|  |  |
| --- | --- |
| SAP Concur Release Notes  Concur Travel  Concur Professional/Premium ***and*** Concur Standard | |
| **Month** | **Audience** |
| Release Date: January 22, 2022  Update 1: February 01 | SAP Concur Client ***FINAL*** |

|  |
| --- |
| **\*\* FINAL \*\***  The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here. |
| The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium ***and*** Concur Standard.  Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard. |

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# Release Notes

This document contains the release notes for Concur Travel for Professional and Standard editions.

1. Features and changes that apply to SAP Concur site-wide or to multiple products/services are documented in the *Shared Changes Release Notes*. For information about site-wide or shared changes in this release that might impact your SAP Concur solutions, refer to the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

## Administration

### \*\*Ongoing\*\* AWS Migrations - TMC Information

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2021 | -- | Q3 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
| X | X | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source / Solution Suggestion** | | | | |
| GDS | |  | | |
| Direct Connect | |  | | |
| Solution ID | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | | [Client Fact Sheet - TMC AWS Migration](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/FactSheets/TMC_AWS_Migration_FS.pdf) | | |
| Admin Guides | |  | | |
| Other | | [SAP Concur Cloud Platform Strategy](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf) | | |

#### Overview

SAP Concur is currently migrating TMCs to new Amazon Web Services (AWS) data centers, a process which affects TMC workflows. SAP will first move TMCs to the new data centers, followed over time by their customers. TMCs will therefore experience a period of time where their customer base is split over the current data centers and the new AWS data centers.

##### User/Customer Benefit

We are migrating from a private platform, where all equipment is owned by SAP Concur solutions, to a third-party cloud platform. This will provide stronger security, improved performance and stability, and faster innovation for our customers.

#### What the User Sees

End users should see no difference as the migration is carried out, however, TMCs may be required to modify their customer management processes. TMCs should refer to the [*Client Fact Sheet - TMC AWS Migration*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/FactSheets/TMC_AWS_Migration_FS.pdf)for up to date details on changes to their workflows.

#### Configuration for Professional and Standard Travel

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

For more information, refer to the [*Client Fact Sheet - TMC AWS Migration*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/FactSheets/TMC_AWS_Migration_FS.pdf) *and the* [*SAP Concur Cloud Platform Strategy*](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Flight

### American Airlines NDC Content

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature) | | |
| X | X | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source / Solution Suggestion** | | | | |
| GDS | |  | | |
| Direct Connect | | Travelfusion | | |
| Solution ID | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | | X | UI impact |
|  | China Data Center | | X | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | | [Travelfusion / New Distribution Capability (NDC) Travel Service Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/NDC_TSG.pdf)  [Travelfusion Travel Service Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Travelfusion_TSG.pdf) | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Airlines are increasingly utilizing the IATA New Distribution Capability (NDC) standard to offer products that may not currently be available in Global Distribution Systems (GDS).

To ensure clients have access to all relevant content, including NDC-sourced content, we are pleased to announce the **Select Access** program will now include an option for sourcing NDC content via Travelfusion.

As part of our continuous effort to add NDC content, as of January 25, American Airlines will become available via Travelfusion in Concur Travel.

Industry-wide efforts to develop NDC at-scale for use with business travel are in the early stages. As a result, TMC and corporate flexibility are required to use NDC content in its current state via Travelfusion, while airline and GDS development efforts with NDC remain ongoing to fully meet end to end business travel needs.

1. To provide travelers with an optimal user experience when booking air travel, SAP Concur prohibits mixing an airline’s content froma GDS and Travelfusion in a Concur Travel air shopping display. Customers who currently want access to NDC-sourced fares for a particular airline in Concur Travel should access all the fares from those carriers through Travelfusion.

