

SAP Concur Release Notes Concur Travel Concur Professional/Premium and Concur Standard	
Month	Audience
Release Date: July 22, 2023 Update 1: July 26, 2023	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

Car

New Concur Travel Car Experience (Professional Edition Only)

If you are participating in the initial release of the new Concur Travel car experience, your SAP Concur representative can provide draft GDS PNR documentation upon request.

NOTE: The new Concur Travel experience is currently unavailable with Concur Travel Standard Edition.

New Rental Car Experience: Updates to Reduced Feature Set (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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	
	Direct Connect	
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

The new rental car workflow in Concur Travel cannot be activated via a setting within Concur Travel. As a reduced set of features are available in this first release, potential customers will be determined programmatically and informed when eligible for migration.

NOTE: This section only lists limitations that are specific to the car workflow. For limitations applicable to the new Concur Travel experience in general, please refer to Updates to Reduced Feature Set in the Miscellaneous section of this release notes document.

Limitations Removed with this Release

The setting **Always run a General Shop Request for Car Searches** is now supported in the new car workflow. This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.

Custom Texts on the Car workflow pages and in the policy section are now supported. For more details, refer to *New Concur Travel Experience: Extended Custom Text Support* in this release note document.

The list of known limitations below was updated accordingly.

Remaining Known Limitations

The following items are either not yet supported with the new car rental booking experience or are supported with limitations. Please monitor future release notes for changes relating to these items.

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Traveler selection	Guest Traveler bookings	Travel Configuration	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not supported yet.
Content	Global Distribution System (GDS)	Agency Configuration	Amadeus only	Sabre and Travelport GDSs are not yet supported for the new car experience.
Integrations	Concur Request	Travel configuration	Enable Request Integration not enabled	

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Travel Policy	Car Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports, Notify manager, Show but do not allow, Hide results	"Allow" enforcement level is supported but Display Message (Message when matched) portion is not. For car category rules, Show but do not Allow is treated as Hide Results with the first release
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Car vendor is one of [CarVendorList] Car vendor is not one of [CarVendorList] Car vendor is not preferred Car dropped off in country/region [CountryList] Car not picked up in country/region [CountryList] Car picked up in country/region [CountryList] Car type is one of [CarClassList] Car rate [condition] [currency][money] per day Car rate of [CarClass1] is [condition] than that of [CarClass2] [plusMinus] [difference] [currencyOrPercent] Car not picked up or dropped off in country/region [CountryList] Car vendor is preferred Car rate is [condition] the lowest rate available plus [difference] [currencyOrPercent]	Any other configured car rule parts will not be enforced. Any other car rule parts will not show as violations to the user.

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Travel Policy	Car Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Car search results contain a preferred vendor Car search results do not contain a preferred vendor Car type is not one of [CarClassList] Car total cost [condition] [currency][money] Car not picked up or dropped off in region [Region] Car pick-up location is in the list [CityCodeList] Car picked up or dropped off in region [Region] Car total cost is [condition] the lowest total cost available plus [difference] [currencyOrPercent] Car picked up in region [Region] Search results contain one or more of these vendors: [VendorList] Car total cost of [CarClass1] is [condition] than that of [CarClass2] [plusMinus] [difference] [currencyOrPercent] Car size exceeds company preferred size of [CarClass]	Any other configured car rule parts will not be enforced. Any other car rule parts will not show as violations to the user.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	General Train Car Hotel Itinerary	Reasons from any other reason type categories will not display
Travel Policy	Rule Class Selection + Force selection of a rule class	Travel Configuration	Only a user's default rule class is supported	If enabled, users would see the rule class selection field on the search, but any selection by the user would not be honored.
Payments	Require credit card for car reservations	Travel configuration	This setting must be enabled	

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Payments	Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations	Travel configuration	Always write user-selected card must be enabled	
Car-Specific	Discount Codes/Numbers	Manage Corporate Discounts	Corporate Discount number is entered	A rental car availability only works with an existing corporate discount number in combination with loaded corporate rates. Rate codes do not yet apply. Public rates do not display yet.
Car-Specific	Preference ranks	Manage Corporate Discounts	Preferred, Less Preferred or Most Preferred	Vendors marked as not preferred will not be checked for availability.
Car-Specific	User Preferences	User Profile		No car rental preferences from the user profile are applying.
Car-Specific	Special Equipment	Travel Configuration/ User Profile		No special equipment additions are supported yet.
Car-specific	Travel Vendor Exclusion	Company Administration > Travel Admin > Travel Policy Administration		Travel Vendor Exclusions are not supported.
Car-specific	Direct Billing	Company Admin > Manage Corporate Discounts	Customers who use direct billing should not use the new car rental booking experience yet.	Direct billing is not supported.

Product Area	Feature/Setting	Setting Location	Setting Requirement	Additional Information
Trip Management	Change of booking	N/A	N/A	Change of booking is not yet supported for the new rental car booking experience; however, users are able to cancel and rebook using the new experience. Change of rental car bookings offline by a TMC are not recommended; the trip cost on the itinerary in SAP Concur will not yet be updated in case of any price change.

Changes in Product Behavior

The following features are supported for customers using the new car booking experience, however, behavior can be modified or may use legacy functionality.

FORCE USERS TO CHOOSE A CREDIT CARD

For the new car booking experience, this travel configuration setting is no longer used. When a user has more than one credit card allowed for use, the form of payment selection dropdown will not default to a card; it will be blank. The user is required to select a card before proceeding.



For more information on this user experience, please refer to the *New Rental Car Experience: Review and Book* section, *Payment* subsection earlier in these release notes.

Car and Rail

New Concur Travel Experience: New Design of Confirmation Page (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)	
		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			
	GDS		
	Direct Connect	Renfe, Car Connector	
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

The **Confirmation** page is redesigned to improve user experience. The cost and itinerary sections are removed in favor of a clearer message calling out that the workflow is completed. Links to the **Trip Overview** page and the homepage allow the user to choose to continue with trip edits or to move on to other tasks.

NOTE: A similar redesign of the **Confirmation** screen on Concur Mobile is planned to be launched in the first half of August 2023.

USER/CUSTOMER BENEFIT

The new confirmation page is designed to give users a clear indicator that their workflow is completed and to allow them a faster redirect to the **Trip Overview** page to edit their trip if needed. The new confirmation page gives users a clearer indicator that their workflow is completed. Links to the **Trip Overview** page and the homepage facilitate fast redirects to continue with trip edits or to move on to other tasks.

End-User Experience

Previous Experience:

The below shows the previous experience of the confirmation page, including cost section, itinerary section, and support contact section. It contained no link to redirect to the **Trip Overview** page.

Confirmation

[Back to Homepage](#)

Your trip has been booked! Confirmed

An email confirmation will be sent to stephan.bolkenius@sap.com.

July 11, 2023 - July 12, 2023

Record Locator: 22SIE3

Total Cost: \$94.36 ▼

Rail
 July 11 • Barcelona-Sants → Madrid-P.Atocha
 Confirmation Number: RET\$PRSYCS

View Ticket Confirmed ▲

	12:30 PM – 3:40 PM RENFE • AVE 03123 • 3h 10m	Básico, Estandar Barcelona-Sants → Madrid-P.Atocha	Carriage 1010, 05B
--	--	--	--------------------

Rail
 July 12 • Madrid-P.Atocha → Barcelona-Sants
 Confirmation Number: RET\$PRSYCS

View Ticket Confirmed ▼

Support Contact

T2 AUT Amadeus

T2 AUT Amadeus is your organization's travel management company.

<p>Please call for assistance.</p> <p>Business Hours: 08:00 - 18:00</p> <p>Phone Number: 123456789</p>	<p>Please leave a message and we'll get back to you.</p> <p>After Hours: 18:00 - 08:00</p> <p>After Hours Phone Number: 987654321</p>
--	---

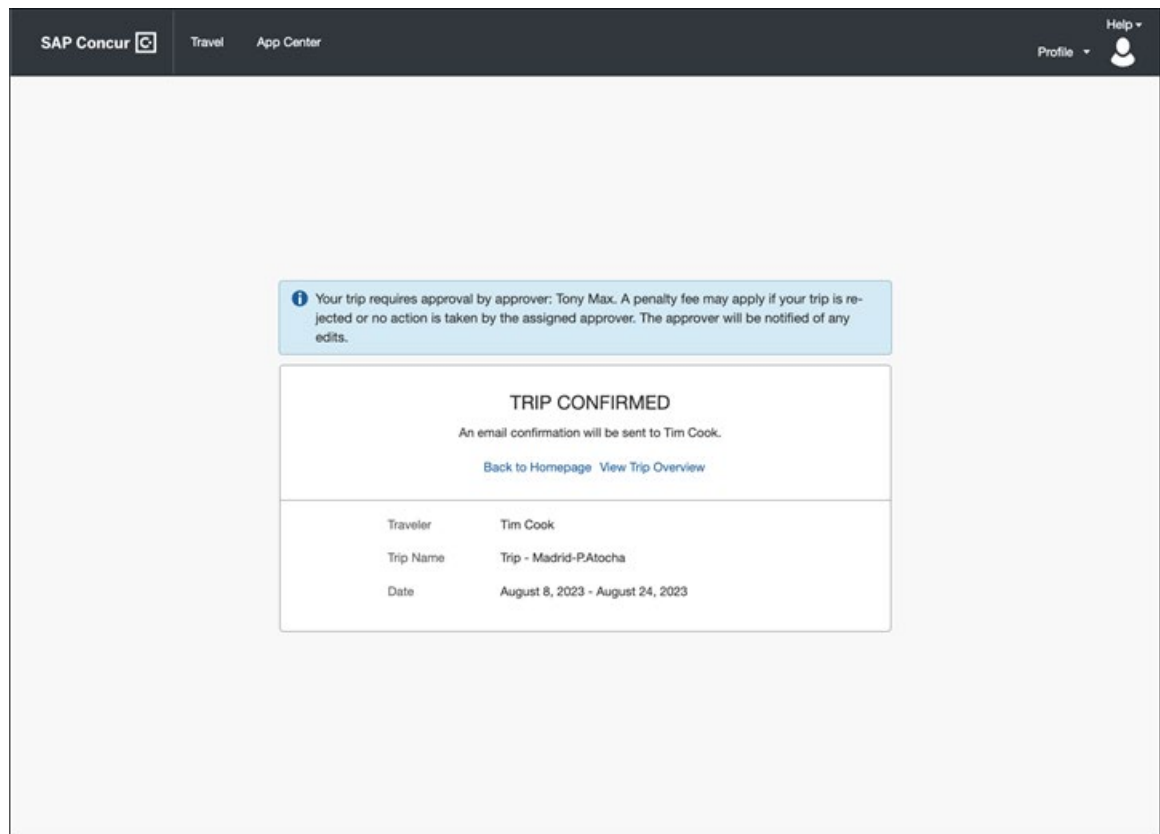
New Experience:

The new **Confirmation** page now clearly indicates when a trip is confirmed.

A message displays whom a confirmation email was sent to, the traveler's name, trip name, and trip dates.

Links give easy and quick access to **Back to Homepage** to move to other tasks or to **View Trip Overview** to edit the trip further, for example, by adding a booking.

Depending on the configuration and trip content, guiding messages may display in a banner on top of the page.



The section on itinerary, **Cost and Support** contact data are removed from the **Confirmation** page. They can be accessed by clicking **View Trip Overview**.

Configuration for Professional Travel

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

Flight

New Flight Experience- Support for Auto Cancel Travel Configuration Settings (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)	
		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			
	GDS		
	Direct Connect		
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

There are three travel configuration settings related to auto cancel and standalone approval workflows. The following will now be supported in the new Flight experience for standalone approval workflows.

- **Allow Auto Cancel** of trips that require approval
- **Allow Auto Cancel** of air or rail trips that are rejected
- **Allow Immediate Cancel** of non-air or rail trips that are rejected

There are some changes to these settings as noted on the next page.

USER/CUSTOMER BENEFIT

Rejected trips and trips not acted upon are no longer immediately cancelled.

End-User Experience

PREVIOUS EXPERIENCE:

Last Date to Ticket (LDT) was used to determine when the trips will be cancelled.

NEW EXPERIENCE:

LDT is specific to the new Flight experience and has added support for approval deadline for Hotel. In the case of a trip with both Flight and Hotel, the approval deadline of the trip will be minimum of approval deadline of Flight and Approval deadline of Hotel.

So, instead of using LDT, the approval deadline of the trip will be used to determine when the trip will be cancelled. The same conditions will be applied as with the previous experience.

In the new experience, approval deadline will replace LDT in all cases.

Example: If a flight is removed from a Flight and Hotel booking, the trip will be treated as a Hotel only booking.

NOTE: If a same day or non-refundable booking is made, then the approval deadline will not be calculated. The approver can still approve the trip as usual. Passive approval trips will be approved immediately. Active approval trips will remain in the system until the LDT approaches. The booking would then be cancelled by the GDS.

Configuration for Professional Travel

These settings can be changed in travel configuration. If it is already set up, no other changes are needed.

Eurowings B2B Content Update (Travelfusion)

Prof	Stan	← ← Edition	
		On: 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)	
X	X	Available for use: No impact to <i>end users</i> 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			
	GDS		
	Direct Connect	Travel Fusion	
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), Travelfusion Direct Connect	
	Fact Sheets		
	Admin Guides		
	Other		

Overview

Eurowings B2B Direct Connect content has been offered in addition to the GDS for SAP Concur customers. The B2B offers are available only via the Travelfusion channel in Concur Travel.

Starting from July 2023, Eurowings requires customers to provide **Organization Code** in addition to the current credential set. In the meantime, the Partner Benefit Plus program does not apply to the Eurowings B2B customers, as the airline already ensures the customer benefits outside the Partner Benefit Plus program.

USER/CUSTOMER BENEFIT

Customers can continue to benefit from the Eurowings B2B offers available only via the Direct Connect channel.

Configuration for Professional and Standard Travel

Customers already using Eurowings B2B Direct Connect via Travelfusion in Concur Travel must update the credential set stored in **Travel System Admin > Manage Travelfusion Credentials** in order to continue getting the B2B content.

New customers can obtain credentials from Eurowings directly from the airline or via their SAP Concur Account Managers or representatives

Configuration for Professional and Standard Travel

To proceed with Eurowings B2B bookings via Travelfusion, Eurowings B2B must be enabled in the travel configuration. Please follow the instructions on Travelfusion general configuration and administrative settings and on the specifically desired airline content carefully, for a successful implementation.



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.

These steps are covered in detail in the *Travelfusion Direct Connect Travel Service Guide*:

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 the airline content via Travelfusion
4. Enabling the airline as a supplier to be searched in Travelfusion
5. PNR Finishing

Application of Travel Policy rules (*Approvals, Rules, and Classes/Policies Travel Services Guide*)

Air France-KLM NDC Content through Travelfusion (Jun28)

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)	
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			
	GDS		
	Direct Connect	Travelfusion	
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), Travelfusion Direct Connect	
	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 via Global Distribution Systems (GDS) EDIFACT.

As part of the SAP Concur commitment to ensuring clients have access to all relevant content including NDC-sourced content, the Select Access program includes an option for sourcing NDC content via Travelfusion.

As part of our continuous effort to add NDC content, Air France-KLM has become available via Travelfusion since June 28 in Concur Travel.

Industry-wide efforts to develop NDC at-scale for use with business travel are in the early stages. As a result, it requires a travel fulfilment partner (for example, a Travel Management Company) and customer flexibility 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.

NOTE: To provide travelers with an optimal user experience when booking air travel, SAP Concur prohibits mixing an airline's content from a 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.

⚠ This feature requires the TMC to support Travelfusion and to make necessary changes to its mid-office tools to support AF / KLM Airlines.

NOTE: TMCs should confirm support of, and any fees associated with Passive Segment creation with the Airlines.

USER/CUSTOMER BENEFIT

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

Customers can access the relevant content in Concur Travel using Select Access to ensure users can book the right type of product depending on the travel scenario. For example, Air France-KLM's short- and mid-haul light fares will only be available through the NDC channel from June 2023, and a fee will be charged at the end of 2023 for GDS EDIFACT bookings. Select Access allows clients to book those fares when it meets their needs.

End-User Experience

SHOP BY FARES

Air France 10:10a CDG → 12:45p ARN Nonstop 2h 35m \$353.10
01:35p ARN → 04:15p CDG Nonstop 2h 40m **Hide Fares**

Hide all details ^

DEPART ✕ Wed, Aug 16 – Paris, France to Stockholm, Sweden **Flight details** v

RETURN ✕ Wed, Aug 23 – Stockholm, Sweden to Paris, France **Flight details** v

Fare Options	Free Checked Bags	Refundable	
Light (U) / Light (R) Supplier Info	View: Air France	No	\$353.10
Standard (U) / Standard (R) Supplier Info	1	No	\$427.10
Flex (U) / Flex (R) Supplier Info	1	Yes Fees may apply	\$558.10

TravelFusion

FLIGHT OPTIONS

Flight Options for Air France ✕

AIRFRANCE
Please provide the following information that Air France requires to complete a booking. You may leave optional fields blank, but when you do provide a response, please enter the information as accurately as possible to minimize any booking issues on Air France.

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

Please Select Outward Luggage Option: (optional)

Passport country of issue (optional)

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

Passport number from your profile: (optional)

Please Select Return Luggage Option: (optional)

Confirm

DEPART ✕ Wed, Aug 16 – Paris, France to Stockholm, Sweden **Flight details** v

RETURN ✕ Wed, Aug 23 – Stockholm, Sweden to Paris, France **Flight details** v

Fare Options

Light (U) / Light (R)
Supplier Info **\$353.10**

Standard (U) / Standard (R)
Supplier Info **\$427.10**

Flex (U) / Flex (R)
Supplier Info **\$558.10**

TravelFusion

Air France 2h 35m \$409.50
2h 40m **View Fares**

Known Limitations

Note the following:

- The traveler 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.
- Ticket void and cancel for Air France-KLM are not supported in Concur Travel.
- Seats can be selected only on Air France and KLM operated flights. Other operating carriers are not supported at this time.

Configuration for Professional and Standard Travel

To proceed with Air France-KLM bookings via Travelfusion, Air France-KLM must be enabled in the travel configuration. Please follow the instructions on Travelfusion general configuration and administrative settings and on the specifically desired airline content carefully, for a successful implementation.



For more information, refer to the *Travelfusion/New Distribution Capability Travel Service Guide*. For detailed information about the functional integration of Travelfusion Direct Connect, refer to the *Travelfusion Direct Connect Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

These steps are covered in detail in the *Travelfusion Direct Connect* and *Travelfusion/New Distribution Capability (NDC) Travel Service Guides*:

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 the 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 (*Approvals, Rules, and Classes/Policies Travel Services Guide*).

Rail

Renfe UI Change of Rail Booking Card on Finalize and Trip Overview Pages (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)
		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		
	GDS	
	Direct Connect	Renfe
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	Renfe RVR Service and Specification
	Admin Guides	
	Other	

Overview

The **View Ticket** element on the Renfe booking card on **Finalize** and **Trip Overview** pages will change position slightly. There are no functional changes for the Renfe rail booking flow involved.

USER/CUSTOMER BENEFIT

This change is to further align layout changes on these pages related to the new booking experience.

End-User Experience

Previously, the **View Ticket** link displayed on the top right corner of the Renfe booking card. For this release, it will move to the bottom right within the booking card itself.

PREVIOUS EXPERIENCE:

View Ticket was available on top of the Rail booking card.

Finalize
* Required field

Trip Overview Incomplete

September 5, 2023 - September 6, 2023

Trip Name *

Character limit: 50 13/50

Description

Character limit: 250 0/250

Traveler
Lucie Svobodova

Rail View Ticket Incomplete ^

September 05 • Barcelona → Madrid
Confirmation Number: RETSLDBFR

12:30 PM - 3:40 PM Básico, Estandar Carriage 1010, 05B

renfe RENFE • AVE 03123 • 3h 10m Barcelona → Madrid

Rail View Ticket Incomplete ^

September 06 • Madrid → Barcelona
Confirmation Number: RETSLDBFR

4:00 PM - 7:12 PM Básico, Estandar Carriage 0006, 06C

renfe RENFE • AVE 03162 • 3h 12m Madrid → Barcelona

Total Cost

Rail v € 87.10

Estimated Total Cost € 87.10

Rates are quoted in EUR.

[Confirm](#)

[Cancel Trip](#)

Would you like to book anything else?

[Add Accommodation](#)
 [Add Rental Car](#)

Trip Overview

[Back to Homepage](#)
[Cancel Trip](#)
[Edit Details](#)

Trip Status	Record Locator	Trip Name	Date
Complete	4VNT9Q	Trip - Madrid	September 5, 2023 - September 6, 2023

Itinerary

Details

Rail
 September 05 • Barcelona → Madrid
 Confirmation Number: RETSLDDBFR

[View Ticket](#)
Complete ▲

renfe

12:30 PM – 3:40 PM
 RENFE • AVE 03123 • 3h 10m

Básico, Estandar
 Barcelona → Madrid
 Carriage 1010, 05B

Rail
 September 06 • Madrid → Barcelona
 Confirmation Number: RETSLDDBFR

[View Ticket](#)
Complete ▲

renfe

4:00 PM – 7:12 PM
 RENFE • AVE 03162 • 3h 12m

Básico, Estandar
 Madrid → Barcelona
 Carriage 0006, 08C

Total Cost

Rail ▼ € 87.10

Estimated Total Cost ? € 87.10

Rates are quoted in EUR.

Would you like to book anything else?

Add Accommodation

Add Rental Car

NEW EXPERIENCE:

View Ticket is available within the Rail booking card and displays after opening rail details.

Finalize
* Required field

Trip Overview Incomplete

September 5, 2023 - September 6, 2023

Trip Name *

Character limit: 50 25/50

Description

Character limit: 250 0/250

Traveler

Lucie AMA Svobodova

Rail Incomplete

September 05 • Barcelona → Madrid-Atocha Cerc

Confirmation Number: RETSHLDRDB

12:30 PM – 3:40 PM

RENFE • AVE 03123 • 3h 10m

Básico, Estandar

Barcelona → Madrid-Atocha Cerc

Carriage 1010, 05B

View Ticket

Rail Incomplete

September 05 • Madrid-Atocha Cerc → Barcelona

Confirmation Number: RETSHLDRDB

4:00 PM – 7:12 PM

RENFE • AVE 03162 • 3h 12m

Básico, Estandar

Madrid-Atocha Cerc → Barcelona

Carriage 0005, 08C

View Ticket

Total Cost

Rail € 87.10

Estimated Total Cost € 87.10

Rates are quoted in EUR.

Confirm
Cancel Trip

Would you like to book anything else?

