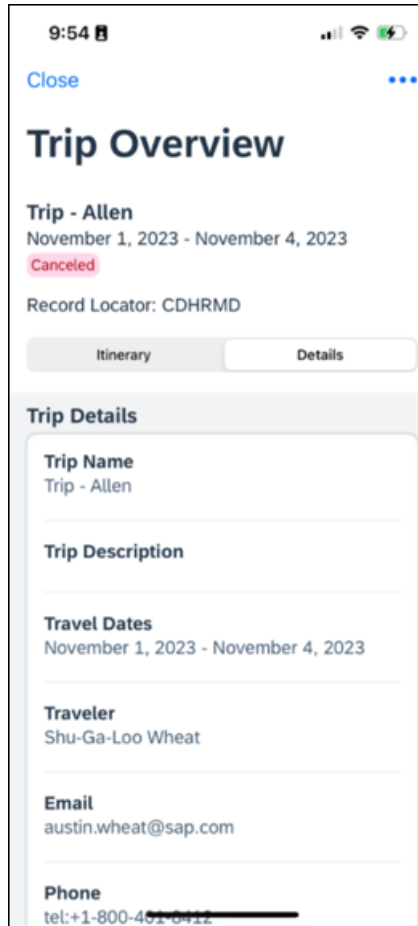
## ***End-User Experience: Cancellation***

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.



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



## New Hotel Experience: Reduced Feature Set (October 17)

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.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Content	Hotel connectors	Agency Configuration	Custom Hotel Source Direct Connects only	

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



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

<b>Product Area</b>	<b>Feature/Setting</b>	<b>Setting Location</b>	<b>Setting/Feature details</b>	<b>Additional Information</b>
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.
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.

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

# Planned Changes

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

### **\*\*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.

---

**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:

Hotel Connectors

**General**

Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2

[Add New Country Config](#)

Country/Region Afghanistan  GDS  Direct Connect

[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. 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**.

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<b>SAP Concur Release Notes</b>	
<b>SAP Concur mobile app</b>	
<b>Month</b>	<b>Audience</b>
Version 10.6 - Associated web release: December 2023 Initial Post: Friday, December 8, 2023	SAP Concur Client <b>FINAL</b>

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# Version Information

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## Supported Phone OS

Device	Operating System
iOS (iPhone, 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 10.1 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 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

---

**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](#).

## Concur Mobile Version Status for Android and iOS

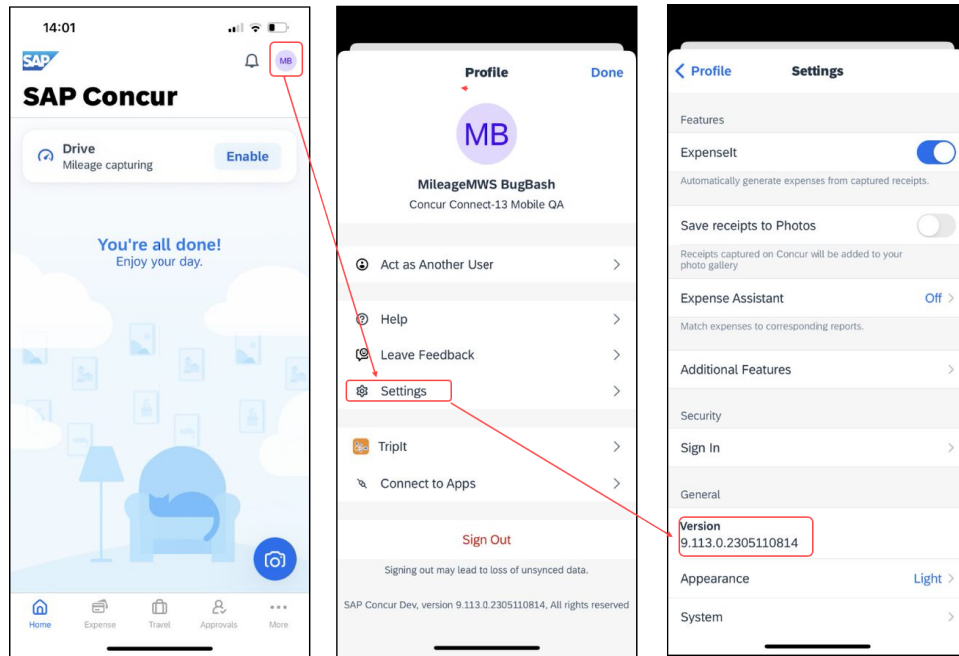
Version	Status	Action
10.1	Disabled	Update via App Store or Google Play
10.2	Disabled	Update via App Store or Google Play
10.3	Disabled	Update via App Store or Google Play
10.4	Deprecated	Update via App Store or Google Play
10.5	Supported	
10.6	Supported	

