

<p><b>SAP Concur Release Notes</b></p> <p><b>Concur Travel</b></p> <p>Concur Professional/Premium <b>and</b> Concur Standard</p>	
<b>Month</b>	<b>Audience</b>
Release Date: January 20, 2024 Update 2: Friday, January 26	SAP Concur Client <b>FINAL</b>

**\*\* FINAL \*\***

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium **and** Concur Standard.

Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard.

# Contents

- Release Notes ..... 1**
- Administration .....1**
- New Concur Travel Experience: Approval Queue Support ..... 1
- Car .....2**
- New Concur Travel Experience: Sort by Lowest Emissions in Car Search Results (Professional Travel Only) ..... 2
- Miscellaneous.....4**
- \*\*Ongoing\*\* New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only) ..... 4
- New Concur Travel Experience: Vacation Reassignment Support (Professional Edition Only) ..... 5
- Rail.....7**
- SNCF Decommission (Travelport Configurations Only)..... 7

<b>Planned Changes</b> .....	<b>9</b>
<b>Administration</b> .....	<b>9</b>
**Planned Changes** New Concur Travel Experience: Changes to Approval Deadline Logic (Professional Edition Only) .....	9
<b>Flight</b> .....	<b>11</b>
**Planned Changes** New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only).....	11
**Planned Changes** New Concur Travel Experience: Deep Link Support (Professional Edition Only) .....	14
<b>Hotel</b> .....	<b>17</b>
**Planned Changes** New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only) .....	17
<b>Hotel, Rail</b> .....	<b>20</b>
**Planned Changes** New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only).....	20
<b>Miscellaneous</b> .....	<b>22</b>
**Planned Changes** Profile Enhancement for Gender Inclusivity.....	22
**Planned Changes** New Concur Travel Experience: Skip Search Action (Professional Edition Only) .....	24
**Planned Changes** New Concur Travel Experience: Trip History (Professional Edition Only) .....	26
**Planned Changes** Decommission of Two-Manager Approval Setting (Professional Edition Only) .....	29
**Planned Changes** Travel Profile API 2.0 Gender Diversity Support.....	30
<b>Rail</b> .....	<b>31</b>
**Planned Changes** Trainline Decommission for Apollo and Worldspan Configurations .....	31
**Planned Changes** New Concur Travel Experience: Renfe and Trainline - Train Options Turned Down (Professional Edition Only) .....	32
**Planned Changes** New Concur Travel Experience: Renfe and Trainline - Least Cost Logical Fare Support (Professional Edition Only).....	34
**Planned Changes** New Concur Travel Experience: Book and Approve Request Support for Trainline (Professional Edition Only).....	36
**Planned Changes** New Concur Travel Experience: Renfe and Trainline Support for Multiple Rail Connectors (Professional Edition Only).....	38
**Planned Changes** New Concur Travel Experience: Renfe and Trainline Configurable Message Boards (Professional Edition Only) .....	39
**Planned Changes** New Concur Travel Experience: Renfe and Trainline New Supported Rules (Professional Edition Only) .....	42
**Planned Changes** New Concur Travel Experience: Renfe Multiple Violation Reasons (Professional Edition Only) .....	45

**Planned Changes** New Concur Travel Experience: Renfe User Interface Changes to Workflow Pages and Emails (Professional Edition Only) .....	47
**Planned Changes** New Concur Travel Experience: Trainline Migration (Professional Edition Only) .....	49
**Planned Changes** New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only) .....	54
**Planned Changes** New Concur Travel Experience: Standalone Approval Enhancement (Professional Travel Only) .....	56
<b>Travel Operations / Technical Essentials.....</b>	<b>58</b>
**Planned Changes** Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates.....	58
**Planned Changes** Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting.....	63
**Planned Changes** Sabre Enhanced Form of Payment (FOP Wallet) .....	65
**Planned Changes** New Concur Travel Experience: Manage Preferences at Travel Configuration Level.....	67
**Planned Changes** New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking .....	70
<b>Client Notifications .....</b>	<b>72</b>
<b>Accessibility .....</b>	<b>72</b>
Accessibility Updates .....	72
<b>Gender Diversity .....</b>	<b>72</b>
<b>Documentation for New Concur Travel Experience .....</b>	<b>72</b>
Online Help Updates in the SAP Help Portal .....	72
<b>In-Product User Assistance .....</b>	<b>73</b>
Client Customized Content .....	73
<b>Subprocessors.....</b>	<b>74</b>
SAP Concur Non-Affiliated Subprocessors .....	74
<b>Supported Browsers.....</b>	<b>74</b>
Supported Browsers and Changes to Support .....	74
<b>Additional Release Notes and Other Technical Documentation.....</b>	<b>75</b>
<b>Online Help .....</b>	<b>75</b>
<b>SAP Concur Support Portal – Selected Users .....</b>	<b>75</b>

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# Release Notes

## Administration

### New Concur Travel Experience: Approval Queue Support

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

Administrators are sometimes required to reassign a trip to an alternate approver queue if the current approver is absent and unable to approve or reject the trip. This feature is available in the legacy Concur Travel experience; it is now available in the new Concur Travel experience.

#### USER/CUSTOMER BENEFIT

This feature allows administrators to reassign trip approval to their staff, ensuring that a trip is added to a specified approval queue, approvers receive all appropriate notifications, and bookings are processed without delays.

#### Administrator Experience

This feature operates in the new Concur Travel experience as it does in the legacy experience. No functional changes have been made.

#### Configuration for Professional and Standard Travel

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

## Car

### New Concur Travel Experience: Sort by Lowest Emissions in Car Search Results (Professional Travel Only)

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source			
	GDS	Amadeus, Sabre	
	Direct Connect	Car Connector (Hertz and Sixt)	
Other			
X	EMEA Data Center	X	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	Concur Travel Professional Edition End User Help	

#### Overview

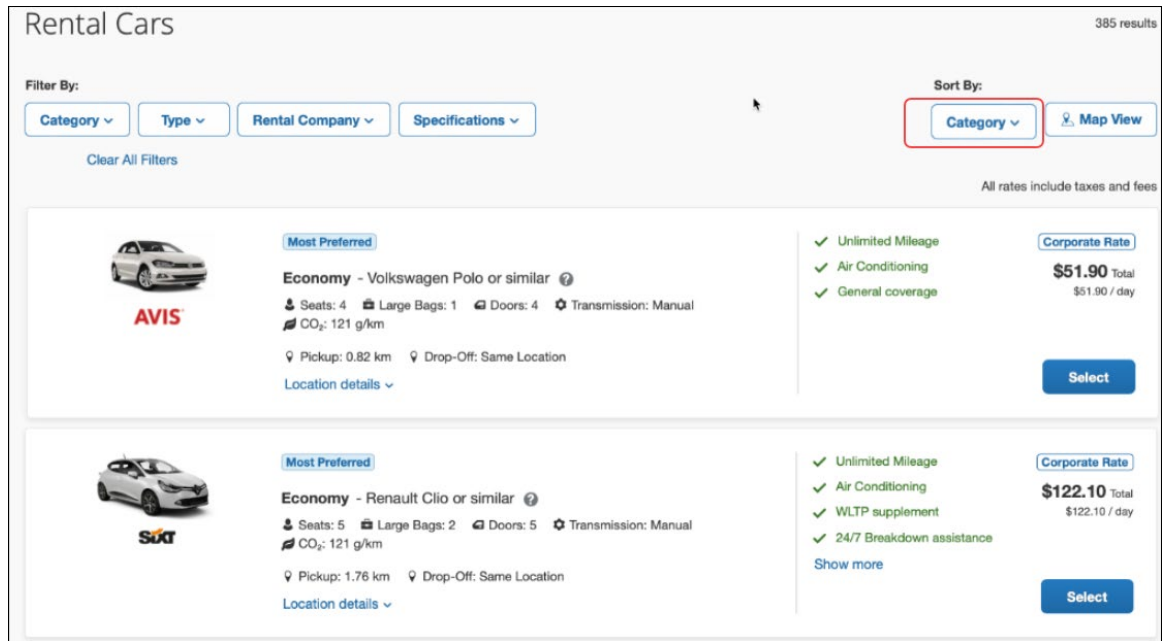
With this release, Concur Travel introduces a new sort option for Car search results. Users will now be able to sort search results by **Lowest Emissions**.

#### USER/CUSTOMER BENEFIT

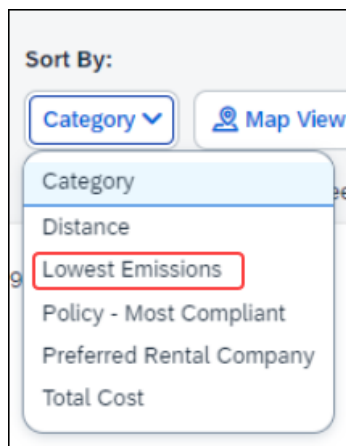
This sort option has been introduced to allow customers the ability to sort results based on more sustainable factors.

### End User Experience

To sort the search results by **Lowest Emissions**, first enter your search criteria. Once the results appear, under **Sort By**, click the **Category** dropdown.



This will display all of the sort options and **Lowest Emissions** can be selected from this list.



### Configuration for Professional and Standard Travel

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

## Miscellaneous

### **\*\*Ongoing\*\* New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
September 15, 2023	November 9, 2023	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

SAP Concur continues to build and develop a leading corporate travel booking tool through the new Concur Travel experience. SAP Concur is delivering this through phased software releases, while limiting the impact on customers and travelers.

- All customers and travelers can continue to use Concur Travel, which will support all existing capabilities.
- Travelers will continue to use their same URLs, logins, passwords, and mobile application. No specific traveler access change is required.
- The system is designed so that if a traveler were to book something not yet supported, they would be directed to the current booking flow they already know and use. Over time, as those capabilities are added to the new experience, redirects will be less frequent.

For customers that want to see the Q4 2023 release of the new Concur Travel experience:

- The customer's servicing TMC must have acknowledged support for bookings made through the new Concur Travel experience.
- Customers must be eligible, based on content sources, policies, and configuration settings, as described in the linked document below.

Customers will automatically receive the Q4 2023 release of the new Concur Travel experience unless the customer or their TMC chooses to opt out.

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

With all the changes in user experience to address the current industry capabilities and traveler expectations, some policy rules or features may no longer be relevant. These will be decommissioned over time and will be outlined in the linked document below.

#### **End-User Experience**

Every company, travel program, and traveler is different, so SAP Concur wants to ensure that you have the information to understand when it's the right time to implement the new booking experience in your organization.

Continue to check this release note as SAP Concur will update it regularly with additional details as development continues.





For more information about disclaimers, exclusions, limitations, and more, please refer to the [New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements](#) document.

### Configuration for Professional Travel

For configuration instructions, please refer to individual release notes.

## New Concur Travel Experience: Vacation Reassignment Support (Professional Edition Only)

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

### Overview

Approvers occasionally need the ability to reassign their approver status to an alternate approver for a given amount of time. This is typically done when they know they will be on vacation, traveling for work, on sick leave, or just generally will be unable to perform their approval duties.

This feature allows them to temporarily reassign approver responsibility and then claim responsibility back when they return.

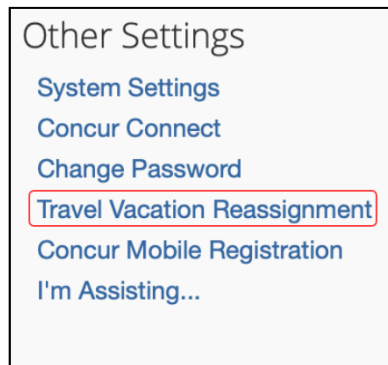
**NOTE:** This is a legacy Concur Travel feature, which is now available for use in the new Concur Travel experience.

### USER/CUSTOMER BENEFIT

This feature allows for flexibility and ensures that approvals will not be delayed due to an approver's absence.

## End-User Experience

This feature can be enabled by clicking **Settings** > **Other Settings** and selecting **Travel Vacation Reassignment**.



On the **Travel Vacation Reassignment** page, select the user who will temporarily approve requests and then click **Submit**.

 A screenshot of the "Travel Vacation Reassignment" page. The page title is "Travel Vacation Reassignment". Below the title, there is a paragraph of instructions: "Choose a person in your company who will handle travel approvals assigned to you in your absence. When you return from vacation, remember to come back here and clear out the backup manager so that you receive approvals as normal again." Below this are two notes: "Note 1: If your designated backup manager goes on vacation while you are also on vacation, then all travel approvals that are assigned to you will be redirected to your company's travel administrator." and "Note 2: This will not reassign any items currently in your approval queue; please handle those before you leave." At the bottom, there is a text input field, a "Submit" button, and a "None" button.

The name of the temporary approver and their e-mail address will display, along with the conditions for their role as temporary approver. Select the dates required for the approver. Select the permissions for the delegate by enabling the applicable checkboxes. A delegate with no checkboxes enabled will not have sufficient access to perform the approvals.

---

**NOTE:** Once the delegate approval term is over, they should be cleared from this section so that the correct approver will receive the requests.

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## Configuration for Professional Travel

For both Professional and Standard Travel, the Travel Vacation Reassignment feature is activated via a module property, which is managed by SAP Concur. Customers and fulfillment travel agency partners must submit a support ticket to request the feature. This is a configuration-level module property, so if there are multiple configurations for your site, be sure to indicate which ones should have this enabled. For those indicated, SAP Concur will set the **Allow Vacation Reassign** module property to **True**.

## Rail

### SNCF Decommission (Travelport Configurations Only)

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

### Overview

Concur Travel currently provides travelers the ability to book trains via SNCF. This feature is supported for Amadeus, Sabre, Galileo and Apollo travel configurations.

Due to changing technological requirements, both Travelport and SAP Concur are working towards a new method of booking and enabling SNCF bookings in Concur Travel. As of January 8, 2024, the current method of booking SCNF has been automatically disabled and is no longer visible for any Travelport travel configurations. Updates will be provided, when available, regarding a new method to accommodate Travelport customers.

The SNCF direct connection will remain available for Amadeus and Sabre travel configurations.

### USER/CUSTOMER BENEFIT

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained. This feature is not fully supported and is therefore decommissioned.

### End-User Experience

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Also, the historical data will be maintained for reporting purposes.

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

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

# Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement or change mentioned here.

**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the *Shared Changes Release Notes*.

## Administration

### \*\*Planned Changes\*\* New Concur Travel Experience: Changes to Approval Deadline Logic (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	January 12, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Targeted for February 2024, the method with which an approval deadline is calculated will change. This will allow for an approver to process a trip. If unprocessed, the trip will be auto cancelled.

## **USER/CUSTOMER BENEFIT**

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

### **End-User Experience**

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day.

The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

- a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours
- b. **Booking 2 Deadline**, less 2 hours
- c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours
- Trip start, less 1 day.
- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be canceled but sent for finishing instead.

### Configuration for Professional and Standard Travel

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of these changes.

## Flight

### \*\*Planned Changes\*\* New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Users creating a trip itinerary can include flights, hotel, car and rail reservations, all within the same trip. Targeted for February 2024, a more streamlined approach will be available. When entering a flight search on the **Flight Search** tab, they can simultaneously include a search for accommodations.

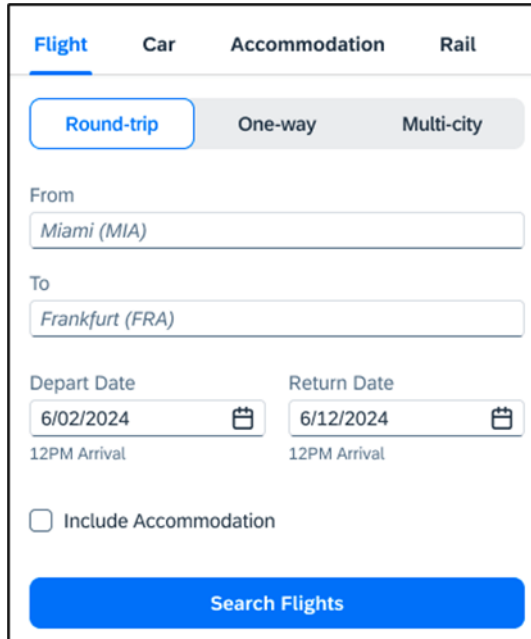
### USER/CUSTOMER BENEFIT

Upcoming changes to the Concur Travel user interface will help minimize the number of steps required to complete the trip booking process.

## End-User Experience

The **Flight Search** tab now includes the **Include Accommodation** option.

Once a user has entered their flight search conditions on the **Flight Search** tab, the **Include Accommodation** checkbox will be enabled. The user interface will update to display accommodations search options.



The screenshot displays a flight search form with the following elements:

- Navigation tabs: **Flight** (selected), Car, Accommodation, Rail.
- Trip type buttons: **Round-trip** (selected), One-way, Multi-city.
- From field: Miami (MIA)
- To field: Frankfurt (FRA)
- Depart Date: 6/02/2024 (12PM Arrival)
- Return Date: 6/12/2024 (12PM Arrival)
- Include Accommodation checkbox:  Include Accommodation
- Search button: **Search Flights**

Once a user clicks **Search Flights**, the user interface will update to display the Flight search results. The user will then select their flight and click **Book and Continue**. The user interface will then display the accommodations results.



The screenshot shows a flight search form with the following details:

- Flight Type:** Round-trip (selected), One-way, Multi-city
- From:** Miami (MIA)
- To:** Frankfurt (FRA)
- Depart Date:** 6/02/2024 (12PM Arrival)
- Return Date:** 6/12/2024 (12PM Arrival)
- Include Accommodation:**
- Accommodations Section:**
  - Destination:** Frankfurt (FRA)
  - Check-in\*:** 6/02/2024
  - Checkout\*:** 6/12/2024
  - Distance:** 5 miles
- Search Flights** button

The user will select their accommodations and again click **Book and Continue**. The user interface will display the **Finalize** screen where the user can confirm the trip.

---

**NOTE:** If the user edits their flight search query during this process, the results of the original accommodations query will display to the user. This is consistent with legacy Concur Travel behavior.

---

### **Configuration for Professional Travel**

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

---

**NOTE:** If the **Hide Hotel Tab** module property is enabled, users will not see the **Include Accommodation** option and will not be able to add accommodations to their flight search.

---

## \*\*Planned Changes\*\* New Concur Travel Experience: Deep Link Support (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	February 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	Concur Travel Professional Edition End User Help

### Overview

Targeted for February 2024, Concur Travel will support deep link URLs. By providing URL parameters, customers and partners will be able to create a deep link which will direct end users to an SAP Concur search results page. They will then be able to proceed with booking without going through the Concur Travel home page to fill out the **Search** tool.

### USER/CUSTOMER BENEFIT

This feature enables clients and partners to incorporate Concur Travel into the journey maps they design for their end users. Developers can leverage the deep link to allow a user to skip the Concur home page and **Search** tool.

## End-User Experience

Deep links are generated by customers and partners for their employees. When the end user clicks a provided deep link, they will be redirected to the SAP Concur **Sign In** page.

Deep Link:  
<https://us2.concursolutions.com/travel/deeplink/air/v1/shop?departurelocation=LAX&departuredate=2024-06-01&departuretime=02:00&returnlocation=GRU&returndate=2024-06-10&returntime=03:00&cabintype=Business>

Sign In

Username, verified email address, or SSO code

Next

Remember me

[Forgot username](#)

[Need help signing in](#)

[Learn about SAP Concur for your business](#)

Once signed in, the user is immediately presented with a search results page, displaying the flight results for the criteria configured within the deep link. This provides a more streamlined booking experience for the user, which does not require the user to enter search criteria.

The screenshot shows the SAP Concur Travel interface for a flight search. The search criteria are Los Angeles (LAX) to Sao Paulo, BR (GRU) on Saturday, June 1, 2024. The results show three flight options, all operated by Copa Airlines. Each option includes a flight path diagram, departure and arrival times, a stop duration, and CO2e emissions. A note indicates that all offers are restricted by the user's company policy.

Flight Option	Departure Time	Arrival Time	Stop Duration	CO2e Emissions
Option 1	2:07 AM	8:46 PM	1 Stop, 14h 39m	1037kg
Option 2	1:56 AM	8:46 PM	1 Stop, 14h 50m	1011kg
Option 3	2:07 AM	12:10 AM	1 Stop, 18h 3m	1064kg

**NOTE:** This integration will only work for users using a single rule class. It will not be possible to specify multiple rule classes.

Deep links can also be distributed amongst colleagues to share information for booked flights in case they also need to make the same trip.

### Configuration for Professional Travel

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

## Hotel

### \*\*Planned Changes\*\* New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Recently, SAP Concur released the new Hotel booking experience for customers connected to Sabre and for 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 offers 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, a sustainability score, and carbon emissions data. Additional property filter options will include electric car charging stations and sustainability certifications to help users make more sustainable choices. Users will be able to sort properties based on their sustainability score and emissions.
- **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.

## Configuration for Professional Travel

### CUSTOM HOTEL SOURCE PROVIDERS

For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

#### ▶ **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.

2. 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).

- The administrator will be able to select the default connection type within the new section.

### PASSIVE PNR FOR DIRECT CONTENT

► **To configure:**

- 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**.

---

- On the **Travel Configuration** page, under **GDS PNR Options**, go to the activation checkboxes.

- 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 feature 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** page.

## Hotel, Rail

### **\*\*Planned Changes\*\* New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	February 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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



## Overview

Targeted for February 2024, the last four digits of a traveler's credit card will display on several screens during Trainline bookings. Trainline requires the display of the last four digits of the traveler's credit card for API certification. This feature will be applied to Trainline and Renfe bookings on web and mobile, and Hotel bookings on the web.