Add Accommodation

Add Rental Car

Trip Overview

[Back to Homepage](#)
[Cancel Trip](#)
[Edit Details](#)

Trip Status	Record Locator	Trip Name	Date
Complete	4VDJNN	Trip - Madrid-Atocha Cerc	September 5, 2023 - September 6, 2023

Itinerary

Details

Rail
 September 05 • Barcelona → Madrid-Atocha Cerc
 Confirmation Number: RETSHLDRDB

Complete ▲

12:30 PM – 3:40 PM
 RENE - AVE 03123 • 3h 10m

Básico, Estandar
 Barcelona →
 Madrid-Atocha Cerc

Carriage 1010, 05B

[View Ticket](#)

Rail
 September 06 • Madrid-Atocha Cerc → Barcelona
 Confirmation Number: RETSHLDRDB

Complete ▲

4:00 PM – 7:12 PM
 RENE - AVE 03162 • 3h 12m

Básico, Estandar
 Madrid-Atocha Cerc →
 Barcelona

Carriage 0006, 08C

[View Ticket](#)

Total Cost

Rail ▼	€ 87.10
Estimated Total Cost ?	€ 87.10

Rates are quoted in EUR.

Would you like to book anything else?

[Add Accommodation](#)

[Add Rental Car](#)

Configuration for Professional Travel

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

For more information, see the *Renfe Direct Connect* help topics in the *Concur Travel Services Help (English Only)* in the SAP Help portal.

SAP Concur Release Notes
 Release Date: July 22, 2023
 Update 1: July 26, 2023

Page 21

Concur Travel
 SAP Concur Client FINAL

Renfe, New Rail Experience: Changes to Review and Book Page, Traveler Information (Professional Edition Only) (Jul 24 - 28)

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)	
		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			
	GDS		
	Direct Connect	Renfe	
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	Renfe Direct Connect	
	Admin Guides		
	Other		

Overview

Targeted for week of July 24, Concur Travel **Review and Book** page will be updated to include the **Traveler Information** section to align with an upcoming release of the new car booking experience. The **Loyalty Program** section will be included as part of the **Traveler Information** section and will be renamed to **Frequent Traveler Account**.

NOTE: No functional changes will be made to the Renfe rail booking experience.

End-User Experience

Previously, the **Traveler Information** section was not part of the **Review and Book** page. Only the **Loyalty Program** section was available, allowing users to select their frequent traveler program.

The screenshot shows a form titled "Travel Preferences". It contains two sections: "Seat Position" with a dropdown menu set to "No Preference", and "Loyalty Program" with a dropdown menu set to "None".

With the new booking experience, the **Traveler Information** section will be added to the **Review and Book** page. The **Loyalty Program** section will now include in the **Traveler Information** section. The Loyalty Program section will now be renamed to **Frequent Traveler Account**.

The screenshot shows a form titled "Travel Preferences". It contains two sections: "Seat Position" with a dropdown menu set to "No Preference", and "Traveler Information". The "Traveler Information" section includes a note: "Your SAP Concur profile was used to complete your traveler information. Please ensure this information matches what is on your government issued ID." Below this, there is a table with the following data:

Full Name	Phone	Email
Never, William	226000000	william.never@rail.com

Below the table, there is a "Frequent Traveler Account" section with a dropdown menu set to "None".

Configuration for Professional Travel

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



For more information, see the *Renfe Direct Connect* help topics in the *Concur Travel Services Help (English Only)* in the SAP Help portal.

Profile

Changes to Travel Profile API 2.0 (Jul 19)

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X	X	Other: Refer to the release note below
		Does not apply to this edition
Source		
	GDS	
	Direct Connect	
Other		
	EMEA Data Center	
	North America Data Center	X
	China Data Center	
X	All data centers	
		Scan impact
		UI impact
		File finishing impact
		Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	X
	Admin Guides	X
	Other	

Overview

The evolving cybersecurity landscape requires that SAP Concur permanently adopts the following security measure on the Travel Profile API 2.0:

- **All users created** using our Travel Profile API 2.0 will have their password randomly generated.
- **Passwords send** to our Travel Profile API 2.0 by our partners or customers will be ignored.
- **Password updates** using our Travel Profile API 2.0 will be ignored and not allowed.

USER/CUSTOMER BENEFIT

These changes enhance security within SAP Concur.

End-User Experience

End-User options:

- End-Users will be able to access their account by resetting their password during the first login.
- End-Users will also have the option to ask an Administrator to set a new password for them.

⚠ Important: Due to the nature of the change, we ask our partners and customers to ensure that new users created on our system have their **Email1** correctly added. A correct **Email1** will allow users to reset their own password without assistance.

This change on our backend does not change the XML format of our API, so this is a non-breaking change for partners or customers sending passwords to our Travel Profile API 2.0 today. Thus, no change is required for our partners or customers, the only consequence is that our system will ignore the password sent.

Configuration for Professional and Standard Travel

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

Change to Guest Booking Role Behavior

Prof	Stan	← ← Edition	
		On: 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)	
		Available for use: No impact to <i>end users</i> 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			
	GDS		
	Direct Connect		
Other			
	EMEA Data Center		Scan impact
	North America Data Center	X	UI impact
	China Data Center		File finishing impact
X	All data centers		Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets	X	
	Admin Guides	X	
	Other		

Overview

Users will not have access to the **Guest Booking** feature on their Concur Travel page if their profile status belongs to the new exclusions included on this updated.

- Newly created users set with the **Guest Booking Role** will have to wait 24 hours after their **Start Date** to use the **Guest Booking** feature
- Reactivated users set with the **Guest Booking Role** will have to wait 24 hours after their reactivation to use the **Guest Booking** feature
- Users that had their **Email1** changed and the **Guest Booking Role** will have to wait 24 hours to use the **Guest Booking** feature
- When users create their first Guest Booking an email notification will be sent to the user, user's manager and site admin

USER/CUSTOMER BENEFIT

These changes ensure added protection of user accounts within SAP Concur and to customer's travel programs by taking steps to ensure correct usage of the guest booking feature.

End-User Experience

Users will not have access to the **Guest Booking** feature on their Concur Travel page if their profile status belongs to the new exclusions included on this updated.

Configuration for Professional and Standard Travel

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

Temporary Security Changes to User Profile

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X	X	Other: Refer to the release note below
		Does not apply to this edition
Source		
	GDS	
	Direct Connect	
Other		
	EMEA Data Center	Scan impact
	North America Data Center	UI impact
	China Data Center	File finishing impact
X	All data centers	Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

Overview


The evolving cybersecurity landscape requires that SAP Concur temporarily adopt the following added protection of user accounts measures:

When the **Email 1** field of an end-user is updated:

- The end-user will receive a notification of this change to *both* their old and new (updated) email addresses.
- Existing profile settings that would have prevented this notification are now blocked and the emails are sent to the end-user as stated above.

The **Last Name** field is now temporarily greyed out and is not editable when the user does not login using SSO. This means that when the **Last Name** field is updated by an end-user:

- **If the end-user logged in using SSO:** They may change the field directly.
- **If the end-user logged in using Username / Password combination:** The end-user is now systematically prevented from making changes to the **Last Name** field; In this scenario, the **Last Name** field may only be updated by the administrator on behalf of the end-user.

 These changes are temporary and will be reversed in the future: clients will be informed of these changes in a subsequent release.

USER/CUSTOMER BENEFIT

These changes ensure data integrity within SAP Concur.

Administrator Experience

As an administrator working with Profile options for **Last Name** in the **User Administration** page, please note the following:

- Administrators can still change the **Last Name** field of a user's profile through the **User Administration** page.
- Administrators can still update the **Last Name** field of a user's profile through the Concur API, import file, or feed options as well.

Accounts Disabled by SAP Concur

During routine monitoring activities, SAP Concur may notice abnormal changes to user profiles including name, primary email address, secondary email address, and potentially fraudulent travel bookings. The accounts within your environment that may be linked to fraudulent activity may be disabled. To reenable these accounts, please work directly with your account administrator, or SAP Concur Support. We encourage all customers to adhere to strong password security measures and configurations. For further information, please visit the Password Security article on the [SAP Help Portal](#).

Configuration for Professional and Standard Travel

This security change is enforced by default for all applicable products. No change to this behavior will be available to the client at this time and the client will be notified of any changes they may need to make in a future release.

Miscellaneous

New Concur Travel Experience: UI Changes to Cancellation Workflow (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)
		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		
	GDS	
	Direct Connect	
Other		
X	EMEA Data Center	
X	North America Data Center	X
	China Data Center	
	All data centers	
		Scan impact
		UI impact
		File finishing impact
		Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

Overview

The Confirm Cancellation page has been updated to include minor layout and wording improvements, in accordance with the new Concur Travel experience.

USER/CUSTOMER BENEFIT

These changes align with the UI design implemented for the new Concur Travel experience, providing a more consistent UI design and improved user experience.

End-User Experience

The page name **Confirm Cancel** has changed to **Confirm Cancellation**.

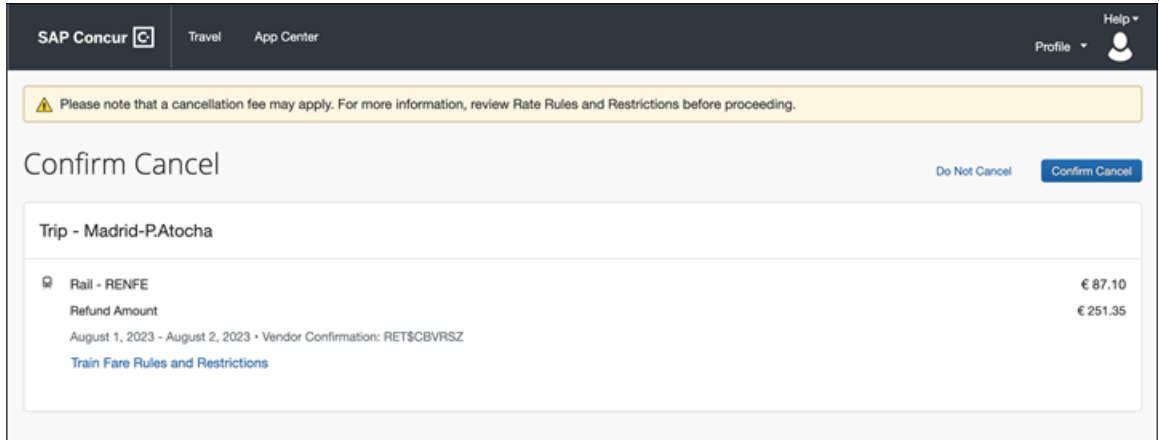
Where previously Car and Rail information was displayed under separate links, using different labels, this information is now available from a single link. The link for Rail information was previously labelled **Train Fare Rules and Restrictions**, while **Car** information was labelled **Terms and Conditions**. A single link is now provided for both verticals, labelled **Rules and Restrictions**.

Additionally, UI elements have been modified to visually separate the trip name and booking information.

NOTE: The images provided in the Previous Experience and New Experience sections are for the Rail product. The same change are applied to the Car product.

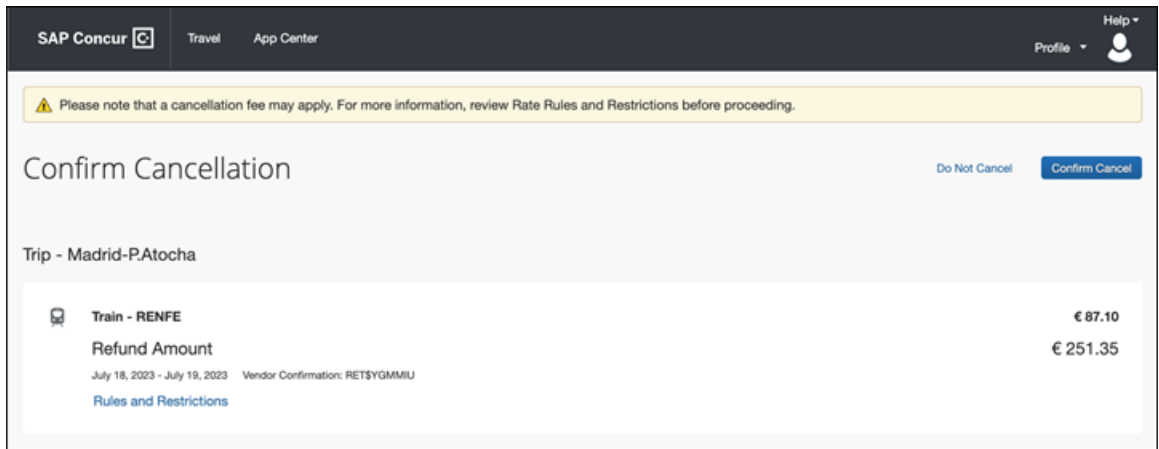
PREVIOUS EXPERIENCE:

This image displays the previous view of the **Confirm Cancel** page.



NEW EXPERIENCE:

This image displays the new **Confirm Cancellation** page.



Configuration for Professional Travel

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

New Concur Travel Experience: UI Changes to Cost Summary Section (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)	
		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			
	GDS		
	Direct Connect		
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

For this release, improvements have been made to the cost summary section on the **Finalize, Trip Overview** and **Request Approver Overview** pages.

USER/CUSTOMER BENEFIT

This change aligns the layout of the cost summary on the **Finalize, Trip Overview** and **Request Approver Overview** pages with the cost summary on the **Review and Book** page.

The more prominent placement of the estimated total cost, using relevant cost information as a section heading, allows users to easily identify important data, while at the same time simplifying the user interface.

End-User Experience

The **Estimated Total Cost** in the cost summary section of the **Finalize, Trip Overview** and **Request Approver Overview** pages will replace the current header "Total Cost".

PREVIOUS EXPERIENCE:

Total Cost

Rail ^	\$95.14
Round Trip	€ 87.10
Taxes, Fees & Charges	Included
Subtotal	\$95.14 / € 87.10
Estimated Total Cost ?	\$95.14

Rates are quoted in USD.

Confirm

Cancel Trip

NEW EXPERIENCE:

Estimated Total Cost ?	\$90.73
Rail ^	\$90.73
Round Trip	€ 82.80
Taxes, Fees & Charges	Included
Subtotal	\$90.73 / € 82.80

Rates are quoted in USD.

Confirm

Cancel Trip

Configuration for Professional Travel

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

New Concur Travel Experience: Extended Custom Text Support (Professional Edition Only)

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)	
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		Other: Refer to the release note below	
	X	Does not apply to this edition	
Source			
	GDS		
	Direct Connect		
Other			
	EMEA Data Center		Scan impact
	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

Previously, in the new Concur Travel experience, there was limited support of custom texts on the **Search and Shop** pages of the Rail booking flow. With this release, custom texts are also supported in the Car booking flow on additional pages such as **Car Search, Car Results, Finalize, Confirmation** and **Trip Overview**, and in the policy section.

With this release, custom texts that display on the workflow pages of the new Concur Travel experience will render differently. Texts set up with html tags that were previously shown as plain text are now shown in color, bold print, italics, or other supported html tags. Embedded links are also supported.

Previously, if custom text was longer than three lines, a **Show More** option displayed. With the new experience, custom text will display in full without the user needing to expand the field.

USER/CUSTOMER BENEFIT

Custom texts guide users with customized messages throughout the booking and trip management workflows.

End-User Experience

The custom texts displayed on some of the pages in the previous experience are now available on the workflow pages of the new Concur Travel experience.

The following table lists the custom texts that are set up on the Admin page and their corresponding display on the workflow page of the new Concur Travel experience:

Text on Admin Page	Display on Workflow Page of the New Travel Experience
Car Search	Car Search page
Car Results	Car Results page
Hotel Search	Hotel Search page
Hotel Results	Hotel Results page
Train Search	Rail Search page
Train Shop	Rail Results page
Car Rules Violation Explain Why	Travel Policy section on Car Review and Book page
Car Rules Violation Logging	Travel Policy section on Car Review and Book page
Hotel Rules Violation Explain Why	Travel Policy section on Hotel Review and Book page
Hotel Rules Violation Logging	Travel Policy section on Hotel Review and Book page
Trip Rules Violation Explain Why	Travel Policy section on the Finalize page.
Trip Rules Violation Logging	Travel Policy section on the Finalize page.
Rule Violations Logged	Confirmation page (only if rules were violated)
Trip Sent to Manager	Confirmation page when enforcement levels Requires Approval or Notify Manager are invoked
Ticketed Unless Rejected	Confirmation page, when enforcement level Requires Passive Approval is invoked
Not Ticketed Until Approved	Confirmation page, when enforcement level Requires Approval is invoked
Trip Details	Finalize
Trip Completed	Confirmation
Itinerary Text	Trip Overview page
Trip Cancel by Agent	Finalize or Trip Overview page (depending on where the cancel action started)

TRIP OVERVIEW

SAP Concur
Travel App Center
Help

i Your trip requires approval by approver: Tony Max. A penalty fee may apply if your trip is rejected or no action is taken by the assigned approver. The approver will be notified of any edits.

Trip Overview Back to Homepage Cancel Trip [Edit Details](#)

This is **some sample** "Itinerary Text" custom text.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. In ornare quam viverra orci sagittis eu volutpat odio. Tortor pretium viverra suspendisse potenti nullam ac tortor vitae purus. Egestas diam in arcu cursus euismod quis. Ultricies mi eget mauris pharetra. Cras fermentum odio eu feugiat pretium nibh ipsum. Neque vitae tempus quam pellentesque. Mattis rhoncus urna neque viverra justo nec ultrices dui sapien. Libero nunc consequat interdum varius. Euismod elementum nisi quis eleifend quam adipiscing. Vestibulum lectus mauris ultrices eros in cursus turpis massa tincidunt. Et pharetra pharetra massa massa ultricies mi quis hendrerit dolor. Sit amet mauris commodo quis imperdiet massa tincidunt. Arcu non odio euismod lacinia at quis risus. Morbi tempus laculis urna id volutpat lacus laoreet non. Et magnis dis parturient montes. Enim praesent elementum facilisis leo vel fringilla est ullamcorper eget.

Trip Status	Record Locator	Trip Name	Date
Confirmed	47LJRR	Trip - Madrid-P.Atocha	August 8, 2023 - August 24, 2023

Itinerary
Details

Rail Confirmed

August 08 • Barcelona-Sants → Madrid-P.Atocha

Confirmation Number: RETSYDRUYL

12:30 PM - 3:40 PM	Básico, Estandar	Carriage 1010, 05B
RENFE • AVE 03123 • 3h 10m	Barcelona-Sants → Madrid-P.Atocha	

View Ticket

Estimated Total Cost € 87.10

Rail	€ 87.10
Round Trip	€ 87.10
Taxes, Fees & Charges	Included
Subtotal	€ 87.10

Rates are quoted in EUR.

Would you like to book anything else?

Add Accommodation
Add Rental Car


Trip Overview

[Back to Homepage](#) [Cancel Trip](#) [Edit Details](#)

Trip Status	Record Locator	Trip Name	Date
Confirmed	47DC75	Car Trip	September 20, 2023 - September 21, 2023

[Itinerary](#) [Details](#)

ALAMO Rental Car
September 20, 10:00 AM – September 21, 10:00 AM Confirmed
Confirmation Number: 1650964040COUNT



Mini - Toyota Aygo or similar
Seats: 4 Large Bags: 2 Doors: 4 Transmission: Manual
CO₂: 117 g/km

Booking Includes
• Limited mileage: 300 km
✓ Air Conditioning
✓ GENERAL SURCHARGE

Pickup and Drop-off Station
09/20/2023 10:00 AM – 09/21/2023 10:00 AM
MELLI BEESE RING 1
SCHONEFELD BB
[Rental Station Details](#)

[More Actions](#)

Total Cost

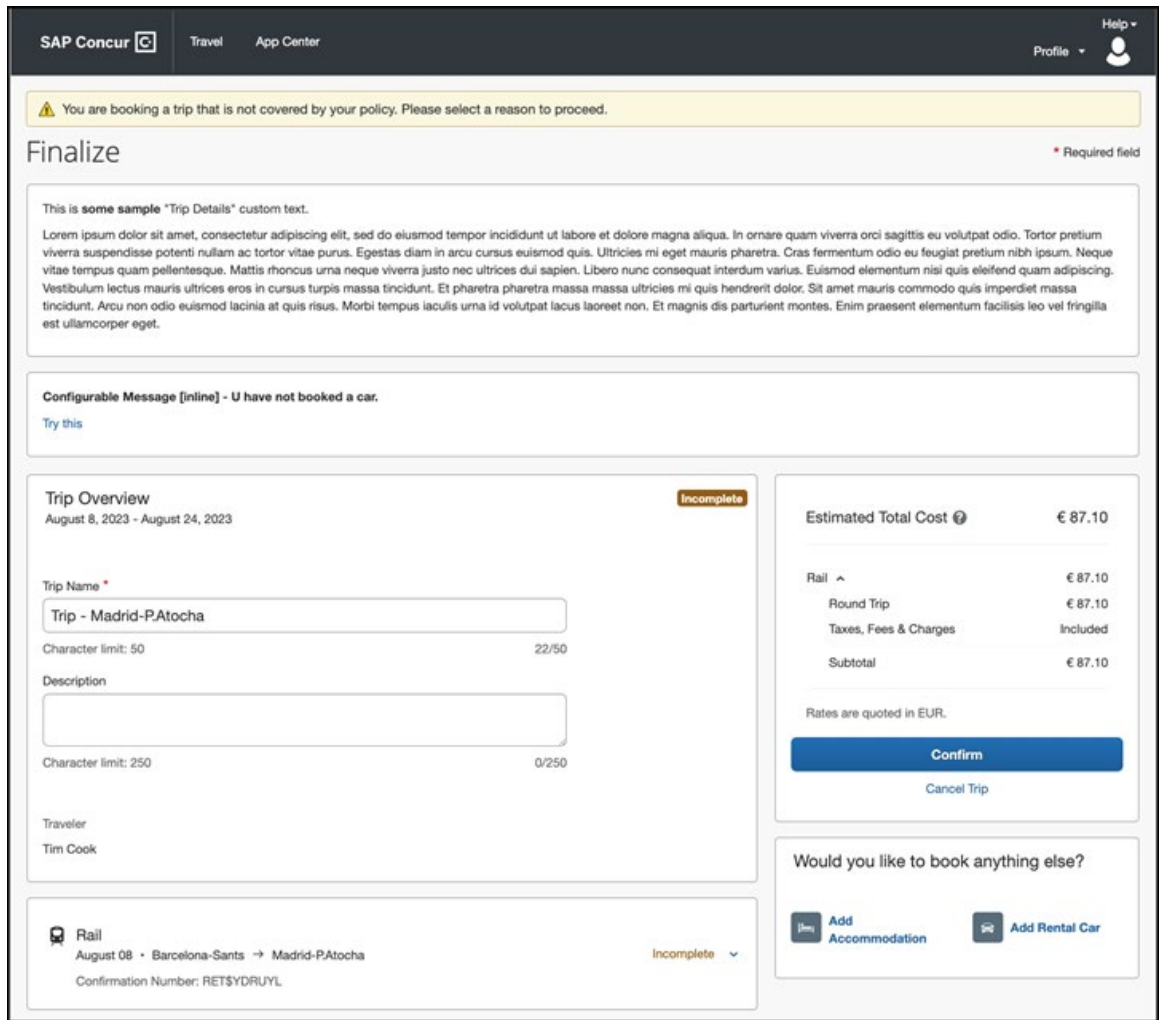
Car Rental	\$110.02
Estimated Total Cost	\$110.02

Rates are quoted in USD.

