

SAP Concur Release Notes Concur Travel Concur Professional/Premium and Concur Standard	
Month	Audience
Release Date: May 21, 2022 Update 1: Tuesday, May 24	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.

Contents

- Release Notes 1**
 - Administration1**
 - **Ongoing** AWS Migrations - TMC Information 1
 - Flight.....2**
 - Galileo Post-Ticket Exchange Capability (Professional Edition Only) 2
 - JetBlue Seat Maps Change..... 3
- Planned Changes..... 7**
 - Administration7**
 - **Planned Changes** XML Sync Settings Removed from Company Travel Configuration 7
- Client Notifications 9**
 - Accessibility9**
 - Accessibility Updates 9

Subprocessors	9
SAP Concur Non-Affiliated Subprocessors	9
Supported Browsers	10
Supported Browsers and Changes to Support	10
Additional Release Notes and Other Technical Documentation	11
Online Help	11
SAP Concur Support Portal – Selected Users	11

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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.

User Experience

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

Galileo Post-Ticket Exchange Capability (Professional Edition Only)

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

Users are now able to make flight changes via Travelport Galileo after a ticket has been issued. 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.

JetBlue Seat Maps Change

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	All	
	Direct Connect	N/A	
	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		
	Fact Sheets	Seat Maps Fact Sheet	
	Admin Guides		
	Other		

Overview

As announced in the Release Notes of December 2021, JetBlue Airways opted to file all seats for all fare products as "chargeable", in all GDSs. For some fare products, seats were listed with a charge of zero dollars, effectively providing the seat allocation free of charge. For other fare products, a fee was required.

This change led to a number of confusing scenarios, such as:

- A seat map display that implied a fee would be charged for a seat, when in fact it was free of charge for most of the fare products.
- Some GDSs failing to confirm the user's seat selection.
- Some GDSs displaying a message to users that indicated a seat would automatically be reserved when, in fact, no seat had been reserved.

Because of this change, as of the December 2021 release, Concur Travel opted to no longer provide seat information for JetBlue. Instead, Concur Travel informed users that they had the option to reserve seats directly at JetBlue's website.

As of May 15, JetBlue has reversed their decision and changed their seat map logic back to the original settings to resolve the above-mentioned problems caused by the previous change.

As of May 25, based on the changes from JetBlue, Concur Travel will again display the full seat map. This will apply to the entire booking flow, including the **Search** results page.

The seat map displayed on the **Search** results page may differ from subsequent pages, depending on the selected fare product. On the **Search** results page, the seats are shown at the flight level, not the fare level. On subsequent pages, the seat map reflects the seats availability for the chosen fare product.

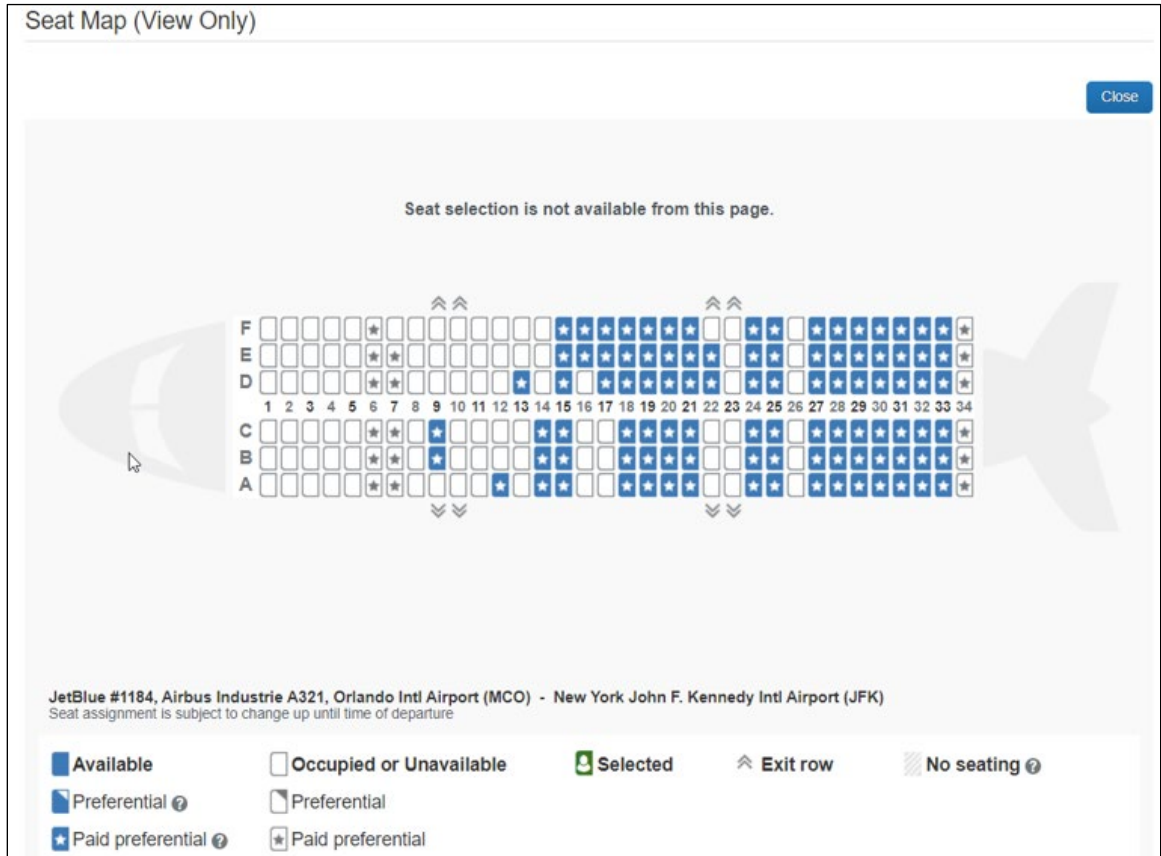
If a specific seat has not been selected by the user, Concur Travel sends a generic seat request to the GDS. This is done to minimize scenarios of denied boarding in cases where the airline has oversold the flight. Concur Travel will continue to do this for all airlines. Customers may wish to consult with their travel management company to confirm seat reservation handling in case a seat charge may be applicable.