---

**NOTE:** This change is also planned for Air and Car verticals in future releases..

---

### USER/CUSTOMER BENEFIT

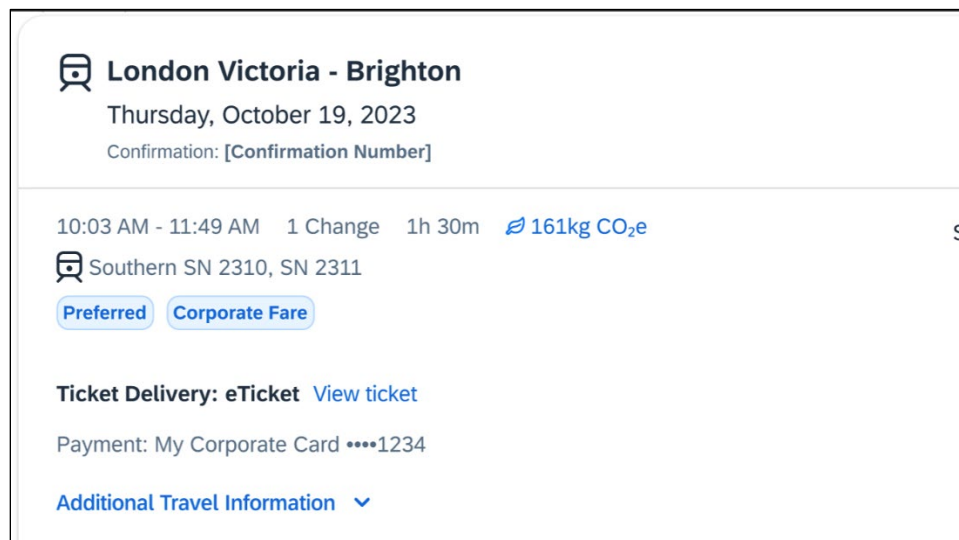
For Trainline bookings, users are required to provide the same form of payment (FOP) at the train station kiosk that was used to purchase their tickets, in order to retrieve their tickets. This update is being implemented to improve the customer experience.

## End-User Experience

The last four digits of the user's credit card will display on different pages during the Trainline booking process.

These include:

- **Finalize** page
- **Trip Overview** page
- **Confirmation E-Mail**
- **Cancellation E-Mail**



## Configuration for Professional and Standard Travel

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

## Miscellaneous

### \*\*Planned Changes\*\* Profile Enhancement for Gender Inclusivity

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
		<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Amadeus, Apollo, Sabre, Travelport+ Worldspan	
Direct Connect	Southwest	
<b>Other</b>		
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
<b>Affected Documentation</b>		
TSGs	Transportation Security Administration (TSA) Requirements	
Fact Sheets		
Admin Guides		
Other		

### Overview

In the upcoming March release, Concur Travel will enhance the Transportation Security Administration (TSA) Secure Flight section under the Concur Travel Profile page to support two new gender options: Unspecified (X) and Undisclosed (U). With this change, users can now select from four different options in the Concur Travel Profile:

- Male (M)
- Female (F)
- Unspecified (X)
- Undisclosed (U)

The new Gender values Unspecified (X) and Undisclosed (U) are also supported on the Travel Profile API 2.0. For more details, please refer to the *Travel Profile API 2.0 Gender Diversity Support* release note in this document.



The information that appears in the Concur Travel Profile is based on the **For information required by the TSA for travel to/from the USA** setting. It is described in the configuration information section of the *Transportation Security Administration (TSA) Requirements Travel Service Guide*. To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

When the **When to send TSA-required data to air carriers setting** is set to send information, Concur Travel will send the TSA fields data, including gender, to the vendors. If a booking is made in one of the Global Distribution Systems (GDSs), and when the carrier does not accept Unspecified (X) and Undisclosed (U), the carrier may add information to the reservation to inform the travel agency that a change to the reservation is required. Concur Travel recommends that Agency fulfillment partners add automation to their mid-office tools to identify and contact users in such situations. Concur Travel recommends that users check the country requirements before booking and to check their reservation for required changes a few days before the trip.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will sync between a Concur profile and Sabre Profiles.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be synced between a Concur profile and Amadeus, Apollo, Travelport+, and Worldspan GDS profile by using the new datapoint **Gender\_Inclusive** with Concur Profile Templates.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be available for use in Finishing Templates using the new datapoint **Gender\_Inclusive**.

Concur Travel will send Inclusive Gender types Unspecified (X) and Undisclosed (U) to the GDS PNR when sending TSA Secure Flight, Redress, and Known Traveler Number (KTN) special service request (SSR) data for air reservations.

---

**NOTE:** All GDS systems will accept the Inclusive Gender codes Unspecified (X) and Undisclosed (U) for SSR messages without error, however, no validation is done with the airline being booked. If the airline booked in the PNR does not support the Inclusive Gender codes Unspecified (X) and Undisclosed (U), they are required to reject the SSR message. GDS partners advised that airlines are required to follow the IATA Airline Industry Reservations Interline Message (AIRIMP) guidelines when rejecting the SSR message. Please refer to IATA for the most updated information regarding these rules and the format in which the airline should respond.

---

**⚠ Concur Travel will not monitor or act on any SSR messages rejected by the airline. Customers will need to seek a mid-office solution if they wish to automate monitoring for these SSR messages.**

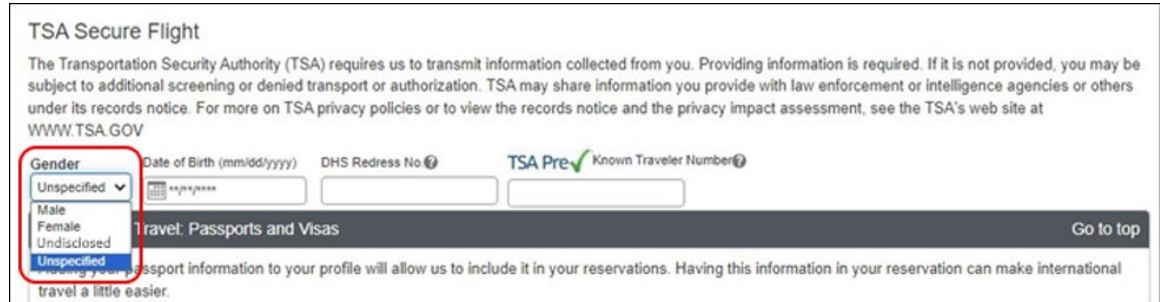
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#### **USER/CUSTOMER BENEFIT**

Non-binary travelers will be able to use the two new inclusive gender selections, Unspecified (X) and Undisclosed (U).

**End-User Experience**

When the **For information required by the TSA for travel to/from the USA** field setting is set to show information in Concur Travel Profile, users will be able to select one of the four options from a **Gender** dropdown:



When no information is stored in Concur Travel Profile, the information will be collected during check out when required.

**Configuration for Professional and Standard Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Skip Search Action (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
October 6, 2023	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
X		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre, Car Connector	
Direct Connect		
<b>Other</b>		
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
<b>Affected Documentation</b>		
TSGs		
Fact Sheets		
Admin Guides		
Other	Concur Travel Professional Edition End User Help	

## Overview

Targeted for the February release, the **Skip Search** action will be available for the new Concur Travel experience. This feature will allow a user to discard the search workflow for a trip segment and return to one of three UI pages, depending on the previous workflow.

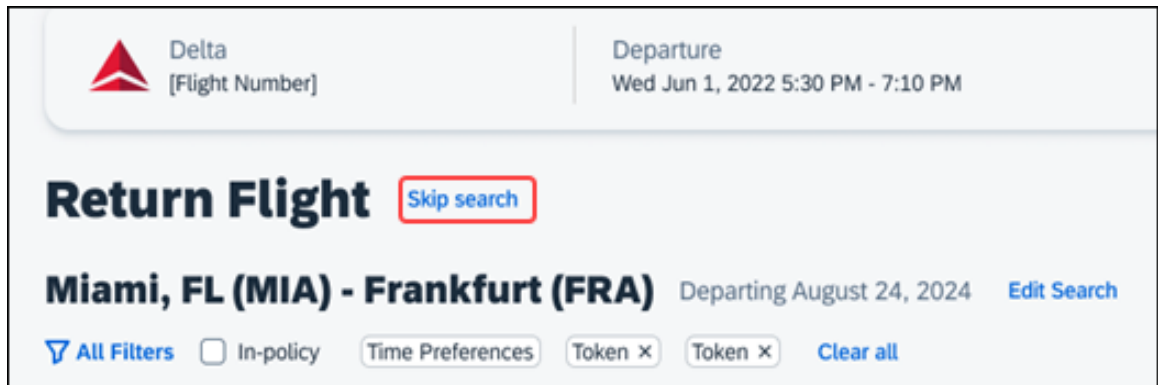
### USER/CUSTOMER BENEFIT

This feature is comparable to existing components in the current Concur Travel shopping experience. It provides the user a one-click method of returning to their trip booking workflow, should they decide not to complete a search and book option.

## End-User Experience

The **Skip Search** link will allow a user to discard the search workflow for a trip segment, returning the user to one of three UI pages, depending on the previous workflow.

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they will click **Skip Search**.



The **Skip search** option will behave as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user will be redirected to the **Finalize** page.
- If there is an existing booking for the given trip and it was previously finalized, then the user will be redirected to the **Trip Overview** page.
- If there is no existing booking or trip, then the user will be redirected to the SAP Concur Travel **home** page.

## Configuration for Professional Travel

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

## \*\*Planned Changes\*\* New Concur Travel Experience: Trip History (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	March 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS	Sabre, Car Connector	
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

Targeted for the March 2024 release, the **Trip History** feature will be available for the new Concur Travel experience. This feature will provide all access to detailed historical records of all trips associated with an account.

**NOTE:** Trips which include bookings from both the legacy and new Concur Travel experience will be included only in the legacy **Trip History**, on the web application.

Trips which include bookings from only the new Concur Travel experience will be included within the new experience **Trip History**, on both web and mobile applications.

### USER/CUSTOMER BENEFIT

This feature will provide greater clarity and confidence in the details of the Concur Travel booking experience, allowing users to search for and reference trip details more quickly and easily. This will allow users to avoid having to request information via a support case.

Users and arrangers will be able to see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives will be able to see the history via Support Tools, which will be included in a future release.

## **End-User Experience**

Historical data will include:

- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.
- all edits to a trip
- the identity of the person performing each action taken on the trip
- dates and time stamps
- ticket and confirmation numbers
- approvals and rejections
- policy violations
- detailed trip costs
- specific details of travel providers

▶ **To access trip histories:**

1. On the **Trip Overview** page, click the **Trip History** tab.
2. The **Trip History** tab will display all the events that took place for the trip in either ascending or descending chronological sort order, such as Creation, Cancellation, Approval etc.
3. To expand the content and see additional details, click the arrow icon next to the event.

---

**NOTE:** This is a preliminary mockup. Details may change closer to the release date.

---

The screenshot displays the 'Trip Overview' page for a confirmed trip. At the top, the trip status is 'Confirmed', the record locator is 'KP668L', the trip name is 'Trip To Madrid', and the dates are 'September 14, 2023 - September 18, 2023'. The 'History' tab is selected, showing a chronological list of events:

- May 22, 2024:**
  - Error and Failures:** The Lufthansa, Paris (PAR) - Madrid (MAD) booking failed to cancel.
  - Booking Canceled:** The Westin Palace, Madrid is canceled.
  - Trip Cancelled:** Trip cancelled.
- May 21, 2024:**
  - Trip Approved:** Your trip was approved on August 27, 2023 [approver: Stephan Lennox].
- May 20, 2024:**
  - Trip Approved:** Trip requires approval by approver: Stephan Lennox by [approvalDeadline] [approvalTimezone]. Otherwise it will be auto approved.
  - Booking Created:** The Hertz, Madrid is booked. Confirmation: 0000000000. Frequent Traveller Account: [Vendor Name] [Loyalty Program] ---00. Payment: [Credit Card Display Name] ---1234.
  - Booking Created:** The Westin Palace, Madrid is booked.
  - Booking Created:** The Lufthansa, Paris (PAR) - Madrid (MAD) is booked.
  - Trip Created:** Trip created.

**Configuration for Professional Travel**

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



## \*\*Planned Changes\*\* Decommission of Two-Manager Approval Setting (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2023	January 19, 2024	TBD 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

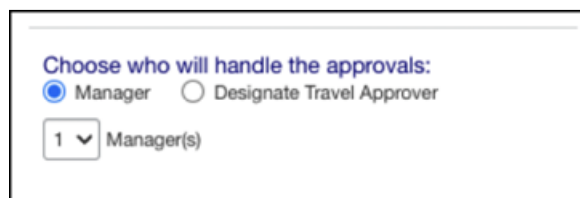
Targeted for a future release in the legacy Concur Travel experience, the two-manager approval flow will no longer be supported. In the legacy Concur Travel experience, all clients with a two-manager approval flow will be migrated to a one manager approval flow.

### USER/CUSTOMER BENEFIT

This change is being initiated to simplify and streamline the approval flow in the legacy Concur Travel experience. It also provides more options when working with Concur Request.

### End-User Experience

When choosing an approver, the user will only be able to request the approval flow be directed to one manager and not two.



**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* Travel Profile API 2.0 Gender Diversity Support**

Information First Published	Information Last Modified	Feature Target Release Date
September 8, 2023	January 19, 2024	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X	X	<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
	EMEA Data Center		Scan impact
	North America Data Center		UI impact
	China Data Center		File finishing impact
	All data centers	X	Profile/Profile API/3rd Party XML Sync Impact
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	SAP Concur Developer Center	

**Overview**

With the SAP Concur commitment to Gender Diversity initiatives, changes are planned for the Travel Profile API 2.0, specifically in adding support for two new Gender values: Unknown and Unspecified.

---

**NOTE:** Partners must update their systems in order to use the updated API.

---

**USER/CUSTOMER BENEFIT**

This change is being initiated to support partners and customers for the purposes of updating their systems to support the new gender values.

**Configuration for Professional Travel**

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

# Rail

## \*\*Planned Changes\*\* Trainline Decommission for Apollo and Worldspan Configurations

Information First Published		Information Last Modified		Feature Target Release Date	
January 2024		--		Q1 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)			
X	X	<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
GDS					
Direct Connect		UK Rail (Trainline)			
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		Trainline Direct Connect Travel Service Guide			
Fact Sheets					
Admin Guides					
Other					

### Overview

Concur Travel currently provides travelers the ability to book trains via Trainline for the UK market. The solution is supported for Amadeus, Sabre, Galileo, Apollo and Worldspan travel configurations.

Due to changing contractual obligations, SAP Concur and Travelport have jointly decided to decommission the current direct connection to Concur Travel in Q1 2024. The UK Rail (Trainline) direct connect will be automatically disabled and no longer visible for any Travelport travel configurations.

### USER/CUSTOMER BENEFIT

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained. This feature is not fully supported and will therefore be decommissioned.

### End-User Experience

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Historical data will also be kept for reporting.

**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe and Trainline - Train Options Turned Down (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

**USER/CUSTOMER BENEFIT**

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They will allow for the visibility of available fares not chosen when creating out-of-policy bookings.

### ***End-User Experience***

When booking out-of-policy, a list of **Train Options Turned Down** will display. This list will be available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** will be available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list is a declined LLF. The other list items will be the remaining in-policy offers or best available offers that have not been chosen.

The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

### ***Configuration for Professional Travel***

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

---

**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

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## \*\*Planned Changes\*\* New Concur Travel Experience: Renfe and Trainline - Least Cost Logical Fare Support (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Targeted for release in Q1 2024, Concur Travel plans to introduce the support of the Least Cost Logical Fare (LLF) for Rail bookings in the new Concur Travel experience.

### User/Customer Benefit

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options will be highlighted as the best choices for the users to select during the train search.

### End-User Experience

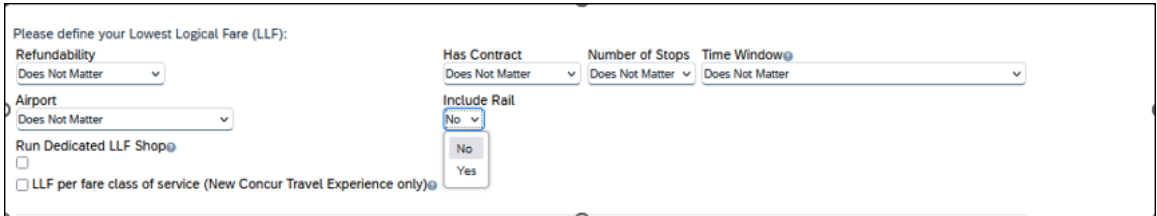
If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF will also be visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

**Configuration for Professional Travel**

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

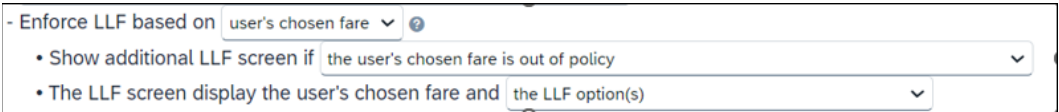
**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.



**Limitations**

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user’s chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare". Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.



- **Enforce LLF based on hybrid:** Initially, Hybrid LLF will be calculated based on the search window. Additional search options triggering calculation based on a user’s search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer support in the new Concur Travel experience. The icon will always display.

**NOTE:** Travel administrators for configurations where Renfe or Trainline rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

**\*\*Planned Changes\*\* New Concur Travel Experience: Book and Approve Request Support for Trainline (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for February 2024, Concur Travel will introduce support for Book then Approve Request for Trainline customers. This integration will be available in the new Concur Travel experience only.

**USER/CUSTOMER BENEFIT**

This functionality will be introduced to provide a smoother booking process for the customer.



### **End-User Experience**

When booking a Trainline trip, the user will be directed to the **Request** header to confirm the trip and submit the request. The request approver can then approve, reject, or send this back.

This functionality to always create a **Request** is based on rules and configurations.

---

**NOTE:** Currently, if a client has enabled Request Integration and Trainline, they will not be able to enable any other vertical (Air, Car, or Hotel) in the new Concur Travel experience. This will be corrected in a subsequent release.

---

This integration for **Request** will only apply to the new Concur Travel experience and Trainline bookings. If this is combined with any other element of Concur Travel (Flight, Car etc.) this function will not apply.

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

#### **▶ To enable the Request Booking Switch**

1. Click Administration > Travel, then, select Travel System Admin.
2. Locate the desired company. In the **Wizard Options** section of the **Travel Configuration** page, select **Enable Travel Request Integration**. This must be selected to use the booking switch feature.
3. Select **Enable Request Booking Switch**.

## \*\*Planned Changes\*\* New Concur Travel Experience: Renfe and Trainline Support for Multiple Rail Connectors (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Concur Travel offers multiple rail connectors. In an upcoming release, support will be added for any rail connectors offered by Concur Travel to be enabled with Renfe.

### USER/CUSTOMER BENEFIT

This change will provide administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

### End-User Experience

End users will be able to book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user will not be necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

**NOTE:** Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. With the upcoming release, if any additional rail connector is enabled, it will become available to end users. Administrators should check their **Company Travel Configuration** settings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe and Trainline Configurable Message Boards (Professional Edition Only)**

Information First Published		Information Last Modified		Feature Target Release Date	
December 2023		--		Q1 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
X		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
GDS					
Direct Connect		Renfe, Trainline			
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		Renfe Direct Connect, Configurable Message Boards Travel Service Guide			
Fact Sheets					
Admin Guides					
Other					

## Overview

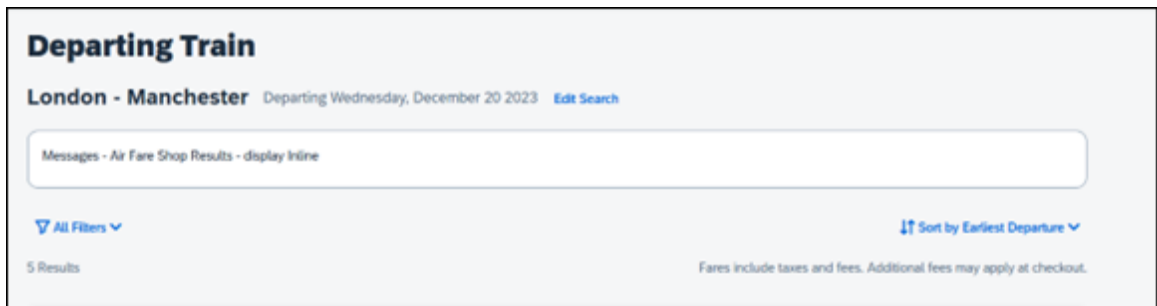
The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Rail will support new placements with this release.

### USER/CUSTOMER BENEFIT

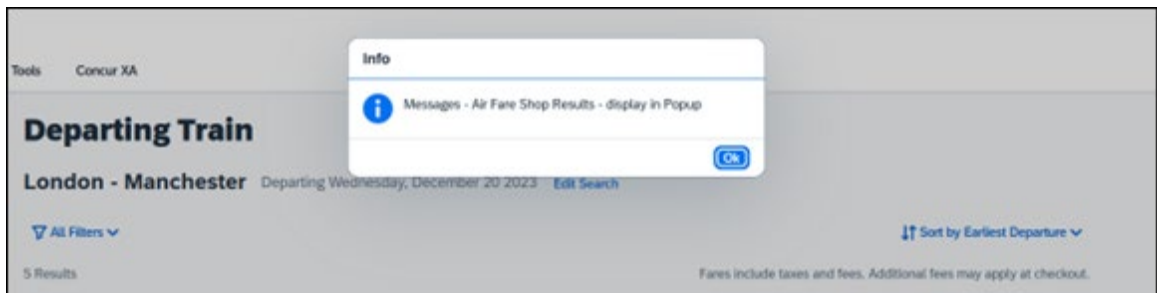
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

## End-User Experience

Messages will be display on the shop page. They can appear inline:



Or in a popup:



## Configuration for Professional Travel

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:

<b>Messages - Flight Search Criteria</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Air Fare Shop Results</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Hotel Search Criteria</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Hotel Search Results</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Car Search Criteria</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Car Search Results</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>
<b>Messages - Itinerary</b> ( <a href="#">Edit</a> ) <ul style="list-style-type: none"><li>• No Rules Enabled</li></ul>

Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks will be supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule will display to the user.