Would you like to book anything else?

[Add Flight](#) [Add Accommodation](#)
[Add Rental Car](#)

FINALIZE



Configuration for Professional Travel

Custom Texts can be configured on the **Custom Text** tab in **Travel Administration**.

NOTE: Configuration changes may take a few minutes to reflect on the screen.

NOTE: When setting up custom texts that contain hyperlinks, it is recommended to configure the hyperlink to open the URL in a separate browser tab. If the hyperlink opens in the same tab, the user will involuntarily lose the open session in SAP Concur.

Concur Travel Experience: Configurable Message Boards (Professional Edition Only)

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)	
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)	
X		Other: Refer to the release note below	
	X	Does not apply to this edition	
Source			
	GDS		
	Direct Connect		
Other			
	EMEA Data Center		Scan impact
	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

Using the Configurable Message Boards feature, an administrator can build conditions that add dynamic text within Concur Travel. They can create a message, define conditions or rules, and determine if the message should be embedded inline on the page or display as a pop up. When the traveler selects trip options that meet the rules or conditions criteria, the applicable messages display.

USER/CUSTOMER BENEFIT

Users can now be alerted to important information.

End-User Experience

Users will see dynamic messages, if configured, in the following areas:

- Flight search criteria
- Airfare shop results
- Hotel search criteria
- Hotel search results
- Car search criteria
- Car search results
- **Finalize page**

KNOWN LIMITATION

Configurable message boards are not supported for Rail. SAP Concur plans to support it with a future release.

Configuration for Professional Travel

Administrators are required to configure rules and conditions in the **Travel Rule Builder**.

NOTE: When setting up a configurable message board with a message that contains a hyperlink, it is recommended to configure the hyperlink to open the URL in a separate browser tab. If the hyperlink opens in the same tab, the user will involuntarily lose the open session in SAP Concur.



Instructions for defining the placement, message, and assigning the rules to the correct configuration in the Travel Builder are located in the *Configurable Message Boards Travel Service Guide*.

Updates to Reduced Feature Set (Professional Edition Only)

Prof	Stan	← ← Edition
		On: 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)
		Available for use: No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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

For better readability, the sections on Reduced Feature Set for the new Concur Travel experience for Car and Hotel only contain limitations specific to Car and Hotel. This section has been introduced to describe all limitations of the new Concur Travel experience that apply to various bookings.

Limitations Removed with this Release

Previously, the opt-out settings for **Confirmation** and **Cancellation** e-mails from the **System Settings** in the **User Profile** were not supported. With this release, this limitation has been removed.

NOTE: It may take a few minutes after activation of the setting in the user profile until it takes effect.

Previously, confirmation emails sent out for trips booked in the new Concur Travel experience did not contain .ics attachments to create calendar events. With this release, this limitation has been removed. The .ics attachments are structured differently from how they are structured in confirmation e-mails sent out for trips booked in the previous Concur Travel experience. See section *Changes in Product Behavior* below for further information.

If/Then settings based on custom field value were not previously supported for custom trip fields in the new Concur Travel experience. This has been changed with the current release. There are a few limitations to this setting compared to the previous Concur Travel experience, which are described in *Known Limitations* section below.

The conditional administrator setting **Display on Trip edits** for custom trip fields is now supported for the new Concur Travel experience. For more details on differences compared to the previous Concur Travel experience see *Changes in Product Behavior* section.

The conditional administrator setting **Display on itinerary** for custom trip fields is supported with this release for the new Concur Travel experience. All trip custom fields and values entered or selected during the booking workflow will only display on the **Details** tab of the **Trip Overview** page if they have **Display on Itinerary** setting enabled. For comparison with the previous Concur Travel experience, check *Changes in Product Behavior* section.

Known Limitations

The following items are not yet supported with the new Concur Travel experience. Monitor future release notes for changes relating to these limitations.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	Travel Configuration	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not supported yet.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Travel Policy	Concur Travel's Native Approval Process	Company Administration > Travel Admin	Hotel rules cannot use: Require Pre-Approval & Log Require Pre-approval & Notify	These rules will not be enforced if set up.
Travel Policy	Itinerary Rule Enforcement Levels	Company Administration > Travel Admin	Allow Log for reports, Notify manager, Require Approval, Require Passive Approval	Show but do not allow and Hide results are not supported for Itinerary rules, as these enforcement levels are result-dependent; Itinerary rules are applied during checkout. Require Approval and Require passive approval rules will be downgraded to Notify manager only for Renfe.
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Itinerary booked [condition] [DaysAdvance] days in advance Trip duration [condition] [DaysLong] days Itinerary has no Hotel segments Itinerary has hotel segments Total Itinerary cost is [condition] [currency][money] Allowed Itinerary Cost Itinerary has car segments Itinerary has no car segments Trip booked between [DayOfWeek1] at [Time1] and [DayOfWeek2] at [Time2] Trip not booked between [DayOfWeek1] at [Time1] and [DayOfWeek2] at [Time2]	Any other rule parts will not be enforced. Any other trip rule parts will not show as violations to the user.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	General Flight Train Car Hotel Itinerary	Reasons from any other reason type categories will not display.
Travel Policy/Messaging	Configurable Message Boards	Company Administration>Travel Admin	The following rule categories cannot be used: Messages - Itinerary	
Travel Policy	Rule Class Selection and Force selection of a rule class	Travel Configuration	Only a user's default rule class is supported	If enabled, users will see the rule class selection field on the search, but any selection by the user would not be honored.
Custom Fields	Custom Trip Fields	Company Administration > Manage Custom Fields	If/Then setting is supported on the same level only (either pre-book or post-book)	Dependencies of post-book trip custom fields on pre-book trip custom fields (fields for which setting "Display at the start of booking" is enabled) are not supported
Custom Fields	Custom Trip Fields	Company Administration > Manage Custom Fields	If/Then setting of type "has a value / has no value" is not supported	Only dependencies of type "is / is not" are supported
Custom Fields	Custom Trip Fields	Company Administration > Manage Custom Fields	Itinerary Rules for Display	This setting that allows to base display of trip custom fields on policy rules being violated for a trip is not supported.
Trip Management	View Trip History	N/A	N/A	History Notes are not yet available on the Trip Overview page in the new Concur Travel experience. SAP Concur is planning to launch this feature with a future release.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Trip Management	Print Itinerary	N/A	N/A	The Print Itinerary feature is not available on the Trip Overview page in the new Concur Travel experience.
Trip Management	E-mail itinerary	N/A	N/A	The Email Itinerary feature is not available on the Trip Overview page in the new Concur Travel experience.
Trip Management	Open in Outlook	N/A	N/A	The Open in Outlook feature is not available on the Trip Overview page in the new Concur Travel experience.
Trip Management	Create Template / Clone Trip / Share Trip	Travel Configuration	Clone Trip enabled	The features Create Template , Clone Trip and Share Trip are not available on the Trip Overview page in the new Concur Travel experience. <i>Please see Changes in Product Behavior below for information on product behavior for these features in the existing experience for trips that contain bookings created in the new Concur Travel experience.</i>
Trip Management	Customization of email subject lines	Travel Configuration	Travel Reservation Email Subject Cancellation Email Subject	These two settings, which allow to customize the subject line of confirmation and cancellation emails and to add record locator, trip name and departure date do not apply to confirmation and cancellation emails sent out for trips booked in the new Concur Travel experience.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
PNR Management	Comments to Agent	Travel Configuration	Show the Comments to Agent text box and Comments-to-Agent Warning checkbox and custom text	<p>In the previous experience, this setting allows to display a text field allowing the traveler to pass a comment to the travel agency. A warning message about costs associated with the comments can be displayed and a custom text defined to replace the default message.</p> <p>This setting and the associated warning text are not supported in the new Concur Travel experience.</p> <p>SAP Concur is planning to launch this feature with a future release.</p>
Integrations	Show Expense Form	Travel Configuration	Show Expense Form	<p>In the previous experience, this setting allows travelers to auto populate their expense report with expected charges for parking and transportation to/from the airport.</p> <p>This setting is not supported in the new Concur Travel experience.</p>

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Concur Admin approval	No manager is setup in User Administration	User Administration	N/A	<p>In previous travel when no manager is setup, all trips that require approval will go to concur admin for approval. This functionality is not yet supported for new ConcurTravel experience.</p> <p>Trip shows as Confirmed for traveler.</p> <p>Trip does not show in "Approvals portal" for anyone</p> <p>If a trip becomes a mixed trip the feature will still not work.</p>

Changes in Product Behavior

While the following features will be supported for the new Hotel booking experience, their behavior will be modified.

ICS ATTACHMENTS TO CONFIRMATION EMAILS

Previous Experience

In the previous Concur Travel experience, ics attachments to confirmation emails follow this naming and calendar event creation convention:

Type of trip	Name of ics file / calendar envet	Type of calendar event	Calendar event displayed as
Air-only trip or a trip containing a filght	"Flight# (Flight Number) from (IATA airport code → IATA airport code) (duration in hrs and mins) Layover of (hrs/ Two separate .ics files for each journey of a return flight. In case of a one-way flight only one .ics file.	Calendar event blocking calendar for the flight time from departure to arrival, including layovers. Email will only contain .ics files for the flights, no .ics files for car or hotel reservations are added. The content of the .ics attachment includes the booking data of the flights, hotel and rental car.	Booked
Rail-only trip or a trip containing a rail journey	(Vendor Name) Train # from (departure station name) -> (arrival station name) separate .ics files for each journey of a roundtrip rail reservation. In case of a one-way rail trip only one .ics file.	Calendar event blocking calendar for the rail journey time from departure to arrival, including layovers Email will only contain .ics files for the rail journeys, no .ics files for car or hotel reservations are added. The content of the .ics attachment includes the booking data of the rail journeys, hotel and rental car.	Booked
Hotel-only trip or Car only trip or trip with a combination of Hotel and Car	Concur Travel Itinerary One .ics file.	All day calendar event spanning all days from check-in to check-out, respectively pick-up and drop-off	Booked

The content of the calendar events created by the .ics files contains similar data as the itinerary display on the UI or in the confirmation email.

NEW EXPERIENCE

In the new Concur Travel experience, there will be one.ics attachment for every booking in a trip and in addition an .ics attachment spanning the complete time of the business trip. This allows a user to either block only the time for the flight and/or hotel and create a full-day calendar entry for hotel check-in and/or check-out, respectively rental-car pick-up and/or drop-off or to block the entire duration of the business trip from trip start to end date in the calendar.

NOTE: Flight and Hotel bookings are not yet available in the new Concur Travel experience.

Data mapping from ics files to confirmation emails will follow these naming and calendar event creation conventions:

Type of booking	Name of ics file /calendar event	Type of calendar event	Calendar event displayed as
Flight booking	Flight_Journey One ics file creating two separate calendar events in case of a round trip or one event in case of a one-way flight. Calendar event names: Flight Journey (date, time)	Calendar event blocking calendar for the flight time from departure to arrival, including layovers.	Booked
Rail booking	Rail_Journey One ics file creating two separate calendar events in case of a round trip or one event in case of a one-way rail trip. Calendar event names: Rail Journey (date, time)	Calendar event blocking calendar for the rail journey time from departure to arrival, including layovers	Booked
Hotel booking	Ics file name: Hotel_Booking One ics file creating two separate calendar events (for check-in and check- out days) Calendar event names: Hotel check-in (city name) Hotel check-out (city name)	All day calendar event for check-in day and check-out day. The days in between are not blocked.	Free
Car booking	Ics file name: Car_Rental One ics file creating two separate calendar	All day calendar event for pick-up day and drop-off day. The days in between are not blocked.	Free

Type of booking	Name of ics file /calendar event	Type of calendar event	Calendar event displayed as
	events (for pick-up and drop-off days) Calendar event names: Rental car pickup (city name) Rental car drop-off (city name)		
Trip file (spanning all days of business trip from start to end)	Trip Overview Summary	All day calendar event for all days of the business trip from start date to end date.	Free

CONTENT OF CALENDAR EVENTS:

Each booking type contains a specific data set that is included in a calendar event created by SAP Concur Travel. Some of the data may only be included if available with the booking, such as seat number or PNR record locator.

AIR JOURNEY

- Traveler: Traveler Name
- Flight Segment (IATA code – IATA code) for example LAX - SEA
- Departure: Day, Date, Time
- Airport: Airport Name, State Code, (IATA Code) for example Los Angeles, CA (LAX)
- Terminal: Terminal number
- Arrival: Day, Date, Time
- Airport: Airport Name, State Code, (IATA Code) for example Seattle, WA (SEA)
- Terminal: Terminal Number
- Flight Number: Flight Number
- Seat: Seat Number
- Record Locator: Record Locator of PNR
- Estimated Cost: Cost in currency provided by the vendor

RAIL JOURNEY

- Vendor Name – Rail journey
- Traveler: Traveler Name
- Departure: Day, Date, Time
- Station: Station Name of Departure Station
- Arrival: Day, Date, Time
- Station: Station Name of Arrival Station
- Fare Name: for example, Básico
- Train Number: Train Number
- Car: Car Number
- Seat: Seat Number
- Confirmation Number: Confirmation Number
- Record Locator: Record Locator of PNR
- Estimated Cost: Cost in currency provided by the vendor

HOTEL CHECK-IN OR CHECK-OUT EVENT

- Property Name – Check in (respectively check-out)
- Traveler: Traveler name
- Check-in: Check-in (respectively check-out) Day, Date, Time
- Room Type: For example, "DELUXE DOUBLE ROOM"
- Address: Address of the property including street, city, ZIP code, country code
- Phone: Phone number of the hotel
- Booking Source Confirmation: Confirmation Number of the booking source
- Vendor Confirmation: Confirmation Number of the vendor
- Record Locator of PNR
- Estimated Cost in currency provided by the vendor

RENTAL CAR PICK-UP OR DROP-OFF EVENT

- Vendor name – Rental car pick up (respectively drop-off)
- Traveler: Traveler name
- Rental Car pickup (respectively Drop-off): Day, Date, Time
- Car Type: for example, ECONOMY
- Address: Address of the pick-up / drop-off station including street, city, ZIP code, country code
- Phone: Phone number of rental car station
- Confirmation: Confirmation number of car vendor
- Record Locator: Record Locator of PNR
- Estimated Cost in currency provided by the vendor

TRIP OVERVIEW SUMMARY EVENT

This event includes all data for each booking event included in the trip, as listed in previous events in this section.

CUSTOM TRIP FIELDS – DISPLAY AT START

Custom trip fields configured with the **Display at start of booking** setting selected will be shown on the **Additional Information** section of the **Review and Book** page. Custom fields for which the **Display at start of booking** setting is not enabled will be shown on the **Additional Information** section of the **Finalize Trip** page.

CUSTOM TRIP FIELDS – CHECKBOX FIELDS

In the regular booking experience of Concur Travel, checkboxes are not selected by default. Users can complete the booking without selecting a checkbox, even when it is a required field. The box not being selected is saved and recorded for reporting.



In the new Concur Travel experience, checkboxes display by default in an undetermined state, as shown in the previous screenshot. If the field is required, the box must be enabled or disabled to continue.

Undetermined:



Disabled:

 Checkbox_Pre-Book_Optional

Enabled:

 Checkbox_Pre-Book_Optional

CUSTOM TRIP FIELDS – DISPLAY ON ITINERARY

To improve user experience, the information about custom fields and values entered or selected during booking (with “Display on itinerary” setting enabled) will not be included in the confirmation or cancellation emails in the new Concur Travel experience. Those details can be distracting for the user in viewing the booked trip and are available on the trip overview page for revision.

Custom Trip Fields – Display on Trip Edits

In the new Concur Travel experience, the **Display on Trip** edits is supported only for trip edits of type booking addition and booking change.

TRAVEL TEMPLATES, TRIP SHARING/CLONING

Hotel Connector and Car Connector content is not supported for booking from a travel template, a shared trip, or a cloned trip. The travel template will work for other trip content as per regular logic, but the Hotel Connector and Car Connector content will be ignored. It is possible to add Hotel Connector content and Car Connector content to a trip booked from a template after booking, in a separate operation.

SUPPORT CONTACT SECTION

On the **Trip Overview** page, a section with **Support Contact** information displays, if configured. The new Concur Travel experience does not support html in the form field.

Travel Operations / Technical Essentials

GDS Service Logs Concealing Personal Data

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X	X	Other: Refer to the release note below
		Does not apply to this edition
Source		
	GDS	
	Direct Connect	
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
	Other	

Overview

GDS Service Logs now conceal personal data in the user interface and exported files.

NOTE: GDS Service Logs are only visible to Travel Admins, TMCs and their Support personnel, and Concur Support and R&D Organizations. They are not visible to end users or travelers.

USER/CUSTOMER BENEFIT

This change is necessary to better comply with GDPR and other Data Privacy and Protection regulations.

Admin Experience

Concur Travel currently provides all logs associated with booking a trip to both Support and R&D. This assists in troubleshooting issues with the booking process. These logs are both visible in the user interface and provide the option to export and download a set of relevant logs (for example, those specific to a trip or to a specific user). Once downloaded, they can be attached to cases to help R&D investigate issues. These logs often contain and display the personal data of travelers, which may not be necessary to troubleshoot issues.

As of June 30, all personal data is hidden in both the user interface and exported files. Personal data includes user profile data such as user name, contact details, travel documents details, credit card details, certain travel preferences (for example, smoking, meals preferences), and so on. Unfortunately, it is not possible to provide a comprehensive list of fields because different logs have different field names for the same information (for example, "firstname" "fname", "passengername").

The following are exceptions and will continue to be visible:

- On Screen: PNR Record Locators, Vendor Record Locators, Supplier Trip Identifiers, and Concur-specific trip and user identifiers (for example: User_ID, Login_ID, Trip_ID) will continue to remain visible in the user interface and on-screen log documents.
- Exported document files: Vendor Record Locators, Supplier Trip Identifiers, and Login_ID are masked in the exported files. PNR Record Locators, Concur-specific trip identifiers (User_ID, Trip_ID) remain visible in the exported files.
- Personal data field names are visible, but the data in these fields displays with "xxxx" or "*****". If a field name is not present, it means it was not included in the log document.

LOGIN_ID DISPLAYED ON SCREEN

```

Request: Save Request (0.4 kB) Show as: Text
<Data><LoginID>apollo_aut001@concurautm3.com</LoginID><TravelConfigID>1500000013</TravelConfigID>
<RequestType>sendmessage</RequestType><GDSName>Apollo</GDSName><PCC>13H1</PCC>
<SessionID>ZvuhYvisuN8GB1+yIEuRThGYp1BUBb5dik/qVCBTK7a0OVT/Wy0bGSsrh2g6vhhKpDCwN9RvQdNtPUA3ptdsB0vMbf
ky6D97Bs8J9yIB5FVfC9fTI</SessionID><HAP>DYNAPOLLOPROD_13H1</HAP><Message><PNRBFIgnore_1_0><IgnoreMods><
</PNRBFIgnore_1_0></Message></Data>
    
```

LOGIN_ID MASKED IN EXPORTED FILE

```

This XML file does not appear to have any style information associated with it. The document tree is shown below.
<Data>
  <LoginID>xxxxxxx</LoginID>
  <TravelConfigID>1500000013</TravelConfigID>
  <RequestType>sendmessage</RequestType>
  <GDSName>Apollo</GDSName>
  <PCC>13H1</PCC>
  <SessionID>ZvuhYvlsIuN8GB1+yIEuRThGYp1BUBb5dik/qVCBTK7a0OVT/Wy0bGSsrh2g6vhhKpDCwN9RvQdNtPUA3ptdsB0v
  <HAP>DYNAPOLLOPROD_13H1</HAP>
  <Message>
    <PNRBFIgnore_1_0>
      <IgnoreMods/>
    </PNRBFIgnore_1_0>
  </Message>
</Data>
    
```

PERSONAL DATA MASKED ON SCREEN

```

This XML file does not appear to have any style information associated
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<CliqbookHotelAvailability TravelConfigID="150000013">
  <AsyncGuid>3e102d4e-aa04-40bb-8ed6-af7010370245</AsyncGuid>
  <Hotel EffectiveGdsType="1">
    <ID>21363_47.618_122.192</ID>
    <Propertyid>21363</Propertyid>
    <NorthStarId>T17973</NorthStarId>
    <PreferenceType>3</PreferenceType>
    <IsContract>1</IsContract>
    <HotelPrefRank>5</HotelPrefRank>
    <CompanyPriority>0</CompanyPriority>
    <IsCompanyPreferredChain>0</IsCompanyPreferredChain>
    <DiscountCode>CUZ</DiscountCode>
    <CDNum/>
    <GdsType>1</GdsType>
    <ChainCode>CY</ChainCode>
    <Latitude>47.6179</Latitude>
    <Longitude>-122.1921</Longitude>
    <Broadband>1</Broadband>
    <ChainName>Courtyard by Marriott</ChainName>
    <PropertyName>Courtyard by Marriott</PropertyName>
    <Address1>xxxxxxx</Address1>
    <City>xxxxxxx</City>
    <State>xxxxxxx</State>
    <ZipCode>xxxxxxx</ZipCode>
    <Country>xxxxxxx</Country>
    <CountryCode>xxxxxxx</CountryCode>
    <Phone>xxxxxxx</Phone>
    <PhoneTollFree>800-321-2211</PhoneTollFree>
    <PictureTypes/>
    <Notes>Welcome PSBTA Members</Notes>
    <GdsName>Apollo</GdsName>
    <HotelNeighborhood/>
  </Hotel>
</CliqbookHotelAvailability>

```

By concealing this information in the GDS logs, SAP Concur better conforms to the Data Protection and Privacy principle of data minimization. SAP Concur exposes only data that is necessary to troubleshoot issues, while obscuring all other data.

The new Concur Travel experience Supply Logs are built with data minimization in mind so changes to these logs are minimal.

