

<b>SAP Concur Release Notes</b> <b>Concur Travel</b> Concur Professional/Premium <b>and</b> Concur Standard	
<b>Month</b>	<b>Audience</b>
Release Date: February 19, 2022 Initial post: Friday, February 18	SAP Concur Client <b>FINAL</b>

**\*\* 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

## 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 <b>in yellow</b> in this release note.		
Prof	Stan	← ← Edition
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
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	<a href="#">Client Fact Sheet - TMC AWS Migration</a>	
Admin Guides		
Other	<a href="#">SAP Concur Cloud Platform Strategy</a>	

### 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](#) 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](#) and the [SAP Concur Cloud Platform Strategy](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

### Group ID Displayed Next to Group Name

Prof	Stan	◀ ◀ Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
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

With this change, the **Company Administrator > User Administration > User Details** page > **Travel Settings > User Group Membership** list displays **Group IDs** in parenthesis next to the listed **Group Names**. Previously, only **Group Names** were displayed.

**USER/CUSTOMER BENEFIT**

Companies who wish to use the **User Provisioning Service** API (UPS) and **Travel Extension** to add users into Concur Travel must provide Group IDs in order to assign users into Travel Groups. This change allows companies to have a list of Group IDs that can be used with UPS. There is no other user interface where Group IDs are displayed to Admin users.

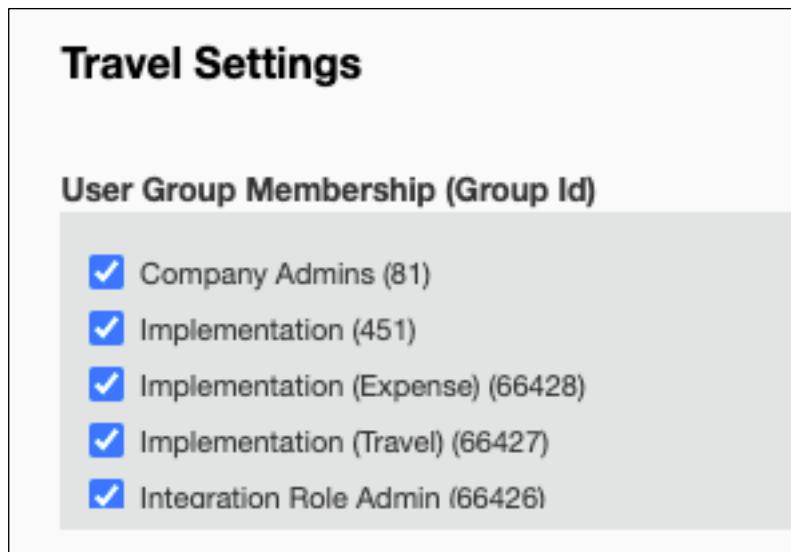
---

**NOTE:** UPS is currently in pre-release status. Documentation can be found at <https://developer.concur.com/api-reference/user-provisioning/v4.user-provisioning.html#travel-user-schema>.

---

**What the User Sees**

The **Company Administrator > User Administration > User Details** page > **Travel Settings > User Group Membership** list displays the **Group ID** in parenthesis next to the **Group Names** field.

**Configuration for Professional and Standard Travel**

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

## Flight

### After the Fact Notification – Brazil Market Update and Related Travelfusion Changes

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
	Direct Connect	Travelfusion	
	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	<a href="#">Travelfusion Travel Service Guide</a>	
	Fact Sheets		
	Admin Guides		
	Other		

#### Overview

In Concur Travel, the Ancillary, Trusted Traveler Program and Traveler Data content in the **Flight Options** box are controlled by the supplier. Airlines can introduce new ancillaries while authorities can introduce new regulations for Traveler Data collection at any time. These new options may dynamically appear in the **Flight Options** box without prior notice.

At the beginning of February, some Brazilian airlines started to collect passport number, country of issue and expiry date as mandatory data; users were not able to complete a booking without filling in these fields.

SAP Concur has worked with the airlines and Travelfusion to ensure that the specified passport data is not mandatory during the booking process. Users can choose to provide passport information during booking or during check-in.

The obligation of collecting the travel document information is determined by governmental regulations. Based on changing regulations, airlines may reintroduce mandatory fields in the **Flight Options** box without notifying customers or partners.

### What the User Sees

Once the fare is selected, the user is provided with the option to share travel document information with the airline (this example is from a GOL booking).