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**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

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## \*\*Planned Changes\*\* New Concur Travel Experience: Renfe and Trainline New Supported Rules (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	February 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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

### Overview

Targeted for February 2024, new rules will be supported for Renfe and Trainline to match the legacy Concur Travel experience. This will require Renfe clients to update their rule class setup.

### USER/CUSTOMER BENEFIT

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience.

### End-User Experience

The following rules will be supported in the new Concur Travel experience.

Group	Rule
Flight	Flight Number [condition] [FlightNumber]
	Flight Number is in the list of [FlightNumber]
	Air Fare is [condition] [currency][money]
	Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]

Group	Rule
	Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
	Air Base Fare is [condition] [currency][money]
	One or more fare basis codes contain [FareBasisText]
	Flight depart time is [condition] [Time]
	Flight departure date/time is [condition] [Date] at [Time]
	Flight departure date/time on [leg] leg [condition] [Date] at [Time]
	Flight departs on [DayOfWeekCodes]
	Carrier is preferred
	Marketing airline is in [CarrierList]
	Operating airline is in [CarrierList]
	Any segment carried by [CarrierList]
	Any flight is in region [Region]
	All Flights are within the region: Europe + UK
	Flight Departure Country/Region is [CountryList]
	All Flights are within the country/region: [CountryList]
	Flight is booked less than [DaysAdvance] days in advance
	Flight is booked less than [HoursAdvance] hours in advance
	Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExclayovers] layovers
	Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExclayovers] layovers
	Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExclayovers] layovers
	Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
	Flight duration for any single flight is [condition] [Duration] minutes
	User did not request refundable fares only
	Fare is not from the Reservation System
	Fare is not a web fare
	Fare uses class of service [ClassList]
	Fare uses cabin class in list [CabinList]
	Air Carrier is not an Instant Purchase carrier
	Search results contain one or more of these vendors: [VendorList]
	Results do not contain preferred vendors
	Trip duration [condition] [DaysLong] days
	Time spent at destination is [condition] [DaysLong] days

Group	Rule
	The least cost logical airfare is on one of [CarrierList]
	Layover duration on any segment is [condition] [minutes] minutes
	Number of stops in the least cost logical fare is [condition] [numStops] stops
	Number of stops is [condition] the number of stops in the least cost logical fare
	Booking source is [Source]
	Booking source is not [Source]
	Non-refundable airfare is [condition] the [discountContract] fare plus [currency] [money] [currencyOrPercent]
Rail	Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
	Rail is [PreferredList]
	Rail is not [PreferredList]
	Trip duration [condition] [DaysLong] days
	Rail fare description contains [DescriptionList]
	Train is from source [Vendor] and Operating Carrier in [CarrierList]
	Train is from source [Vendor] and train type in [TrainTypeList]
View more fares (will be applied at initial search)	Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
	Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
	Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
	Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
	First leg departure City is [CityCodeList]
	First leg departure City is not [CityCodeList]
	First leg arrival City is [CityCodeList]
	First leg arrival City is not [CityCodeList]
	User requested Area Airports and flights do not depart from/return to the same airport
	Airline is [CarrierList] and brand name is [BrandedFareNameList]
	One or more fare basis codes contain [FareBasisText]
	One or more fare basis codes do not contain [FareBasisText]
Class of service (unique from flight group)	Cabin classes allowed: [CabinClasses]
	Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExclayovers] layovers
	Waitlist cabin(s) are available and allowed



**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe Multiple Violation Reasons (Professional Edition Only)**

Information First Published		Information Last Modified		Feature Target Release Date	
December 2023		--		Q1 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	◀ ◀ Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
X		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
	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	Renfe Direct Connect			
	Fact Sheets				
	Admin Guides	Travel System Admin Guide			
	Other				

**Overview**

For bookings of out-of-policy fares, users are required to select a policy violation reason. An upcoming release will introduce support for **Allow Multiple Violation Reason Codes** for Renfe.

**User/Customer Benefit**

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

**End-User Experience**

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface will display a list all the policy rules violated, grouped by the rule action.

The screenshot shows a 'Travel Policy' interface. At the top right, there is a 'Require Approval' button. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries, each starting with a warning icon and a bold title. The first entry is 'Require Approval' with the description 'Rail fare description contains Single'. Below it is 'Notify Manager' with the description 'Trip duration greater than or equal to 1 days'. Each entry has a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the placeholder text 'Select a reason'. Below each dropdown is a text box labeled 'Comments' with the placeholder text 'Add comments'. The second entry is 'Require Approval' with the description 'Cabin classes allowed: First class'.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.

A configuration checkbox is shown with the text 'Allow Multiple Violation Reason Codes'. The checkbox is checked, indicated by a blue checkmark.

**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe User Interface Changes to Workflow Pages and Emails (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for Q1 2024, there will be changes to the view of the Renfe user interface. These changes will affect Shop and **Review and Book** pages.

**USER/CUSTOMER BENEFIT**

To provide a more consistent user experience, some Renfe pages will be updated to resemble Flight pages.

## **End-User Experience**

These updates will apply mostly to the Shop result and **Review and Book** pages.

Changes to the search results display:

- New horizontal display of the search results: Up to four fares will display as the initial search results. All remaining available fare options will display upon expanding the itinerary.
- Updated **Fare Rules and Restrictions** pop-up window.
- Updated Filter options.
- Updated Sort options.
- Support display of Preference label.
- Display of fares in the configured currency instead of vendor currency.

Changes to **Review and Book** page:

- Updated display of itinerary.
- New display of Total Cost card to align with the display on following Trip pages and Email.
- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

Changes to **Confirmation** Email:

- Updated display of itinerary
- Previously links to download ticket (PDF and Phone Wallet) was displayed in the body of the confirmation email. In the updated confirmation email tickets will be attached to the email as attached files.

Changes to **Approver** email:

- The approver email will have a better look and feel to match the rest of the product.

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**NOTE:** More details will be included in subsequent release notes.

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## **Configuration for Professional Travel**

For any features requiring configuration steps by administrators the details will be shared closer to the date. General user interface changes will require no additional enablement.

## \*\*Planned Changes\*\* New Concur Travel Experience: Trainline Migration (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	Q1 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source / Solution Suggestion		
	GDS	
	Direct Connect	Trainline
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation		
	TSGs	Trainline Direct Connect
	Fact Sheets	
	Admin Guides	
	Other	

### Overview

Concur Travel provides travelers in the UK market with the ability to book trains via Trainline. Trainline plans to decommission their current connection to Concur Travel in Q1 2024.

SAP Concur will work towards supporting Trainline's new connection. As part of this effort, SAP Concur plans to enable the new Concur Travel Experience for Trainline existing customers.

### USER/CUSTOMER BENEFIT

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

- New user interface
- Reduced number of steps to complete the booking.
- Support for eTicket delivery option.
- Support for UK Rail bookings on mobile application.
- Support for multiple Advantage Cards (Railcards) in user profile.

### End-User Experience

The end-user booking workflow will include search, book, and itinerary review. The release introduces a reduced set of features.

### Trainline Migration Differences

As SAP Concur migrates UK Rail (Trainline) to the new Trainline connection and the new Concur Travel experience, users might see some differences in the behavior compared to the current experience.

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

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	User Permission	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not yet supported. Users will see a message "Rail booking for a guest is not available at this time" in the Rail search widget when accessing Rail tab as a guest.
Content	Air/Rail Tab Search: Mixed Air/Rail	N/A	UK Rail search results are not available via Air/Rail tab	Air/Rail comparison is not yet supported for the new rail booking experience. Users must use the Rail tab to search for UK Rail (Trainline) content.
Content	Global distribution system (passive segments/finishing)	Travel Configuration	Global distribution system (GDS) supported for UK Rail: Amadeus, Sabre, Galileo	UK Rail will be unavailable for clients with travel configurations on Apollo and Worldspan
Content	Edition	Company	Standard Edition	UK Rail will be unavailable for clients with Concur Travel Standard edition in the new Rail booking experience.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Rail-specific	Arrive by	Travel Configuration	Search by arrival time	Search by arrival time is not supported for UK Rail in the new Rail booking experience yet. Users will be able to search by departure time for UK Rail.
Rail-specific	Multi-passenger booking	Travel Configuration	"Max Number of companions" feature	"Max Number of companions" feature will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Promotional code	N/A	Promotional code in the search widget	Promotional code will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Custom passive template	Travel System Admin > Passive Template Editor		Custom passive template will not be supported for the new Rail booking experience. Standard passive segments will continue to be supported for UK Rail for Amadeus, Sabre and Galileo.
Profile	Loyalty Card	User Profile		Loyalty Cards will not be supported for UK Rail in the new Rail booking experience. Users with UK Rail loyalty program in their profile will be able to search and book UK Rail content. Their UK Rail frequent traveler program will not be sent to Trainline with the booking.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Integration	Concur Request	Travel Configuration Request module	Approve then Book flow	"Approve then Book flow" is not yet supported for UK Rail in the new rail booking experience for UK Rail.
Integration	Concur Request	Travel Configuration Request module	Book then Approve flow	"Book then Approve" flow will be supported with limitations.
Travel Policy	Least Cost Logical Fare	Travel Configuration	<b>Enforce LLF based on hybrid</b>	Hybrid LLF will be calculated based on the search window only with initial release. Additional search options triggering calculation based on user's search window not supported yet.
Travel Policy	Least Cost Logical Fare	Travel Configuration	<b>Enforce LLF based on user's chosen fare</b>	Display of additional screen will not yet be supported. Users will see all policy rule violations for delayed LLF on the <b>Review and Book</b> page instead of on a separate screen.

**Changes in behavior**

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Payments	Ghost Card	Travel Administration > Corporate Ghost Cards		Ghost Card payment will not require a security code on the Review and Book page.
Profile	Date of Birth	Profile > International Travel: Passports and Visas	Date of birth is required for UK Rail search.	If the date of birth is missing, users will see a message with the request to update their profile before they can continue with their search.



Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Rail-specific	View More Fares	N/A	"View More Fares" link is not available for the new Rail details booking experience.	Up to four fares will display directly as the initial search results. All remaining available fare options will display upon expanding the itinerary.
Rail-specific	Class selection	Travel Administration > Travel Policy	Class selection is not available in the search widget for the new Rail booking experience	Users will be able to use filters (if applicable) in the search results.
Rail-specific	Search by price/schedule		Search by price/schedule is not available in the search widget for the new Rail booking experience	Users will be able to use filters in the search results in the new Rail booking experience.
Rail-specific	Delivery options	N/A	Delivery options displayed on the Review and Book page	Delivery options supported for UK Rail are limited to eTicket and Kiosk.

**Configuration for Professional Travel**

SAP Concur is planning to migrate existing customers to Trainline's new connection to ensure continuous support of UK Rail in Concur Travel.

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

## \*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source / Solution Suggestion		
	GDS	
	Direct Connect	Trainline, Renfe
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	Travel System Admin User Guide
	Other	

### Overview

In the **Rule Class Options** section of Travel System Admin, administrators will be able to configure their travel sites to do the following:

- allow users to select from a rule class tied to this travel configuration.
- allow users to select a rule class tied to same agency.
- force users to select a rule when making a reservation.
- display a custom rule class label and
- opt out a rule class from displaying in the dropdown.

### USER/CUSTOMER BENEFIT

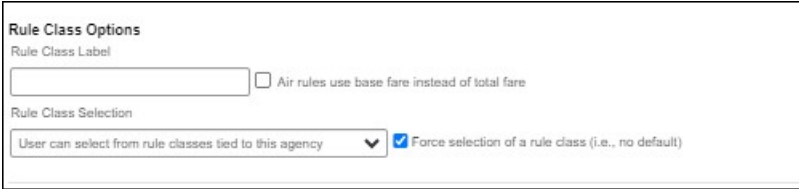
This setting allows users to select which rules are suitable for the trip they are booking.

### Administrator Experience

The administrator will be able to:

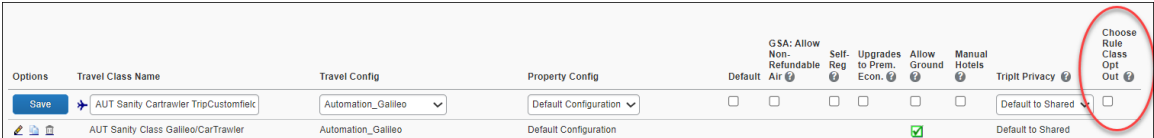
- enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.

- create a custom rule class label.
- select the **Force selection of a rule class** checkbox.



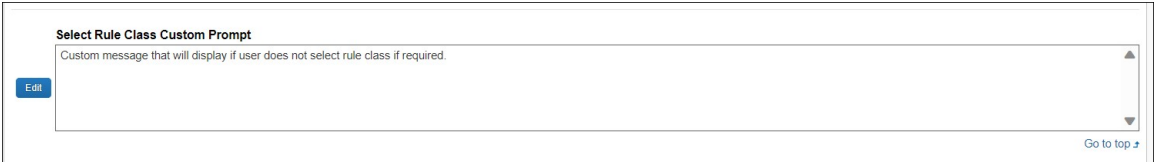
The screenshot shows a form titled "Rule Class Options". It has two main sections: "Rule Class Label" and "Rule Class Selection". In the "Rule Class Label" section, there is a text input field and a checkbox labeled "Air rules use base fare instead of total fare". In the "Rule Class Selection" section, there is a dropdown menu with the text "User can select from rule classes tied to this agency" and a checked checkbox labeled "Force selection of a rule class (i.e., no default)".

- select the **Choose Rule Class Opt Out** checkbox to remove the display of a rule class.



The screenshot shows a configuration table with several columns: Options, Travel Class Name, Travel Config, Property Config, Default, GSA: Allow Non-Refundable Air, Self-Reg to Prem. Econ., Allow Ground Hotels, Manual Hotels, Tripit Privacy, and Choose Rule Class Opt Out. The "Choose Rule Class Opt Out" column has a checkbox that is circled in red. The table contains two rows of configuration data.

- display a custom message if the user does not select a rule class when required.



The screenshot shows a form titled "Select Rule Class Custom Prompt". It contains a large text area with the placeholder text "Custom message that will display if user does not select rule class if required." There is an "Edit" button to the left of the text area and a "Go to top" link at the bottom right.

**End-User Experience**

The user will see a dropdown on the home page that contains rule classes associated with their travel configuration, excluding a rule class that has been opted out. If the force rule class is enabled, then users will see a blinking yellow outline that surrounds the dropdown. If the user does not select a rule (when required), they will be prompted to select a rule class.

**Configuration for Professional Travel**

Refer to the Administrator Experience section for set up details. No additional steps are required by administrators to support this change.

**\*\*Planned Changes\*\* New Concur Travel Experience: Standalone Approval Enhancement (Professional Travel Only)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

With this change, SAP Concur will support standalone approvals for Renfe, as it does for all other verticals and rail vendors. **Require Approval** and **Require Passive Approval** rules will no longer be downgraded.

In the legacy Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- auto cancelled, for certain vendors where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).
- auto finalized, allowing for trip fulfilment for certain vendors where bookings are not fully refundable or cancellation isn't possible (for example, Renfe bookings).
- neither auto-canceled nor auto-finalized, where the trip is left unactioned in Concur Travel (for example, for Trainline bookings).

With the February release, for trips including only bookings made with the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel will check all bookings on the trip for refundability, regardless of their vendor. With this change, the trip will be:

- auto cancelled, for all content sources where all bookings are fully refundable (for example, GDS Air before ticketing, or a Renfe trip with a fully refundable booking), or
- auto finalized, allowing for trip fulfilment for all content sources that contain at least one booking that is not fully refundable or cannot be cancelled (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel, or one trip that includes a partially refundable Renfe booking).

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

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience. The existing limitation will be removed.

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

No additional steps are required by administrators to support this change.

## Travel Operations / Technical Essentials

### \*\*Planned Changes\*\* Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS	Sabre, Amadeus, Apollo, Worldspan, Travelport+ (Galileo)	
	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 GDS systems are changing how credit cards are managed in Passenger Name Records (PNRs), resulting in several changes needed within Concur Travel. One of the GDS-imposed changes is the anonymization and removal of credit card data in all areas of the PNR except for the designated **Form of Payment** (FOP) field or FOP Wallet. In preparation for this change, Concur Travel will be decommissioning **Profile and PNR Finishing Template** datapoints for credit card numbers and expiration dates. Concur Travel will be decommissioning Profile and PNR Finishing Template data points for credit card numbers and expiration dates in preparation for this change.

Concur Travel will be migrating to Sabre’s Enhanced Form of Payment (FOP Wallet) and will be adding the traveler-selected form of payment for each booking type to the FOP Wallet (\*FOP) along with the applicable Use Type code. Please see the *Sabre Enhanced Form of Payment* release note for more information. For all other GDS systems, Concur Travel will continue to transmit credit card information to the compliant form of payment field already in place in the PNR today.

---

⚠ Due to the highly customizable nature of PNR Finishing Templates, Concur Travel can only provide general guidance for making updates and cannot ensure that finishing will run successfully if these datapoints are not removed before their retirement.

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### **USER/CUSTOMER BENEFIT**

SAP Concur sees this as one of the first of many industry-wide efforts to better secure sensitive user data, creating higher confidence in the travel purchasing process and reducing financial risk for users and companies alike.

SAP Concur is recommending that customers and TMCs work together to identify any scenarios where the Profile or PNR Finishing templates are used to transmit credit card data to the GDS systems in non-compliant fields of the GDS profile and/or PNR. Customers who need credit card data transmitted to the IUR/A.I.R./MIR file for back-office processing will need to seek a mid-office solution to address their needs.

### ***End-User Experience***

The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

### **PROFILE TEMPLATE DATAPPOINT EXAMPLES**

The following is a list of profile template datapoints which include credit card numbers or expiration dates; this list may not be comprehensive. TMCs/Customers should review their Profile Templates. If templates are using one of the credit card elements, these should be removed:

- Air\_credit\_card\_number car\_credit\_card\_number
- ghost\_air\_credit\_card\_number
- ghost\_car\_credit\_card\_number
- ghost\_hotel\_credit\_card\_number
- hotel\_credit\_card\_number
- personal\_air\_credit\_card\_number
- personal\_car\_credit\_card\_number
- personal\_hotel\_credit\_card\_number
- car\_expiration\_date
- ghost\_air\_expiration\_date
- ghost\_car\_expiration\_date
- ghost\_card\_expiration
- ghost\_card\_number
- ghost\_hotel\_expiration\_date
- hotel\_expiration\_date

- personal\_air\_expiration\_date
- personal\_car\_expiration\_date
- personal\_hotel\_expiration\_date
- ycal\_ghost\_card\_expiration
- ycal\_ghost\_card\_number

Example of a Profile Template line configured to transmit a credit card number:

### Profile Template Editor

Company: TMC Training Agency Site EU (50000607) Profile Template: Amadeus Default / Clone Reservation System: Amadeus

[Help](#) [Back To Listing](#)

Line Definitions
Lookup Tables
Template Configuration
Testing Tools
Publishing

21	Last_Name \ \ 1
21	First_Name PREFIX_NAME \ \ \ \ ID Travel_Name_Remark
101	PI CO Passport_Nationality \ Passport_Number \ Passport_Date_Issued \ Passport_Expiration \ PASSPORT_PLACE_ISSUED_COUNTRY
3041	AIR_TRAVEL_COMPANY_CODE \ air_account_number ++airprogram <i>Count: 24</i>
102A1	HOME_ADDR1 // HOME_ADDR2
103A1	HOME_CITY , HOME_ZIP HOME_COUNTRY
200A1	PAR WORK_PHONE
202A1	PAR ASST_WORK_PHONE ASST PHONE
202A1	M CELL_PHONE_NUMBER
203A1	EMERGENCY EMERGENCY_CONTACT_NAME // EMERGENCY_CONTACT_PHONE
208A1	EMAIL1
210A1	CC AIR_CREDIT_CARD_TYPE AIR_CREDIT_CARD_NUMBER AIR_EXPIRATION_DATE
212A1	AF AIR_DISCOUNT_PROGRAM_NUMBER

### PNR FINISHING TEMPLATE EXAMPLES

TMCs or customers should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed.