Configuration for Professional and Standard Travel

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



For more information, refer to the *Travel Service Admin Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Concur Profile Synchronization with Sabre Profiles Update: Migration of Known Traveler and Redress Numbers to Official Documents

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)	
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)	
X	X	Other: Refer to the release note below	
		Does not apply to this edition	
Source			
	GDS	Sabre	
	Direct Connect		
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	Sabre Profiles Travel Service Guide Transportation Security Administration (TSA) Requirements Service Guide	
	Fact Sheets		
	Admin Guides		
	Other		

Overview

A recent industry mandate requires that DOCO SSR messages include an Issuing Country Code (previously advised in Sabre SAN 16382). As Sabre Profiles do not have a Document Issue Country data field for Known Traveler and Redress number in the Traveler Information subject area, they have decided to decommission the current data attributes for **Traveler Information > Redress Number** and **Traveler Information > Known Traveler Number** from the application schema and Sabre Red 360 (refer to Sabre SAN 16886).

To support this mandate, Sabre requires that the current Traveler Secure Flight-related data stored in the Traveler Information subject area be migrated to the Official Documents subject area, where a Document Issue Country data field is provided. The migration of this data must be completed by July 22, 2023.

Concur Travel is now syncing Known Traveler (KTN) and Redress numbers from Concur Profiles to **Official Documents > Redress Number** and **Official Documents > Known Traveler Number** within Sabre Profiles. To support customers during this transition period, Concur Travel will continue to synchronize this data to the Traveler Information subject area until the July 22, 2023, deadline.

To migrate this data to the new area in Sabre Profiles, SAP Concur has completed a should synchronization of all SAP Concur profiles to Sabre that contain a KTN or Redress number.

⚠ To ensure that KTN and Redress numbers continue to move into Sabre PNRs, Sabre Profiles administrators are required to make new changes to the **Sabre Advanced Formats** in the **Sabre Template**. Please carefully review the *Administrator Experience* section of this release note for step-by-step instructions.

USER/CUSTOMER BENEFIT

This update ensures that the traveler's TSA data continues to synchronize to Sabre Profiles and successfully copy over to the PNR during the booking process, whether booking in Concur Travel or when booking offline reservations.

FAQ

Q. My TMC uses Advanced Formats in Sabre Templates to move KTN and Redress numbers into a PNR. Does this change require Sabre Profiles administrators to make any additional updates?

A. Yes. Please carefully review the *Administrator Experience* section for step-by-step instructions.

Q. My company or TMC doesn't use Sabre Profiles Templates. Does this change how KTN and Redress numbers are moved to a PNR via Sabre PNR Builder?

A. Yes. You will need to use the **Other PNR Move Data** subject area in Sabre Profiles. Please refer to the most recent update to Sabre SAN 16886 (published May 5, 2023) for instructions.

Q. My company or TMC doesn't use Sabre Profiles. Does this change impact how my KTN or Redress number is added to my air reservations made through Concur Travel?

A. No. Concur Travel will continue to manually add a KTN or Redress Number to all air reservations when a traveler's Concur profile contains a KTN or Redress number and the Company Travel Configuration is configured to send TSA data.

Transportation Security Administration (TSA) Secure Flight Options
For information required by the TSA for travel to, from, connecting in and flying over the USA:

Show applicable fields on profile, but don't require; prompt and require if missing, and give the option to save ▾

When to send TSA-required data to air carriers

Never ▾
Never
Only for travel to, from, connecting in and flying over the USA
Always

NOTE: Concur Travel supports numbers issued by the US Government for travel to, from, connecting in, and flying over the US. The country code, US, is automatically appended to the TSA SSR for Known Traveler and Redress numbers.



For more information on how to update the Company Travel configuration for when to send TSA data, refer to the *TSA Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Q. Why is it important that all updates be completed by the July 22, 2023, deadline?

A. Once Sabre Profiles removes the KTN and Redress data fields from the Traveler Information section in Sabre Red 360, existing Sabre Advanced Formats for moving KTN and Redress numbers into the Sabre PNR will no longer work.

Q. What if I need an additional Passport, KTN, or Redress number added to my profile?

A. Concur Travel supports numbers issued by the US Government for travel to, from, connecting in, and flying over the US. Your primary Passport, KTN, and Redress number should always be added and modified in your Concur Profile. Once your primary numbers have been added to your Concur Profile your TMC can add additional Passport, KTN, or Redress numbers in Sabre Profiles. Concur Travel will not overwrite this data as long as your primary numbers are entered in your Concur profile first.



For updated information on what profile data syncs between Concur Travel and Sabre Profiles, refer to the Mapping and FAQ sections of the *Sabre Profiles Travel Service Guide* and *Transportation Security Administration (TSA) Requirements Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Q. Are there any additional administrative changes to consider?

A. Beginning in the third quarter of 2021, Sabre began creating two separate PNRs for American Airlines bookings, one for TMCs and another for AA operations. The most impactful result of this change is that all SSRs, OSIs, DOCS, DOCO, CTCM, and ALL carrier messaging formats are now preceded by the customary "3" and no longer the special handling for AA using "4". The AA SSR and OSI requests are now stored in the General Facts section of the Sabre TMC PNR and sent to AA via teletype (same process as any other Sabre GDS participating carrier today). Due to this change, 4DOCO Sabre Advanced Formats for KTN and Redress numbers should no longer be used. Concur Travel recommends that Sabre Administrators remove these Sabre Advanced Formats from existing Sabre Templates if this has not already been completed.

Administrator Experience

If your company is using Sabre Advanced Formats in your Sabre Template to copy Known Traveler and Redress numbers into a PNR, your company Sabre Profile Administrator will need to update the Sabre Advanced Formats for both Known Traveler and Redress numbers associated with the applicable PNR Builder. The update to these Sabre Advanced Formats must be completed by July 22, 2023.

To update the Sabre Advanced Formats:

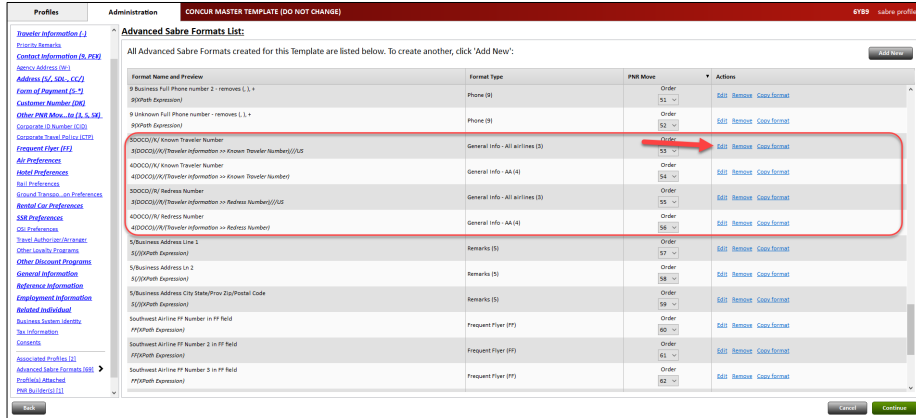
1. From the **Sabre Profiles Administration** tab in Sabre Red 360, open your Primary Sabre Template and click **Advanced Sabre Formats List** from the left navigation menu.

Advanced Sabre Formats List:

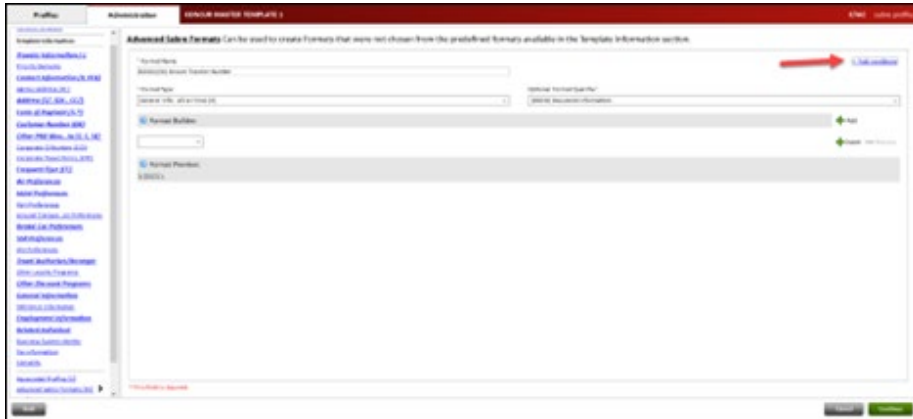
All Advanced Sabre Formats created for this Template are listed below. To create another, click 'Add New':

Format Name and Preview	Format Type	PNR Move	Actions
Email Authorizer PEY(Related Individual 1 >> Email Address)	Email (PEY)	Order 1	Go Backspace Copy format
Email Arranger PEY(Related Individual 2 >> Email Address)	Email (PEY)	Order 2	Go Backspace Copy format
CUJUSER S(ANPath Expression)	Remarks (S)	Order 3	Go Backspace Copy format
Special Airline FR Numbers FAK(ANPath Expression)	Remarks (S)	Order 4	Go Backspace Copy format
Special Airline FR Numbers 2 S(AJ)ANPath Expression)	Remarks (S)	Order 5	Go Backspace Copy format
Special Airline FR Numbers 3 S(AV)ANPath Expression)	Remarks (S)	Order 6	Go Backspace Copy format
Special Airline FR Numbers 4 A(A)ANPath Expression)	Remarks (S)	Order 7	Go Backspace Copy format
SOX CAR LOYALTY 1 S(CAR)Car Loyalty Program 1 >> Vendor Code(LO)Car Loyalty Program 1 >> Membership (ID)	Remarks (S)	Order 8	Go Backspace Copy format
SOX CAR LOYALTY 2 S(CY)Car Loyalty Program 2 >> Vendor Code(LO)Car Loyalty Program 2 >> Membership (ID)	Remarks (S)	Order 9	Go Backspace Copy format
SOX CAR LOYALTY 3 S(CY)Car Loyalty Program 3 >> Vendor Code(LO)Car Loyalty Program 3 >> Membership (ID)	Remarks (S)	Order 10	Go Backspace Copy format
SOX CAR LOYALTY 4 S(CA)Car Loyalty Program 4 >> Vendor Code(LO)Car Loyalty Program 4 >> Membership (ID)	Remarks (S)	Order 11	Go Backspace Copy format
SOX CAR LOYALTY 5 S(CY)Car Loyalty Program 5 >> Vendor Code(LO)Car Loyalty Program 5 >> Membership (ID)	Remarks (S)	Order 12	Go Backspace Copy format

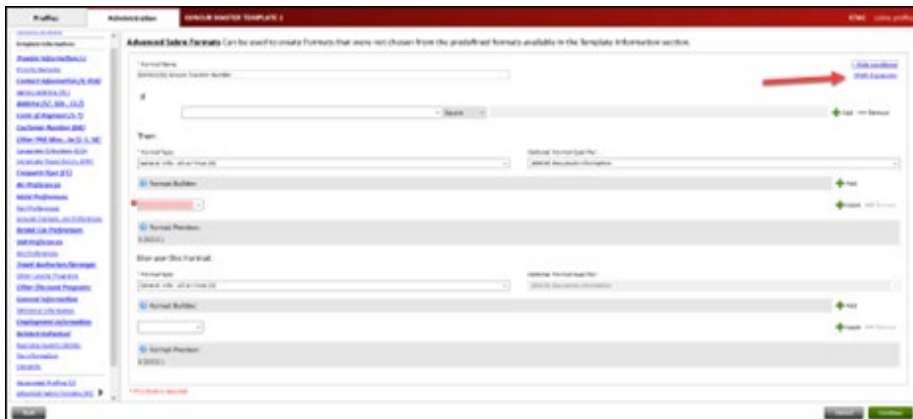
2. Locate the DOCO format for **Known Traveler Number**. Click **Edit** on the line you need to update.



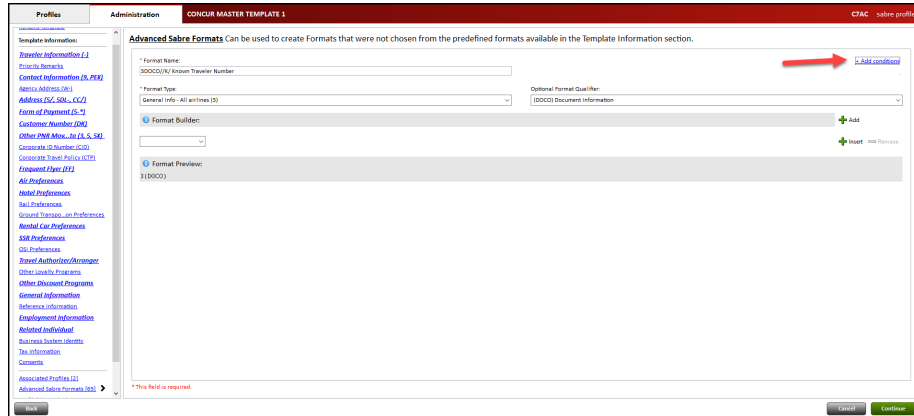
3. At the top right corner, click **Add conditions**.



4. Select **XPath Expression**.

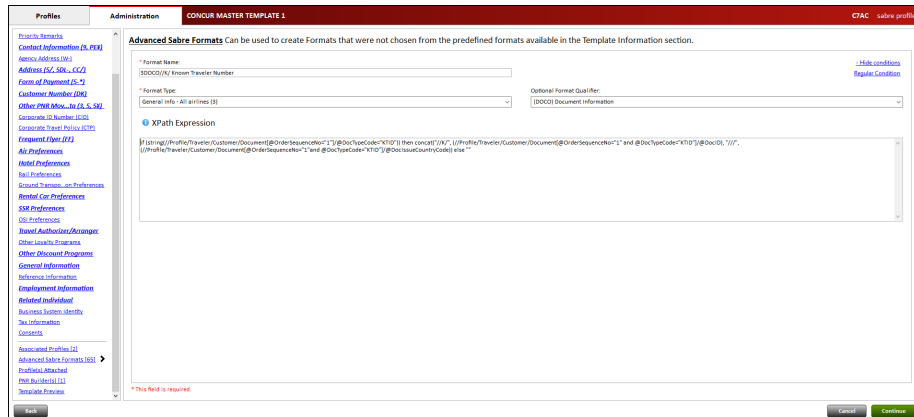


5. Select **Add Condition**.

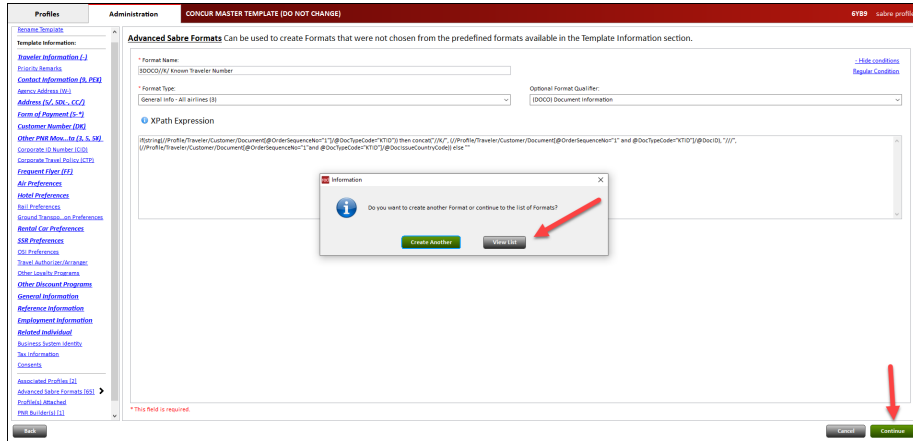


6. In the **XPath Expression** box, enter the following for Known Traveler Number:

```
if (string (//Profile/Traveler/Customer/Document [@OrderSequenceNo="1"]/@DocTypeCode="KTID")) then concat ("//K/",
//Profile/Traveler/Customer/Document [@OrderSequenceNo="1" and
@DocTypeCode="KTID"]/@DocID), "///",
(//Profile/Traveler/Customer/Document [@OrderSequenceNo="1"and
@DocTypeCode="KTID"]/@DocIssueCountryCode)) else ""
```



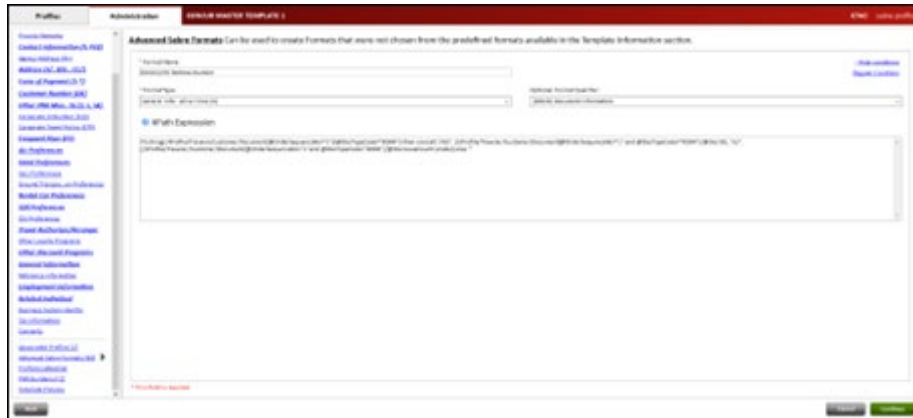
7. Select **Continue** and then select **View List**.



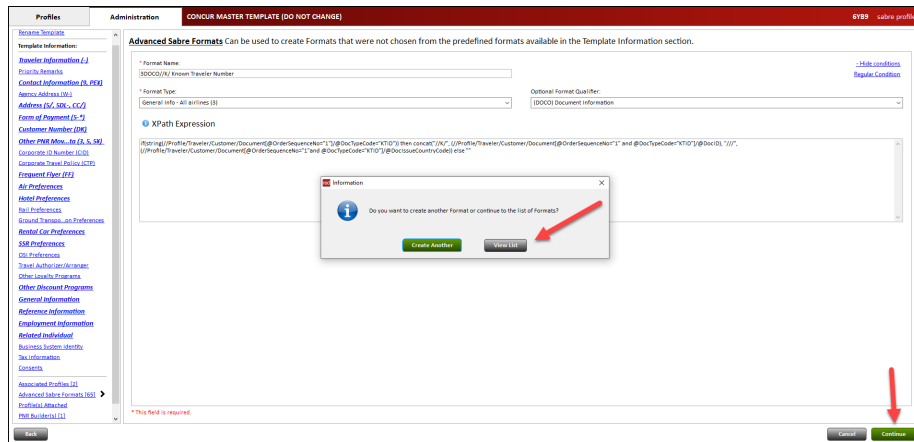
8. Repeat steps 2-5 for **Redress Number**.

9. In the **XPath Expression** box, enter the following for Redress Number:

```
if (string (//Profile/Traveler/Customer/Document [@OrderSequenceNo="1"]/@DocTypeCode="RDNR")) then concat ("//R/",
(//Profile/Traveler/Customer/Document [@OrderSequenceNo="1" and
@DocTypeCode="RDNR"]/@DocID), "///",
(//Profile/Traveler/Customer/Document [@OrderSequenceNo="1"and
@DocTypeCode="RDNR"]/@DocIssueCountryCode)) else ""
```



10. Select **Continue** and then select **View List**.



11. From the left navigation menu, click **Template Preview**.



12. Click **Save**. These updates will duplicate automatically in your linked **Shared Templates**.

Configuration for Professional and Standard Travel

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



For more information, refer to the *Sabre Profiles Travel Service Guide* and *Transportation Security Administration (TSA) Requirements 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 New Flight Experience: Policy Rules and Mapping of Hide Enforcement Levels (Professional Edition Only)

Information First Published		Information Last Modified		Feature Target Release Date	
July 2023		--		August 2023	
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)			
		Available for use: No impact to end users unless/until configuration/setupg 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					
	GDS	All			
	Direct Connect				
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

All flight policy rules that are configured to **Hide Enforcement Levels** will be set to **Show but Do Not Allow** in the new Concur Travel experience. Also, if a rule that requires "least cost" to be calculated has been set up (for example, Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]), **Show but Do Not Allow** fare options will not be included in the calculations. This is a change from the previous Concur Travel experience.

USER/CUSTOMER BENEFIT

This change helps allow for the development of future Flight capabilities. Users will be able to see all flight options in their search results, even if they cannot be booked.

End-User Experience

Any flight options that were previously hidden will now be displayed in the customer's search results, but the customer will not be able to book them. Customers enabled for the new Concur Travel experience will see all search result options, whether those results can be booked or not.

Configuration for Professional Travel

These settings can be changed in travel administration for rule class.

Planned Changes Flight Options Turned Down (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
May 2023	--	Q3 2023
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	
		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			
	GDS	All	
	Direct Connect		
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

Targeted for Q3 2023, in the new Concur Travel experience, the approver's e-mail and approver's view of a pending trip request will show the all the trip options that were presented to the traveler, including both the option that the traveler selected, and the options that were not selected. This will allow the approver to make a more informed decision when approving or rejecting a trip.

These options will also display at the time the flight is booked.

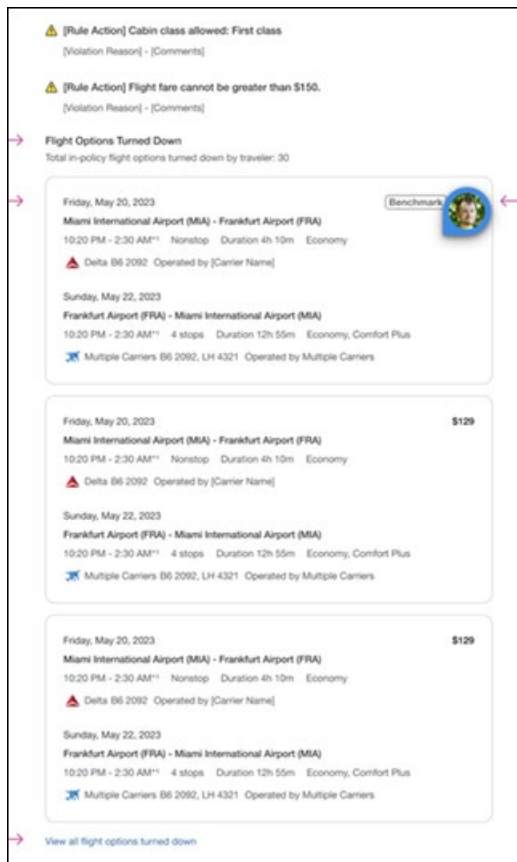
USER/CUSTOMER BENEFIT

When a flight is booked out of policy, three selectable options will display. If more options are configured to display, a link to navigate to the approver's view can show up to ten options.

End-User Experience

The approver will see the itinerary displayed in the following email format.