USER/CUSTOMER BENEFIT

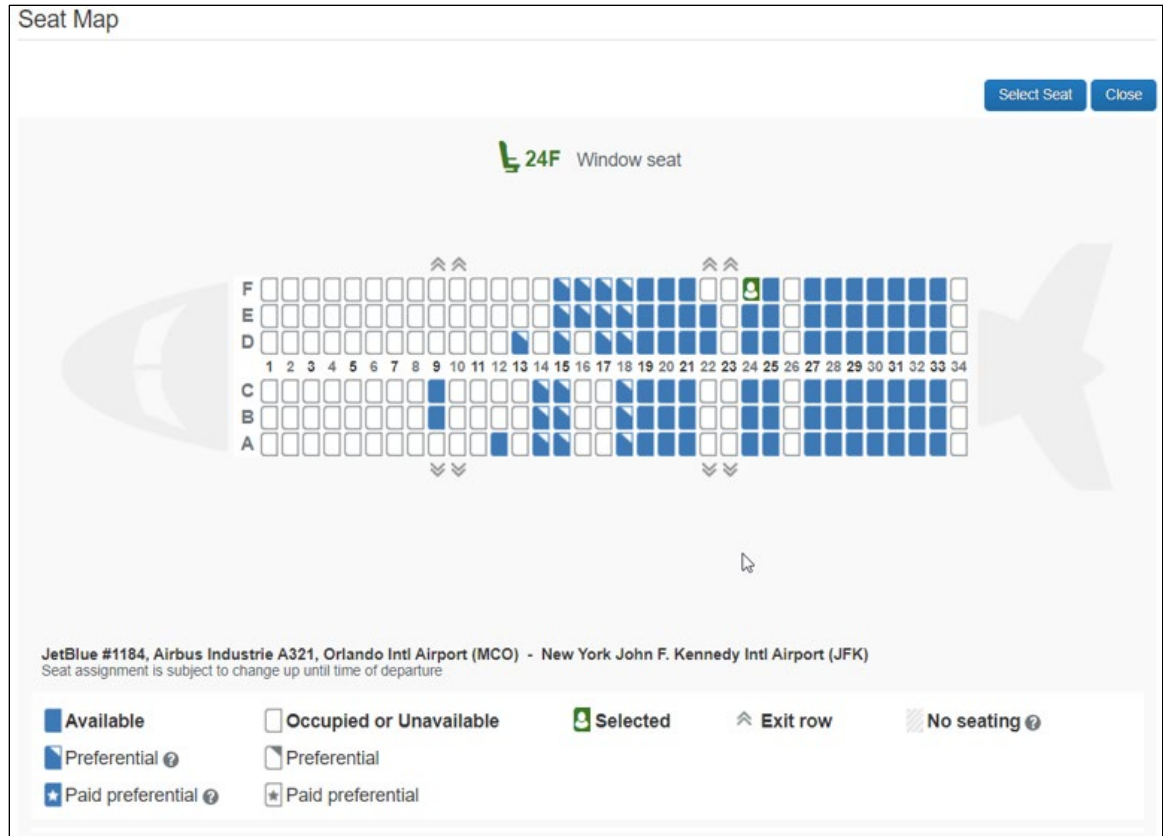
This change provides users full visibility of available seats, allowing them to select seats while booking a flight in Concur Travel.

User Experience

No changes have been made to the way Concur Travel displays seat maps in flight search results.



On the **Review and Reserve** and **Travel Details** pages, or after reserving a flight on the **Itinerary Details** page, users will be presented with the seat map corresponding to the chosen fare product. Depending on the GDS, user are able to select seats from either the **Review and Reserve** page, or from the **Confirmation** page after flights are reserved.



Configuration for Professional and Standard Travel

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



For more information, refer to the [Seat Maps Fact Sheet](#). 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](#).