For detailed information on this capability, refer to the [*Travelfusion/New Distribution Capability Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/NDC_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

For detailed information about the functional integration of Travelfusion Direct Connect, refer to the [*Travelfusion Direct Connect Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Travelfusion_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

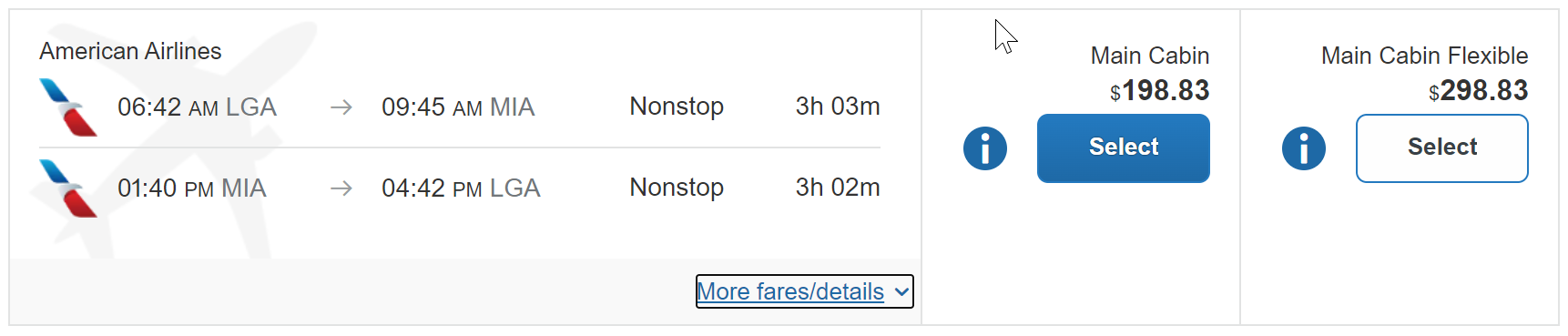
##### User/Customer Benefit

In some markets, airlines provide new content (for example, brands, bundles, ancillaries) that is not available in the GDS.

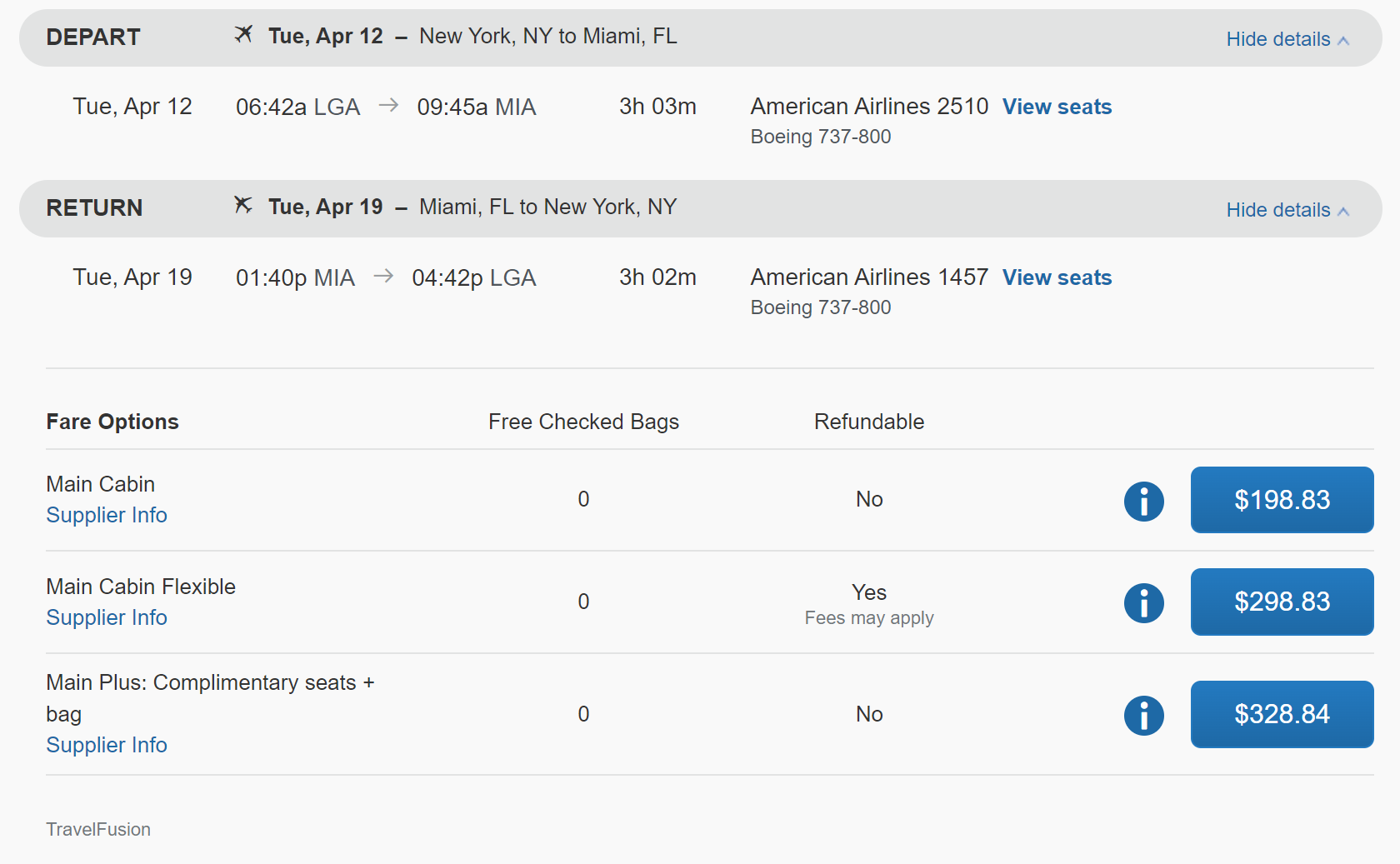
Customers can now access the relevant content using **Select Access** to ensure users can book the right type of product depending on the travel scenario. For example, American Airlines’ Main Plus fares are normally only available through the NDC channel. **Select Access** allows clients to book those fares when it meets their needs, such as short-haul day trips or within strict cost management programs.