Approver Email:



If the **Limit options turned down for Approval** module property is not set up, a maximum of ten options will display, even if the value is set to greater than ten.

Configuration for Professional and Standard Travel

The number of displayed options will be configured by the **Limit options turned down for Approval** module property. If it is not configured, a maximum of ten options will display.

Flight and Trip Management

****Planned Changes** Changes to Travel Policy (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
July 2023	--	August 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
X		On: Impacts <i>end users</i> who use this feature/vendor	
		Available for use: No impact to <i>end users</i> 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			
	GDS	All	
	Direct Connect		
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

The Travel Policy section in the **Review and Book** and **Finalize** pages of the booking flow will be updated as follows:

- Include a list all the policy rules violated, grouped by the rule action (applies to all bookings and trip).

Travel Policy

Requires Approval

This trip is not in compliance with the following travel rules:

- Requires Approval**
Hotel rate greater than \$150 per day and hotel vendor is Hilton.
Hotel rate requires deposit.
- Log for Report**
Hotel rate greater than \$150 per day

Reason *

Comments

- Users are able to select multiple violation reason codes (applies to flight and trip).

The screenshot displays the 'Travel Policy' section of the SAP Concur interface. At the top right, there is a red 'Requires Approval' badge. Below the title, a message states: 'This trip is not in compliance with the following travel rules:'. Three violation rules are listed, each with a warning icon and a title:

- Requires Approval**: Hotel rate greater than \$150 per day and hotel vendor is Hilton. Hotel rate requires deposit.
- Log for Report**: Hotel rate greater than \$150 per day.
- Notify Manager**: Hotel rate greater than \$150 per day and hotel vendor is Hilton. Hotel rate requires deposit.

Each rule is followed by a 'Reason *' dropdown menu with the placeholder text 'Select a policy violation reason' and a 'Comments' text area.

- Includes special messaging when **All Trips** is the only itinerary level rule violated (applies to Trip).

USER/CUSTOMER BENEFIT

The updates to the **Policy** section provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reason codes.

End-User Experience

In the new Concur Travel experience, the changes to the **Policy** section in the **Review and Book** and **Finalize** pages allows more visibility to rules and violations.

NOTE: If support for multiple violation reason codes is set up for **Itinerary**, and the **All Trips** option is assigned its own reason code category, the user may be asked to provide a reason if other itinerary-level rules are also violated in a different reason code category.

Configuration for Professional and Standard Travel

These settings can be modified in Concur Travel Administration.

Hotel

Planned Changes New Hotel Experience (Custom Hotel Source Only): Overview (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	--	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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

Targeted for the third quarter of 2023, Concur Travel will introduce a new hotel booking experience. This first release is limited to customers connected to one of our participating Custom Hotel Source (CHS) providers. With this integration, customers can experience:

- An intuitive and personalized design, with an easy-to-use interface.
- Seamless content normalization, aggregation and servicing.
- Mobile and web content parity.

USER/CUSTOMER BENEFIT

The new Concur Travel hotel booking experience will offer a specific feature set for customers.

- **Time Savings:** The booking workflow will be streamlined so fewer steps are required.
- **Omni search:** Once the user enters the first few characters of their search criteria, the system will update to provide a list of suggested options from which the user can select.
- **Sustainability:** Property information will include the sustainability certifications or programs to which the property belongs. Additional property filter options will include electric car charging stations and sustainability certifications to help user's make more sustainable choices.
- **Search results with lead rate:** The property search results will be presented with one lead rate so the user can quickly compare the lowest rate available at multiple properties.
- **Hotel Details:** A list of the rates available at a specific property, together with cancellation policy details, room amenities and images, will be available to the user.

Planned Changes New Hotel Experience: Search for a Hotel (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	June 15, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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	

End-User Experience: Search for a Hotel

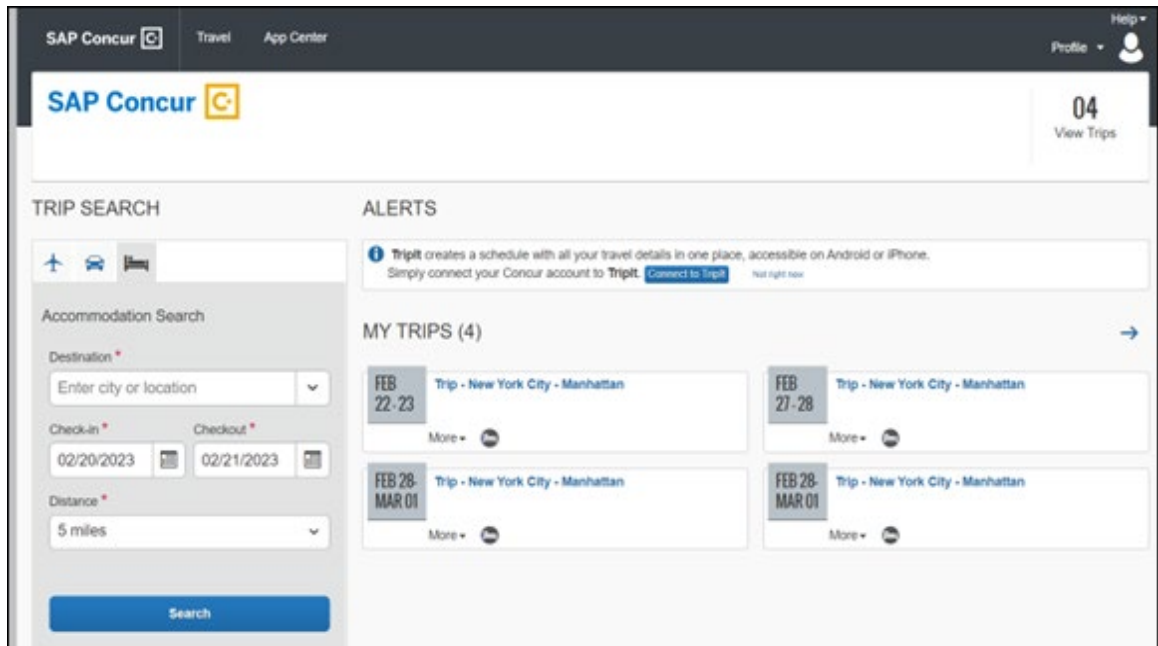
The Hotel search options will include a free text field for the property location. As the user begins to type the preferred location, the "omni search" feature will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location. For example, hotel locations will display with a bed icon.

The **Check In** date field will pre-populate with today's date. The **Check Out** date field will pre-populate with tomorrow's date. To change these dates, the user will click the calendar icon.

A default search radius of five miles or five kilometers will be applied, depending on the units configured in the user profile. Users will be able to change the search radius in increments of 5, up to a maximum of 100. The Concur Travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels** will determine the area encompassed in the search.

Any custom text that has been set up for the **Search** page will appear below the travel icons at the top of the page.

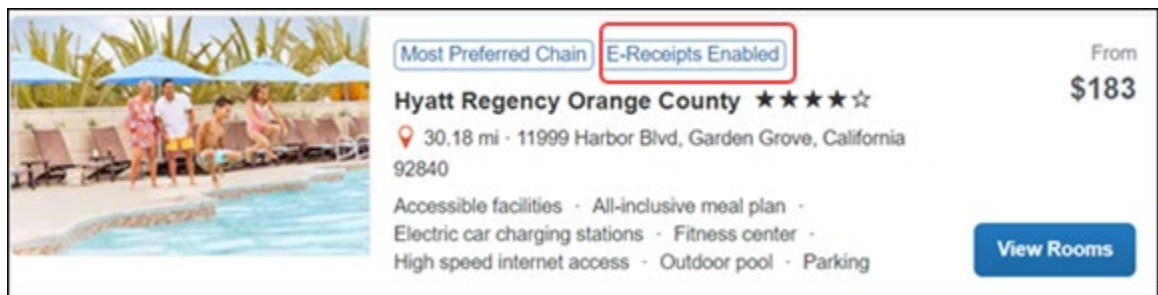
Example of Hotel search results:



End-User Experience: Hotel Search results

Once the user has entered their search criteria and clicked **Search**, the results will display. The **Number of Hotels to Shop** setting no longer applies as Concur Travel will support up to 200 properties with a lead rate in the **Search** results.

Any property that supports e-receipts will have an **E-receipts enabled** label next to the **Preferred** label.



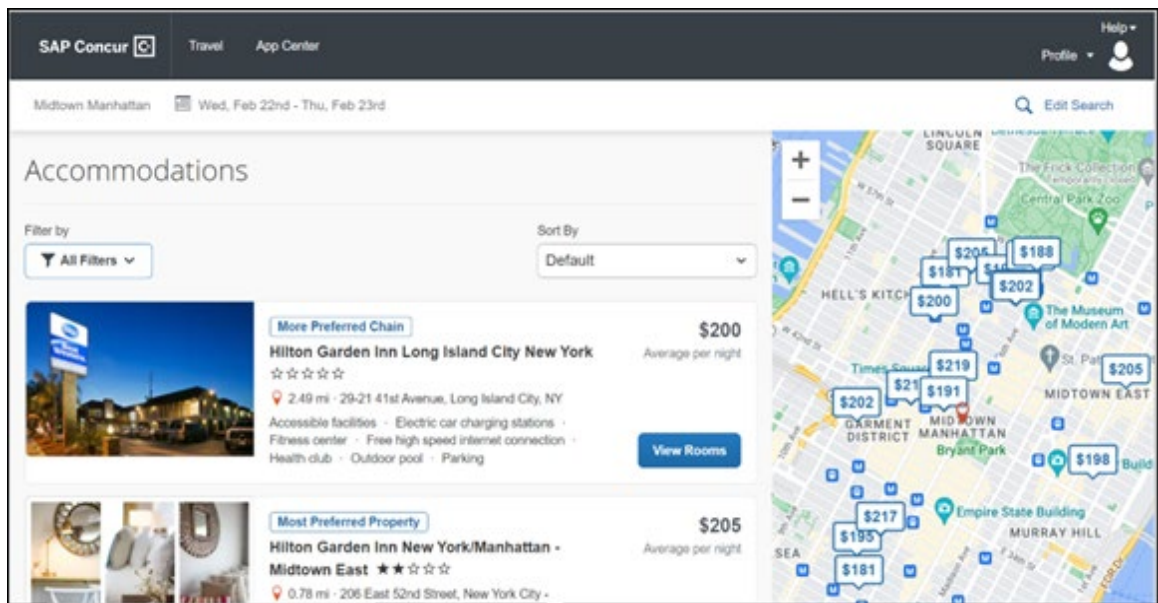
Preferred properties will be labelled as either **Most Preferred**, **More Preferred** or **Preferred**. The preference levels returned by the content source provider will always take precedence over levels defined in Concur Travel.

The **Manage Corporate Discount** preference levels in Concur Travel configuration and the policy rules that use **Preferred List** options will remain as **Most Preferred**, **Preferred**, **Less Preferred** and **Not Preferred** for this release. These are mapped as follows:

- Most Preferred to Most Preferred
- Preferred to More Preferred
- Less Preferred to Preferred
- Not Preferred will not be mapped and will be ignored

If policy rules are created using these labels, the policy violation text displayed to the user will contain the current label, which may not always map to the label that is displayed on the screen for that property.

Accommodations results will display a list of properties and a simplified map view.

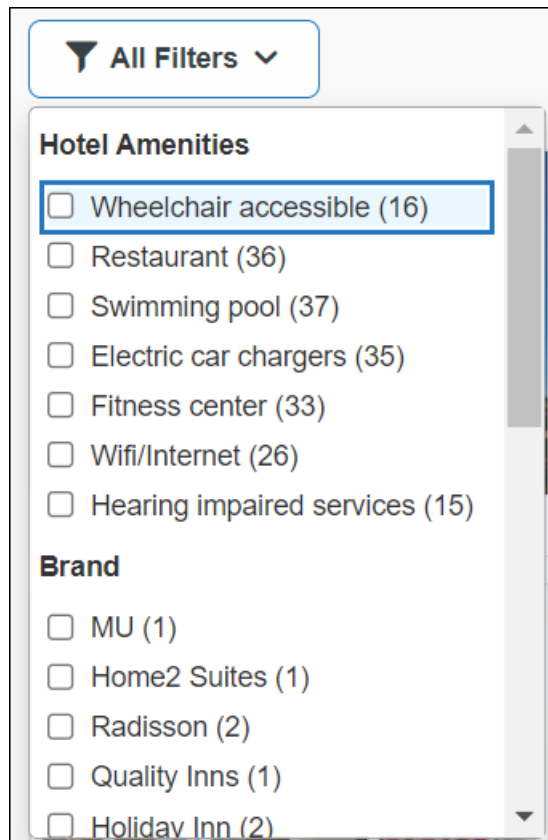


EDIT SEARCH

At the top of the page, Concur Travel will display the entered search data. To change the data, click **Edit Search**.

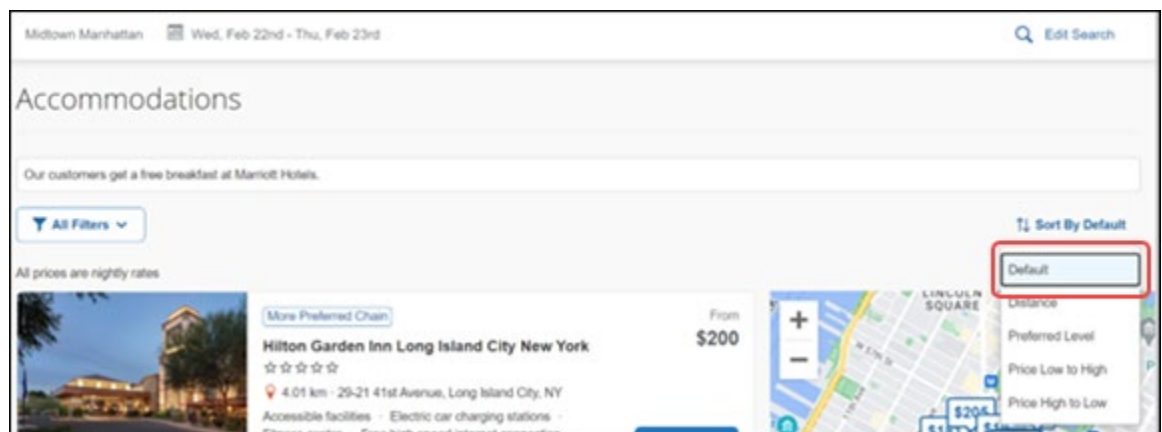
FILTER OPTIONS

The offered filter sections will be **Hotel Amenities**, **Brand** and **Sustainability**.



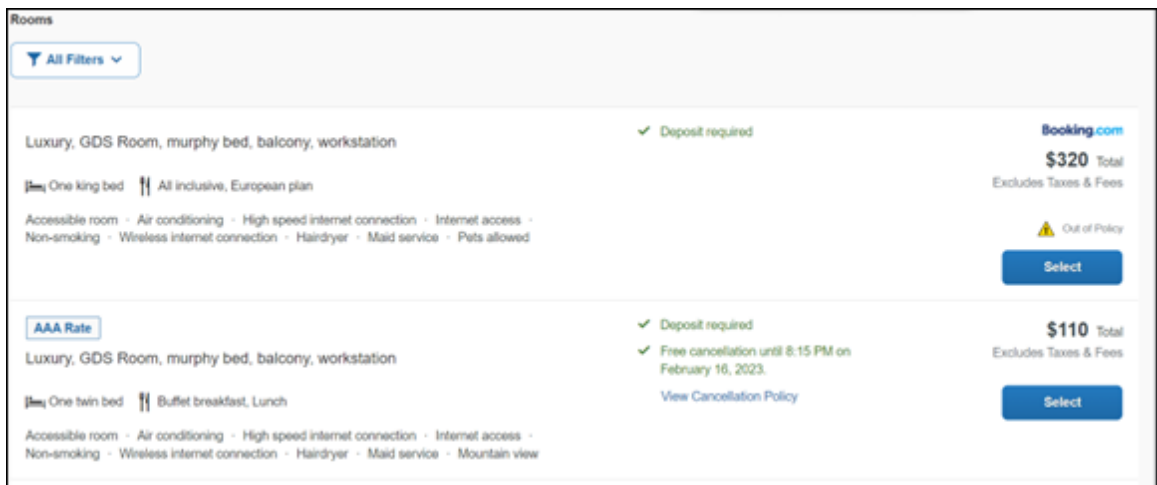
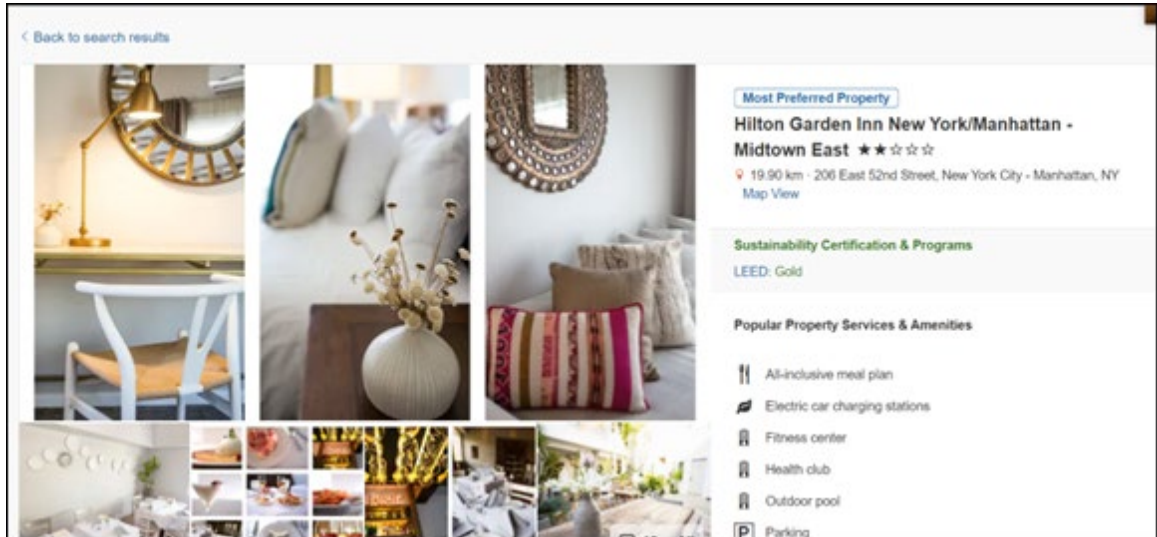
SORTING OPTIONS

The sorting options will include **Default**, **Distance**, **Preferred Level**, **Price Low to High** and **Price High to Low**. Concur Travel cannot determine the order in which the CHS provider first returns the results because **Hotel Sort Default** setting will no longer be used for customers of CHS. The user can re-sort the results using the dropdown and can go back to the original sort order at any time by selecting **Default** in the dropdown.



HOTEL DETAILS

The **Hotel Details** page will provide details of the property and room rates. Where applicable, there will be details of the sustainability certification of the property. A link may also be available for the user to view more details of the certification. If the hotel is a preferred property or a preferred chain, the preferred label will display above the hotel name.



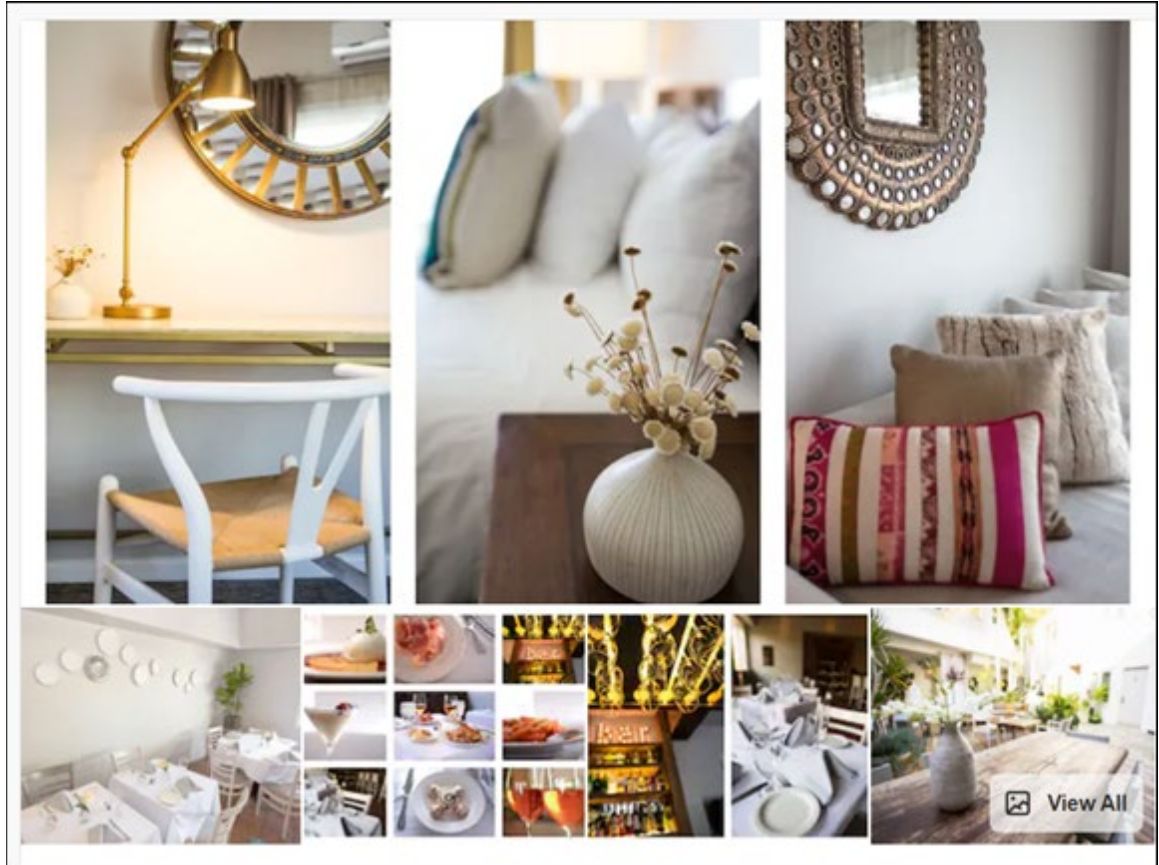
PROPERTY AMENITIES

The most popular property amenities and services will display at the top of the page. For more information, the user can click **View More** to navigate to the bottom of the page where the complete hotel amenities and services will be listed.

