

SAP Concur Release Notes Concur Travel Concur Professional/Premium and Concur Standard	
Month	Audience
Release Date: April 23, 2022 Initial post: Friday, April 22	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

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.		
Prof	Stan	← ← 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	
Admin Guides		
Other	SAP Concur Cloud Platform Strategy	

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.

Flight

Travelfusion – Aer Lingus Supplier Update

Prof	Stan	← ← 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	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. Previously, customers were able to use the legacy Aer Lingus supplier without airline credentials and the Aer Lingus (B2B) supplier with airline credentials. Customers are now 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.

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 (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2022	--	May 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		
Prof	Stan	← ← Edition
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
	X	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	
Fact Sheets		
Admin Guides		
Other		

Overview

Currently, users are not able to make flight changes via Travelport Galileo after a ticket has been issued. In the future, 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](#). 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 – STATUS UPDATE**

SAP Concur is currently in the process of re-evaluating this change. With the next release, this information will be removed. If this change is again considered, information will appear in the release notes document.

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](#) page.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#).

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: Privacy-Request@Concur.com

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.

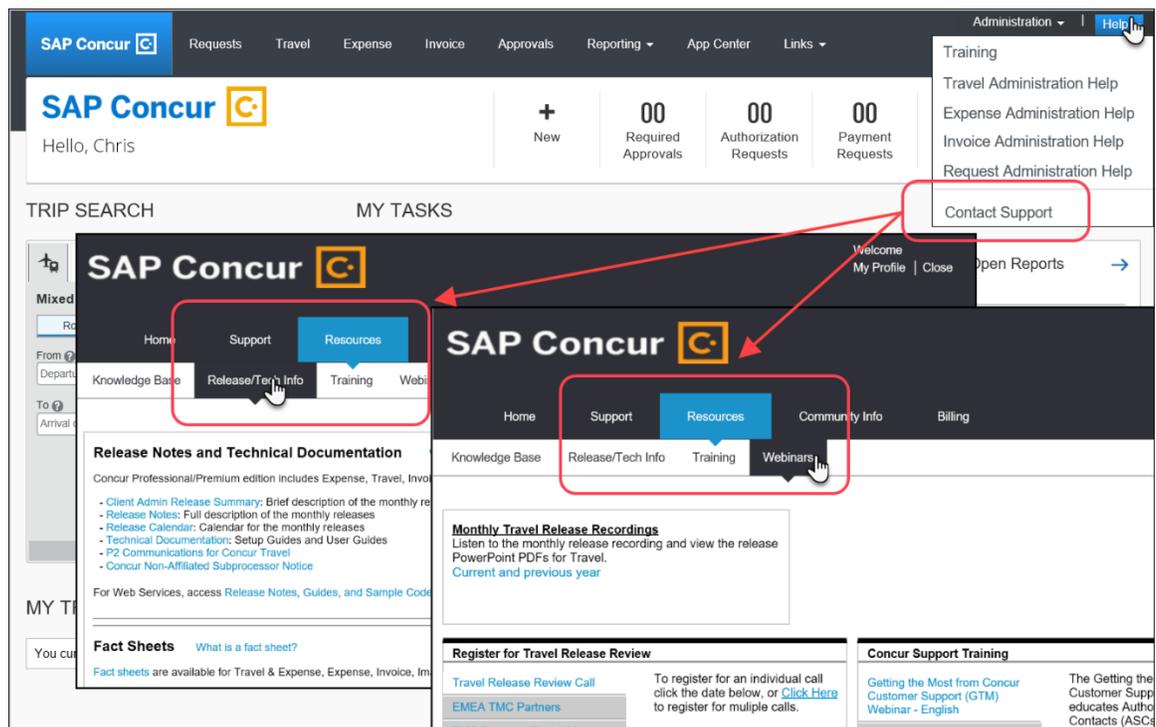
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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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