#### What the User Sees

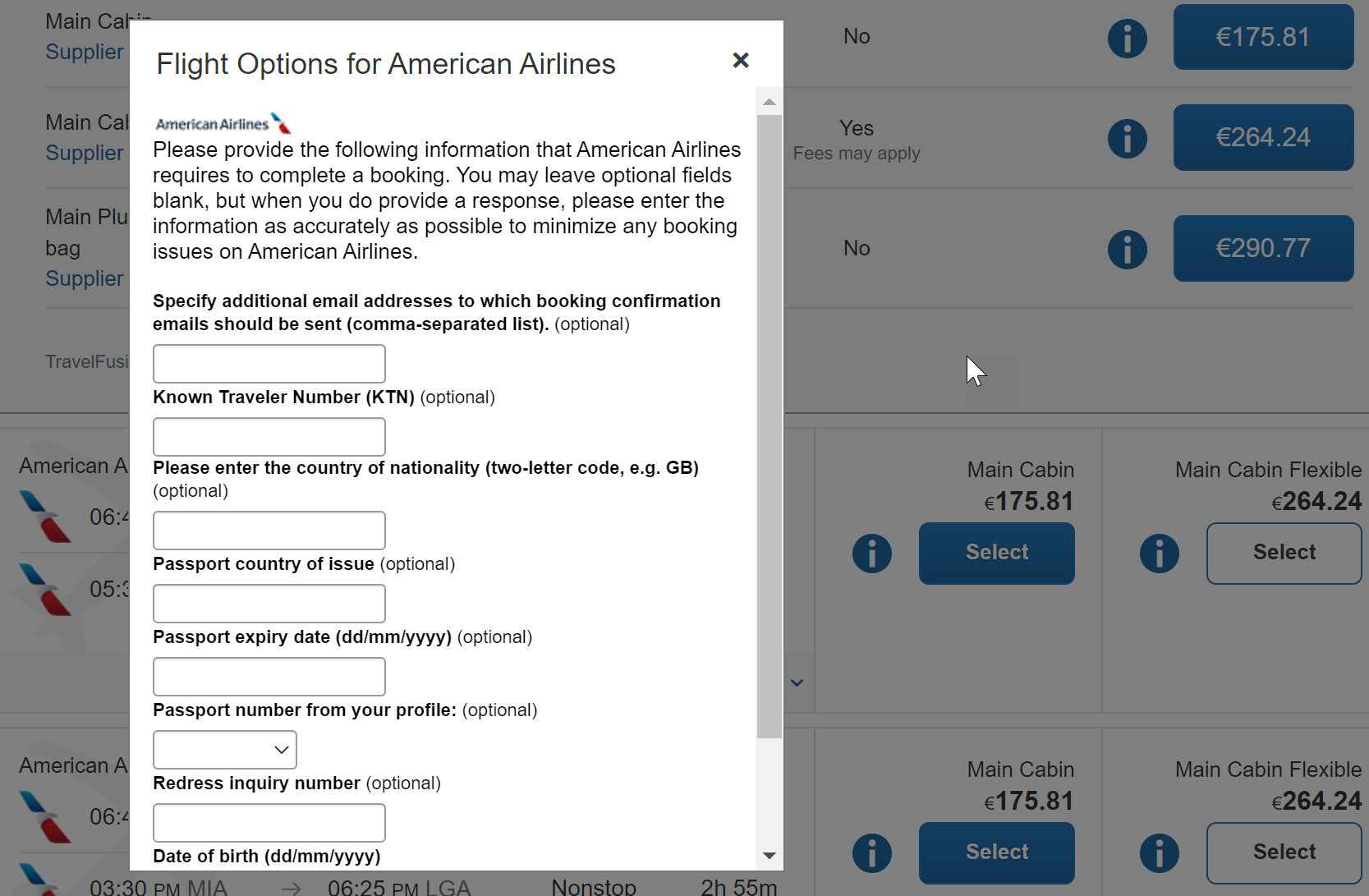
##### Shop by Fares



##### Expanded Display



##### Flight Options



#### Configuration for Professional and Standard Travel

To proceed with American Airlines bookings via Travelfusion, **American Airlines** must be enabled in the Concur Travel configuration. For a successful implementation, please follow the instructions on Travelfusion general configuration and administrative settings and on the specifically desired airline content carefully.

For more information, refer to the [*Travelfusion Direct Connect Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Travelfusion_TSG.pdf)and [*Travelfusion/New Distribution Capability Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/NDC_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

For additional reference, review SAP Concur’s [blog](https://www.concur.com/newsroom/article/concur-travel-connecting-to-united-airlines-ndc-content) regarding NDC.

These steps are covered in detail in [*Travelfusion Direct Connect Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Travelfusion_TSG.pdf)and [*Travelfusion/New Distribution Capability Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/NDC_TSG.pdf):

1. Enabling Travelfusion by TMC/Client.
2. Inhibiting the airline content in the GDS response (required).
3. Adding required and optional credentials (for example, IATA #, PCC, etc.) to receive airline content via Travelfusion.
4. Enabling the airline as a supplier to be searched in Travelfusion.
5. PNR finishing.
6. Application of Travel Policy rules (for more information, see [*Approvals, Rules, and Classes/Policies Travel Services Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Trip_Approval_TSG.pdf)).

#### Known Limitations

Please note the following:

* Travelers will receive notifications and updates directly from the airline in case of schedule changes. The Concur Travel itinerary will not receive airline updates after the initial booking is posted to the itinerary.
* Travelers will receive booking confirmation from the airline.
* Multi-segment shop and book is not supported.
* Airline is responsible for ticketing, although they may allow TMC ticketing and servicing with third party automation.
* Solution supports credit card and ghost card forms of payment only.

## Ground

### SummitQwest Decommission

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

#### Overview

Concur Travel currently provides travelers the ability to book ground transportation via SummitQwest. SummitQwest is focused on ground transport solutions for New York City but also provide global ground transport solutions ([www.hqtravel.com](https://hqtravel.com/)).

Due to its pre-pandemic reduced usage and associated costs of maintenance, SAP Concur decided to decommission the support of SummitQwest in Concur Travel with the January 2022 release.

SAP Concur recognizes that some users may still require ground transportation booking capabilities; it is recommended that users switch to the remaining supplier Groundspan.

##### User/Customer Benefit

Periodically, under-utilized features or pages must be removed to improve usability. This is a rarely used feature and no longer supports Concur Travel users.

#### What the User Sees

Existing transfer itineraries will remain visible in Concur Travel under My Trips. Also, the historical data will be kept for reporting.

The option to cancel/modify a Ground booking will continued to be displayed after the January 2022 release but this action will run into an error message. For all required changes to a booking the traveler is advised to contact the ground supplier that is mentioned on the Trip Itinerary overview.