**Flight Options for Gol Transportes Aéreos** ✕

Please Select Confirmation Email Language: 1 CHINESE-SIMPLIFIED (C), 2 CHINESE-TRADITIONAL (H), 3 DANISH (D), 4 ENGLISH (E), 5 FRENCH (F), 6 GERMAN (G), 7 GREEK (R), 8 ITALIAN (I), 9 JAPANESE (J), 10 KOREAN (K) (optional)

CPF Number (optional)

Please enter the country of nationality (two-letter code, e.g. GB) (optional)

Please Select Outward Hand Luggage Option: (optional)

Passport country of issue (optional)

Passport expiry date (dd/mm/yyyy) (optional)

Passport number from your profile: (optional)

Please Select Return Hand Luggage Option: (optional)

### Configuration for Professional and Standard Travel

This behavior occurs by default. There are no configuration steps.



For more information, refer to the [Travelfusion Travel Service Guide](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.



# Hotel

## Airbnb Decommission

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X	X	<b>Other:</b> Refer to the release note below	
<b>Does not apply to this edition</b>			
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		<a href="#">Hotel Service Travel Service Guide</a>	
Fact Sheets			
Admin Guides			
Other			

### Overview

For this release, by mutual agreement, Airbnb and Concur Travel is disabling the Airbnb Direct Connect as a source of content in Concur Travel and is decommissioning the unique punch-out booking experience within the Concur Online Booking Tool. Existing connections are 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 is automatically disabling this feature for all Concur Travel configurations.



For more information, refer to the [Hotel Service Travel Service Guide](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

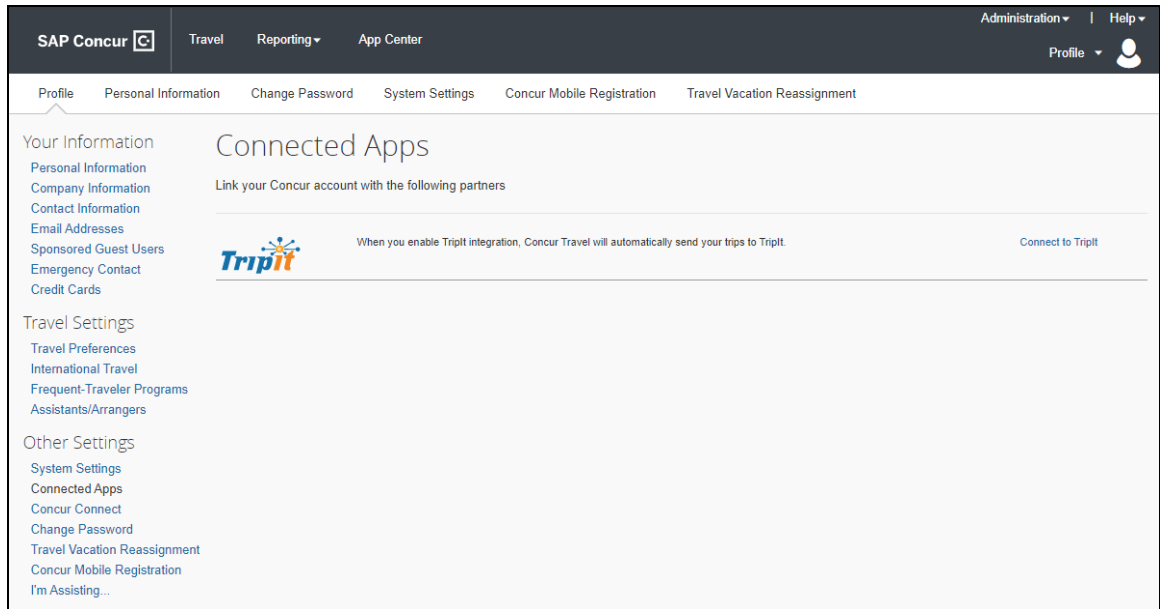
## Profile

### Removing Connected Apps Page

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
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

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.

**NOTE:** 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](#).

## Flight

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

Information First Published	Information Last Modified	Feature Target Release Date
January 2022	--	March 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		
Prof	Stan	← ← Edition
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
		<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
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	<a href="#">Post Ticket Change / Rapid Reprice (Apollo and Galileo) Travel Service Guide</a>	
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 is available for Travelport Galileo customers with the **Post Ticket Change** feature enabled.

**USER/CUSTOMER BENEFIT**

This change allows 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](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

**\*\*Planned Changes\*\* Travelfusion – Aer Lingus Supplier Update**

Information First Published	Information Last Modified	Feature Target Release Date
February 2022	--	March 2022
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
	Direct Connect	Travelfusion	
	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**

Aer Lingus Direct Connect content is offered via Travelfusion in Concur Travel. Currently, customers can use the legacy Aer Lingus supplier without airline credentials and the Aer Lingus (B2B) supplier with airline credentials. With the upcoming release, customers will be able to use the Aer Lingus (B2B) connection with or without credentials in Concur Travel.

