

<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: August 20, 2022 Update 1: Thursday, August 25	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.

## End-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

### GDS: Southwest – Ticket Credit Policy Update

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	All	
	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="#">Unused Tickets Travel Service Guide</a>	
	Fact Sheets		
	Admin Guides		
	Other		

## Overview

Ticket credits are credits from canceled flights or downgrades that can be used to purchase future airline ticket.

On 28 July 2022 Southwest Airlines announced the elimination of the expiration dates on all valid Southwest ticket credits with immediate effect. Any ticket credits originally expiring on or after 28 July 2022 can be used at any time without validity date restrictions for future purchases.

Prior to this date Southwest ticket credits were no longer valid one year from the date of original purchase.

Southwest ticket credits expired on or before 27 July 2022 are not affected by the new Southwest policy; they cannot be used for future bookings.

SAP Concur recommends that admins and TMCs reload impacted Southwest ticket credits to Concur Travel with a future expiration date so that travelers or arrangers remain aware of the available ticket credits.

For more details, please visit <https://www.southwest.com/help/changes-and-cancellations/flight-credit>.

### USER/CUSTOMER BENEFIT

Travelers can use their unused Southwest ticket credits anytime without validity date restrictions.

### Configuration for Professional and Standard Travel

Please refer to the [Unused Tickets Travel Service Guide](#) for detailed configuration instructions.

## Southwest Direct Connect – Ticket Credit Policy Update

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	Southwest	
	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="#">Southwest Direct Connect Travel Service Guide</a>	
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

Ticket credits are credits from canceled flights or downgrades that can be used to purchase future airline tickets.

On 28 July 2022, Southwest Airlines announced the elimination of the expiration dates on all valid Southwest ticket credits with immediate effect. Any ticket credits originally expiring on or after 28 July 2022 can be used at any time, without validity date restrictions for future purchases.

Prior to this date Southwest ticket credits were no longer valid one year from the date of original purchase.

Southwest ticket credits expired on/before 27 July 2022 are not affected by the new Southwest policy; they cannot be used for future bookings.

SAP Concur has been reviewing the new Southwest policy and preparing to adapt to these changes. In the future, travelers will not be offered to provide an expiration date for manually added Southwest ticket credits. Ticket credits stored in Concur Travel will no longer expire. Delivering the adjustments in the booking tool will take some time; we will update customers about the next steps in upcoming Release Notes.

Until the change is completed, travelers can still use the Southwest ticket credits expiring on or after 28 July for future Southwest Direct Connect bookings in Concur Travel. In cases where a Southwest ticket credit cannot be used because the original expiration date was passed to Concur Travel, travelers can re-add the ticket credit with a future expiration date during the booking process to redeem the credits for new Southwest tickets.

For more details, please visit <https://www.southwest.com/help/changes-and-cancellations/flight-credit>.

#### **USER/CUSTOMER BENEFIT**

Travelers can use their Southwest unused ticket credits at any time, without validity date restrictions.

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

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



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

## Update Flex Faring Airlines – Jetstar (JQ), Virgin Airlines (VA), Qantas (QF)

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	All	
	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	Flex Faring	
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

SAP Concur has updated the fare mapping for Jetstar (JQ), Virgin Airlines (VA), Qantas (QF) to align with recent changes made by the airlines.

### Configuration for Professional and Standard Travel

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



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



# Hotel

## Support for Sabre's Content Services for Lodging (CSL)

Information First Published	Information Last Modified	Feature Target Release Date
August 2022	--	Q4 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	Sabre	
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="#">Sabre Content Services for Lodging</a>	
Admin Guides		
Other		

### Overview

SAP Concur has completed development for Sabre's migration to the Content Service for Lodging (CSL) platform. While the required updates have had no impact on the end user booking experience, future Sabre-mandated changes will impact GDS PNRs and IUR files. Please review the [Sabre Content Services for Lodging Fact Sheet](#) in preparation for Sabre mandating the use of true CSL hotel segments. TMCs must ensure mid and back-office systems are prepared for these upcoming changes.

### USER/CUSTOMER BENEFIT

Sabre's Content Services for Lodging platform delivers more efficiency and a more consistent shopping experience to travel advisors.

### Configuration for Professional and Standard Travel

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



For more information, refer to the [Sabre Content Services for Lodging Fact Sheet](#).

# Train

## Company Code not Required for Renfe Direct Connect

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 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		
Direct Connect	Renfe	
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="#">Renfe Direct Connect Travel Guide</a>	
Fact Sheets		
Admin Guides		
Other		

### Overview

Until now, Concur Travel required a Company Code for clients to enable the Renfe direct connect.