#### Configuration for Professional and Standard Travel

Targeted for the January 2022 release, SummitQwest will automatically be disabled and will no longer be visible on any travel configurations.

No additional action is required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

For more information, refer to the [*Ground Content Suppliers Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Limo_Suppliers_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

### Talixo Decommission

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

#### Overview

Concur Travel currently provides travelers the ability to book ground transportation via Talixo. Talixo is an online platform for booking taxis, minicabs and limousines in Germany ([www.talixo.de](https://talixo.de/)).

Due to its pre-pandemic reduced usage and associated costs of maintenance, SAP Concur decided to decommission the support of Talixo in Concur Travel with the January 2022 release.

SAP Concur recognizes that some users may still require ground transportation booking capabilities; it is recommended that users switch to the remaining supplier Groundspan.

##### User/Customer Benefit

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained.

#### What the User Sees

Existing transfer itineraries will remain visible in Concur Travel under My Trips. Also, the historical data will be kept for reporting.

The option to cancel/modify a Ground booking will continued to be displayed after the January 2022 release but this action will run into an error message. For all required changes to a booking the traveler is advised to either contact Talixo directly or to use the self-service portal [www.talixo.de/self-service/login](https://talixo.de/self-service/login).

#### Configuration for Professional and Standard Travel

Targeted for the January 2022 release, Talixo will automatically be disabled and will no longer be visible on any travel configurations.

No additional action is required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

For more information, refer to the [*Ground Content Suppliers Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Limo_Suppliers_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Release Notes

### Shared Planned Changes Moving to New Shared Changes Release Notes

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applies to: | Expense | Invoice | Request | Travel | Other |
| Edition(s) | Professional Standard CSBE | Professional Standard CSBE | Professional Standard CSBE | Professional Standard CSBE | All Concur products and services |
| Information First Published | | Information Last Modified | | Feature Target Release Date | |
| December 3, 2021 | | January 14, 2022 | | January 14, 2022 | |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | | | | |

#### Overview

Beginning with the January 2022 draft release notes, shared (SAP Concur cross-product) changes, shared planned changes, and changes to SAP Concur core technologies are published in a new document, *Shared Changes Release Notes*. This document replaces the current *Shared Planned Changes Release Notes****.***

Shared and core technology features and changes include, but are not limited to:

* Security-related changes—for example, annual security certificate renewals, changes to support for security ciphers, changes in support for security protocols, and changes to username and password requirements.
* UI design changes that impact all products—for example, changes to the functionality or appearance of the SAP Concur home page, the addition or removal of links from the site header or footer, changes to the user profile. page, and theme changes that impact the overall look and feel of the SAP Concur site.
* Sign-in process changes—for example, the addition or removal of sign-in features, URL changes, domain-name changes, and changes to verified email.
* Changes to production or test environments.
* Changes that impact site-wide settings, changes to global settings, and changes to pages for configuring site-wide or global settings—for example, changes to the User Administration page, changes to Product Settings for Standard Edition, and the introduction of new administration tools.

**Previous Process**

SAP Concur User Assistance published the *Shared Planned Changes Release Notes* in coordination with each monthly release. This document included shared and core features and changes that SAP Concur plans to implement in the future. When those changes were officially released, the release or implementation of the change was distributed and documented in the product-specific release notes—for example, the Concur Expense, Concur Invoice, Concur Request, or Concur Travel release notes.

**New Process**

Beginning in January 2022, the implementation of shared and core features, and changes to existing shared and core features are now documented in the new *Shared Changes Release Notes*. This applies both when the features and changes are planned changes and when they are officially released. The shared/core release notes will no longer be distributed to product-specific release notes.

Changes that are specific to one product and that impact that product's functionality or UI for admins or for end users will continue to be documented in that product's release notes.

##### User/Customer Benefit

This change reduces duplication of information, ensures that the product-specific release notes contain product-specific information, and provides a single source for SAP Concur shared changes and changes to core technologies.

#### Configuration for Professional and Standard Travel

This process change occurred automatically.