**Credit Card Finishing Template Datapoints:**

```
Element:  
-----  
CreditCards  
AIR_CREDIT_CARD_TYPE  
AIR_CREDIT_CARD_NUMBER  
AIR_EXPIRATION_DATE  
AIR_NAME_ON_CARD  
AIR_CREDIT_CARD_NAME  
RAIL_CREDIT_CARD_TYPE  
RAIL_CREDIT_CARD_NUMBER  
RAIL_EXPIRATION_DATE  
RAIL_NAME_ON_CARD  
RAIL_CREDIT_CARD_NAME  
CAR_CREDIT_CARD_TYPE  
CAR_CREDIT_CARD_NUMBER  
CAR_EXPIRATION_DATE  
CAR_NAME_ON_CARD  
CAR_CREDIT_CARD_NAME  
HOTEL_CREDIT_CARD_TYPE  
HOTEL_CREDIT_CARD_NUMBER  
HOTEL_EXPIRATION_DATE  
HOTEL_NAME_ON_CARD  
HOTEL_CREDIT_CARD_NAME  
AffinityPrograms  
Trip  
TRIP_NAME  
-----
```

Customers using Conferma Pay for hotel virtual cards should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed:

- Virtual\_Hotel\_Credit\_Card\_Number
- Virtual\_Hotel\_Expiration\_Date

### Finishing Template Datapoints for Conferma Pay:

```
Element:  
CliqbookItineraryDisplay  
VirtualPayments  
  HotelVirtualPayment  
    VIRTUAL_CONFERMA_CLIENT_ACCOUNT_CODE  
    VIRTUAL_HOTEL_DEPLOYMENT_ID  
    VIRTUAL_HOTEL_DEPLOYMENT_DATETIMESTAMP  
    VIRTUAL_HOTEL_NAME  
    VIRTUAL_HOTEL_PROPERTY_ID  
    VIRTUAL_HOTEL_FAX  
    VIRTUAL_HOTEL_PAYMENT_INSTRUCTIONS  
    VIRTUAL_HOTEL_AUTHORIZED_AMOUNT  
    VIRTUAL_HOTEL_AUTHORIZED_AMOUNT_CURRENCY  
    VIRTUAL_HOTEL_CREDIT_CARD_NAME  
    VIRTUAL_HOTEL_NAME_ON_CARD  
    VIRTUAL_HOTEL_CREDIT_CARD_TYPE  
    VIRTUAL_HOTEL_CREDIT_CARD_NUMBER  
    VIRTUAL_HOTEL_EXPIRATION_DATE  
MeetingDataPoints
```

### Configuration for Professional and Standard Travel

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



For more information, refer to the *Sabre Enhanced Form of Payment* release note. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

**\*\*Planned Changes\*\* Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	January 19, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Concur Travel is removing the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** configuration setting from **Travel Configurations**. Any credit card data that is currently stored in these fields will be removed.

**USER/CUSTOMER BENEFIT**

The GDS are making changes to the way credit cards are entered into the Passenger Name Record (PNR), resulting in several changes needed within Concur Travel. Form of payment (FOP) will need to be written in a specific format, depending on its use. This means that all FOP features require updating and reformatting. Based on these changes, SAP Concur is recommending that customers and TMCs work together on how to manage TMC service fees outside of the booking process. One benefit to this change is the avoidance of PNR template updates for a process that has no impact to the online booking process.

## End-User Experience

The previous setting will be removed from the **Travel Configurations** page and will no longer be visible. Configurations using the following options will have the setting automatically changed to **None**:

- **Always write user selected credit card (default)**
- **Always write user selected air/rail card**
- **Always write air/rail ghost card**
- **Always write air/rail profiled card**
- **Always use this card**

Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations ⓘ

User Custom Property for Default Corporate Credit Card

None

Allow users to choose a personal credit card even if they have a custom corporate card:  For Air and Rail  For Hotels ⓘ

**NOTE:** Depending on the customer configuration settings, the user-selected FOP or the company default FOP will be added to the Sabre FOP Wallet with the new Use Type code to identify the FOP selected for Flight, Rail, Car, and Hotel booking types. This applies to itineraries that include flight, land-only bookings, and non-GDS bookings originating from Concur Travel. Otherwise, no FOP will be added to GDS PNRs for non-GDS or land-only bookings. Clients who require this functionality will need to seek a mid-office solution.

## Configuration for Professional Travel

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

**\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	January 19, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Sabre is decommissioning their legacy **5-Remarks Form of Payment Field (5-\*VI444333322221111¥05/26)** as of Q3 2024. All Sabre customers are required to migrate to Sabre’s Enhanced Form of Payment also known as **FOP Wallet (\*FOP)**. For compliance, Sabre is also anonymizing and removing credit card data from all non-compliant fields in the PNR. They are rolling this anonymization and removal process out in phases, with the final phase to be completed by June 2024. This change will also require a new process for sending credit card data to back-office systems.

Please refer to the following Sabre SAN messages for more details:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

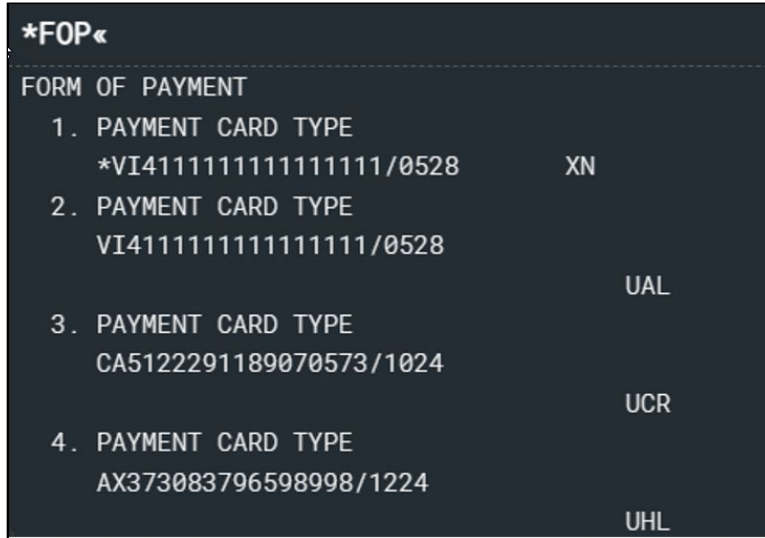
Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

**USER/CUSTOMER BENEFIT**

Concur Travel will add the traveler-selected form of payment chosen at the time of booking for every reservation type (Flight, Car, Hotel, and Rail) to the FOP Wallet in the Sabre PNR along with the appropriate Use Type code. (for example, UAL=Air, UCR=CAR, UHL=Hotel, and URL=Rail)

**End-User Experience**

Example: FOP Wallet



**Configuration for Professional and Standard Travel**

This feature requires Sabre customers to self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR. It is important to note that once this TJR setting is activated, it cannot be deactivated.

The form of payment updates will automatically be enabled by default in Concur Travel. If a Sabre customer has not yet activated the FOP Wallet, then Concur Travel will automatically revert to the legacy FOP field prior to Sabre’s activation deadline. There are no configuration steps in Concur Travel.



For more information, refer to the following Sabre SAN notifications:

- ◆ SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- ◆ SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- ◆ SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- ◆ SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

**\*\*Planned Changes\*\* New Concur Travel Experience: Manage Preferences at Travel Configuration Level**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	January 31, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Company Administrators and TMCs will be able to manage their new Concur Travel experience preference at the Travel Configuration level, in addition to managing their preference at the company level. Administrators will be able to opt in or out of Flight, Rental Car and Hotel new travel experiences by Travel Configuration.

**USER/CUSTOMER BENEFIT**

This change will provide the ability to enable the new Concur Travel experience at the Travel Configuration level. This will give administrators more flexibility to adopt the new experience as it is ready.

**Administrator Experience**

Administrators will see a new section on the **Manage New Concur Travel Experience Preferences** page. Any changes made at the travel configuration level will override the preference set at the Company level.

To manage the preference for a Travel Configuration, click **Company Level Preference** to expand the section, and select the name of the travel configuration on the list. Another window will appear where you can choose to enable or disable the new travel experience for Air, Rental Car or Hotel.

### Manage New Concur Travel Experience Preferences

Opting in to the New Concur Travel Experience does not guarantee that a traveler will see the new travel experience. Multiple other readiness checks will take place when the user logs in that will determine their booking experience.

#### ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR YOUR COMPANY

Company Preference	Enabled	TMC Enabled
Air Bookings	<input checked="" type="checkbox"/>	<span style="color: green;">✔</span> Active
Hotel Bookings	<input checked="" type="checkbox"/>	<span style="color: green;">✔</span> Active
Rental Car Bookings	<input checked="" type="checkbox"/>	<span style="color: green;">✔</span> Active

#### ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR TRAVEL CONFIGURATIONS

You can enable or disable the new Concur Travel Experience by travel configuration which will override the Company preference. ⓘ

CONFIGURATION LEVEL OVERRIDE(S)

Travel Configuration	Config ID	Country ⓘ	GDS
Concur Sabre	80	US	Sabre

COMPANY LEVEL PREFERENCE

Travel Configuration	Config ID	Country ⓘ	GDS
Test Config	1234	US	Worldspan
Concur Worldspan	1	US	Worldspan
Concur Apollo	79	US	Apollo
Concur Amadeus	82		Amadeus

#### ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR COMPANY ADMINS

If you'd like to make some live bookings prior to enabling the New Concur Travel Experience for all your users, you can enable it for Company Administrators.  
**Note:** Users are responsible for the cancellation of test bookings.

Last / First	Login ID	Enabled
BROWN, Amy P.	bellioti@outtask.com	<input type="checkbox"/>



Once selected, click **Save**.

Travel configurations that have overrides will display first in the **Configuration Level Override(s)** section.

Travel Configurations that are using the **Company Preference** will appear below.

To remove an override on a **Travel Configuration**, click the name of the travel configuration. Another window will appear. Click the **Use Company Preference** button. The user is returned to the **Manage New Concur Travel Experience Preferences** page. The travel configuration that was overridden will appear in the section that is using the Company Level Preference.

### Manage New Concur Travel Experience Preferences

Opting in to the New Concur Travel Experience does not guarantee that a traveler will see the new travel experience. Multiple other readiness checks will take place when the user logs in that will determine their booking experience.

**CONCUR SABRE - CLIQCONFIG-80**

New Concur Travel Experience	Enabled	TMC Enabled
Air Bookings	<input checked="" type="checkbox"/>	✔ Active
Hotel Bookings	<input checked="" type="checkbox"/>	✔ Active
Rental Car Bookings	<input type="checkbox"/>	✔ Active

Save
Use Company Preference
Cancel

---

**NOTE:** Opting in or out of the new Concur Travel experience does not guarantee that a traveler will see the new experience. Multiple other readiness checks will take place when the traveler logs in that will determine their booking experience.

---

### ***Configuration for Professional Travel***

For configuration steps, please refer to the *Administrator Experience* section of this release note.

**\*\*Planned Changes\*\* New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking**

Information First Published	Information Last Modified	Feature Target Release Date
November 3, 2023	January 12, 2024	June 30, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

SAP Concur plans to add Price Quote (PQ) modifiers into the new Concur Travel experience process for accuracy purposes.

**USER/CUSTOMER BENEFIT**

This change will be implemented to enhance accuracy and reduce price jump situations such that the stored price always matches the price offered in the shopping response.

**End-User Experience**

When storing the price quote, the following qualifiers will be added:

- **XO** (forced passenger type to avoid shifting to ADT when not using ADT),
- **P**(passenger type),
- **A** (validating carrier) and
- **ZZ** (fare basis)

In addition, SAP Concur will change the SNAP code qualifier from I to AC\*.

**New Pricing Command Line:**

WPAC\*GLD03¥S1\*BRMAINCABIN\*ZZXAVUA0ML¥S2\*BRMAINCABIN\*ZZXAVNA0ME¥RY/CA  
¥AUAY¥PADT¥XO¥RQ

**New PQ Line:**

PQ 1

AC\*GLD03¥S1\*BRMAINCABIN\*ZZXAVUA0ML¥S2\*BRMAINCABIN\*ZZXAVNA0ME¥AUAY¥PAD  
T¥XO¥RQ

**Current PQ line:**

WPIGLD03¥S1\*BRMAINCABIN¥S2\*BRMAINCABIN¥RQ

**Configuration for Professional Travel**

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

# Client Notifications

---

## Accessibility

### Accessibility Updates

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

## Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

## 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.

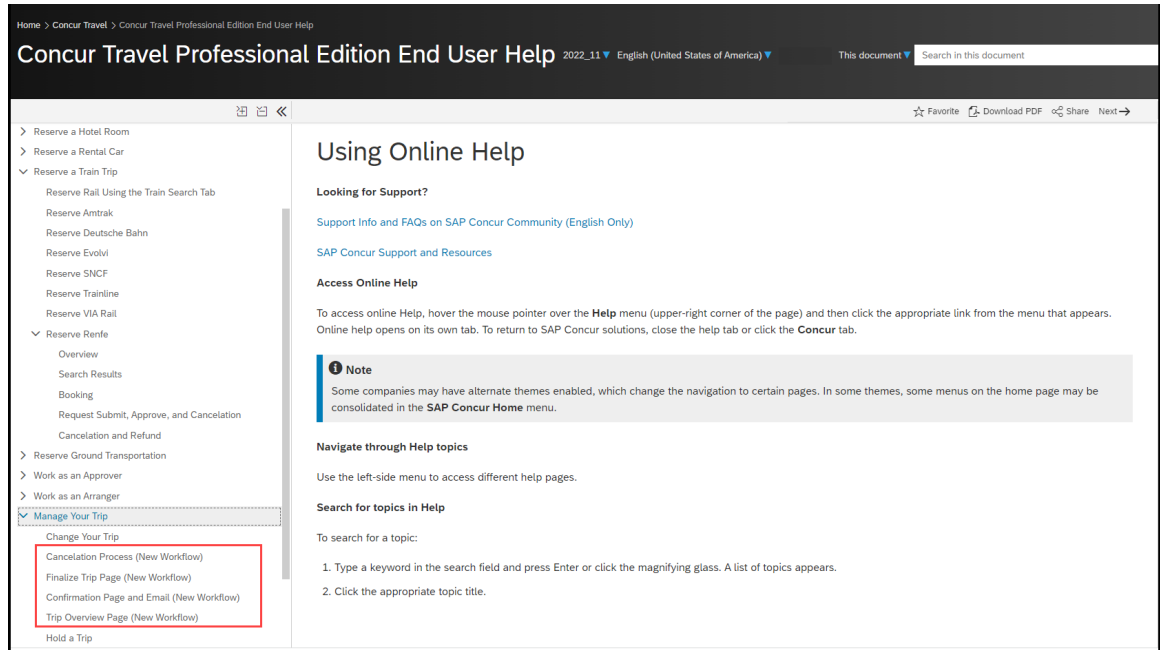
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

#### 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](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

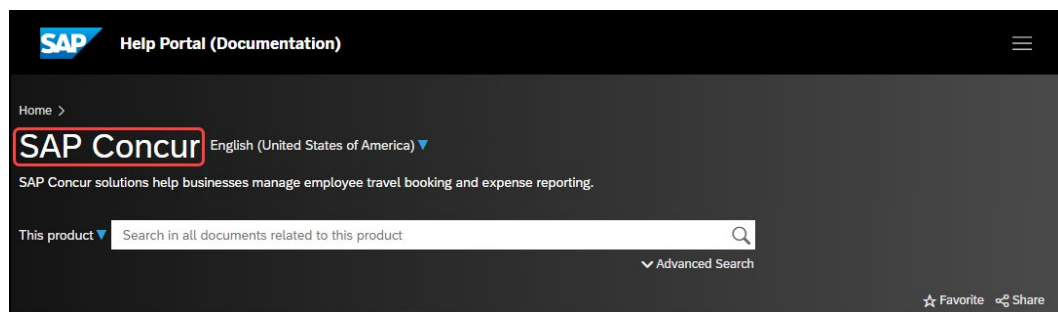
# Additional Release Notes and Other Technical Documentation

---

## Online Help

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.

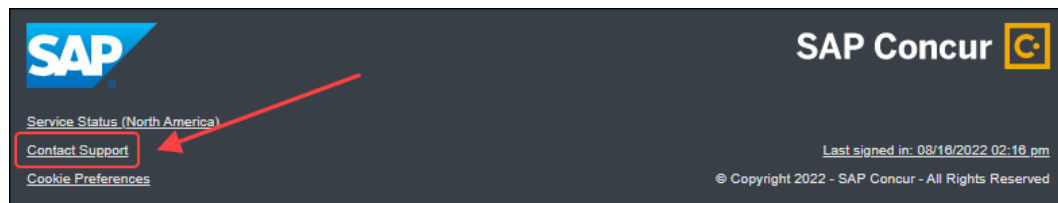
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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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<b>SAP Concur Release Notes</b> <b>Concur Travel</b> Concur Professional/Premium <b>and</b> Concur Standard	
<b>Month</b>	<b>Audience</b>
Release Date: February 24, 2024 Initial post: Friday, February 23	SAP Concur Client <b>FINAL</b>

**\*\* FINAL \*\***

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium **and** Concur Standard.

Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard.

## Contents

- Administration ..... 1**
  - New Concur Travel Experience: Changes to Approval Deadline Logic (Professional Edition Only) ..... 1
  - New Concur Travel Experience: Support for Display Message Enforcement Level (Professional Edition Only) ..... 3
- Flight..... 5**
  - New Concur Travel Experience: Deep Link Support (Professional Edition Only) ..... 5
- Hotel, Rail ..... 8**
  - \*\*Ongoing\*\*** New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only) ..... 8
- Miscellaneous..... 10**
  - User-Initiated Cancellation Experience When Prohibited (Professional Edition Only) ..... 10
  - \*\*Ongoing\*\*** New Concur Travel Experience: Skip Search Action (Professional Edition Only) ..... 11
  - \*\*Ongoing\*\*** New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only) ..... 13

<b>Travel Operations / Technical Essentials</b> .....	<b>14</b>
New Concur Travel Experience: Manage Preferences at Travel Configuration Level (Professional Edition Only) (January 29) .....	14
New Concur Travel Experience: Supportability Portal for TMCs (Professional Edition Only) .....	17
<b>Planned Changes</b> .....	<b>26</b>
<b>Administration</b> .....	<b>26</b>
**Planned Changes** New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only) .....	26
**Planned Changes** New Concur Travel Experience: Travel Policy Updates on Review & Book and Finalize Pages (Professional Edition Only).....	27
**Planned Changes** New Concur Travel Experience: Concur Travel and Request Integration Book Then Approve Support (Professional Edition Only).....	29
**Planned Changes** New Concur Travel Experience: Out-of-Policy Popup on Shop Pages (Professional Edition Only) .....	31
<b>Flight, Hotel</b> .....	<b>33</b>
**Planned Changes** New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only) .....	33
<b>Flight</b> .....	<b>35</b>
**Planned Changes** New Concur Travel Experience: Update to Round Trip Pricing (Professional Edition Only) .....	35
**Planned Changes** New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only) .....	36
**Planned Changes** New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only).....	38
<b>Hotel</b> .....	<b>41</b>
**Planned Changes** New Concur Travel Experience: Support for Per Diems (Professional Edition Only) .....	41
**Planned Changes** New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only) .....	45
<b>Miscellaneous</b> .....	<b>48</b>
**Planned Changes** New Concur Travel Experience: Improved Translations for Airport Names .....	48
**Planned Changes** New Concur Travel Experience: Conflict Detection .....	49
**Planned Changes** New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only) .....	50
**Planned Changes** Profile Enhancement for Gender Inclusivity.....	52
**Planned Changes** Travel Profile API 2.0 Gender Diversity Support .....	54
**Planned Changes** New Concur Travel Experience: Meeting Match Redirect to Meeting During Booking Workflow .....	55

**Planned Changes** New Concur Travel Experience: Trip History (Professional Edition Only) .....	58
**Planned Changes** Decommission of Two-Manager Approval Setting (Professional Edition Only) .....	61
<b>Rail.....</b>	<b>62</b>
**Planned Changes** Trainline Decommission for Apollo and Worldspan Configurations .....	62
**Planned Changes** New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only) .....	63
**Planned Changes** New Concur Travel Experience: Standalone Approval Enhancement (Professional Edition Only) .....	65
**Planned Changes** New Concur Travel Experience: Renfe - Changes to Approval Deadline Logic (Professional Edition Only) .....	72
**Planned Changes** New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only) .....	74
<b>**Planned Changes** New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only) .....</b>	<b>76</b>
**Planned Changes** New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only) .....	78
**Planned Changes** New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only) .....	80
**Planned Changes** New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only).....	85
**Planned Changes** New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only).....	87
**Planned Changes** New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Emails (Professional Edition Only) .....	88
**Planned Changes** New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only) .....	90
**Planned Changes** New Concur Travel Experience: Trainline - Book and Approve Request Support (Professional Edition Only) (Feb 19-28) .....	99
**Planned Changes** New Concur Travel Experience: Trainline - Configurable Message Boards (Professional Edition Only) (Feb 19-28) .....	100
**Planned Changes** New Concur Travel Experience: Trainline - Customer Migration (Professional Edition Only) (Feb 19-28).....	103
**Planned Changes** New Concur Travel Experience: Trainline - Least Cost Logical Fare Support (Professional Edition Only) (Feb 19-28).....	108
**Planned Changes** New Concur Travel Experience: Trainline - Multiple Violation Reasons (Professional Edition Only) (Feb 19-28) .....	110
**Planned Changes** New Concur Travel Experience: Trainline - Support for Multiple Rail Connectors (Professional Edition Only) (Feb 19-28) .....	112
**Planned Changes** New Concur Travel Experience: Trainline - Train Options Turned Down (Professional Edition Only) (Feb 19-28).....	113

**Planned Changes** Orphaned Trip Handling Changes for Trainline (Feb 19-28).....	115
**Planned Changes** New Concur Travel Experience: Trainline New Supported Rules (Professional Edition Only) (Feb 19-28).....	117
**Planned Changes** New Concur Travel Experience: Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (Feb 19-28).....	122
<b>Travel Operations / Technical Essentials.....</b>	<b>124</b>
**Planned Changes** Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates.....	124
**Planned Changes** Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting.....	129
**Planned Changes** Sabre Enhanced Form of Payment (FOP Wallet) .....	131
**Planned Changes** New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking .....	133
<b>Client Notifications.....</b>	<b>135</b>
<b>Accessibility .....</b>	<b>135</b>
Accessibility Updates .....	135
Gender Diversity Planned Features and Changes .....	135
<b>Documentation for New Concur Travel Experience.....</b>	<b>135</b>
Online Help Updates in the SAP Help Portal .....	135
<b>In-Product User Assistance .....</b>	<b>136</b>
Client Customized Content .....	136
<b>Subprocessors.....</b>	<b>137</b>
SAP Concur Non-Affiliated Subprocessors .....	137
<b>Supported Browsers.....</b>	<b>137</b>
Supported Browsers and Changes to Support .....	137
<b>Additional Release Notes and Other Technical Documentation .....</b>	<b>138</b>
<b>Online Help .....</b>	<b>138</b>
<b>SAP Concur Support Portal – Selected Users .....</b>	<b>138</b>

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## Administration

### New Concur Travel Experience: Changes to Approval Deadline Logic (Professional Edition Only)

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

#### Overview

In this release, the method with which an approval deadline is calculated is changing. This will allow for an approver to process a trip. If unprocessed, the trip will attempt to be auto-cancelled.