Renfe no longer requires Concur Travel to send the Company Code in every request and as a result, with the August release, the company code in the travel configuration for Renfe is now optional.

Only public fares will be available to clients who do not have a customer agreement with Renfe.

### USER/CUSTOMER BENEFIT

This change will allow clients without a customer agreement with Renfe to enable the Renfe direct connect.

### End-User Experience

Users will be able to search, book, and cancel with the Renfe direct connect without their company specifying the Company Code in the travel configuration.

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

The company code is no longer required for the Renfe direct connect.



For more information, refer to the [Renfe 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](#).

## Car

### \*\*Planned Changes\*\* Management of Car Rules

Information First Published	Information Last Modified	Feature Target Release Date
August 2022	-	October 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 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	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		
	Admin Guides		
	Other		

### Overview

Currently, Concur Travel supports two similar Car rules: CarClass and CarClassList. The CarClass rule enables the user to select from a predefined drop-down of car type combinations. The CarClassList rule opens a popup with the same values as the CarClass dropdown list. The difference between the two is that the selected values in CarClass are not editable after selection, but selected values in CarClassList are editable after selection and can be mapped very closely to ACRISS standards.

The following actions will be taken:

1. If a client has the CarClass rule configured, the values will be mapped to the CarClassList rule without any administrative intervention.
  - ◆ If the client also has a CarClassList rule configured, the CarClass rule values will be appended to the CarClassList rule values.
2. The CarClass rule will no longer be configurable.
3. The CarClassList rule popup will be disabled.

### **USER/CUSTOMER BENEFIT**

These changes will eliminate the ambiguity around the CarClass and CarClassList rules. It will allow administrators to easily configure ACRISS-like codes using the CarClassList rule by directly typing values into a field and removing the need for the popup.

### ***What the Policy Administrator Sees***

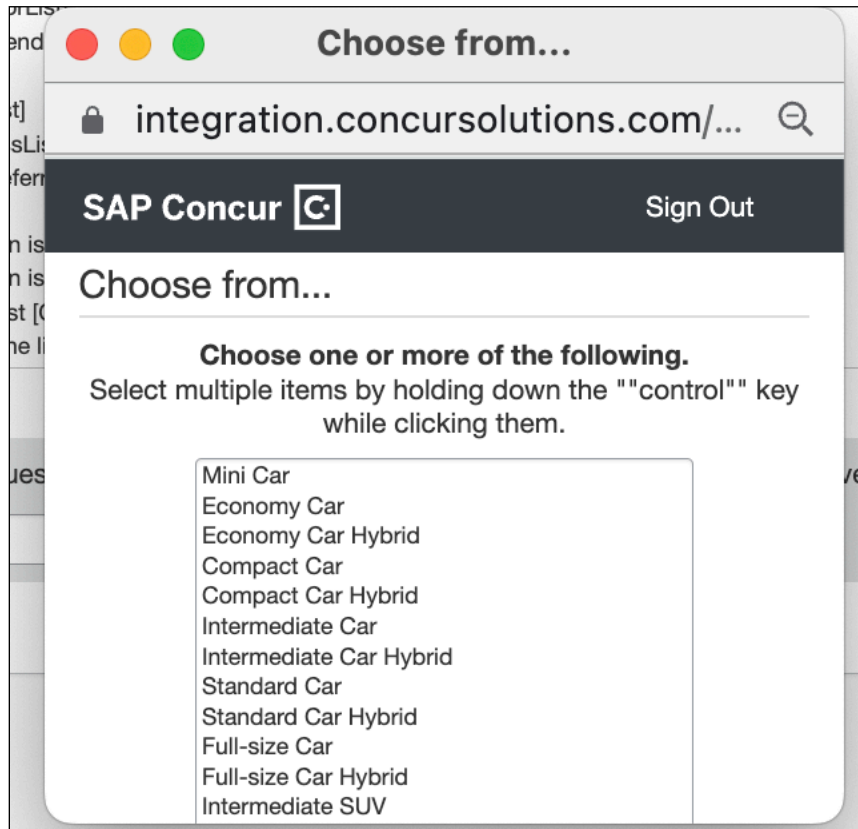
The **Car type is [CarClass]** option will no longer be removed:

 Car type is [CarClass]

Instead, the **Car type is one of [CarClassList]** and **Car type is not one of [CarClassList]** options can be used to configure Car type:

 Car type is one of [CarClassList]  
 Car type is not one of [CarClassList]

The **Choose from...** popup will be disabled from CarClassList rule:



Instead, administrators can enter car types directly into the **Car type is one of** field:

A screenshot of a form field labeled "Car type is one of". The field contains the text "I\*,I\*H,S\*,S\*H,F\*,F\*H".