For more information and for information about the implementation of shared and core features, changes to existing shared and core features, and planned changes to shared and core features, refer to the [*SAP Concur Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

## Travel Operations / Technical Essentials

### Travel Implementation Process Change

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2022 | -- | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
| X | X | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source / Solution Suggestion** | | | | |
| GDS | | N/A | | |
| Direct Connect | | N/A | | |
| Solution ID | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | | [Travel System Admin User Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TravelSysAdmin.pdf) | | |
| Other | |  | | |

#### Overview

When implementing new indirect customers on SAP Concur products, TMCs have previously had different options for creating a new company configuration. They could:

* manually create a new configuration,
* clone an existing configuration, or
* complete the Online Order Form that generates a request for a new configuration to be created.

SAP Concur is making billing system updates, targeted for a future release. TMCs will now be required to complete and submit the Online Order Form for all configuration creations, includes test configurations. Cloned and manually created configurations will not be enabled until the Online Order Form is completed and submitted.

##### User/Customer Benefit

This feature change has no impact to Concur Travel users.

#### Configuration for Professional and Standard Travel

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

* For more information, refer to the [Travel System Admin User Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TravelSysAdmin.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Miscellaneous

### \*\*Ongoing\*\* Rotating PGP Key Available for File Transfers

This feature is now documented in the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

### \*\*Ongoing\*\* SAP Concur Homepage Changes

This feature is now documented in the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

### \*\*Ongoing\*\* SAP Concur Legacy File Move Migration

This feature is now documented in the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

### Profile Menu Functional Changes Under Fiori Light Theme (Professional Edition Only)

This feature is now documented in the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

# Planned Changes

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

1. The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

## Flight

### \*\*Planned Changes\*\* Galileo Post-Ticket Exchange Capability

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2022 | -- | February 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
| X | X | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source / Solution Suggestion** | | | | |
| GDS | | Galileo | | |
| Direct Connect | |  | | |
| Solution ID | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | | X | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | | [Post Ticket Change / Rapid Reprice (Apollo and Galileo) Travel Service Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/TicketChange_RapidReprice_Apollo_TSG.pdf) | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Currently, users are not able to make flight changes via Travelport Galileo after a ticket has been issued. As of this release, post-ticket exchange functionality will be available for Travelport Galileo customers with the **Post Ticket Change** feature enabled.

##### User/Customer Benefit

This change will allow users to change Travelport Galileo airline flights through Concur Travel after a ticket has been issued.

#### Configuration for Professional and Standard Travel

The **Galileo Post Ticket Change** feature must be enabled in your company’s Concur Travel configuration settings.

For more information and known limitations, please refer to the [*Post Ticket Change / Rapid Reprice (Apollo and Galileo) Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/TicketChange_RapidReprice_Apollo_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Hotel

### \*\*Planned Changes\*\* Airbnb Decommission

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2021 | -- | February 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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

#### Overview

Targeted for February 2022, by mutual agreement, Airbnb and Concur Travel will disable the Airbnb Direct Connect as a source of content in Concur Travel and decommission the unique punch-out booking experience within the Concur Online Booking Tool. Existing connections will be removed; no new connections to Airbnb will be made.

Affected clients may work with Airbnb, their TMC, and their administrator to arrange Airbnb bookings via alternate channels, and/or to enable alternative hotel content connectors in Concur Travel.

Existing Airbnb itineraries will remain visible in Concur Travel under **My Trips**.

#### User/Customer Benefit

Periodically, under-supported third party features may be removed to ensure usability standards are maintained. This feature is not fully supported and will therefore be removed.

#### Configuration for Professional Travel

SAP Concur will automatically disable this feature for all travel configurations.

For more information, refer to the [*Hotel Service Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/HotelService_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Profile