---

**NOTE:** The changes to approval deadline logic will be supported for Renfe Rail in an upcoming Q2 2024 release.

---

#### USER/CUSTOMER BENEFIT

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

## **End-User Experience**

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day if a ticketing deadline is not provided by the content provider. If a ticketing deadline is provided, it will be used in conjunction with the **Ticketing Time Deadline** travel configuration setting.

The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

- a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours
- b. **Booking 2 Deadline**, less 2 hours
- c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours
- Trip start, less 1 day.
- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be cancelled but sent for finishing instead.

**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of these changes.

**New Concur Travel Experience: Support for Display Message Enforcement Level (Professional Edition Only)**

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs	Approvals, Rules, and Classes/Policies Travel Service Guide	
	Fact Sheets		
	Admin Guides		
	Other		

**Overview**

In this February release, the **Display Message** enforcement level will be supported for car, hotel, and rail verticals. **Display Message** is currently supported for the flight vertical.

**USER/CUSTOMER BENEFIT**

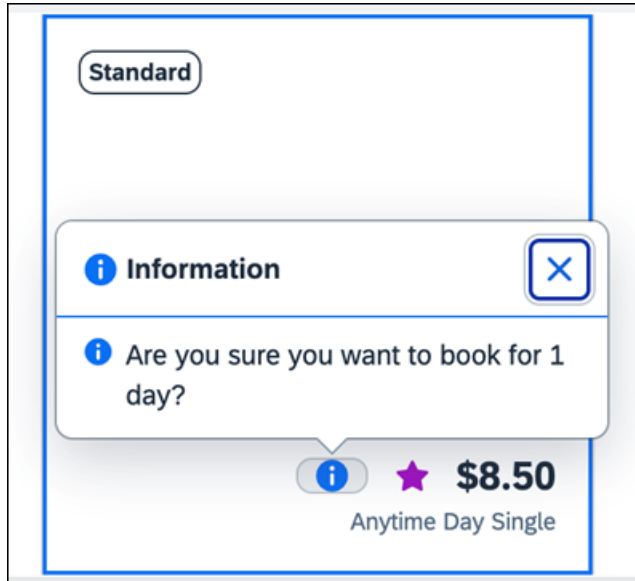
The user experience will be consistent across all verticals in the new Concur Travel experience.

**End-User Experience**

Users will see any out-of-policy popup message that is configured to display on shop pages. The user can also click the information icon to view any additional information for in-policy options.

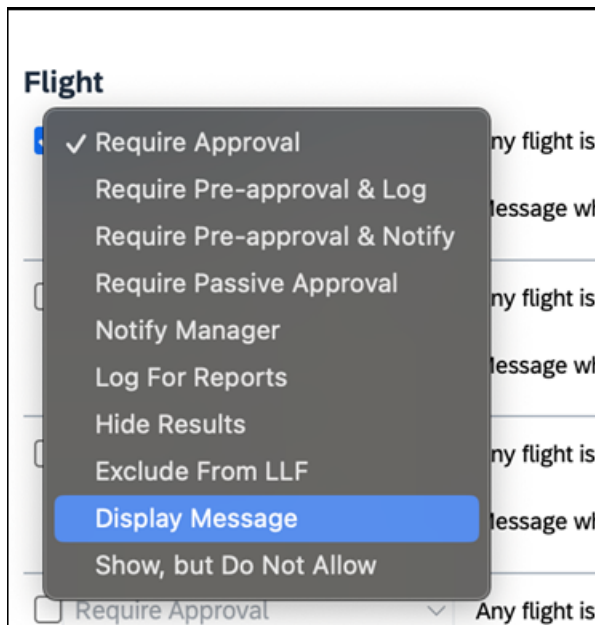


**Example: Popup message displayed for rail**



**Configuration for Professional Travel**

On the **Travel Policy Administration** page > **Travel Policy** tab, administrators can edit a specific rule group. From the **Rule Action** dropdown list, they can select **Display Message** and then enter the message to be shown to the traveler or traveler arranger.



## Flight

### New Concur Travel Experience: Deep Link Support (Professional Edition Only)

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	SAP Concur Development Center documentation

#### Overview

In this February release, Concur Travel will support deep link URLs. By providing URL parameters, customers and partners will be able to create a deep link which will direct end users to an SAP Concur search results page. They will then be able to proceed with booking without going through the Concur Travel home page to fill out the **Search** tool.

#### USER/CUSTOMER BENEFIT

This feature enables clients and partners to incorporate Concur Travel into the journey maps they design for their end users. Developers can leverage the deep link to allow a user to skip the Concur home page and **Search** tool.

#### End-User Experience

Deep links are generated by customers and partners for their employees. When the end user clicks a provided deep link, they will be redirected to the SAP Concur **Sign In** page.

---

**NOTE:** Clients using SSO will not see the log in screen.

---

Deep Link:  
<https://us2.concursolutions.com/travel/deeplink/air/v1/shop?departurelocation=LAX&departuredate=2024-06-01&departuretime=02:00&returnlocation=GRU&returndate=2024-06-10&returntime=03:00&cabintype=Business>

## Sign In

Username, verified email address, or SSO code

**Next**

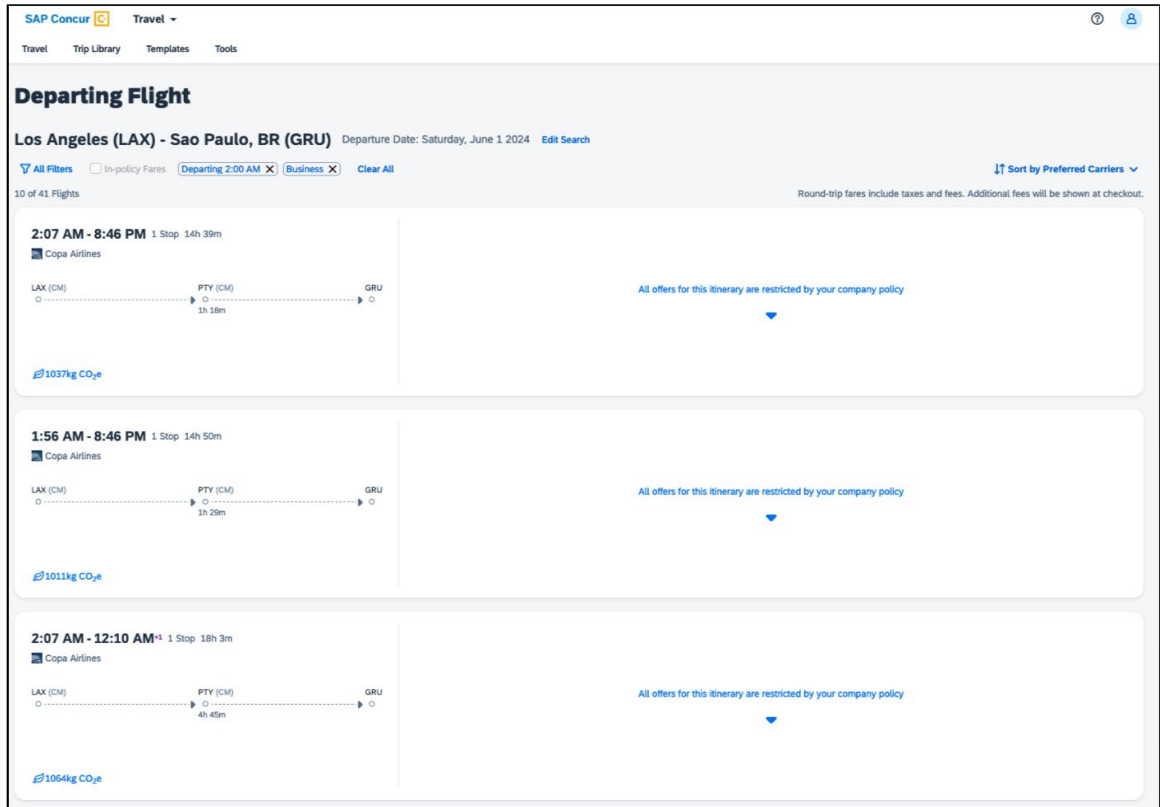
Remember me

[Forgot username](#)

[Need help signing in](#)

[Learn about SAP Concur for your business](#)

Once signed in, the user is immediately presented with a search results page, displaying the flight results for the criteria configured within the deep link. This provides a more streamlined booking experience for the user, which does not require the user to enter search criteria.



**NOTE:** This integration will only work for users using a single rule class. It will not be possible to specify multiple rule classes.

Deep links can also be distributed amongst colleagues to share information for booked flights in case they also need to make the same trip.

### Configuration for Professional Travel

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



For more information on Deeplink integration, refer to the [SAP Concur Developer Center](#) documentation.

## Hotel, Rail

### **\*\*Ongoing\*\* New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

The last four digits of a traveler’s credit card will display on several screens during bookings, which may be required for API certification. This feature will be applied to Trainline, Renfe, and all Hotel web-based bookings, and all vertical bookings on mobile. It is also planned for Flight and Car for web in future releases.

### PHASES

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers as they migrate to the new travel experience)	February 2024
Phase 2: Hotel	March 2024
Phase 3: Renfe Rail customers in US Data Center	April 5, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

## USER/CUSTOMER BENEFIT

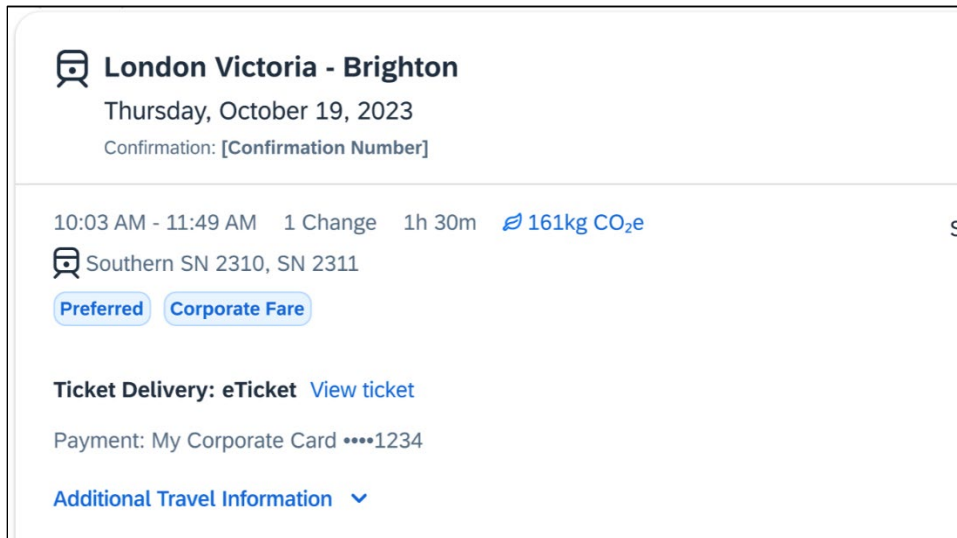
For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets. This update is being implemented to improve the customer experience.

### End-User Experience

The last four digits of the user's credit card will display on different pages during the Trainline booking process.

These include:

- **Finalize** page
- **Trip Overview** page
- **Confirmation E-Mail**
- **Cancellation E-Mail**



The screenshot shows a booking confirmation for a train journey from London Victoria to Brighton. The journey is scheduled for Thursday, October 19, 2023, with a confirmation number [Confirmation Number]. The departure is at 10:03 AM and the arrival is at 11:49 AM, with a 1-hour 30-minute journey time and 161kg CO<sub>2</sub>e. The train is Southern SN 2310, SN 2311. The fare type is Preferred Corporate Fare. The ticket delivery is eTicket, and the payment is My Corporate Card \*\*\*\*1234. There is a link for Additional Travel Information.

### Configuration for Professional and Standard Travel

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



For more information on Renfe and UK Rail (Trainline), refer to the February release updates to the Travel Services Help. To locate, go to the Concur Travel product page in the SAP Help Portal and select the *Travel Services Help* listed under the **Implement > Administration** section.

## Miscellaneous

### User-Initiated Cancellation Experience When Prohibited (Professional Edition Only)

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

#### Overview

In Concur Travel, there are a few reasons why a user may not be permitted to cancel a trip, flight, accommodation, or car booking. For example, some content sources may not allow cancellation, Concur Travel may not yet support cancellation for a specific provider, or a trip may be in the process of changing and simultaneous cancellation is unauthorized. With the February release, when users attempt to cancel their non-cancellable trip, Concur Travel will prevent the cancellation. The system will provide helpful messaging with alternative actions throughout the process.

These changes are being made to support scenarios in business travel where a user needs to cancel their trip, but cancellation is unavailable.

#### USER/CUSTOMER BENEFIT

The system will display appropriate options to the traveler or traveler arranger when trip cancellation is unavailable.

**End-User Experience**

**User-Initiated Cancellation Within New Concur Travel Experience Finalize or Trip Overview Pages**

When the traveler or traveler arranger initiates trip cancellation or booking cancellation from the **Finalize or Trip Overview** pages where there is non-cancellable content, depending on the reason for the cancellation being unavailable, a popup message will display. For example, if the issue is at the content source level, one may see the following: "Cancellation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance."

**User-Initiated Cancellation Within Legacy Concur Travel Experience Home Page or New Concur Travel Experience Confirm Cancellation Page**

When the traveler or traveler arranger initiates trip cancellation or booking cancellation from the Concur Travel legacy **Trip Library > Upcoming Trips** tab > **My Trips** section on the home page, or from the New Concur Travel Experience Confirm Cancellation page, where there is non-cancellable content, depending on the reason for the cancellation being unavailable, a popup message will display.

**Configuration for Professional Travel**

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

**\*\*Ongoing\*\* New Concur Travel Experience: Skip Search Action (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
October 6, 2023	January 19, 2024	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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



## Overview

Targeted for the February release, the **Skip Search** action will be available for the new Concur Travel experience. This feature will allow a user to discard the search workflow for a trip segment and return to one of three UI pages, depending on the previous workflow.

### PHASES

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers with migration to the new travel experience)	February 2024
Phase 1: Flight, Car, Hotel	February 2024
Phase 3: Renfe Rail customers in US Data Center	April 5, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

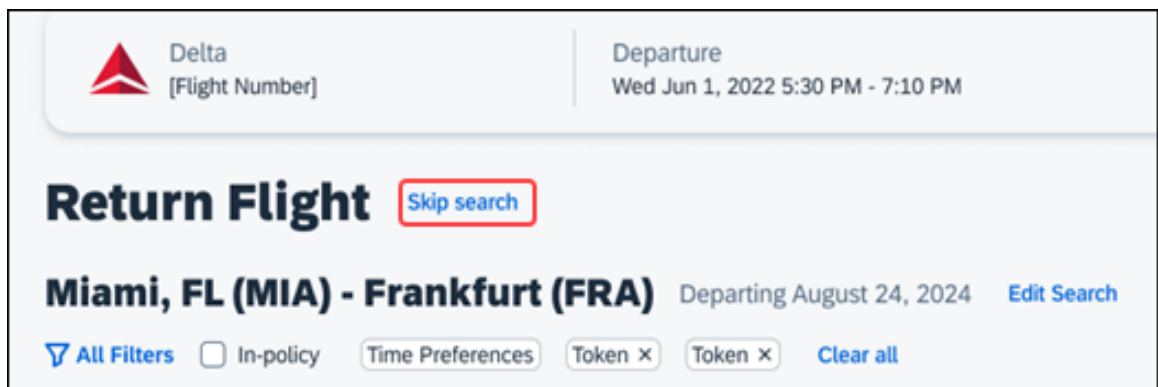
### USER/CUSTOMER BENEFIT

This feature is comparable to existing components in the current Concur Travel shopping experience. It provides the user a one-click method of returning to their trip booking workflow, should they decide not to complete a search and book option.

### End-User Experience

The **Skip Search** link will allow a user to discard the search workflow for a trip segment, returning the user to one of three UI pages, depending on the previous workflow.

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they will click **Skip Search**.



The **Skip search** option will behave as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user will be redirected to the **Finalize** page.
- If there is an existing booking for the given trip and it was previously finalized, then the user will be redirected to the **Trip Overview** page.
- If there is no existing booking or trip, then the user will be redirected to the SAP Concur Travel **home** page.

### **Configuration for Professional Travel**

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

## **\*\*Ongoing\*\* New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
September 15, 2023	February 23, 2024	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### **Overview**

SAP Concur is delivering the new Concur Travel experience through phased software releases, while limiting the impact on customers and travelers.

- All customers and travelers can continue to use Concur Travel, which will support all existing capabilities.
- Travelers will continue to use their same URLs, logins, passwords, and mobile application. No specific traveler access change is required.
- The system is designed so that if a traveler were to book something not yet supported, they would be directed to the current booking flow they already know and use. Over time, as those capabilities are added to the new experience, redirects will be less frequent.

For customers that want to see the Q4 2023 release of the new Concur Travel experience:

- The customer's servicing TMC must have acknowledged support for bookings made through the new Concur Travel experience.
- Customers must be eligible, based on content sources, policies, and configuration settings, as described in the linked document below.

Customers will automatically receive the Q4 2023 release of the new Concur Travel experience unless the customer or their TMC chooses to opt out.

**USER/CUSTOMER BENEFIT**

With all the changes in user experience to address the current industry capabilities and traveler expectations, some policy rules or features may no longer be relevant. These will be decommissioned over time and will be outlined in the linked document below.

**End-User Experience**

Every company, travel program, and traveler is different, so SAP Concur wants to ensure that you have the information to understand when it's the right time to implement the new booking experience in your organization.

Continue to check this release note as SAP Concur will update it regularly with additional details as development continues.



For more information about disclaimers, exclusions, limitations, and more, please refer to the [New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements](#) document.

**Configuration for Professional Travel**

For configuration instructions, please refer to individual release notes.

**Travel Operations / Technical Essentials**

**New Concur Travel Experience: Manage Preferences at Travel Configuration Level (Professional Edition Only) (January 29)**

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS	Applies to all GDSs	
	Direct Connect	Applies to all Direct Connects	
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides	Travel Company Administration User Guide	
	Other		

## **Overview**

In the new Concur Travel experience, company Administrators and TMCs can now manage their preferences at the travel configuration level, in addition to the company level. Administrators can opt in or out of the new Concur Travel experience for Flight, Rental Car, and Hotel by travel configuration.

### **USER/CUSTOMER BENEFIT**

This change provides administrators more flexibility to adopt the new experience as it becomes available.

## **Administrator Experience**

A new section has been added to the **Manage New Concur Travel Experience Preferences** page.

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**NOTE:** Any changes made at the travel configuration level will override the preference set at the company level.

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► **To Manage Preferences at the Travel Configuration Level:**

1. Click **Company Level Preference** to expand the section and select the name of the travel configuration on the list. The **Manage New Concur Travel Experience Preferences** screen displays.
2. Select or deselect the **Air Bookings, Hotel Bookings, and Rental Car Bookings** options to enable or disable it for the new Concur Travel experience.

### Manage New Concur Travel Experience Preferences

Opting in to the New Concur Travel Experience does not guarantee that a traveler will see the new travel experience. Multiple other readiness checks will take place when the user logs in that will determine their booking experience.

**ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR YOUR COMPANY**

Company Preference	Enabled	TMC Enabled
Air Bookings	<input checked="" type="checkbox"/>	✔ Active
Hotel Bookings	<input checked="" type="checkbox"/>	✔ Active
Rental Car Bookings	<input checked="" type="checkbox"/>	✔ Active

**ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR TRAVEL CONFIGURATIONS**

You can enable or disable the new Concur Travel Experience by travel configuration which will override the Company preference. ⓘ

CONFIGURATION LEVEL OVERRIDE(S)

Travel Configuration	Config ID	Country ⓘ	GDS
Concur Sabre	80	US	Sabre

COMPANY LEVEL PREFERENCE

Travel Configuration	Config ID	Country ⓘ	GDS
Test Config	1234	US	Worldspan
Concur Worldspan	1	US	Worldspan
Concur Apollo	79	US	Apollo
Concur Amadeus	82		Amadeus

**ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR COMPANY ADMINS**

If you'd like to make some live bookings prior to enabling the New Concur Travel Experience for all your users, you can enable it for Company Administrators.  
**Note:** Users are responsible for the cancellation of test bookings.

Last / First	Login ID	Enabled
BROWN, Amy P.	bellott@outtask.com	<input type="checkbox"/>

3. Click **Save**.

Travel configurations with overrides display first in the **Configuration Level Override(s)** section, followed by **Company Level**.

► **To Remove an Override on a Travel Configuration:**

1. Click the name of the travel configuration.
2. Click the **Use Company Preference** button. The **Manage New Concur Travel Experience Preferences** page displays. The travel configuration that was overridden now appears in the section that uses the Company Level preference.

### Manage New Concur Travel Experience Preferences

Opting in to the New Concur Travel Experience does not guarantee that a traveler will see the new travel experience. Multiple other readiness checks will take place when the user logs in that will determine their booking experience.