Administration

Planned Changes XML Sync Settings Removed from Company Travel Configuration

Information First Published	Information Last Modified	Feature Target Release Date
May 2022	--	June 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	X Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
TSGs	Travel System Admin User Guide	
Fact Sheets		
Admin Guides		
Other		

Overview

The XML Profile Sync, which is used to synchronize Concur Travel profile data with TMC partners, will no longer be available after June 2022. Settings related to XML Profile Sync are being removed from Company Travel configuration.

USER/CUSTOMER BENEFIT

Users will no longer see these settings in the Company Travel configuration, as the XML synchronization is no longer available.

User Experience

The following UI sections will be removed:

- XML Sync Authorization

XML Sync Authorization - used for syncing travel profiles via web service; leave blank to disable
 PersonCode and PersonDBC should contain the *name* of the custom fields that should map to those fields in the XML sync.

Company Code	<input type="text"/>	Login Type	None - Cannot add new users
User	<input type="text"/>	Login Suffix/Validation	<input type="text"/>
Password	<input type="text"/>	Password Type	<input type="text"/>
PersonCode (Custom Field)	<input type="text"/>	Password Prefix/Value	<input type="text"/>
PersonDBC (Custom Field)	<input type="text"/>		
ClientQuestions (Custom Fields List)	<input type="text"/>		
Sync to GDS Sync Option*	<input type="text"/>	(Clear to disable automatic sync to GDS)	

Send New Users on Changes Retrieve
 Limit Sync to Profiles for This Config
 Automatically Populate Profile Last Updated Date (recommended for customers who have the Concur travel profile hidden)
 Use work/home address as default for credit cards

- TripSource: ProfileManager

Trip Source: ProfileManager

Login	Password	Parent Entity Id	User ID Prefix	<input type="checkbox"/> Disable GDS Profile Sync
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Template Id	Target URL			
<input type="text"/>	EMEA Commercial			

- Tramada

Tramada

TramadaAgency	TramadaCompany	TramadaAuth	TramadaClassic
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Configuration for Professional and Standard Travel

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

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.

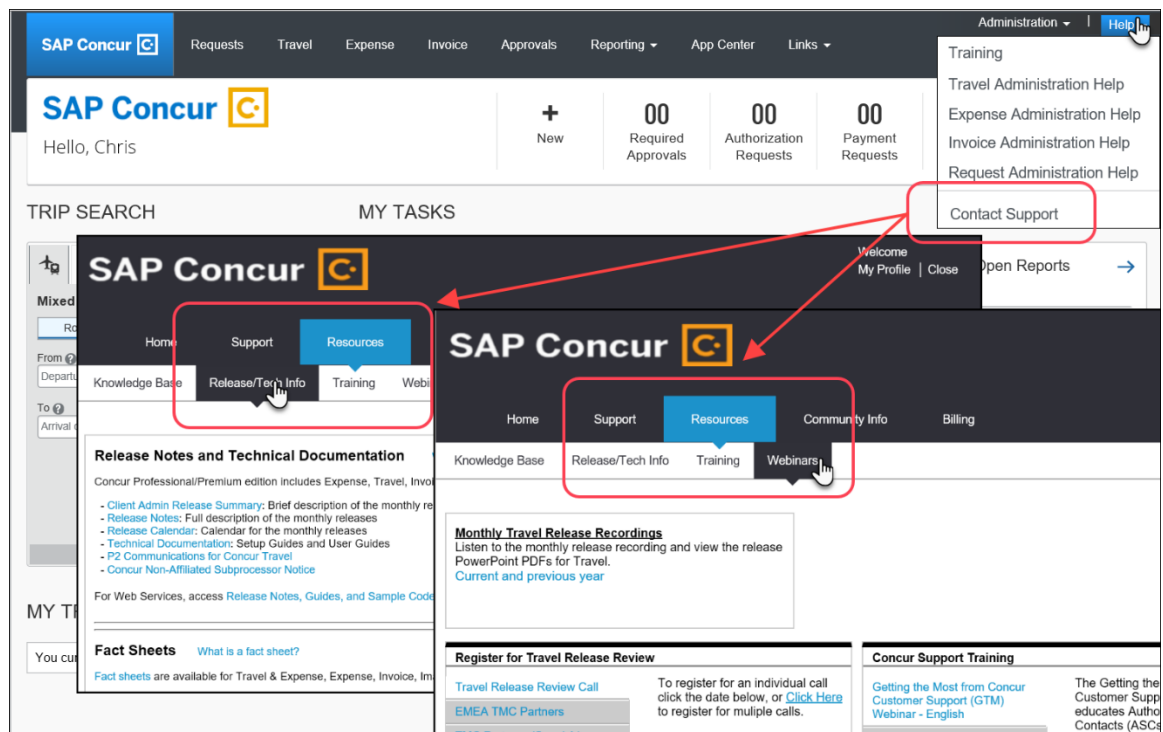
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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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