<p>Policies</p> <p>Important Information Checkout is at 11:00AM, for extensions please contact the front desk.</p> <p>Extra Guest Policy Children of all ages are welcome. Children 18 and above are considered adults at this property. To see correct prices and occupancy info, add the number and ages of children in your group to your search.</p> <p>Pets Pets are allowed. Charges may apply.</p> <p>Cards Accepted Cards accepted at this hotel are Mastercard, Visa, Discover, JCB, American Express. The property reserves the right to temporarily hold an amount prior to arrival.</p> <p>General The minimum age for check-in is 21. Guests must comply with all pool regulations posted. Violations of regulations could result in being asked to leave the pool area or possibly the resort entirely. Applies 06-01-2022 to 10-15-2022. Applies 04-16-2023 to 04-16-2023.</p>		<p>Check-in & Checkout Time</p> <p>Check-in at 3:00PM Checkout at 11:00AM</p> <p>✉ findthe@bug.com ✉ kevinparisian@ziemann.name ☎ (850) 561-1500 ☎ (593) 330-3685 📍 1919205821</p>							
<p>Property Services & Amenities</p> <table border="1"> <tr> <td> <p>Accessibility</p> <p>Hearing impaired services</p> </td> <td> <p>Business Facilities</p> <p>Business center</p> </td> <td> <p>Cleaning and Safety Practices</p> <p>Contactless payment available during check in/out Individually sealed disposable utensils available Non-touch operations available in public bathrooms</p> </td> <td> <p>Food and Beverage</p> <p>All-inclusive meal plan Restaurant Food and beverage outlets</p> </td> <td> <p>Front Desk Services</p> <p>24-hour front desk Currency exchange Express check-out</p> </td> </tr> </table>					<p>Accessibility</p> <p>Hearing impaired services</p>	<p>Business Facilities</p> <p>Business center</p>	<p>Cleaning and Safety Practices</p> <p>Contactless payment available during check in/out Individually sealed disposable utensils available Non-touch operations available in public bathrooms</p>	<p>Food and Beverage</p> <p>All-inclusive meal plan Restaurant Food and beverage outlets</p>	<p>Front Desk Services</p> <p>24-hour front desk Currency exchange Express check-out</p>
<p>Accessibility</p> <p>Hearing impaired services</p>	<p>Business Facilities</p> <p>Business center</p>	<p>Cleaning and Safety Practices</p> <p>Contactless payment available during check in/out Individually sealed disposable utensils available Non-touch operations available in public bathrooms</p>	<p>Food and Beverage</p> <p>All-inclusive meal plan Restaurant Food and beverage outlets</p>	<p>Front Desk Services</p> <p>24-hour front desk Currency exchange Express check-out</p>					

PROPERTY IMAGES

At the top of the **Property Images** page, an image gallery will be provided that the user can scroll through to view all the images and any descriptive information that applies.



FILTERS

The user can:

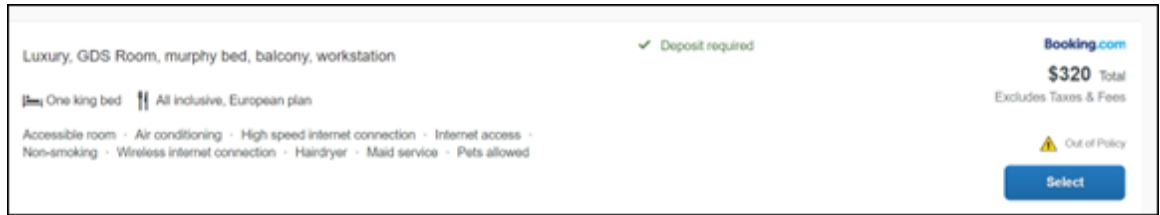
- Filter out rates that require pre-payment or are non-refundable.
- Filter by accessible rooms.

RATE TYPE CATEGORIES

Rate types selected in the **User Profile**, such as AAA or GOV, will be included in the request to the content provider. If no rate types are selected in the user profile, the rate types will be filtered out of any response from the provider.

ROOM AMENITIES

Listed next to each rate will be the room details, amenities, bed type, and any meal plan type.



TOTAL PRICE

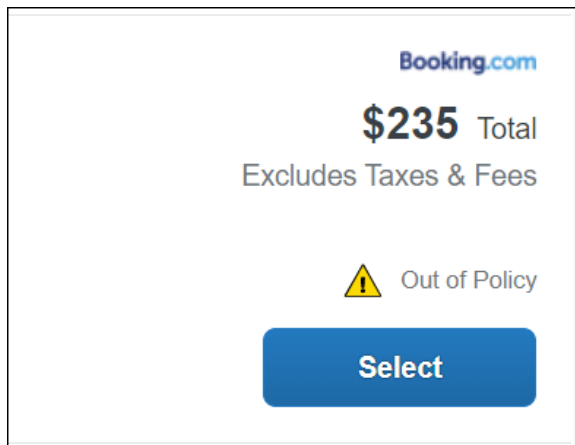
The total price that will display may be inclusive or exclusive of taxes, depending on the location of the user. This is determined by the content provider. Text below each price will indicate whether taxes and fees are included or excluded.

The booking source logo or name will display above the price.

A rate change over stay indicator will appear next to the total rate, if applicable. The user will be able to click the indicator for details of the nightly rate amounts.

TRAVEL POLICY

When a hotel rate violates a policy rule, the rate will display with a warning icon. The user will be able to click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.



Show but do not allow and **Hide results** will not be supported for Itinerary rules, as these enforcement levels are result-dependent. Itinerary rules will be applied during checkout.

CANCELLATION POLICY

Cancellation policy details will display, for example "Free Cancellation until September 20". For more information, the user will be able to click **View Cancellation Policy**.

AAA Rate

Luxury, GDS Room, murphy bed, balcony, workstation

One twin bed | Buffet breakfast, Lunch

Accessible room · Air conditioning · High speed internet connection · Internet access · Non-smoking · Wireless internet connection · Hairdryer · Maid service · Mountain view

- ✓ Deposit required
- ✓ Free cancellation until 8:15 PM on February 16, 2023.

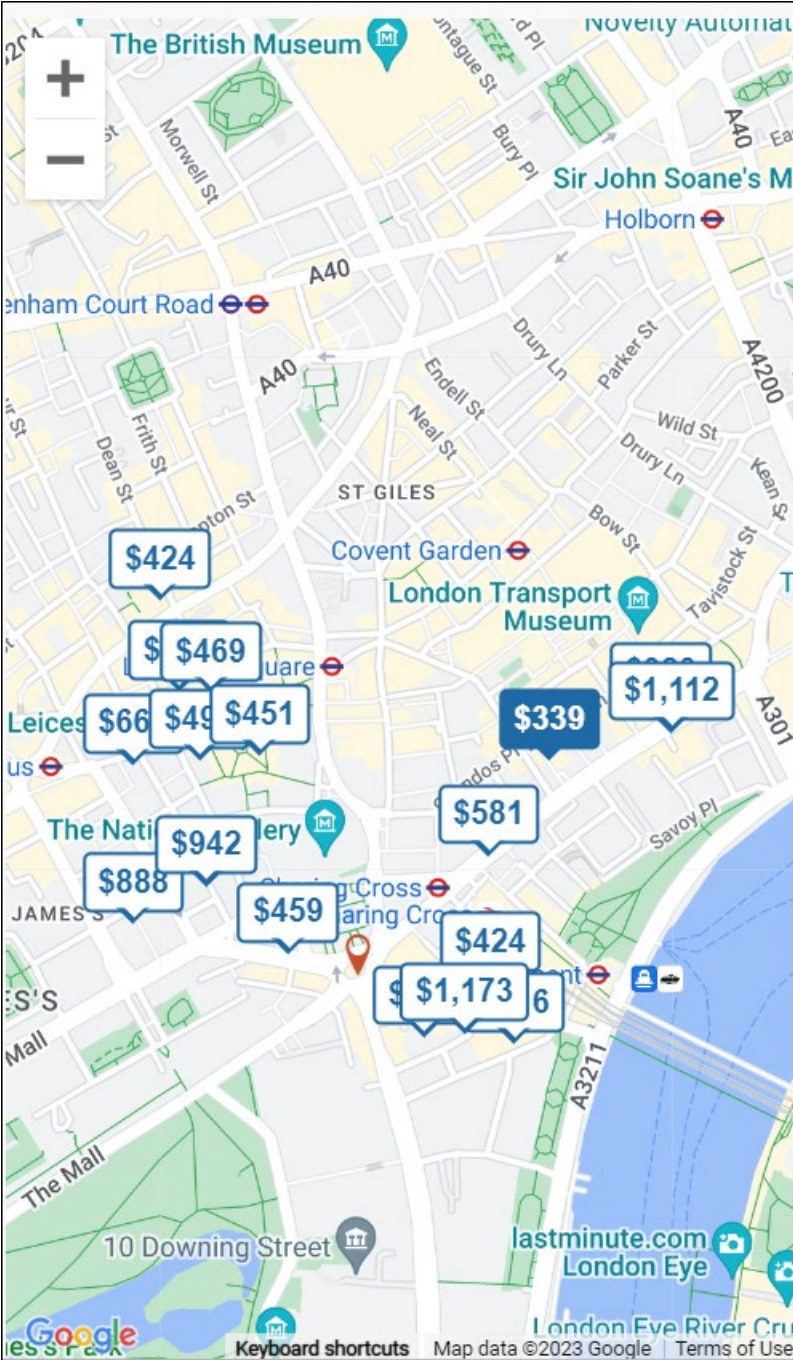
[View Cancellation Policy](#)

\$110 Total
Excludes Taxes & Fees

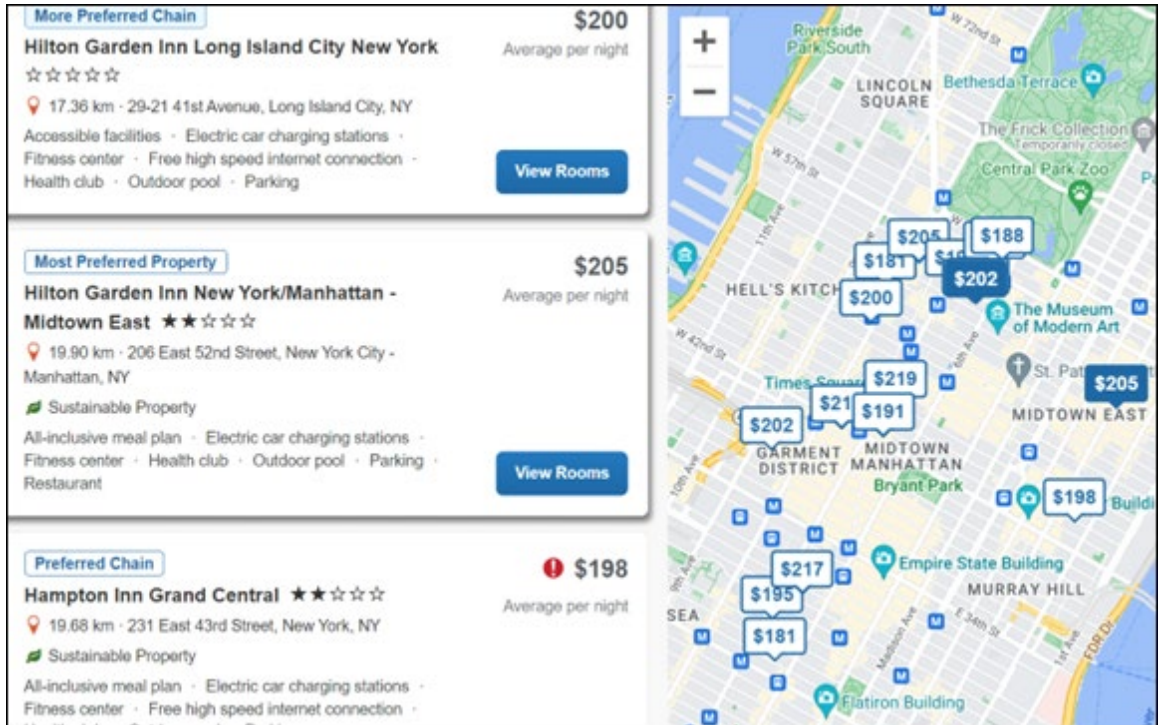
[Select](#)

MAP VIEW – SEARCH RESULTS

The new **Map View** on the **Search Results** page will provide information and an additional search filter. When the user clicks a map pin icon, they will be directed to that property in the search results. The pin icons will include the lead rate for the property. Company locations will display in the map using a small red pin icon.



The zoom option will be available to allow the user to focus on an area for more details.

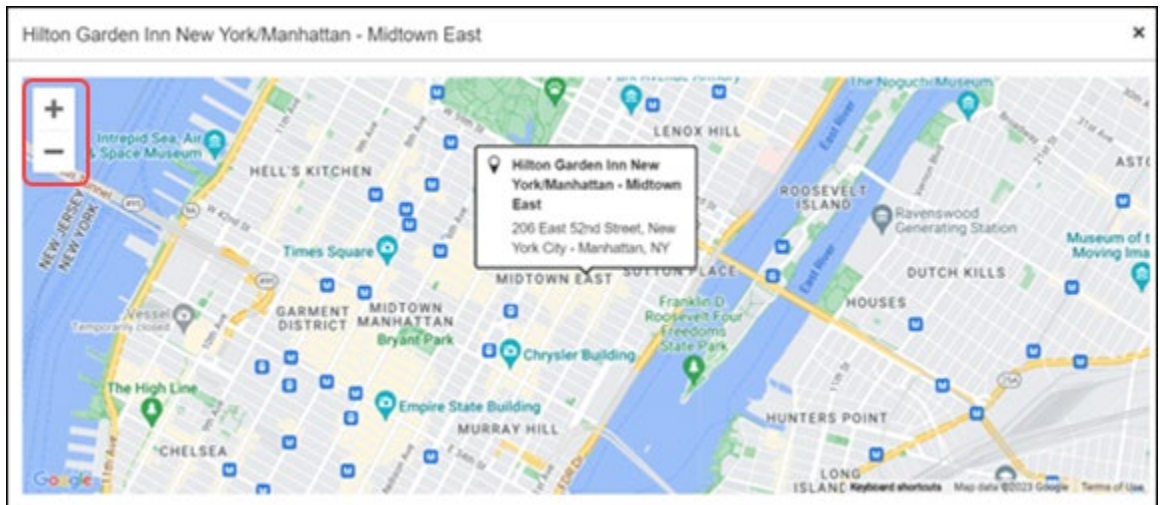


In case of overlapping pins, the number of locations will display. Click the pin to zoom, until separate pins display clearly.

MAP VIEW – PROPERTY DETAILS

When the user clicks on **Map View** on the **Details** page, a map showing an icon will denote the location of the property. To display the property name and address, click the icon.

There is a zoom option within the map so the user can zoom in or out.



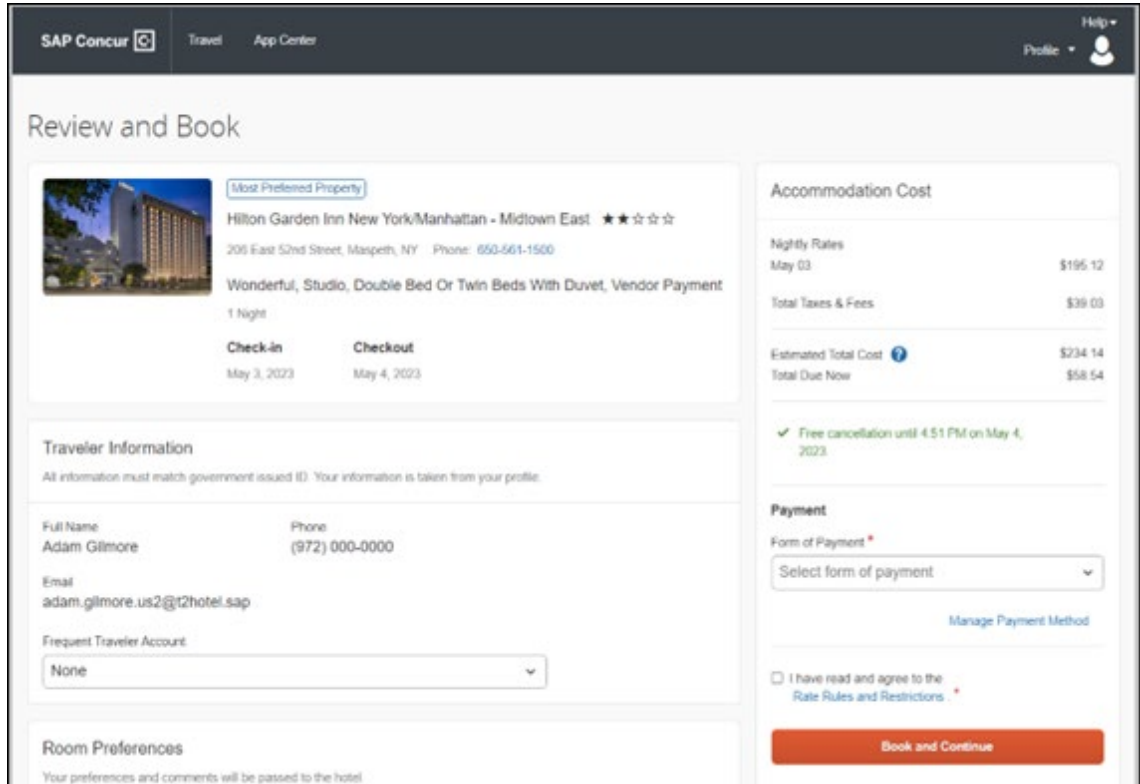
****Planned Changes** New Hotel Experience: Review and Book (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	May 3, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
GDS	N/A	
Direct Connect	Custom Hotel Source providers (TBD)	
Other		
	EMEA Data Center	Scan impact
	North America Data Center	UI impact
	China Data Center	File finishing impact
	All data centers	Profile/Profile API/3 rd Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

End-User Experience: Review and Book

The **Review and Book** page will include all relevant information for the user to review before completing the booking. All hotel selection-related information will be presented on the page, including the property details, the room and rate information, and the guest details.



ACCOMMODATION COST SECTION

Within the **Accommodation Cost** section, the estimated total amount after nightly rate breakdown, taxes, and fees will display in the configured currency of the traveler. Cost details will also include the **Total Due Now** amount, which will be zero for postpaid rates; the **Total rate less any fees for prepaid rates**; or the **Deposit Amount** where a deposit is required for the booking.

Accommodation Cost

Nightly Rates	
July 18	\$478.37
Total Taxes & Fees	
	\$95.68
Estimated Total Cost ?	
	\$574.05
Total Due Now	
	\$0.00

Payment

Form of Payment *

Select form of payment ▼

[Manage Payment Method](#)

I have read and agree to the Rate Rules and Restrictions. *

[Rate Rules and Restrictions](#)

Book and Continue

[Change Selection](#)

PAYMENT

In the **Accommodation Cost** section on the **Review and Book** page, the user will select their form of payment. **Form of Payment** is a required field. It will not have a default option.

The **Form of Payment** list may display available corporate ghost cards, personal credit cards, and virtual payments. The specific payments list options will be determined by the options configured by and for the user.

- A corporate ghost card with the **Required for Hotel** admin setting will display to the user, but the user will not be able to select this option.
- A corporate ghost card with the **Allow for Hotel** setting enabled allows users to choose between a personal credit card or the configured corporate ghost card.
- A **Vendor Provided Virtual Payment** option may be available, if offered by the CHS provider. This is only available if a corporate ghost card is not configured with the **Required for Hotel** setting.
- When a credit card with CVV code is required by the CHS provider, only credit cards with CVV codes can be selected. Corporate ghost cards will be excluded because they do not have CVV codes.
- Personal credit cards saved in the user's Concur Travel profile may be selected.
- Vendor-provided virtual payments may be selected.

The **Accommodation Cost** section may also include links to allow the user to **Manage Payment Method** stored in their profile.

Users can add new personal cards or update existing personal credit cards by clicking **Manage Payment Method**. The user will be redirected to the **Travel Profile** page to update the card. They will see the **Review and Book** page after saving changes.

NOTE: The **Manage Payment Method** will be enabled in the module properties. **Allow users to Add New Credit Cards** must be set to **True**. **Hide Travel Profile** must be set to **False**. If incorrectly configured, the user will not see the **Manage Payment Method** link, or an error message will display when the user clicks the link and cannot make updates.

When a hotel requires a credit card with a CVV number to make the booking, users must select a personal credit card from their profile. A CVV number field is mandatory.

NOTE: The CVV entry does not apply when the user has selected the provider’s virtual card option. No CVV is needed when using the provider’s virtual payment option.

If a corporate ghost card is configured as **Required for Hotel** and a CVV number is required by the property, then an error message will display to the user, as a cvv number cannot be used with a ghost card.

The Concur Travel configuration setting **Force users to choose a credit card** is no longer available. When a user has more than one credit card, the user will be required to choose from the **Form of Payment dropdown list**.

The Concur Travel configuration setting **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** determines the credit card account written to the form of payment line in the GDS Passenger Name Record for this booking. The default setting is **always write the user selected card**, which will select the last card used during a booking.

Accommodation Cost

Nightly Rates	
February 20	\$110.00
<hr/>	
Total Taxes & Fees	\$20.00
<hr/>	
Estimated Total Cost ?	\$120.00
Total Due Now	\$0.00
<hr/>	
✓ Free cancellation until 9:07 PM on March 22, 2023.	
<hr/>	



To change settings for **Allow users to choose a personal credit card even if they have a custom corporate card, Require for Hotel, Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations**, or to change how corporate ghost cards are assigned, refer to the *Form of Payment Travel Service Guide*. To change **Allow users to add new personal credit cards to their Concur Travel profile settings**, refer to the *Module Properties Guide*.

ROOM PREFERENCES

The **Hotel Preferences** section will provide an opportunity to transfer comments to the hotel property as part of the booking. Only alpha numeric entries will be accepted in this field.

Room Preferences

Your preferences and comments will be passed to the hotel.

Comments (30 characters max)

TRAVELER INFORMATION

The **Traveler Information** section will reflect the traveler data that is necessary to complete the booking. This information will be sent to the suppliers. If the traveler has loyalty cards stored in their user profile, these are pre-populated in the dropdown menu for selection, if they apply to the property being booked.

Traveler Information

All information must match government issued ID. Your information is taken from your profile.

<p>Full Name Gilmore, Adam</p> <p>Email adam.gilmore@t2hotel.us2</p>	<p>Phone (972) 000-0000</p>
--	---------------------------------

Frequent Traveler Account

Marriott (All) (EM) Marriott Bonvoy ****22
▼

TRAVEL POLICY

This section will display if the user has selected an offer which violates their company travel policy. The rules that have been violated are shown and a travel policy violation reason can then be selected from the dropdown. The user will also be able to provide additional justification in the **Comments** box.

PRE-BOOK CUSTOM FIELDS

Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process. If added at the beginning of the booking process, they will be located within the **Additional Information** section on the **Review and Book** page.