**CONCUR SABRE - CLIQCONFIG-80**

New Concur Travel Experience	Enabled	TMC Enabled
Air Bookings	<input checked="" type="checkbox"/>	✔ Active
Hotel Bookings	<input checked="" type="checkbox"/>	✔ Active
Rental Car Bookings	<input type="checkbox"/>	✔ Active

**NOTE:** Opting in or out of the new Concur Travel experience does not guarantee that a traveler will see the new experience. Upon login, Concur Travel will perform multiple checks to determine a traveler’s booking experience.

**Configuration for Professional Travel**

For configuration steps, please refer to the *Administrator Experience* section of this release note.

**New Concur Travel Experience: Supportability Portal for TMCs (Professional Edition Only)**

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

## Overview

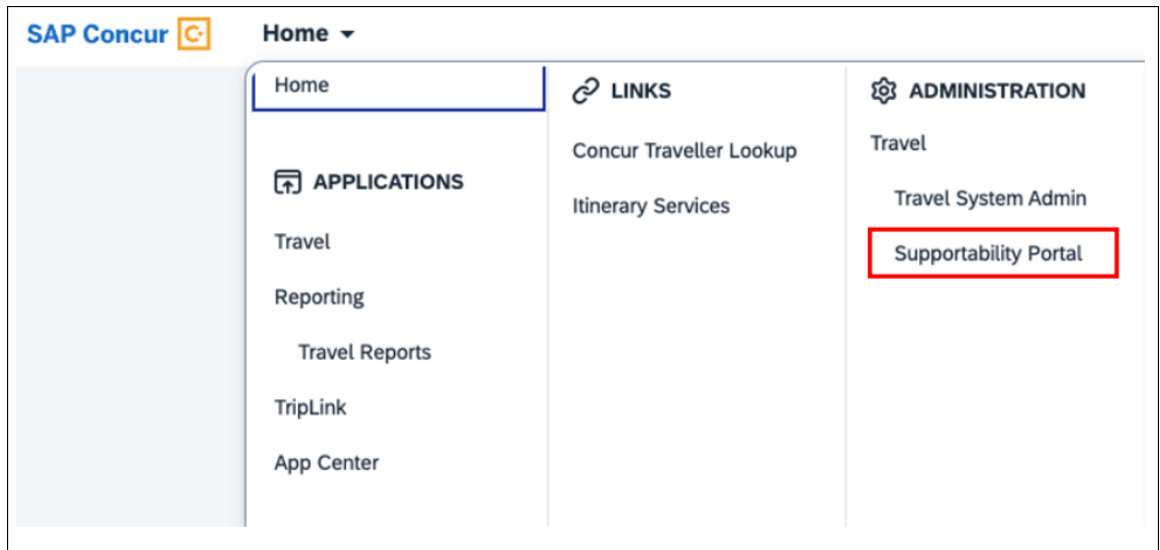
With this release, SAP Concur introduces the **Supportability Portal** for TMCs. In this portal, TMCs can have more independence in troubleshooting issues with the new Concur Travel experience.

### USER/CUSTOMER BENEFIT

This change is being made to provide TMCs with the ability and autonomy to troubleshoot issues related to the new Concur Travel experience.

## TMC Experience

To access the new **Supportability Portal** in Concur Travel, click **Home** > **Administration** > **Supportability Portal**.



Users will have access to three tools: **Traveler Lookup**, **Trip Lookup** and **Service Log**.

### TRAVELER LOOKUP

Traveler information is only displayed if the TMC has access to the traveler's company configuration.

If the Traveler does not belong to a company configuration that the TMC supports, an error is displayed, and traveler information is not shown.

### Traveller Lookup

! You are not authorised to access the requested data. X

Search Type: Login ID (selected) | Login ID: joseph.air@t2spt.int | Search | Clear

### Traveler Lookup

Search Type: Login ID (selected) | Login ID: Enter Login ID | Search | Clear

- Login ID (highlighted)
- Traveler UUID

Users can search for a traveler by using the traveler's **Login ID** or **Traveler UUID**.



The Traveler Lookup feature displays four sections: **Profile Information**, **General Information**, **Documents Information**, and **Travel Information**.

### Traveler Lookup

Search Type: Login ID    Login ID: amadeus@t2gds.int    [Search](#) [Clear](#)

**Profile Information** [▼](#)

**General Information** [▼](#)

**Documents Information** [▼](#)

**Travel Information** [▼](#)

**Summary** [🔗](#)

**Shortcuts** [▲](#)

- [Service Logs](#)
- [Trip Lookup](#)

**Profile** [▲](#)

Traveler: 54af94dd-d4f3-4612-9675-1bd5e3a43fbb [🔗](#)

Traveler ID: 1500002326

Traveler Name: William Never

Traveler Email: amadeus@email.com

Rule Class ID: 3175

Rule Class Name: AUT Class Amadeus

[View more](#)

**Configuration** [🔗](#)

Config: 533ddfb9-247e-5116-8601-f27930d84d38

Config ID: 1500002409

Config Name: AUT Amadeus

Company ID: 1500001208

Company Name: t2gds

Agency Number: -

Agency Name: Amadeus test env

GDS Type ID: 32

GDS Type Name: Amadeus

[View more](#)

In the **Summary** pane, under **Configuration**, click **View More** to display more detailed information about the traveler. This includes **Travel Configuration**, **Rule Classes**, and **Agency Configuration**.

The screenshot shows the 'Traveler Lookup' interface. At the top, there is a search bar with 'Search Type' set to 'Login ID' and the 'Login ID' field containing 'amadeus@t2gds.int'. There are 'Search' and 'Clear' buttons. Below the search bar is a list of expandable sections: Travel Configuration, Company Information, Rule Classes, Locations, Agency Configuration, Configuration Items, GDS, and Associate Hotels. On the right side, there are three summary panels: 'Summary' with shortcuts for 'Service Logs' and 'Trip Lookup'; 'Profile' showing traveler details like 'Traveler Name: William Never' and 'Traveler Email: amadeus@email.com'; and 'Configuration' showing details like 'Config Name: AUT Amadeus' and 'Company Name: t2gds'. A 'View more' button is visible at the bottom of the Configuration panel.

### SERVICE LOGS

**Service Logs** is a tool created to troubleshoot GDS and direct connect content (such as Renfe, Hertz, or Sixt) transactions in the new Concur Travel Experience. Searches can be made using free text fields or by using the **Supplier** and **Date** filters (either singularly or combined).

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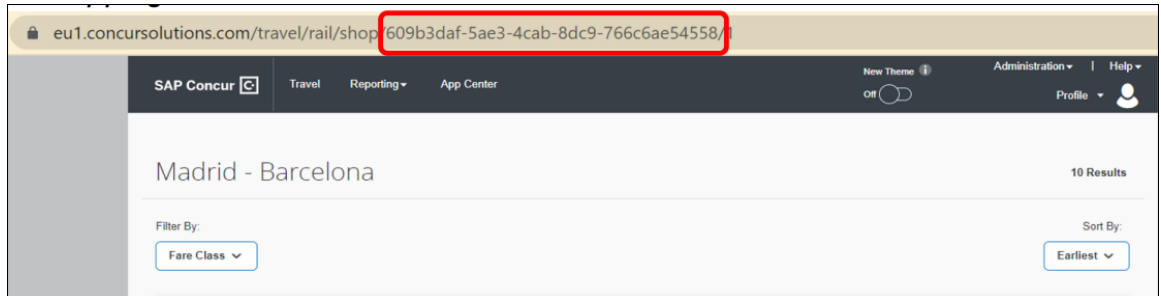
**NOTE:** Free text fields are case sensitive.

**NOTE:** Transactional logs are available for 30 days.

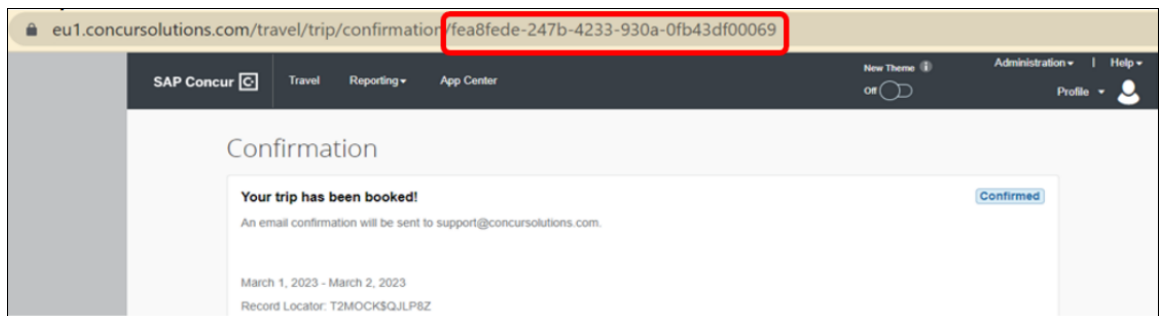
---

Parameters can be located throughout the user interface.

- **Shopping Session ID:** located at the end of the URL of the search results page, at the end of the URL:



- **Trip ID:** located at the end of the URL of the **Confirmation** page:



- **Login ID:** not displayed within the user interface; please request this information from the user directly.

- **Traveler UUID:** not displayed within the user interface; this parameter is for SAP Concur internal use only.
- **Correlation ID:** not displayed within the user interface; this parameter is for SAP Concur internal use only.

To display the results based on your parameters, click **Search**. To open the log, click the individual line. SAP Concur automatically hides sensitive data; to display this information, click the **Show sensitive data** toggle.

The screenshot shows the SAP Concur log viewer interface. At the top, there are buttons for "Download Top 50" and "Create Permalink". Below is a table with columns: Traveler UUID, Travel Config..., Timestamp, Correlation ID, Trip ID, Shopping Ses..., Supplier, and Message Type. A red arrow points to a blue expand icon in the Message Type column. Below the table, a detailed XML log is displayed, with a "Show sensitive data" toggle switch highlighted by a red box. The XML content includes fields like "@PrimaryLangID", "@Target", "@Version", "@xmlns", and "POS" with nested "RequestorID" information.

Traveler UUID	Travel Config...	Timestamp	Correlation ID	Trip ID	Shopping Ses...	Supplier	Message Type
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	AUT Amadeus	2/14/2024, 2:29:05 PM	2988944e-284d-4965-a94c-e332d3be3779		f49dd184-abed-419a-b140-48cb13266f74	CARTRAWLER	VehicleAvailRa... - Request

```

{
  "@PrimaryLangID": "EN",
  "@Target": "Test",
  "@Version": "3.000",
  "@xmlns": "http://www.opentravel.org/OTA/2003/05",
  "@xmlns:xsi": "http://www.w3.org/2001/XMLSchema-instance",
  "POS": {
    "Source": {
      "RequestorID": {
        "@ID": "301634",
        "@ID_Context": "CARTRAWLER",
        "@Type": "16"
      }
    }
  }
}
    
```

54af94dd-d4f3-4612-9675-1bd5e3a43fbb	AUT Amadeus	2/14/2024, 2:29:05 PM	2988944e-284d-4965-a94c-e332d3be3779		f49dd184-abed-419a-b140-48cb13266f74	AMADEUS	CarAvailability: IATA code EP discount Request
--------------------------------------	-------------	-----------------------	--------------------------------------	--	--------------------------------------	---------	------------------------------------------------

To see the first 50 logs based on your search, click **Download Top 50**.

To generate a link that will allow you to access the log, click **Create Permalink**. Logs are available for six weeks from the date of creation.


### TRIP LOOKUP

The **Trip Lookup** feature includes five search option:

- **Login ID** and the **Trip Date Range** filter
- Traveler UUID and the **Trip Date Range** filter
- Record Locator (PNR)
- Itinerary Locator
- Trip ID

### Trip Lookup

Search Type  
 Login ID

Advanced options 

Trip Date Range:  Month:  Year:

Traveler UUID	Itinerary Locator	Trip ID	Trip Name	Date of creation	
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045935	1bb8fad1-255a-4e64-b705-60dc8a963394	Trip - Atlanta	1/24/2024, 5:40:10 PM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045702	4b123c08-f7cb-4b4d-a164-07ff2c56c55a	Trip - Chicago	1/24/2024, 12:51:43 PM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045424	a791ec5c-d8bd-4b61-8168-f40871f383e4	Trip - Atlanta	1/24/2024, 11:06:20 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045393	e1806a94-e811-48ba-a6d2-cb0ca3ee3ead	Trip - Atlanta	1/24/2024, 10:59:06 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001044901	48d76bd3-ec7b-43de-b535-523d8ef09fed	Trip - Boston	1/24/2024, 2:18:57 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	0	eb2a0be3-9aac-423b-a76e-f5334f73fe2a	Trip - Boston	1/24/2024, 2:04:28 AM	...

To display the results of your search, click **Search**. To view **Trip Details**, click the ellipsis located to the right of each search result.

Click each trip to display further details of the trip, including **Approval Status** and **Total Cost**.

### Test Trip to Miami

Canceled
Record Locator: MXLIBB
Traveler UUID: f53223b0-2978-491e-a8af-10f2aa1ac94

Reservations

History

▲ This trip is not compliant. ⬆

<span style="color: orange;">▲</span> NOTIFY_MANAGER	Itinerary has air segments
Reason: Testing	Comment: This is a test

✕ **SFO - MIA**
Canceled

Confirmation Number: MVFAQG

AA 369 Operated by AA

**Departure:** Tue, Nov 14, 2023 - 08:00 AM    **Duration:** 5h 23m  
**Arrival:** Tue, Nov 14, 2023 - 04:23 PM    **Selected Seats:** 15C

---

**Record Locator:** MXLIBB                      **Shopping Session ID:** 6fe2d3d1-2c0d-427f-a478-85830e2b837e

**Source:** sabre

▲ This booking is not compliant. ⬆

<span style="color: orange;">▲</span> REQUIRE_APPROVAL	Fare is greater than 50 USD
Reason: Accepted lowest possible fare	Comment: This is a test trip

✕ **PRICELESS Rental Car (MIA)**
Canceled

Confirmation Number: SBS14480711

**Pickup Location:** 4121 NW 25TH STREET MIAMI 33142 - FL, US    **Drop-off:** 4121 NW 25TH STREET MIAMI 33142 - FL, US  
**Pickup Date:** Tue, Nov 14, 2023 - 04:00 PM    **Drop-off Date:** Thu, Nov 16, 2023 - 10:00 AM

---

**Record Locator:** MXLIBB                      **Shopping Session ID:** 67aaf5d9-aab3-46dc-84c2-f48ad6db581d

**Source:** sabre

#### Summary

**Shortcuts** ⬆

[Traveler Lookup](#)

[Service Logs By Trip ID](#)

**Trip Details** ⬆

**Trip ID:** 58d3f7be-795d-4c66-b67b-7857c5aecfc0

**Trip Description:** This is a test trip to Miami

**Created On:** 9/7/2023, 9:38:44 AM

**Last Modification:** 9/7/2023, 11:47:20 AM

**Arranger ID:** -

**PCC:** -

**Itinerary Locator:** 1000838850

**Trip Locator:** CQ-PW6-PPGUI-2ZG

**Booking Context** ⬆

**Company UUID:** 9eae9eb1-e894-40f9-851c-1b788843e2b8

**Company Name:** t2supportability

**Travel Config UUID:** f629256f-872a-4647-a9f6-0c953f5e3b40

**Travel Config Name:** t2air-profile-cert

**Rule Class UUID:** 38deafc4-2ec8-4d04-b6ed-f43697d81a7b

**Rule Class Name:** Cert - AUT Class Sabre (DO\_NOT\_EDIT)

**Agency ID:** 99999998

**Agency Name:** T2 AUT SABRE- Profile-Testing

**Approval Status** ⬆

**Current Status:** none

**Deadline:** 12/31/1969, 9:00:00 PM

**Total Cost** ⬆

**Estimated Total Cost** **\$0.00**

Rates are quoted in USD

i Costs for canceled bookings are not displayed.

### Configuration for Professional Travel

No activation is required. The Supportability Portal is available to all TMCs. Every user who has the TMC role will have access to the **Supportability Portal** link.

# Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement or change mentioned here.

**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the *Shared Changes Release Notes*.

## Administration

### \*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	Approvals, Rules, and Classes/Policies Travel Service Guide
	Fact Sheets	
	Admin Guides	
	Other	

### Overview

In the upcoming April release, administrators can allow users to select a rule class tied to the same agency. This will allow customers who currently have this setting enabled in their legacy Concur Travel experience to migrate to the new Concur Travel experience.

**USER/CUSTOMER BENEFIT**

This setting users to select which rules are best suited for the trip that they are booking.

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Travel Policy Updates on Review & Book and Finalize Pages (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

The Travel Policy section on the **Review and Book** and **Finalize** pages indicates the specific policy that is violated for bookings and trip itinerary, respectively. The following updates will be included in this release:

- Removal of existing banner on both pages. This banner is no longer necessary as it does not provide other information than what is already shown in the Travel Policy section.
- A visual indication of the most severe policy violation in the Travel Policy section so that the traveler can quickly identify the rule action for that booking or itinerary.



## **USER/CUSTOMER BENEFIT**

The user can work with a simplified user experience with immediately visible warnings or messages that require their attention.

### ***End-User Experience***

In the Travel Policy section, the user will see a user interface component resembling a blue pill with text. For example:



### ***Configuration for Professional Travel***

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Concur Travel and Request Integration Book Then Approve Support (Professional Edition Only)**

Information First Published		Information Last Modified		Feature Target Release Date	
February 2024		--		March 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
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		Travel System Admin			
Other					

**Overview**

There are different integration process flows available between Concur Request and Concur Travel. One of the existing workflows in legacy Concur Travel is the integrated "Travel-to-Request Book then Approve": The user begins by booking their trip in Concur Travel, the system then places reservations on hold that require ticketing where possible (for example, non-direct ticketing GDS air, SNCF French rail reservations), and then the reserved travel segments populate the segments area of an automatically created request.

There are two setup options for the creation of a request based on a Concur Travel booking:

- Always create Request (for every booking)
- Create Request based on rules (only for bookings that require approval per travel policy setup)

In the March release, this functionality will be supported for all verticals in the new Concur Travel experience.

To support feature parity with the legacy Concur Travel experience, the following enhancements will be made:

- Require Passive approval rules will behave as Active Approval rule for Request: If a Concur Request was created for a Require Passive approval rule violation and the approval deadline has passed, Concur Travel will not confirm the trip if the Request approver has not taken action. Instead, the trip will be sent for cancelation.
- When Concur Travel sends a trip for cancelation, the trip may or may not be cancelable. When the trip is not cancelable, Concur Travel will instead auto-complete the trip.
- Booking Switch, when enabled, will be evaluated at the Concur Travel Home page and in the Edit search or Search again pages.

Limitations:

- Enforce Online/Offline will not be supported. The user will be re-directed to the legacy Concur Travel experience.
- Approve then Book will not be supported. The user will be re-directed to the legacy Concur Travel experience.
- Offline PNR update support is limited to the support in new Concur Travel experience.

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

Customers will be able to book Concur Travel with associated, actionable Concur Requests.

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

Follow the procedures for accessing the travel configuration page through the Travel System Admin. When you click the **Enable Request Integration** checkbox, a list of options appears:

- Always Create Request: A request is always created, regardless of travel rules.
- Create Request Based on Concur Travel Rules: If a rule using the "Require Approval" enforcement level is broken, then a request is required. If no rules using the "Require Approval" enforcement level are broken, then the process of creating a request is bypassed and the trip is sent directly to ticketing.

---

**NOTE:** NOTE: Any rules that are broken that use other levels of enforcement (Require Passive Approval, Notify Manager, etc.) will not redirect the user to a request.

---



To enable the Concur Request integration, refer to the steps provided in the *Concur Travel System Admin Guide*. For the relationship between Concur Request and Concur Travel approvals, refer to the appendix in the *Approvals, Rules, and Classes/Policies Travel Service Guide*. For more information about Concur Request, refer to the SAP Concur support portal.

**\*\*Planned Changes\*\* New Concur Travel Experience: Out-of-Policy Popup on Shop Pages (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

In the upcoming March release, the out-of-policy popup message will consistently display for flight, car, hotel, and rail shop pages.

The **Allow**, **Display Message**, and **Allow/Display Message** options will present a blue information icon. Any other rule actions will display below a yellow warning icon.

If a blue information icon or no icon displays, it means that the option is in-policy. A green checkmark icon will not display.

**USER/CUSTOMER BENEFIT**

The new popup message facilitates a consistent user experience.

### End-User Experience

Screenshots will be provided in a future release note when available. The following images are tentative designs, subject to change.

#### 2. In Policy

**i Information** ✕

This option conforms to your company travel rules.

[Rule/Message when match]

**i \$1895**

#### 3. Out of Policy with In Policy Message

**⚠ Out of Policy** ✕

This option violates one or more company travel rules.

**[Rule Action]**

[Rule/Message when match]

[Rule/Message when match]

**[Rule Action]**

[Rule/Message when match]

**i** [Rule/Message when match]

#### 4. Out of Policy - Not Allowed

**✕ Out of Policy** ✕

This option violates one or more company travel rules.