We encourage all customers to migrate to the Aer Lingus B2B supplier as it offers greater support and stability than the legacy supplier. In the future, the legacy Aer Lingus supplier will be decommissioned in Concur Travel. We will provide further details closer to the decommission date.

### **USER/CUSTOMER BENEFIT**

By switching to the Aer Lingus (B2B) supplier, users will experience a more stable and reliable booking flow with less booking failures, compared to the legacy supplier. Customers may obtain their own credential set from Air Lingus, if they have negotiated content with the airline. The Aer Lingus (B2B) connection works with or without credentials; users can book published fares as they would in the Aer Lingus website.

### ***What the User Sees***

The shop and book flows between the two suppliers are almost identical. Users can request express boarding via the **Flight Options** pop up when using the B2B connection.

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

To migrate from the legacy Aer Lingus supplier to the Aer Lingus (B2B) supplier, the legacy supplier must be disabled. The new Aer Lingus (B2B) connection must be enabled in the Concur Travel configuration.

Please follow the general configuration and administrative settings instructions on Travelfusion and on the specifically desired airline content carefully, for a successful implementation.

These steps are covered in detail in the [Travelfusion Direct Connect Travel Service Guide](#):

1. Disable the Aer Lingus supplier.
2. Enable the Aer Lingus (B2B) supplier.
3. Add credentials to receive negotiated content via Travelfusion (optional).



For more information, refer to the [Travelfusion Direct Connect Travel Service Guide](#). To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

## Profile

### \*\*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.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)			
X	X	<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
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		<a href="#">Travel Profile API Travel Service Guide</a>			
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](#) and to the [SAP Concur Developer Center, Travel Profile v2 - Resource](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

**Travel Operations / Technical Essentials**

**\*\*Planned Changes\*\* 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.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X	X	<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
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	<a href="#">Travel System Admin User Guide</a>			
	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](#). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

# Client Notifications

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

# Additional Release Notes and 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.

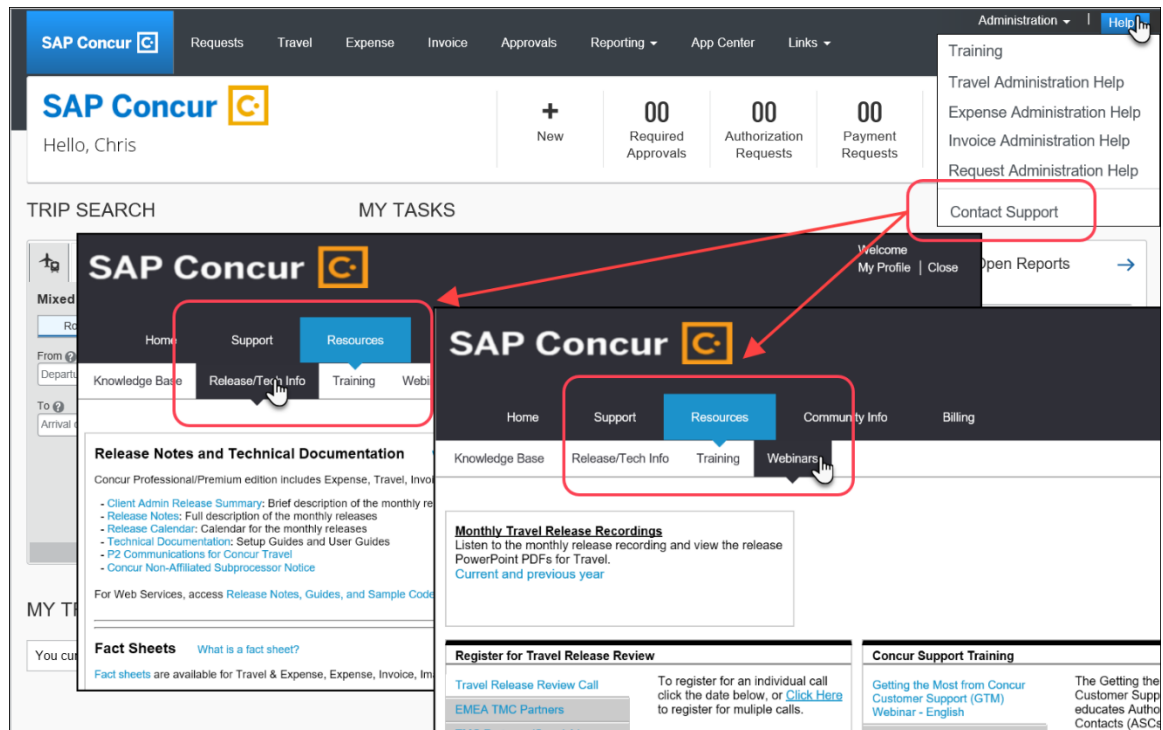
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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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