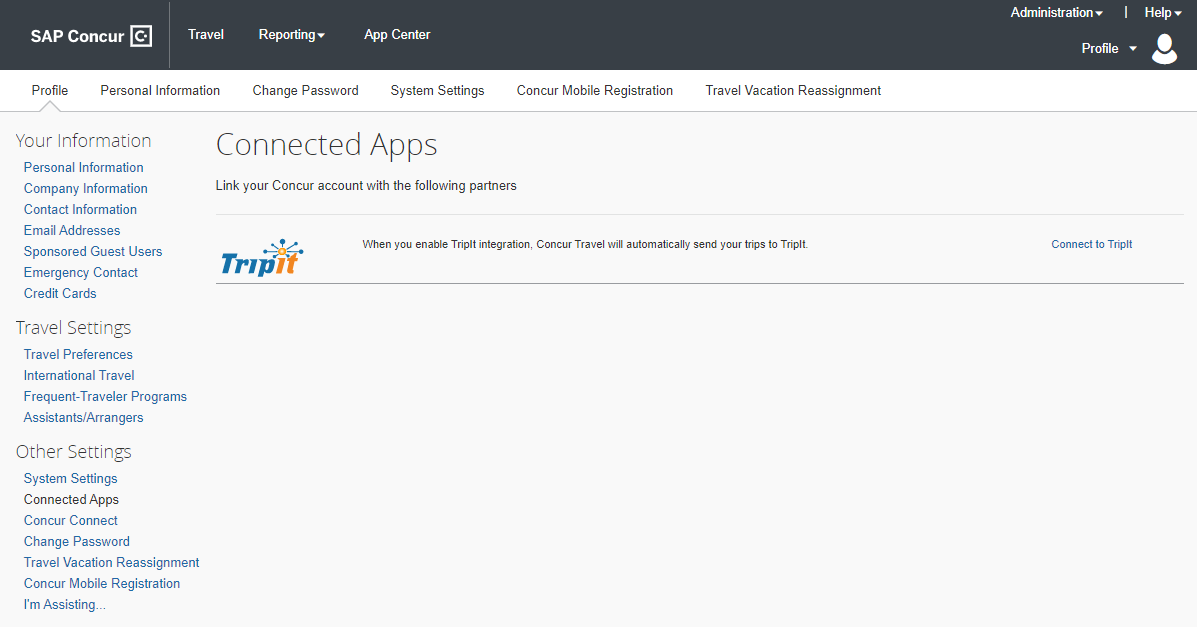
### \*\*Planned Changes\*\* Removing Connected Apps Page

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2021 | -- | Q1 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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

#### Overview

SAP Concur will remove the **Connected Apps** page, <https://www.concursolutions.com/profile/ProfileUserOauth.asp>, from the Concur Travel and Expense user interface.



##### User/Customer Benefit

Periodically, under-utilized features or pages must be removed to improve usability. This is a rarely used page; it no longer meets its purpose of driving partner application usage.

#### Configuration for Professional and Standard Travel

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

### \*\*Planned Changes\*\* XML Profile Sync No Longer Available as of March 31, 2022

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| March 2021 | -- | March 31, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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

#### Overview

The XML Profile Sync, which is used to synchronize Concur Travel user profile data with TMC partners, will no longer be available, targeted for Q1 2022. We advise all partners to engage with SAP Concur representatives to adopt the **Travel Profile v2** API for managing Concur Travel user profiles.

##### User/Customer Benefit

The XML Profile Sync was officially decommissioned in 2016 due to instability and other issues. The **Travel Profile v2** API was built to replace this legacy synchronization process. It has now reached a level of stability and maturity that there is no longer any reason to maintain multiple profile sync options.

#### Configuration for Professional and Standard Travel

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

For more information, refer to the [*Travel Profile API Travel Service Guide*](http://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Travel_Profile_API_TSG.pdf) and to the [SAP Concur Developer Center, Travel Profile v2 - Resource](https://developer.concur.com/api-reference/travel-profile/v2.profile-resource.html). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

# Client Notifications

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](https://www.concurtraining.com/customers/tech_pubs/RN-monthly-Access/_RN_access_client.htm) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [*SAP Concur list of Subprocessors*](https://support.sap.com/content/dam/support/en_us/library/ssp/my-support/trust-center/sap-tc-04-0011.pdf)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [*Concur Travel & Expense Supported Configurations*](http://www.concurtraining.com/customers/tech_pubs/Docs/Z_SuppConfig/Supported_Configurations_for_Concur_Travel_and_Expense.pdf) guide.

When changes to browser support are planned, information about those changes will also appear in the [*Shared Changes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm) release notes.

# Additional Release Notes and Other Technical Documentation

## Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

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

If you have the proper permissions, the **Contact** **Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

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



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