**Not Allowed**

[Rule/Message when match]

[Rule/Message when match]

**✕ \$1895**

**Configuration for Professional Travel**

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

**Flight, Hotel**

**\*\*Planned Changes\*\* New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

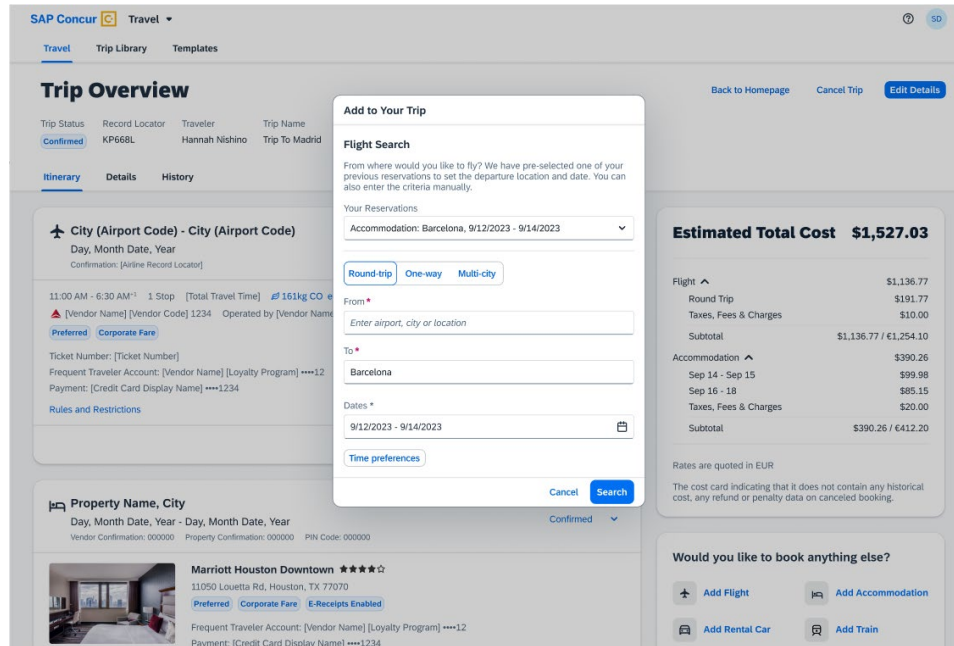
**Overview**

Targeted for March 2024, Concur Travel is enhancing the user experience when adding Flight and Hotel to an existing Trip. In an upcoming release, these changes will also be available for Car and Rail.

A new modal will be available when adding a new Concur Travel experience booking to another new Concur Travel booking. When adding a new Concur Travel experience booking to a legacy Concur Travel booking, the regular webpage will display. The options presented to users in the drop down will be enhanced as described in the user experience section of this release note. Concur Travel will only pre-populate a dropdown value when the trip contains only a single booking.

## USER/CUSTOMER BENEFIT

The user will see more helpful details when adding Flight and Hotel to an existing trip.



## End-User Experience

When adding a new segment to a trip, the dropdown will show the following options in chronological order:

**Flights:** If the trip includes flights, the user will see the following for each out or inbound segment:

- Flight Departure (Departure date, Departure time, Departure airport location)
- Flight Arrival (Arrival date, Arrival time, Arrival airport location)

**Hotel:** If the trip includes accommodations, the user will see the following:

- Hotel check-in (Check In date, Check Out Time, Hotel location)
- Hotel check Out (Check out date, Check out Time, Hotel location)

**Rail:** If the trip includes rail, the user will see the following for each out or inbound segment:

- Rail departure (Departure date, Departure time, Departure train station location)
- Rail arrival (Arrival date, Arrival time, Arrival train station location)

**Car:** If the trip includes rental car, the user will see the following:

- Car pick-up (Pick up date, Pick up time, Pick up location)
- Car drop-off (Drop off date, Drop off time, Drop off location)

If the trip has only one reservation, depending on the vertical included in the trip, one of the following will display:

- Flight: Arrival (of the outbound flight)
- Hotel: Check out
- Car: Drop-off
- Rail: Arrival (of the outbound train)

**Configuration for Professional and Standard Travel**

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

**Flight**

**\*\*Planned Changes\*\* New Concur Travel Experience: Update to Round Trip Pricing (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	Concur Travel Professional Edition End User Help

**Overview**

With the March release, Concur Travel will update the way prices for round trips are displayed. Currently, users sometimes see negative pricing when booking a round trip. SAP Concur will adjust the way these fares are shown to provide a more enhanced user experience.



**USER/CUSTOMER BENEFIT**

This change is being made to eliminate confusion in the round-trip booking process and to avoid any manual calculations for the end user.

**End-User Experience**

The current fares for round trip searches in Flight will change to show prices as a round trip total on both the outbound and return results. This will provide more transparency so customers will know exactly what price is being charged for their trip.

Currently, if an inbound trip is more expensive than an outbound trip, the difference in the two fares displays, instead of the price of the fare. If there is no price difference, the price displays as a zero value. If the price is less that, the difference displays as a negative value.

With this change, the total fare will automatically be updated to reflect the total fare.

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

## **Overview**

Targeted for the March release, Concur Travel plans to display the **Corporate Rate** label and **Preferred Vendor** label for Flight. These changes will be visible on the **Review and Book, Finalize** and **Trip Overview** pages. These labels will also display on e-mails received once a booking is finalized.

### **USER/CUSTOMER BENEFIT**

This change is being made to remind the user which type of rates and vendors were booked, and it will provide a more consistent user experience across the booking process.

### **End-User Experience**

Once the search for flights is completed, the user will then see the **Corporate Rate** and **Preferred Vendor** labels on the last pages of the booking flow and also in the post booking e-mails received. These labels will appear on the **Review and Book, Finalize** and **Trip Overview** pages.

### **Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only)**

Information First Published		Information Last Modified		Feature Target Release Date	
November 2023		February 9, 2024		March 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)			
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
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	Concur Travel Professional Edition End User Help			

**Overview**

Users creating a trip itinerary can include flights, hotel, car and rail reservations, all within the same trip. Targeted for March 2024, a more streamlined approach will be available. When entering a flight search on the **Flight Search** tab, they can simultaneously include a search for accommodations.

**USER/CUSTOMER BENEFIT**

Upcoming changes to the Concur Travel user interface will help minimize the number of steps required to complete the trip booking process.

### End-User Experience

The **Flight Search** tab now includes the **Include Accommodation** option.

Once a user has entered their flight search conditions on the **Flight Search** tab, the **Include Accommodation** checkbox will be enabled. If clicked, the user interface will update to display accommodations search options.

The screenshot displays a flight search form with the following elements:

- Navigation tabs: **Flight** (selected), Car, Accommodation, Rail
- Trip type buttons: **Round-trip** (selected), One-way, Multi-city
- From field: Miami (MIA)
- To field: Frankfurt (FRA)
- Depart Date: 6/02/2024 (12PM Arrival)
- Return Date: 6/12/2024 (12PM Arrival)
- Include Accommodation checkbox:  Include Accommodation
- Search button: Search Flights

The screenshot displays a flight search form with the following details:

- Flight Type:** Round-trip (selected), One-way, Multi-city
- From:** Miami (MIA)
- To:** Frankfurt (FRA)
- Depart Date:** 6/02/2024 (12PM Arrival)
- Return Date:** 6/12/2024 (12PM Arrival)
- Include Accommodation:**
- Accommodations Section:**
  - Destination:** Frankfurt (FRA)
  - Check-in\*:** 6/02/2024
  - Checkout\*:** 6/12/2024
  - Distance:** 5 miles
- Search Flights** button

Once a user clicks **Search Flights**, the user interface will update to display the Flight search results. The user will then select their flight and click **Book and Continue**. Previously, the user was redirected to **Finalize** page and had the option to **Add Accommodation**. With this change, after the **Book and Continue** page, the user interface will immediately display the accommodations results.

The user will select their accommodations and again click **Book and Continue**. The user interface will display the **Finalize** screen where the user can confirm the trip with both bookings.

---

**NOTE:** If the user edits their flight search query during this process, the results of the original accommodations query will display to the user. This is consistent with legacy Concur Travel behavior.

---

### **Configuration for Professional Travel**

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

**NOTE:** If the **Hide Hotel Tab** module property is enabled, users will not see the **Include Accommodation** option and will not be able to add accommodations to their flight search.

## Hotel

### \*\*Planned Changes\*\* New Concur Travel Experience: Support for Per Diems (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	March 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	◀ ◀ Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre	
Direct Connect	Custom Hotel Source providers (TBD)	
<b>Other</b>		
	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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	Travel System Admin Guide
	Other	

## Overview

Targeted for the March release, the new Hotel experience will include support for Per Diems, or daily allowances, for both Concur Travel only and Travel and Expense users.

### USER/CUSTOMER BENEFIT

Travel managers can use per diems to ensure that their travelers are not spending more than what has been deemed appropriate for a given location. By implementing travel policies based on per diem rates, travel managers can save travel spend by leveraging data the government uses to estimate location-based hotel room rate value.

### End-User Experience: Search Results

If the **Display per diem rates with individual hotel selections** configuration setting is selected, the **Search results** page will include the per diem lodging limits for the property location together with the dates the per diem rate is applicable.

---


**NOTE:** This configuration setting will apply to all users whether they are Concur Travel only or Travel and Expense.

---

#### Hotel Search Options

Default search radius: 5 (Recommended) ▾  Show Hotel Details Expanded

Search radius for corporate hotels: 30 (Recommended) ▾  Display **per diem** rates with individual hotel selections



**Hampton Inn Grand Central**  
231 East 43rd Street, New York, NY • 3.16 mi • 2-Star Hotel

From: **\$198**

All-inclusive meal plan  Electric car charging stations  Fitness center  
 Free high speed internet connection  Health club  Outdoor pool  Parking

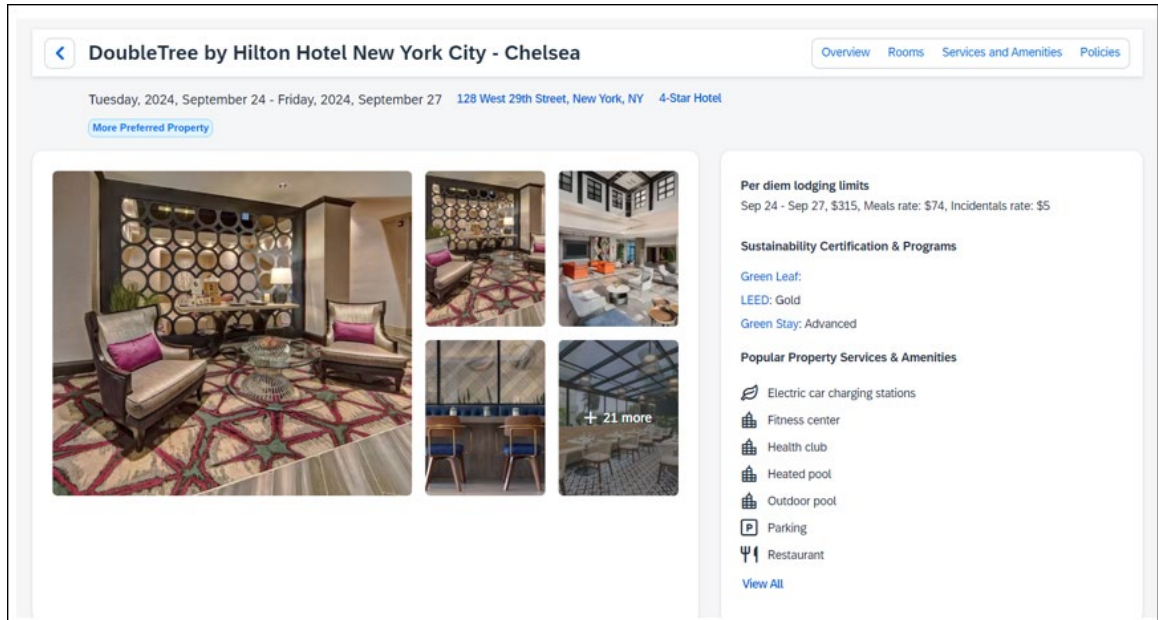
Preferred Chain

Per diem lodging limits Sep 24 - Sep 27, \$315

[View Rooms](#)

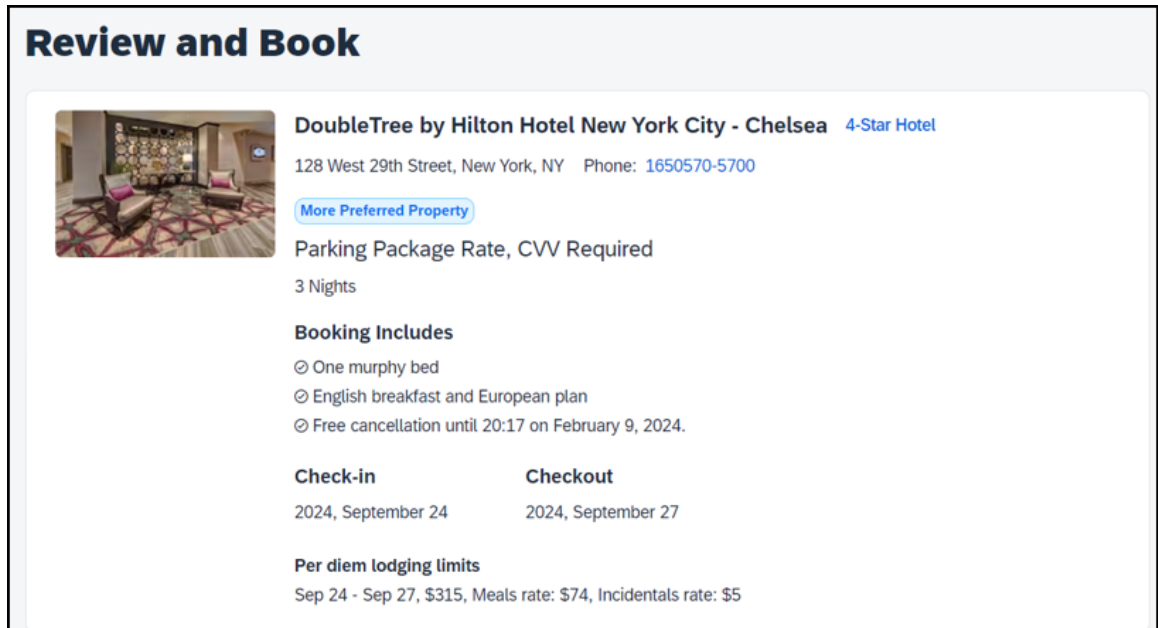
**End-User Experience: Hotel Details**

The **Hotel Details** page (as shown next) displays the Per Diem rate plus the Meals and Incidentals rates when applicable, at the top of the page.



**End-User Experience: Review and Book**

The **Review and Book** page will display the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.





## End-User Experience: Trip Overview

The **Trip Overview** page will display the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.

The screenshot shows the 'Trip Overview' page for a hotel reservation. The page is titled 'Trip Overview' and includes navigation links: 'Send Itinerary', 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. The trip status is 'Complete', the record locator is 'JORGDO', the trip name is 'Trip - New York', and the dates are '2024, April 8 - 2024, April 10'. The main section displays details for 'The Great Hotel - finest in the world, Jersey', a 4-Star Hotel. It includes a photo of the hotel lobby, the address '1006 Pines shire, Jersey, Michigan 50726', and the phone number '4089604813'. The reservation is for 2 nights, from Monday, April 8 to Wednesday, April 10, 2024. The estimated total cost is \$853.96, with an accommodation cost of \$853.96. The page also lists 'Per diem lodging limits' for the period Sep 24 - Sep 27, with a meals rate of \$74 and an incidentals rate of \$5. Comments include 'No Smoking', 'Vegan breakfast', and 'Accessible'. There are also links for 'More Preferred Property', 'Rules and Restrictions', and options to 'Add Flight', 'Add Accommodation', and 'Add Rental Car'.

## End-User Experience: Per Diem Policy Rules

There are two policy rules that use Per Diems:

- Travel only users:

Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]

- Travel and Expense users:

Hotel Rate is [condition] the government hotel level based per diem rate [plusMinus] [money] [currencyOrPercent]

Each hotel rate will be marked in or out of policy, depending on how the travel per diem rule has been configured.

## Configuration for Professional Travel



For more information on the per diem rates option, refer to the *Configuring a Company* section in the *Travel System Admin Guide*.

**\*\*Planned Changes\*\* New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	February 9, 2024	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Recently, SAP Concur released the new Hotel booking experience for customers connected to Sabre and for 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 offers 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, a sustainability score, and carbon emissions data. Additional property filter options will include electric car charging stations and sustainability certifications to help users make more sustainable choices. Users will be able to sort properties based on their sustainability score and emissions.
- **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.

## Configuration for Professional Travel

### CUSTOM HOTEL SOURCE PROVIDERS

For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

#### ▶ **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.

2. 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).

- The administrator will be able to select the default connection type within the new section.

### PASSIVE PNR FOR DIRECT CONTENT

► **To configure:**

- 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**.

---

- On the **Travel Configuration** page, under **GDS PNR Options**, go to the activation checkboxes.

- 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 feature 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** page.

## Miscellaneous

### **\*\*Planned Changes\*\* New Concur Travel Experience: Improved Translations for Airport Names**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	February 23, 2024	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

In Concur Travel, translations for airport names will use AI programs (LLM – large language model).

**USER/CUSTOMER BENEFIT**

Currently in Concur Travel, less than 100 airports are translated in some languages. Targeted for the March release, users will be able to see more than 5000 airports listed in all supported languages.

**Configuration for Professional and Standard Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Conflict Detection**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for the March release, Concur Travel will detect if users already have a trip booked for the dates that they have entered in the Search tool when editing the search or adding to an existing trip. If a trip is detected, the user will have the option to continue with a new booking or to abort the search.

The warning **This Trip Might Conflict** acts as a safeguard against booking errors by providing users with valuable information regarding potential conflicts. By highlighting overlapping trips in advance, users can avoid double bookings, time clashes, or any other scheduling mistakes that may occur when planning and managing their trips.

**USER/CUSTOMER BENEFIT**

Users may be unaware that a travel arranger has already booked a trip for them. Concur Travel will provide users with the ability to stay informed when a conflict arises so that they can avoid unnecessary duplicate booking and scheduling conflicts.

**End-User Experience**

If an overlapping trip is detected, a message prompt will ask the user if they want to proceed. If they click **Continue**, they can proceed and book the overlapping trip. If they click **Cancel**, they are returned to the search.

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 26, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre, Sabre NDC	
Direct Connect	Car Connector, CHS Hotel Connector, UK Rail via Trainline, Spanish Rail via Renfe	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

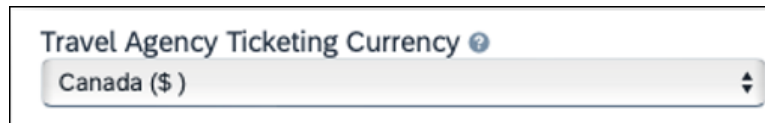
**Overview**

Targeted for March 26, 2024, SAP Concur plans to expand the new Concur Travel experience to new markets beyond the United States. These markets are determined by the **Travel Agency Ticketing Currency**. If this is set to Canada, Mexico, UK or Ireland then the configuration will be eligible for the market expansion.

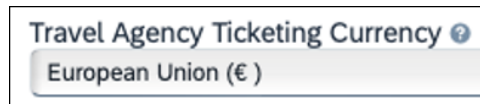
---

**NOTE:** Configurations set to European Union instead of a specific country will not be eligible. To avoid this, while the currency can still be set to Euros, a specific country can also be selected.

---



Travel Agency Ticketing Currency ⓘ  
Canada (\$)



Travel Agency Ticketing Currency ⓘ  
European Union (€)

### USER/CUSTOMER BENEFIT

Customers outside the United States will soon have access to the new Concur Travel experience. While they will still have control over when they choose to enable, the Flight, Car, Hotel and Rail experiences will be available for Sabre and Amadeus GDS based on regional timelines.

### End-User Experience

End-users can enable the new Concur Travel experience based on a targeted rollout plan. The planned market expansion schedule is as follows:

#### NORTH AMERICA

- Sabre: Canada and Mexico will be enabled by March 26.
- Amadeus: US, Canada, and Mexico will be enabled by June 25.

#### EMEA

- Sabre: The UK and Ireland will be enabled by March 26.
- Amadeus: The UK and Ireland will be enabled by June 25.
- Sabre and Amadeus: France, Germany, Spain, Portugal, Italy, Austria, Switzerland, Belgium, Netherlands, and Luxembourg will be enabled by June 25.

### Configuration for Professional Travel

Administrators with the Company Admin permission can navigate to the **Manage New Concur Travel Experience Preferences** page to opt out if they choose not to participate in this round of market expansion. This can be done at the configuration level (country or market) or at the individual Flight, Rental Car, or Hotel level by clicking the configuration under the **Company Level Preference** section.



## \*\*Planned Changes\*\* Profile Enhancement for Gender Inclusivity

Information First Published		Information Last Modified		Feature Target Release Date	
January 2024		February 9, 2024		March 22, 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	◀ ◀ Edition			
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
		<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
Source					
	GDS	Amadeus, Apollo, Sabre, Travelport+ Worldspan			
	Direct Connect	Southwest			
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	Transportation Security Administration (TSA) Requirements			
	Fact Sheets				
	Admin Guides				
	Other				

### Overview

Targeted for March 22, 2024, Concur Travel will enhance the Transportation Security Administration (TSA) Secure Flight section under the Concur Travel Profile page to support two new gender options: Unspecified (X) and Undisclosed (U). With this change, users can now select from four different options in the Concur Travel Profile:

- Male (M)
- Female (F)
- Unspecified (X)
- Undisclosed (U)

The new Gender values Unspecified (X) and Undisclosed (U) are also supported on the Travel Profile API 2.0. For more details, please refer to the *Travel Profile API 2.0 Gender Diversity Support* release note in this document.



The information that appears in the Concur Travel Profile is based on the **For information required by the TSA for travel to/from the USA** setting. It is described in the configuration information section of the *Transportation Security Administration (TSA) Requirements Travel Service Guide*. To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

When the **When to send TSA-required data to air carriers setting** is set to send information, Concur Travel will send the TSA fields data, including gender, to the vendors. If a booking is made in one of the Global Distribution Systems (GDSs), and when the carrier does not accept Unspecified (X) and Undisclosed (U), the carrier may add information to the reservation to inform the travel agency that a change to the reservation is required. Concur Travel recommends that Agency fulfillment partners add automation to their mid-office tools to identify and contact users in such situations. Concur Travel recommends that users check the country requirements before booking and also check their reservation for required changes a few days before the trip.