The **Car Type is one of** field will accept any car type entry using the ACRISS standard. The asterisks denote a wild card. For example, I\* will return all Intermediate cards, I\*H will return all Intermediate Hybrid cars, etc.

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

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

## Miscellaneous

### \*\*Planned Changes\*\* Retirement of Calendar Integration Functionality (Professional Edition Only)

Information First Published		Information Last Modified		Feature Target Release Date	
July 2022		July 2022		September 2022	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
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					
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="#">Calendar Integration Travel Service Guide</a>			
Fact Sheets					
Admin Guides					
Other					

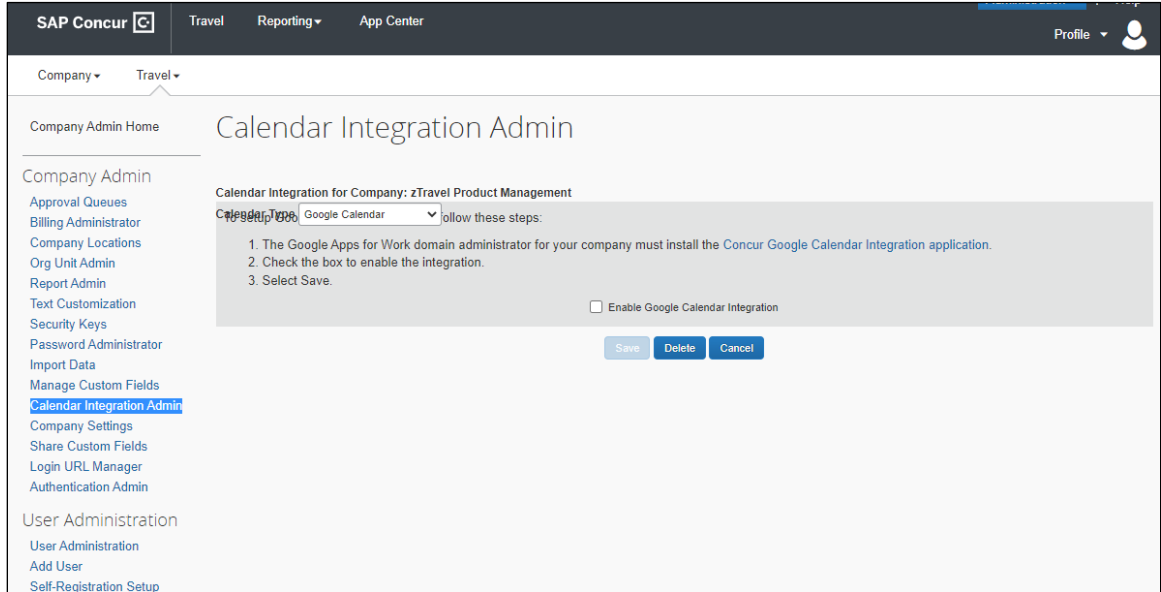
### Overview

The capability of integrating with the Microsoft Exchange Web Services calendar will be retired in 90 days, targeted for September 2022. Existing Google Calendar clients will continue to be supported; however, no new configurations can be enabled.

Concur Travel is retiring the support of Microsoft Exchange Web Services calendar because Microsoft is retiring the Basic Auth mechanism used to populate O365 calendars. The calendar integration feature will be replaced with the capability to include schema.org JSON in confirmation emails, which allows for the creation of events on Microsoft calendars.

## End-User Experience

The **Calendar Integration Admin** page will be removed from the **Company Admin Home** page.



## Configuration for Professional Travel

No configuration changes are required.



# 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 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.

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**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 \(S-user\)](#).

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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](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

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## Online Help

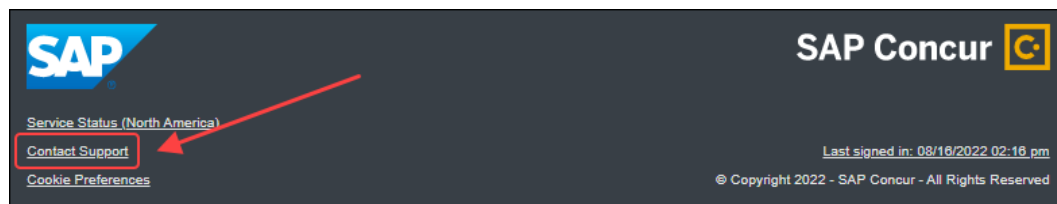
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, 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>).

## SAP Concur Support Portal – Selected Users

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

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** 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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