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.6	Friday, December 8	Update via App Store
Android	10.6	Friday, December 8	Update via Google Play

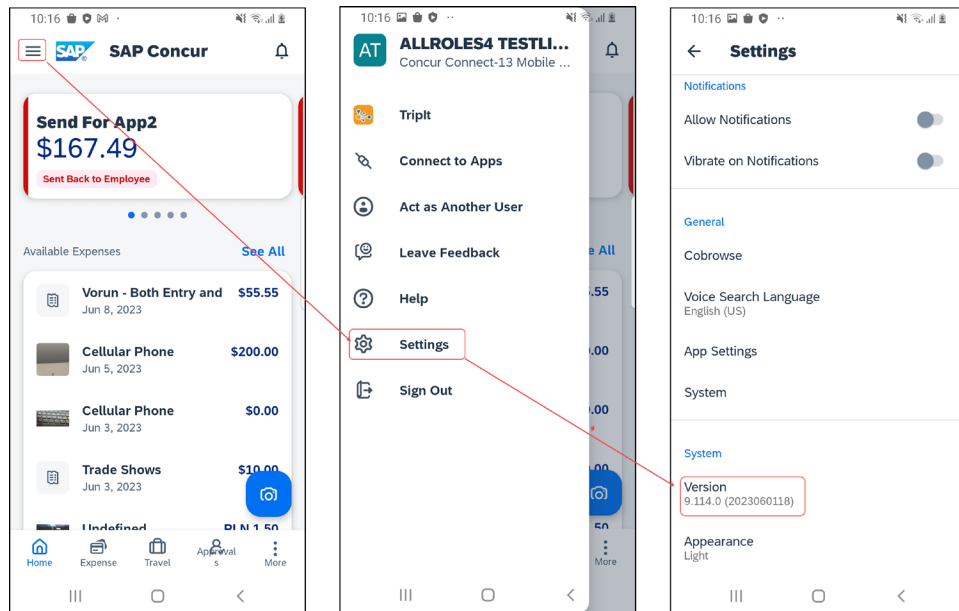
## Locate Version Information on the iPhone

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

---

**There are no new additions with this release.**

# Release Notes

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**There are no new features this month.**

# Planned Changes

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## **\*\*Planned Changes\*\* New Flight Experience: Preferred Airport Configuration**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	October 6, 2023	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### **Overview**

To provide an enhanced user experience in the Online Booking Tool, Concur Travel is introducing a new function that allows the user to set their preferred airport in their user profile.

### **USER/CUSTOMER BENEFIT**

This is being introduced to promote feature parity between the new Concur Travel experience and the original Concur Travel experience.

### **End-User Experience**

Once the user has selected a preferred airport, this airport will be auto filled in the **Departure** field while searching for flights.

To set the preferred airport in the user profile:

- Select **Profile**
- Navigate to **Travel Preferences**
- Select a **Preferred Airport**

### **Configuration for Professional Travel**

There are no new configuration steps. The feature is available by default.

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

<b>Information First Published</b>	<b>Information Last Modified</b>	<b>Feature Target Release Date</b>
March 2023	October 6, 2023	January 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

## ***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**.

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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:

Hotel Connectors

**General**

Use Detailed Passive Segment

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share Org/Unit/Division

**HRS CHS**  Enable  
Customer Key:   Share Org/Unit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

Hotel Connectors - Evolution of Travel

Country/Region : Default  GDS  Direct Connect HSV4\_TEST\_VENDOR\_2

[Add New Country Config](#)

Country/Region Afghanistan  GDS  Direct Connect

[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.

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**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.*

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