Example:

RATE RULES AND RESTRICTIONS

The traveler will be required to click the **Rules and Restrictions** hyperlink and read the supplier's conditions. They will then be required to click the **I have read and agree to the Rate Rules and Restrictions** checkbox.

Once the traveler has completed all the necessary information, they can click **Book and Continue**.

****Planned Changes** New Hotel Experience: Finalize and Confirm Booking (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	July 20, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
GDS	N/A	
Direct Connect	Custom Hotel Source providers (TBD)	
Other		
	EMEA Data Center	Scan impact
	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	

End-User Experience: Finalize Trip

The **Finalize Trip** page in the Hotel booking workflow will allow the user to enter a different name for the trip and provide a description. When expanding the hotel segment, all details about the newly created reservation will become visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, apply trip level policy rules, allow the user to enter trip-related custom fields, and use approval workflows after the user has added all required bookings to a trip. Currently supported booking types include Rail and Car.

The screenshot shows the 'Finalize' page in SAP Concur. The 'Trip Overview' section includes the following details:

- Trip Overview:** July 24, 2023 - July 26, 2023 (Status: Incomplete)
- Trip Name:** Trip - Long Island City (Character limit: 50)
- Description:** (Character limit: 250)
- Traveler:** Doug Kinney

The 'Estimated Total Cost' section shows:

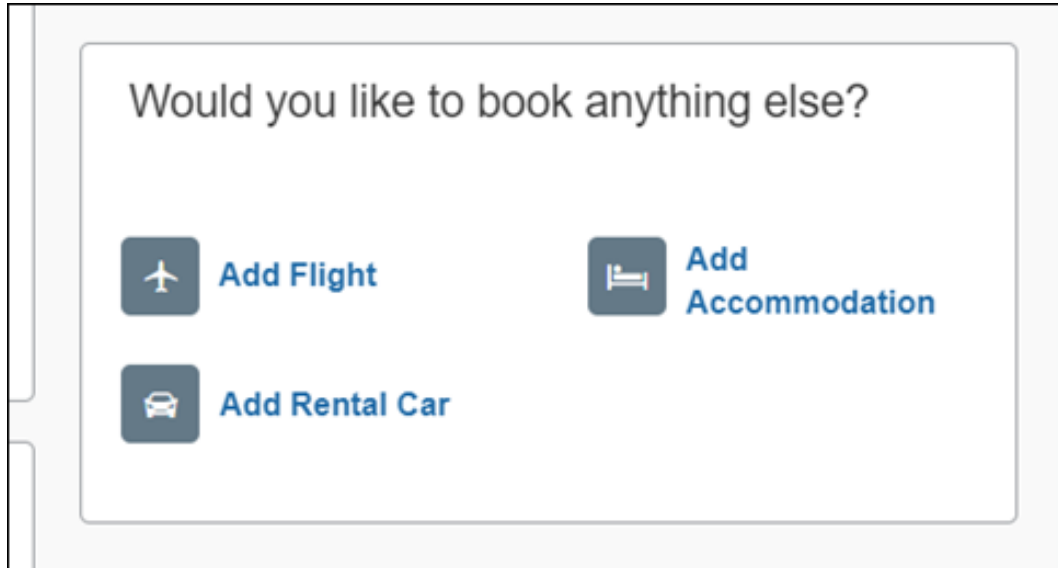
Estimated Total Cost	\$853.96
Accommodation	\$853.96
Base Amount	\$711.63
Taxes, Fees & Charges	\$142.32
Subtotal	\$853.96

Below the cost breakdown, there are buttons for 'Confirm' and 'Cancel Trip'. A note states 'Rates are quoted in USD.' At the bottom, there is a section 'Would you like to book anything else?' with buttons for 'Add Flight', 'Add Accommodation', and 'Add Rental Car'. A 'Required field' indicator is visible in the top right corner.

ADD BOOKINGS

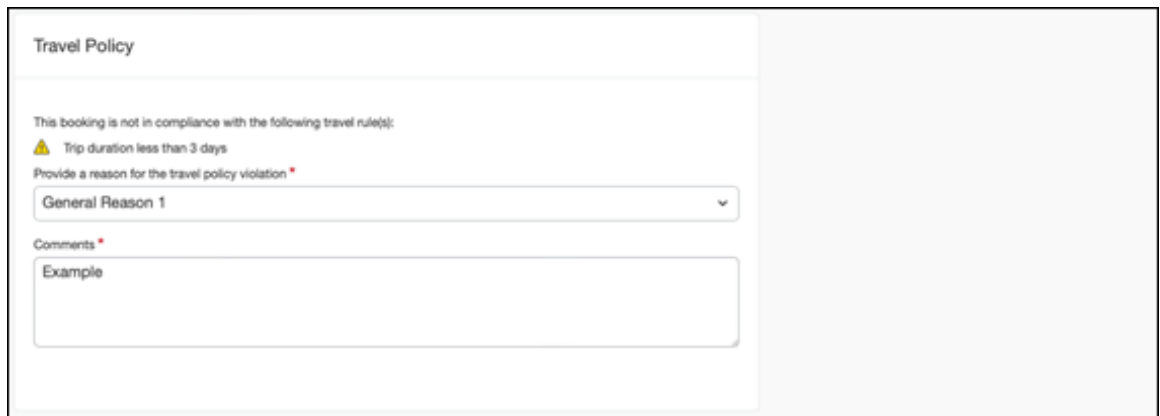
To add other bookings, users can click **Add Flight**, **Add Accommodation** and **Add Rental Car**.

Example:



TRAVEL POLICY

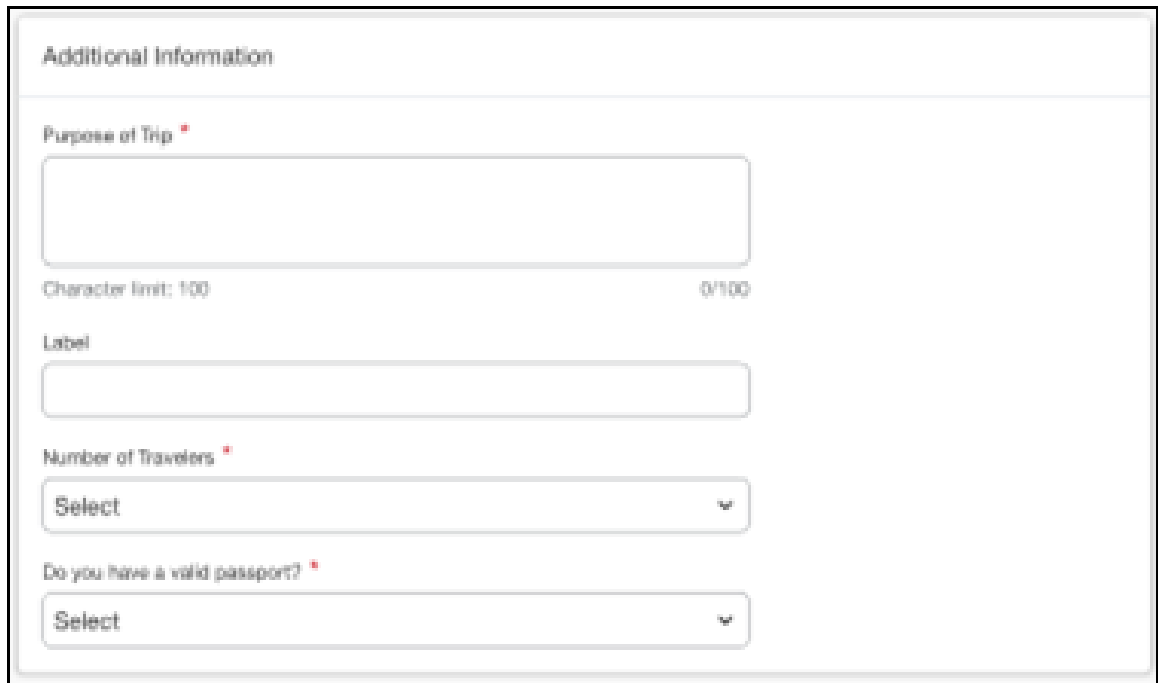
The **Travel Policy** section will inform travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.



TRIP CUSTOM FIELDS

Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

Trip custom fields configured to display towards the end of the booking workflow will be shown on the **Finalize Trip** page in the **Additional Information** section.



Additional Information

Purpose of Trip *

Character limit: 100 0/100

Label

Number of Travelers *

Do you have a valid passport? *

CANCEL TRIP

If a traveler wants to stop the booking, they will be able to click **Cancel Trip** under the **Cost** section. Please refer to the details in the **Cancellation** section.

The screenshot shows a user interface for managing a trip. At the top, it identifies the traveler as 'Doug Kinney'. Below this, the 'Your Trip' section displays an accommodation booking for 'February 22 • The Great Hotel - finest in the world' with a confirmation number 'nuZXgy' and a status of 'Incomplete'. There are two buttons: 'Add Accommodation' and 'Add Rental Car'. At the bottom, there are two buttons: 'Confirm' and 'Cancel Trip'.

End-User Experience: Confirmation

The user will click **Confirm** on the **Finalize Trip** page to display the **Confirmation** page.

This page will provide an overview of the bookings in the trip.

The screenshot shows a confirmation page with the heading 'TRIP CONFIRMED'. Below the heading, it states 'An email confirmation will be sent to Doug Kinney.' There are two links: 'Back to Homepage' and 'View Trip Overview'. Below this, there is a table with the following information:

Traveler	Doug Kinney
Trip Name	Trip - Long Island City
Date	July 20, 2023 - July 21, 2023

The **Confirmation** page will include:

- A display of the current trip state, as part of the header section.
- Links back to the homepage or the **Trip Overview** page
- The name of the confirmation recipient.
- The Traveler Name, Trip Name and Check-In and Checkout dates.

The user will be able to see the trip booked on the homepage under **Upcoming Trips**. At the same time, an email confirmation will be sent to the traveler.

Manager Notification

If the booking policy that is violated requires management notification, an email is sent to the manager.

****Planned Changes** New Hotel Experience: Completed Trip Overview (Professional Edition Only)**

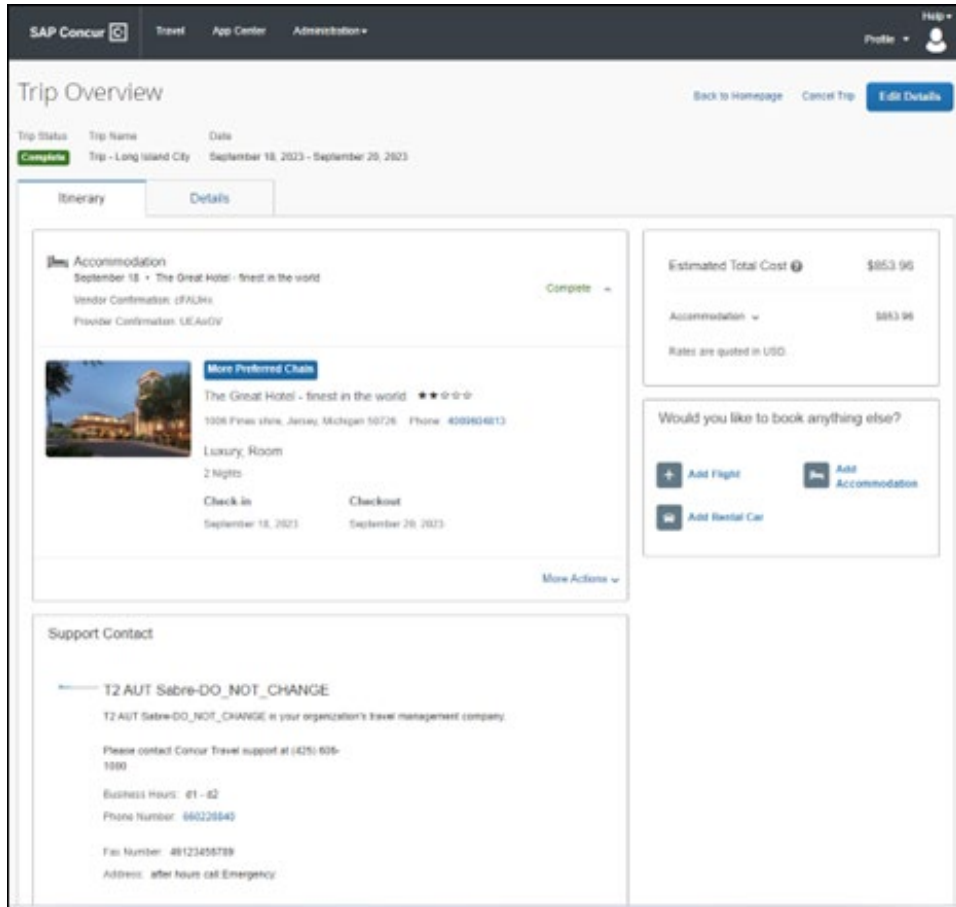
Information First Published	Information Last Modified	Feature Target Release Date
March 2023	July 20, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		On: 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)
		Available for use: No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
GDS	N/A	
Direct Connect	Custom Hotel Source providers (TBD)	
Other		
	EMEA Data Center	Scan impact
	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	

End-User Experience: View Hotel booking (Trip Overview)

The **Trip Overview** page will allow users to review and manage a booked trip at any time. Cancelled trips can be reviewed, but no longer managed.

Example:



HEADER SECTION

The trip name and travel dates will display below the page header. The top section of the page will display:

- Trip status.
- Trip Name
- Record locator (if trip contains content booked through travel agency channels).

At the top right corner of the page, there will be a link to cancel the trip and a button to edit details, such as the default trip name and trip description.

COST SECTION

At the right of the **Trip Overview** page, there will be a **Cost** section to review estimated total trip cost and detailed costs per booking.

Underneath the **Cost** section, there will be **Add Flight, Add Rental Car** and **Add Accommodation** buttons for users to add another booking to the trip. Configuration will be required by your SAP Concur administrator to hide these buttons.

ITINERARY TAB

In this tab the details of the accommodation are displayed together with confirmation numbers and check-in and checkout dates.

DETAILS TAB

On this tab you will be able to review additional trip-related information.

The screenshot displays the SAP Concur interface for a 'Trip Overview'. The page title is 'Trip Overview' with a subtitle 'Car Trip • May 23, 2023 - May 24, 2023'. The status is 'Complete'. The traveler is 'William Never' from 'Recond Locator 4KDBLG'. The page is divided into two tabs: 'Itinerary' and 'Details', with 'Details' currently selected. The 'Details' section shows the trip name 'Car Trip', traveler's full name 'William Never', and email 'stephan.bokenius@sap.com'. Under 'Additional Information', it lists 'Visa Required?' as 'Yes' and 'DD Options 2' as 'Option?'. A 'Please provide a reason for travelling' field contains 'Client Meeting'. On the right, a 'Cost' section shows a table of expenses: Car Rental (€88.54), Car Rental (Days: 1) (€58.50), and Taxes, Fees & Charges (€30.04). The 'Estimated Total Cost' is €88.54, with a note that rates are quoted in EUR.

Cost	
Car Rental	€88,54
Car Rental (Days: 1)	€58,50
Taxes, Fees & Charges	€30,04
Estimated Total Cost	€88,54

Rates are quoted in EUR.

This tab will display:

- The trip name.
- The traveler's name.
- The traveler's email address to which the confirmation email is sent.
- The trip description (if added).

At the bottom of the page, the **Support Contact** section will display support contact data; configuration is required by your SAP Concur administrator.

CANCELLATION

The **Cancel Trip** link will redirect users to the **Confirm Cancellation** page to start the trip cancellation.

ADD A BOOKING

The **Add Accommodation** or **Add Car** actions will redirect users to the **Search and Book** workflow for each service.

****Planned Changes** New Hotel Experience: Cancellation (Professional Edition Only)**

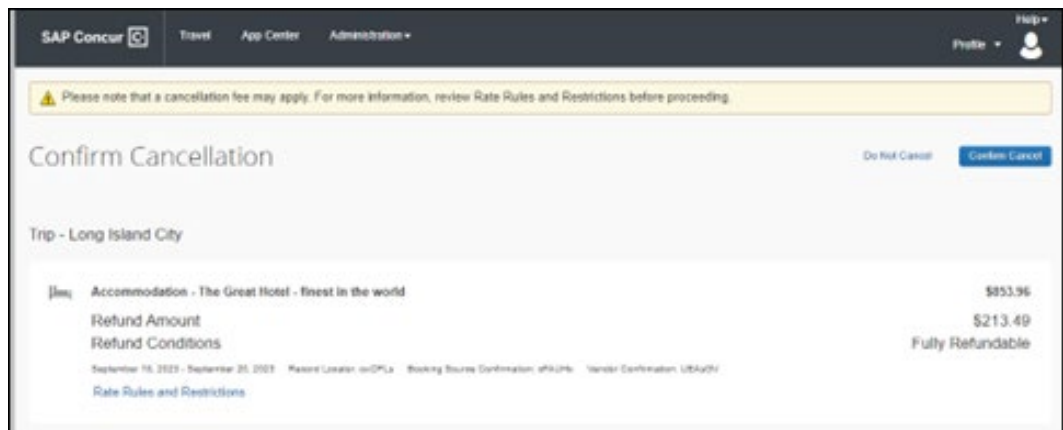
Information First Published	Information Last Modified	Feature Target Release Date
March 2023	July 20, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		On: 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)
		Available for use: No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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	

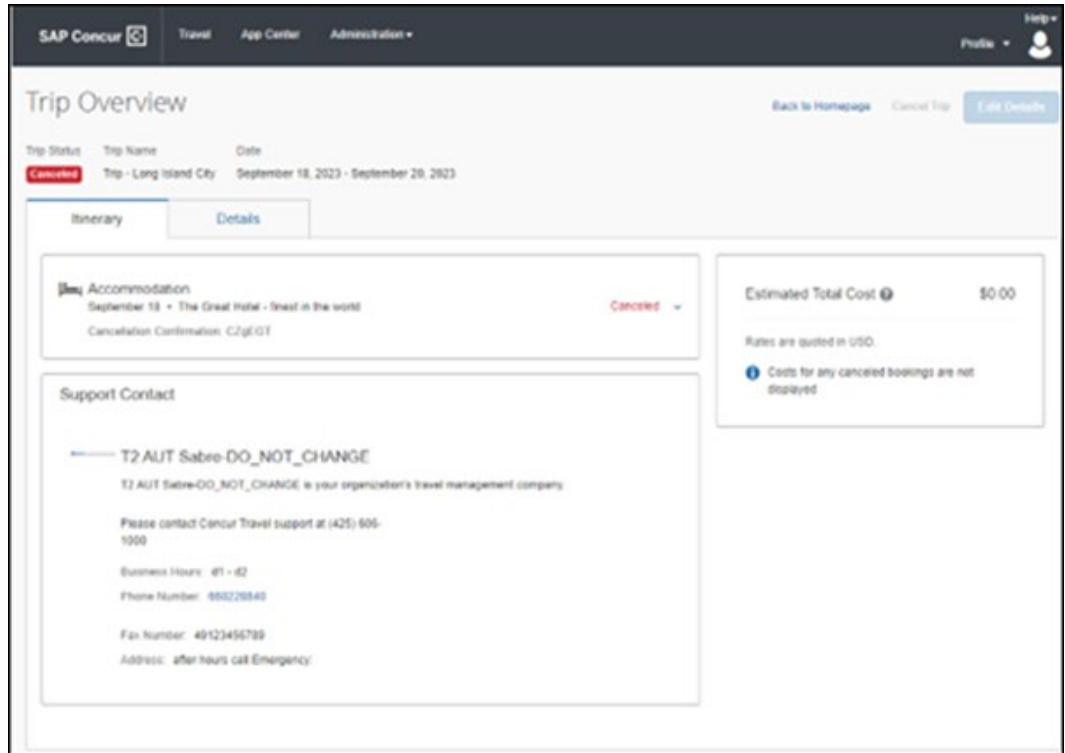
End-User Experience: Cancellation

Depending on the place from which the trip cancellation starts and the trip content, the cancellation flows may vary as follows:

1. When users click **Cancel Trip** on the **Finalize Trip** page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancellation on this page will redirect users to the **Trip Overview** page where the trip is indicated as **Cancelled**.
2. When users click **Cancel** in the **Trip Library** (web app), **Trip List** (mobile app), **Upcoming Trips** or **My Trips** sections, a popup will display with a link to the **Terms and Conditions** for review.
 - a. For a trip that only contains content booked in the new Concur Travel experience, users will be redirected to the **Trip Overview** page where the trip is indicated as **Cancelled**.
 - b. For a trip that contains other content than what was booked in the new Concur Travel experience, users will be redirected to the regular cancellation confirmation page.



For scenarios 1 and scenario 2a, the following is an example of where the user will be redirected to upon confirming cancellation:



Planned Changes New Hotel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	--	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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	

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

Hotel content will only be available from Custom Hotel Source providers. This requires re-enablement for customers who are interested in using these channels.

► To configure:

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and select the desired client travel configuration.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

There are now two different **Hotel Connector** sections of the **Travel Configuration** page. One is to support the new hotel connectors and is called **Hotel Connectors – Hotel Service v4**. The other is the existing hotel connector section.

When enabling a new connector, it is essential that any current direct connect remains enabled otherwise customers will not be able to make bookings in the current Concur Travel experience. This means that a current HSV2 configuration needs to remain enabled on HSV2, and on HSV4 once migrated. The HSV2 connection will not allow new bookings but will provide access to previously booked reservations for servicing. Any servicing will continue as it is today using the Online Booking Tool (OBT).

2. The administrator will be able to select the default connection type within the new section. Although **GDS** is presented as an option, there is no GDS content available with this release.

PASSIVE PNR FOR DIRECT CONTENT

▶ *To configure:*

1. Go to **Administration > Travel** (on the sub-menu) > **Travel System Admin** and select the desired client travel configuration.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. On the **Travel Configuration** page, under **GDS PNR Options**, go to the activation checkboxes.
3. Under **Defaults for Specific non-GDS vendors**, select the **New Custom Hotel Source** checkbox. The default for this field is **Use the default specified above**. Select the **Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below** checkbox.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel.



For more information on how to book a hotel as a Travel Arranger, see the *Travel Arranger View Travel Service Guide*.

The **Travel Arranger Name** appears on the new **Trip Overview**.

Planned Changes New Hotel Experience: Reduced Feature Set (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	June 15, 2023	Q3 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition
Source		
	GDS	N/A
	Direct Connect	Custom Hotel Source providers (TBD)
Other		
	EMEA Data Center	Scan impact
	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

The activation of the new Hotel workflow through Concur Travel will not be possible via a setting within Concur Travel. As a reduced set of features will be available in the first release, customers will be determined and informed when eligible for migration.

Known Limitations

The following items will not yet be supported with the new Hotel booking experience. Monitor future release notes for changes relating to these limitations.

NOTE: This section on the Reduced Feature Set for the new Concur Travel experience for Hotel only contains Hotel-specific limitations. For limitations of the new Concur Travel experience that are not specific to one booking flow but apply in general, please refer to the Miscellaneous section and Updates to Reduced Feature Set in this release notes document.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	Travel Configuration	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not supported yet.
Content	Hotel connectors	Agency Configuration	Custom Hotel Source Direct Connects only	
Integrations	Concur Request	Travel configuration	Enable Request Integration unchecked	
Travel Policy	Hotel rule Enforcement Levels	Company Administration > Travel Admin	Display Message not supported	No message is displayed to the user.
Travel Policy	Concur Travel's Native Approval Process	Company Administration > Travel Admin	Hotel rules cannot use: Require Pre-Approval & Log Require Pre-approval & Notify	These rules will not be enforced if set up.
Travel Policy	Hotel Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	Hotel Rate is [condition] the government hotel level per diem rate [plusMinus] [money] [currencyOrPercent] Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent] Hotel Rate is [condition] the price-to-beat Hotel Rate is from the Reservation System Hotel Rate is not from the Reservation System Other rate descriptions at this hotel contain any of the text '[DescriptionList]' Hotel has rates from source [Source]	All other configured hotel rules will be supported

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
			Hotel has no rates from source [Source]	
Travel Policy	Hotel rule Parts	Company Administration > Travel Rule Builder / Travel Admin	No Fedrooms or FEMA policy rules are supported.	If these are set up they will not be applied.
Travel Policy	Rule Class Selection and Force selection of a rule class	Travel Configuration	Only a user's default rule class is supported	If enabled, users will see the rule class selection field on the search, but any selection by the user would not be honored.
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		AIDA cards not supported for Release 1 Hotels
Payments	Virtual Payments			Virtual cards generated through SAP Concur/Conferma will not be an option for customers to use for hotel bookings.
Hotel-specific	Hotel check in date prompt for arrival after midnight	Travel configuration		No prompt appears when searching for a hotel.
Hotel-specific	Government features		Hotel Per-Diems and Fedrooms not supported.	Any per diems set up will not be applied.
Hotel-specific	Direct Billing	Company Admin > Manage Corporate Discounts		Customers who use direct billing should not use the new hotel booking experience yet.
Hotel-specific	User supplied hotels	Travel Admin>Travel Policy>Edit Classes	Allows users to add their own hotel booked outside of Concur Travel.	Manual hotels cannot be booked. The I will book a hotel later as a user-supplied option configuration setting is not supported. If this is set, no popup will appear to allow customer to add their own hotel.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Hotel-specific	Allow hotel bookings using cards that expire before trip date	Module Properties	Allowed users to book hotels with credit card that expired before check in date	An error is received if user attempts to book a hotel with a credit card that expires before the check in date
Hotel-specific	Enable Hotel Streaming on Mobile	Module Properties	With hotel streaming, users see the rates and hotel images as the information is retrieved. If True, hotel streaming is enabled for the mobile app. If False, results are presented all at once, after all search results are collected	There is no longer any rate streaming in Hotels. All results appear at once.
Hotel-specific	Auto-check Find a Hotel for Flight Searches	Module Properties	If True, the Find a Hotel checkbox on the Flight Search tab of the travel wizard is automatically selected.	The checkbox is not automatically selected.
Hotel Specific	"Find a Hotel"	Appears under Flight Search	When selected, the Hotel search page appears automatically after Flight segment is booked	User has to "Add Hotel" after booking the Flight segment rather than have the Hotel Search appear automatically once they complete the Flight search
Hotel-specific	Hotel Sort Default	Travel Configuration	Allows Admin to determine the default sort order of properties returned in Search results	The sort order is always the order in which the provider returns it.
Hotel-specific	Apollo GDS Worldspan GDS			Configurations using Apollo or Worldspan GDS will not be able to migrate to the new Hotel experience
Hotel specific	Currency change	Search page	Allows a user to change the currency that the hotel rates appear in	Users will only be able to see the hotel rates in the currency set up in their configuration

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Hotel specific	Profile preferences and comments		Allows user to specify preferences such as rollaway bed in the Profile	Preferences and comments stored in the Profile will not be sent in the booking request. User must add comments on the Review and Book page
Hotel specific	Loyalty card update	Review and Book page	Allows a user to add a loyalty card prior to booking	Users will not be able to add a loyalty card on the Review and Book page – loyalty card must be stored in Profile prior to booking
Trip Management	Change of booking	N/A	N/A	Change of booking is not yet supported for the new hotel booking experience.

Changes in Product Behavior

NOTE: For changes in product behavior of the new Concur Travel experience please refer to the Miscellaneous section and Updates to Reduced Feature Set in this release notes document.

Rail

Planned Changes SNCF API (PAO) Migration

Information First Published		Information Last Modified		Feature Target Release Date	
December 2022		--		TBD	
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)			
		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					
	GDS				
	Direct Connect	SNCF PAO Direct Connect			
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	SNCF PAO Direct Connect TSG (available with release)			
	Fact Sheets				
	Admin Guides				
	Other				

Overview

In March 2020, SAP Concur performed a partial migration of SNCF customers to the **SNCF PAO** API with the goal of offering our customers whole Regional Train and Eurostar content.

Due to upcoming changes planned by SNCF, SAP Concur will continue with the migration to SNCF PAO. The targeted date for release will be communicated in the future.

USER/CUSTOMER BENEFIT

The SNCF content will be available via the SNCF PAO API. Migrated customers will no longer need to enable both connectors, SNCF and SNCF (PAO), in their configurations. Migrated users will no longer need to select between SNCF and SNCF [TER + Eurostar] before they initiate their search.

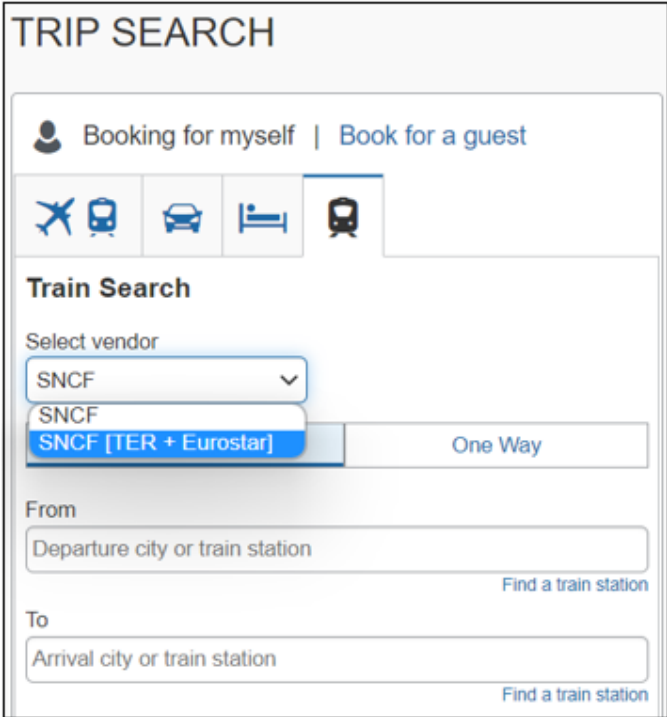
End-User Experience

The booking steps for self-booked and arranger booked trips will remain the same. The traveler will no longer be asked to select between the SNCF and SNCF [TER + Eurostar] option from the dropdown before searching for SNCF.

PREVIOUS EXPERIENCE

After logging into Concur Travel, by selecting the **Rail** tab, the traveler sees the following dropdown for SNCF:

Example:



NEW EXPERIENCE

After the migration is completed, the traveler will only see the SNCF option. The dropdown will not display as all SNCF content will be available via the PAO API.

Example:

The screenshot shows the SAP Concur Travel interface for a train search. At the top, there is a user profile icon and the text "Booking for myself | Book for a guest". Below this is a navigation bar with icons for Airplane, Train, Car, Hotel, and a selected Train icon. The main section is titled "Train Search (SNCF)". It features two tabs: "Round Trip" (selected) and "One Way". Below the tabs are two input fields: "From" with the placeholder text "Departure city or train station" and a "Find a train station" link; and "To" with the placeholder text "Arrival city or train station" and a "Find a train station" link.

Known Limitations

Until further notice, the following features will be not supported or supported with limitations for migrated customers.

- The multi-passenger booking feature will not be supported for migrated customers.
- Eurostar will not support seat preferences or selection.
- Combining TGV and TER segments in one reservation might lead to additional work on the travel agency side for specific reservations. To prevent this situation, the recommendation for travelers with a middle name having either the SNCF loyalty or advantage card is to ask SNCF to not store their middle name in their database.

Configuration for Professional and Standard Travel

This feature will be enabled by default. SAP Concur will make these changes automatically.

PREVIOUS EXPERIENCE

SNCF and SNCF (PAO) are enabled in the travel configuration page under the **Rail Connectors** section.

SNCF Enable
Resarail PCC: Resarail Queue Number: France Test Mode Display ADEME carbon emission
 Suppress paper tickets if e-ticket is possible Allow searching for trains using arrive by Max. Num. Companions: 5 hours auto-cancel prior last day to ticket: 4

SNCF [PAO] Enable
Country: France Connection Environment: PRODUCTION Suppress paper tickets if e-ticket is possible
 Allow searching for trains using arrive by hours auto-cancel prior last day to ticket: 2 Agency Invoice

NEW EXPERIENCE

Once the migration is completed, only the SNCF (PAO) rail connector will remain available in the travel configuration page.

SNCF [PAO] Enable
SNCF PCC: Connection Environment: PRODUCTION Suppress paper tickets if e-ticket is possible
 Allow searching for trains using arrive by hours auto-cancel prior last day to ticket: 2 Agency Invoice

Travel Operations / Technical Essentials

Planned Changes Client Options and TMC Readiness for New Concur Travel Experiences (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
June 2023	June 16, 2023	August 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)	
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X		Other: Refer to the release note below	
	X	Does not apply to this edition	
Source			
	GDS		
	Direct Connect		
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	Company Administration TSG	
	Other		

Overview

As Concur Travel releases new travel experiences for Air, Hotel, and Car bookings, many clients are excited about the new functionality, but there may be situations where a client is not quite ready for their travelers to use the new booking experience. A setting will be added to the Company Administration page where a client may directly manage their readiness.

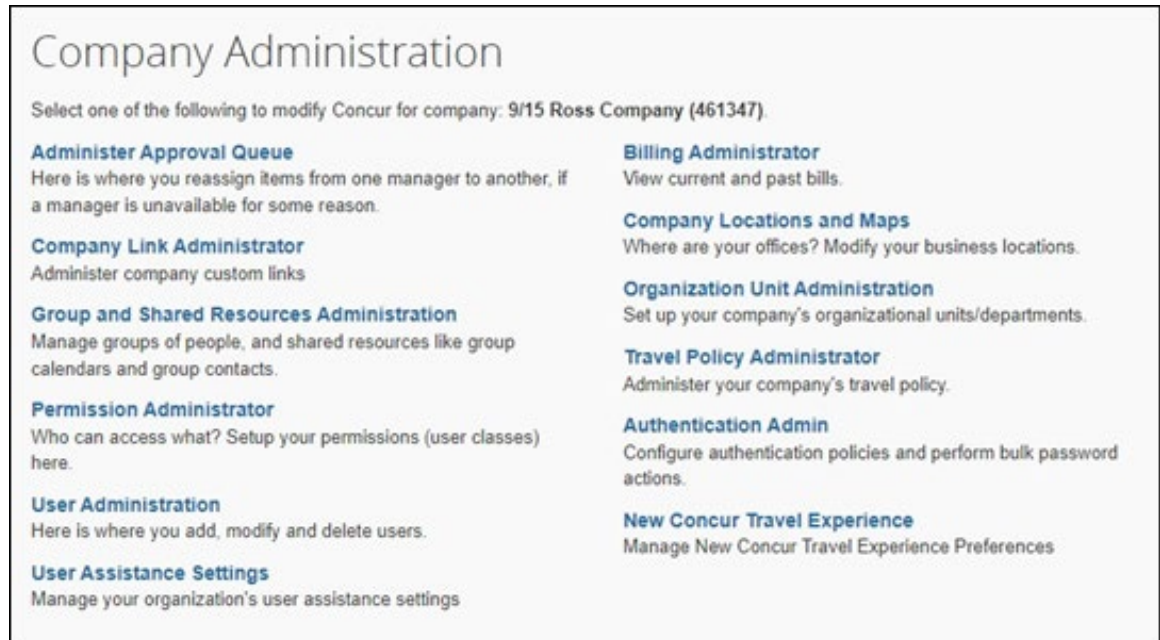
NOTE: Rail is not included as the new Rail experience can be managed using the Direct Connect settings on the **Travel Configuration** page.

Please note that enabling the new travel experience in this tool does not guarantee that a traveler will see the new travel experience. There are multiple readiness checks made when a user logs in which will determine their booking experience. New experiences will be released in phases, by content source and by feature set. Please refer to the Concur Travel roadmap for more details on the new Travel experience.

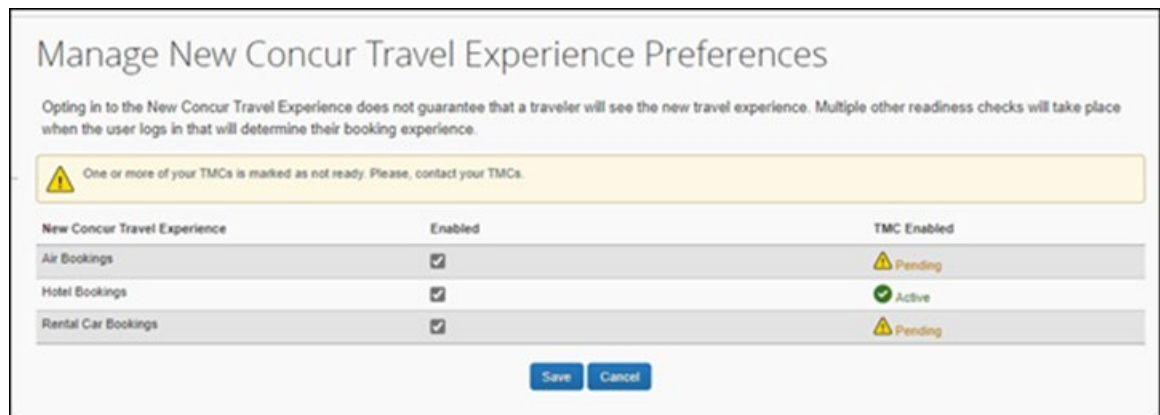
USER/CUSTOMER BENEFIT

This setting will allow Company Administrators the ability to manage their readiness of the new Concur Travel experience. Clients will also be able to view their Travel Management Company’s (TMCs) readiness, as well.

End-User Experience



A new link has been added to the Company Administration page called, **New Concur Travel Experience**. This link is only visible to users with the Company Administration role assigned.



Once the Company Administrator accesses the page, they will have options to manage their preferences for the **New Concur Travel Experience** for **Air Bookings**, **Hotel Bookings**, and/or **Rental Car Bookings**. The default setting is **Enabled**. To change the setting, uncheck the box or boxes and click the **Save** button.

The TMCs readiness appears to the right. If one or more TMCs has disabled one or more of the new Concur Travel booking experiences, their readiness will be noted as **Pending**. If you have any questions about your TMCs readiness, please contact them directly.

TMC Workflow:

TMCs can also manage their readiness to support bookings made in the new Concur Travel experience. TMCs will manage their readiness at their company level by selecting or deselecting the **Enabled** checkbox for Air, Hotel and/or Rental Car Bookings. The default setting is **Enabled**. When a TMC disables the new Concur Travel experience, the companies connected to that TMC company will also be unable to see the new Concur Travel experience until the TMC company is enabled.

Configuration for Professional Travel

Company Administrators will click **Company > Company Admin** which will take them to the **Company Administration** page. From there, they will click **New Concur Travel Experience** which will take them to the page to manage their new Concur Travel experience preference.

Configuration for Standard Travel

This feature is available to Professional Travel only. More details about new experiences for clients currently using Standard Travel will be shared on the external roadmap.



For more information, refer to the *Company Administration User Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

****Planned Changes** SNCF API (PAO) Migration**

Information First Published		Information Last Modified	Feature Target Release Date
December 2022		--	TBD
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)	
		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			
	GDS		
	Direct Connect	SNCF PAO Direct Connect	
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	SNCF PAO Direct Connect TSG (available with release)	
	Fact Sheets		
	Admin Guides		
	Other		

Overview

SNCF (PAO) uses the French PCC (B930) for Concur Travel. The branch access will remain opened for existing SNCF PCC (previously known as Resarail PCC) in France.

Travel agencies outside of France with SNCF PCC will need to establish branch access from SNCF PCC to the SAP Concur SNCF PCC B930. This will ensure that these agencies can continue servicing SNCF reservations created in Concur Travel.

The following SAP Concur PCCs will not be supported with SNCF PAO:

- UK: C870
- Belgium: H060
- Switzerland: F460
- Netherlands: H070

When granting branch B access, refer to the following:

GDS	Command to grant branch access to B930
Amadeus	R//W/TAA yourSNCFPCC \$BB930

NOTE: In addition to granting branch access from your agency's SNCF PCC to SAP Concur's SNCF PCC, you must also execute the JGU/RAI-2C command on your Amadeus terminal. This will allow your Amadeus Office ID to identify SNCF as a rail provider. Failure to execute this one-time command will result in your seeing SECURED PNR whenever you attempt to search for an SNCF booking created in Concur Travel, even if it was correctly queued to your agency's SNCF PCC.

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.

Documentation for New Concur Travel Experience

Online Help Updates in the SAP Help Portal

Overview

Online end user help documentation for the new Concur Travel experience, beginning with the Renfe Direct Connect enhancements from the November release, are indicated with “New Workflow” text at the end of topic titles.

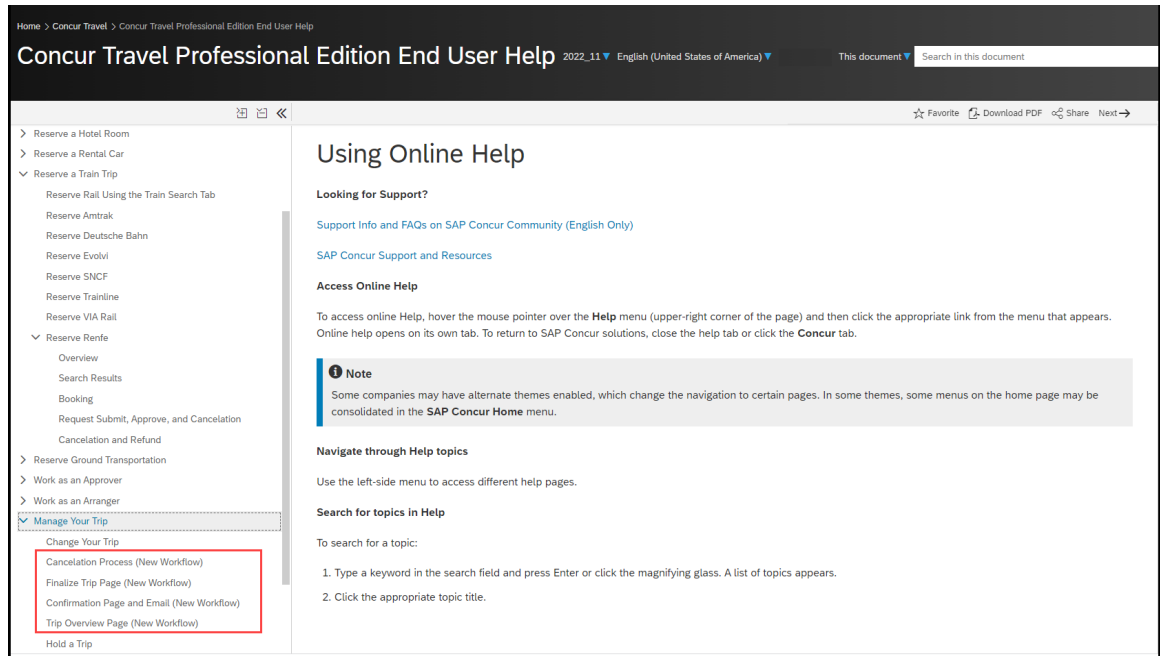
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

USER/CUSTOMER BENEFIT

The “New Workflow” text is intended to help you distinguish between the existing experience and the redesigned experience for Concur Travel.

End-User Experience

When accessing the Concur Travel End User Help, you can see which topics are specific to the Concur Travel experience as they contain the suffix "New Workflow".



Configuration for Professional and Standard Travel

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

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

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 \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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.

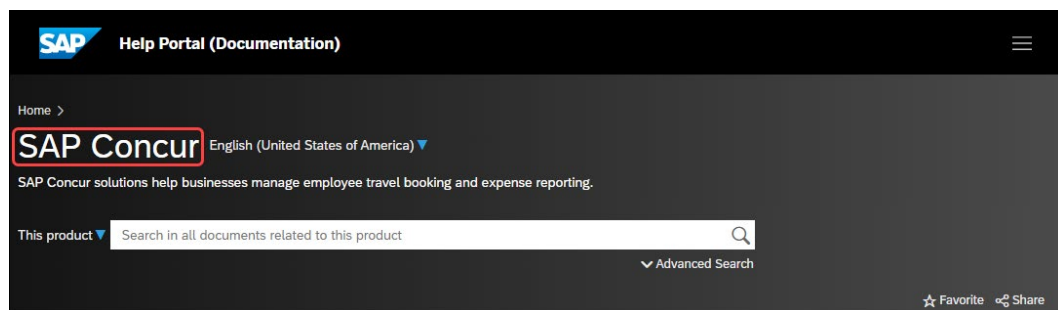
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Other Technical Documentation

Online Help

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

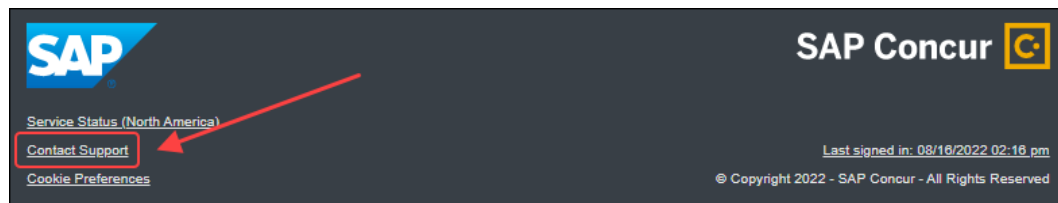
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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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