---

**NOTE:** Some providers may respond with an error when Concur Travel sends an unsupported gender to them. In such cases Concur Travel will not be able to proceed with the booking and will inform the user of the error.

---

Inclusive Gender types Unspecified (X) and Undisclosed (U) will sync between a Concur profile and Sabre Profiles.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be synced between a Concur profile and Amadeus, Apollo, Travelport+, and Worldspan GDS profile by using the new datapoint **Gender\_Inclusive** with Concur Profile Templates.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be available for use in Finishing Templates using the new datapoint **Gender\_Inclusive**.

Concur Travel will send Inclusive Gender types Unspecified (X) and Undisclosed (U) to the GDS PNR when sending TSA Secure Flight, Redress, and Known Traveler Number (KTN) special service request (SSR) data for air reservations.

---

**NOTE:** All GDS systems will accept the Inclusive Gender codes Unspecified (X) and Undisclosed (U) for SSR messages without error, however, no validation is done with the airline being booked. If the airline booked in the PNR does not support the Inclusive Gender codes Unspecified (X) and Undisclosed (U), they are required to reject the SSR message. GDS partners advised that airlines are required to follow the IATA Airline Industry Reservations Interline Message (AIRIMP) guidelines when rejecting the SSR message. Please refer to IATA for the most updated information regarding these rules and the format in which the airline should respond.

---

**⚠ Concur Travel will not monitor or act on any SSR messages rejected by the airline. Customers will need to seek a mid-office solution if they wish to automate monitoring for these SSR messages.**

---

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

Non-binary travelers will be able to use the two new inclusive gender selections, Unspecified (X) and Undisclosed (U).

### End-User Experience

When the **For information required by the TSA for travel to/from the USA** field setting is set to show information in Concur Travel Profile, users will be able to select one of the four options from a **Gender** dropdown:

When no information is stored in Concur Travel Profile, the information will be collected during check out when required.

### Configuration for Professional and Standard Travel

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

## \*\*Planned Changes\*\* Travel Profile API 2.0 Gender Diversity Support

Information First Published	Information Last Modified	Feature Target Release Date
September 8, 2023	January 19, 2024	Q1 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	◀ ◀ Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X	X	<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
	EMEA Data Center	Scan impact
	North America Data Center	UI impact
	China Data Center	File finishing impact
	All data centers	X Profile/Profile API/3rd Party XML Sync Impact
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	SAP Concur Developer Center

**Overview**

With the SAP Concur commitment to Gender Diversity initiatives, changes are planned for the Travel Profile API 2.0, specifically in adding support for two new Gender values: Unspecified and Undisclosed.

---

**NOTE:** Partners must update their systems to use the updated API.

---

**USER/CUSTOMER BENEFIT**

This change is being initiated to support partners and customers for the purposes of updating their systems to support the new gender values.

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Meeting Match Redirect to Meeting During Booking Workflow**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs	Third-Party Meeting Registration Travel Service Guide	
	Fact Sheets		
	Admin Guides		
	Other		

## Overview

Targeted for the March release, New Concur Travel experience user will be presented with a choice when a meeting match is detected upon search for a flight, rail, hotel, or rental car. They can either confirm that the trip is not applicable to any of the presented meetings and continue with their booking in the new experience or select one of the presented meetings and continue with the redirect to the meeting workflow using the legacy experience of Concur Travel.

The check for meeting matches will occur for new trips only, when created. If the user does any of the following, the check will not be invoked again, and no popup detection messages will be shown:

- searches again (with a rail search)
- edit a flight, rail, hotel, or rental car search or
- add to an existing trip with flight, rail, hotel, or rental car

## USER/CUSTOMER BENEFIT

New Concur Travel experience users will be offered the flexibility to use the booking workflow in the new experience and still work with the matching meeting detection feature that is available in the legacy Concur Travel experience. A redirect to the legacy experience will only be necessary if a matching meeting is detected.

## End-User Experience

After a user begins the search, if a meeting match is detected based on the location and dates of the search, the user will see a popup message about the detection.

---

**NOTE:** The location that displays next to the meeting name in the dropdown list is the same as the **Location Name** entered by the administrator in the **Group Meeting Creation** admin page.

**NOTE:** The dates that display for each meeting line item in the dropdown are the same as the **Start Date** and **End Date** information entered by the administrator in the Group Meeting Creation admin page. The dates used for the meeting match check are the dates entered in the **Matching Start Date** and **Matching End Date** fields on the **Group Meeting Creation** admin page.

---

## NO MEETING MATCH

If the user confirms that the presented meetings are not applicable, the popup message will close, and the page will automatically redirect to the next page in the booking workflow within the new experience.

## MEETING MATCH

If the user selects one of the presented meetings from the dropdown list, they can then click **Continue booking**. The page will redirect to the meeting workflow, available in the legacy experience for Concur Travel.

Important notes to consider with the redirect and flight search:

- If a round trip flight search matches a meeting, the user will be redirected to the flight results page in the legacy experience.
- If a one-way flight search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience. If the meeting configuration does not allow users to book a one-way flight to the meeting, the user must enter data for the return flight there.

Important note to consider with the redirect and rental car or hotel search:

- If a rental car or hotel search matches a meeting, and the meeting admin does not allow rental car or hotel to be booked for the meeting, the user will be redirected from the new experience **Search** tab to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and rail search:

- If a rail search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and trip custom fields:

- If trip custom fields are configured to display at the beginning of the workflow AND at least one of those custom fields is enabled for meetings, the redirect will be to the trip custom fields page within the meeting workflow in the legacy experience, and next to the flight results page or the **Flight Information** page.

#### **CONFLICTING TRIP AND MATCHING MEETING**

If a conflicting trip AND a matching meeting are detected, two popups in a row will display. The first one displays for conflict detection, then the second for the meeting match.

#### ***Configuration for Professional Travel***



Meetings and meeting match features can be configured through the Meeting Admin section, available from the Company Admin page or Travel tab. For more information on meeting setup, refer to the *Third-Party Meeting Registration Travel Service Guide*.

## \*\*Planned Changes\*\* New Concur Travel Experience: Trip History (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	March to May 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre, Car Connector	
Direct Connect		
<b>Other</b>		
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
<b>Affected Documentation</b>		
TSGs		
Fact Sheets		
Admin Guides		
Other	Concur Travel Professional Edition End User Help	

### Overview

Targeted for the March 2024 release, the **Trip History** feature will be available for the new Concur Travel experience. This feature will provide all access to detailed historical records of all trips associated with an account.

### PHASES

This feature will be released in phases:

Phase	Date of Release
Phase 1: New History tab on the Trip Overview Page. Trip-level events (for example: Trip Created, Trip Cancelled, Trip Confirmed) Stand-alone Approvals events (for example: Trip Approved, Trip Rejected)	March 2024
Phase 2: Booking-Specific events (for example: Booking Created, Booking Cancelled, Booking Updated)	April 2024

Phase	Date of Release
Phase 3: Approvals via Request Integration Additional events	May 2024

There will be a detailed list of supported events and which information they include in next month's release note.

**NOTE:** Trips which include bookings from both the legacy and new Concur Travel experience will be included only in the legacy **Trip History**, on the web application.

Trips which include bookings from only the new Concur Travel experience will be included within the new experience **Trip History**, on both web and mobile applications.

### USER/CUSTOMER BENEFIT

This feature will provide greater clarity and confidence in the details of the Concur Travel booking experience, allowing users to search for and reference trip details more quickly and easily. This will allow users to avoid having to request information via a support case.

Users and arrangers will be able to see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives will be able to see the history via Support Tools, which will be included in a future release.

### End-User Experience

Historical data will include:

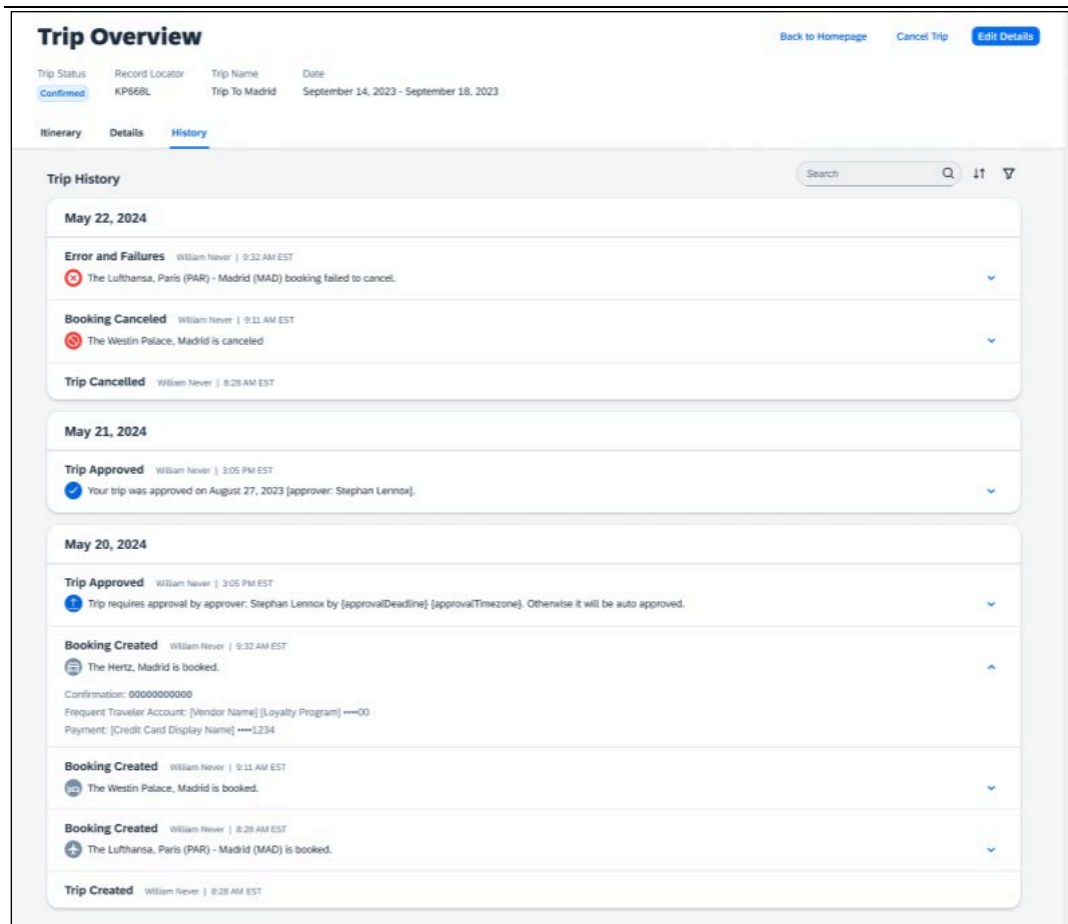
- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.
- all edits to a trip
- the identity of the person performing each action taken on the trip
- dates and time stamps
- ticket and confirmation numbers
- approvals and rejections
- policy violations
- detailed trip costs
- specific details of travel providers



► **To access trip histories:**

1. On the **Trip Overview** page, click the **Trip History** tab.
2. The **Trip History** tab will display all the events that took place for the trip in either ascending or descending chronological sort order, such as Creation, Cancellation, Approval etc.
3. To expand the content and see additional details, click the arrow icon next to the event.

**NOTE:** This is a preliminary mockup. Details may change closer to the release date.



**Configuration for Professional Travel**

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

## \*\*Planned Changes\*\* Decommission of Two-Manager Approval Setting (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2023	January 19, 2024	TBD 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

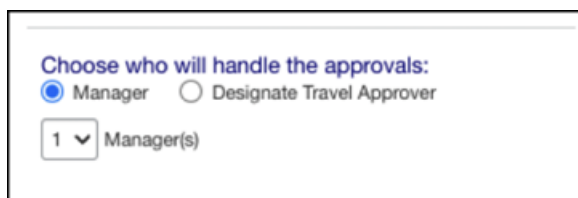
Targeted for a future release in the legacy Concur Travel experience, the two-manager approval flow will no longer be supported. In the legacy Concur Travel experience, all clients with a two-manager approval flow will be migrated to a one manager approval flow.

### USER/CUSTOMER BENEFIT

This change is being initiated to simplify and streamline the approval flow in the legacy Concur Travel experience. It also provides more options when working with Concur Request.

### End-User Experience

When choosing an approver, the user will only be able to request the approval flow be directed to one manager and not two.



### Configuration for Professional Travel

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

## Rail

### \*\*Planned Changes\*\* Trainline Decommission for Apollo and Worldspan Configurations

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Concur Travel currently provides travelers the ability to book trains via Trainline for the UK market. The solution is supported for Amadeus, Sabre, Galileo, Apollo and Worldspan travel configurations.

Due to changing contractual obligations, SAP Concur and Travelport have jointly decided to decommission the current direct connection to Concur Travel in Q1 2024. The UK Rail (Trainline) direct connect will be automatically disabled and no longer visible for any Apollo and Worldspan travel configurations.

### USER/CUSTOMER BENEFIT

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained. This feature is not fully supported and will therefore be decommissioned.

**End-User Experience**

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Historical data will also be kept for reporting.

**NOTE:** This Trainline decommission is only applicable to Apollo and Worldspan. Amadeus, Sabre and Galileo are not affected by this change.

**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

**\*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
	Direct Connect	Trainline, Renfe	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets		
	Admin Guides	Travel System Admin User Guide	
	Other		

**Overview**

In the **Rule Class Options** section of Travel System Admin, administrators will be able to configure their travel sites to do the following:

- allow users to select from a rule class tied to this travel configuration.
- allow users to select a rule class tied to same agency.
- force users to select a rule when making a reservation.
- display a custom rule class label and
- opt out a rule class from displaying in the dropdown.

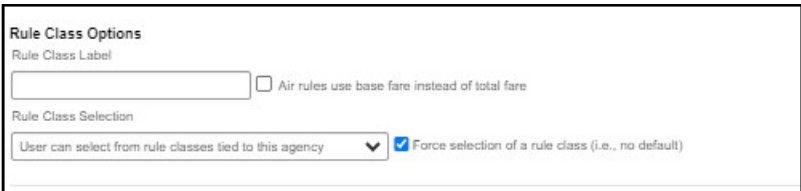
**USER/CUSTOMER BENEFIT**

This setting allows users to select which rules are suitable for the trip they are booking.

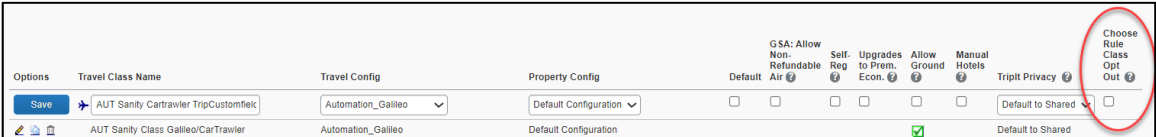
**Administrator Experience**

The administrator will be able to:

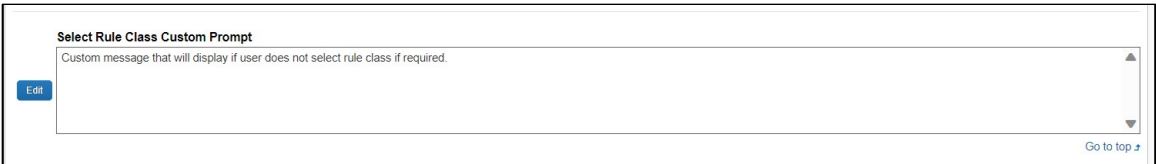
- enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.
- create a custom rule class label.
- select the **Force selection of a rule class** checkbox.



- select the **Choose Rule Class Opt Out** checkbox to remove the display of a rule class.



- display a custom message if the user does not select a rule class when required.



**End-User Experience**

The user will see a dropdown on the home page that contains rule classes associated with their travel configuration, excluding a rule class that has been opted out. If the force rule class is enabled, then users will see a blinking yellow outline that surrounds the dropdown. If the user does not select a rule (when required), they will be prompted to select a rule class.

**Configuration for Professional Travel**

Refer to the Administrator Experience section for set up details. No additional steps are required by administrators to support this change.

**\*\*Planned Changes\*\* New Concur Travel Experience: Standalone Approval Enhancement (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	February 23, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source / Solution Suggestion</b>		
	GDS	Applies to all GDSs
	Direct Connect	Applies to all Direct Connects
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	Travel Services Help

**Overview**

Targeted for April 2024, SAP Concur will support standalone approvals for Renfe, as it does for all other verticals and rail vendors. **Require Approval** and **Require Passive Approval** rules will no longer be downgraded.

In the legacy Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- auto cancelled, for certain vendors where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).
- auto finalized, allowing for trip fulfilment for certain vendors where bookings are not fully refundable or cancellation isn't possible (for example, Renfe bookings).
- neither auto-cancelled nor auto-finalized, where the trip is left unactioned in Concur Travel (for example, for Trainline bookings).

From April 2024, for trips including only bookings made with the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel will check all bookings on the trip for refundability, regardless of their vendor. With this change, the trip will be:

- auto cancelled, for all content sources where all bookings are fully refundable (for example, GDS Air before ticketing, or a Renfe trip with a fully refundable booking), or
- auto finalized, allowing for trip fulfilment for all content sources that contain at least one booking that is not fully refundable or cannot be cancelled (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel, or one trip that includes a partially refundable Renfe booking).

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

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience. The existing limitation will be removed.

#### **End User Experience**

When the user books a trip that will be auto-finalized, they will see the following:

**Example: Trip Confirmation page**

**i** This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Aproso. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

## Trip Confirmed

An email confirmation will be sent to Alice Lo.

[Back to Homepage](#) [View Trip Overview](#)

Traveler	Alice Lo
Trip Name	Trip - Barcelona
Date	February 28, 2024 - March 2, 2024

**Example: Trip Overview page before the approver rejects the trip**

SAP Concur Travel

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin

**i** This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Aproso. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

## Trip Overview

Send Itinerary Back to Homepage Cancel Trip Edit Details

Trip Status	Record Locator	Trip Name	Date
Confirmed	4VLLGB	Trip - Barcelona	February 28, 2024 - March 2, 2024

Itinerary Details

**Train**  
Wednesday, February 28, 2024 • Barcelona-Sants → Madrid-P.Atocha  
Confirmation Number: RETSJCCUHO

9:30 AM - 12:37 PM **Básico, Estandar** Car 1010, 05R  
RENFE • MOCK TRAIN 03180 • 3h 7m Barcelona-Sants → Madrid-P.Atocha

[View Ticket](#)

**Train**  
Saturday, March 2, 2024 • Madrid-P.Atocha → Barcelona-Sants  
Confirmation Number: RETSJCCUHO

4:00 PM - 7:12 PM **Básico, Estandar** Car 0006, 08C  
RENFE • AVE 03193 • 3h 12m Madrid-P.Atocha → Barcelona-Sants

[View Ticket](#)

**Support Contact**

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

Please call for assistance. Business Hours: 08:00 - 18:00  
Phone Number: 123456789

Please leave a message and we'll get back to you. After Hours: 18:00 - 08:00  
After Hours Phone Number: 987654321

**Estimated Total Cost** \$335.62

Train \$335.62  
Rates are quoted in USD.

**Would you like to book anything else?**


Add Accommodation  Add Rental Car



**Example: Trip Overview page after the approver rejects and the trip is auto-finalized**

The screenshot shows the 'Trip Overview' page for a rail trip. At the top, there are navigation links: 'Send Itinerary', 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. Below these, the trip status is 'Complete' (in green), with record locator '4VLLGB', trip name 'Trip - Barcelona', and dates 'February 28, 2024 - March 2, 2024'. The page is divided into two tabs: 'Itinerary' (selected) and 'Details'. The main content area shows two train segments, both marked as 'Rejected' with a red 'X' icon. The first segment is for Wednesday, February 28, 2024, from Barcelona-Sants to Madrid-P.Atocha, with a confirmation number of RET\$JCCUHO. It shows a 9:30 AM to 12:37 PM train on the 'Básico, Estandar' service, operated by RENFE (MOCK TRAIN 03180) with a duration of 3h 7m. The car is 'Car 1010, 05B'. A 'View Ticket' link is present. The second segment is for Saturday, March 2, 2024, from Madrid-P.Atocha to Barcelona-Sants, also with confirmation number RET\$JCCUHO. It shows a 4:00 PM to 7:12 PM train on the 'Básico, Estandar' service, operated by RENFE (AVE 03193) with a duration of 3h 12m. The car is 'Car 0006, 08C'. A 'View Ticket' link is also present. To the right of the train segments, there is a 'Cost Summary' section showing an 'Estimated Total Cost' of \$335.62, with a dropdown for 'Train' and a rate of \$335.62. Below this is a section titled 'Would you like to book anything else?' with buttons for 'Add Accommodation' and 'Add Rental Car'. At the bottom, there is a 'Support Contact' section for 'T2 AUT Amadeus', providing contact information for assistance, including business hours (08:00 - 18:00), phone number (123456789), fax number (1122334455), and address (Plaza del Emperador Carlos V28045).

**Example: Email that the traveler receives after the approver rejects the trip**

**SAP Concur** 

**❗ Trip Rejected - Action Required**

Your trip was rejected on February 15, 2024 (approver: Alice Approso). Please view the latest trip status. You may be able to manually cancel your trip in case it doesn't get auto-canceled.

Rejection Reason: REJECTEDDD

[View Trip Status](#)

---


**Trip Overview**

Traveler:  
Alice Lo

Date:  
May 23, 2024

Record Locator:  
ONE\$KNGDPN

**Example: Approver email**

SAP Concur 

**Action Required**

Trip requires your attention by February 27, 2024 3:30 AM EST. Otherwise, it may be automatically canceled and a penalty fee may apply. View approval for details.

[Approve](#) [Reject](#) [View Approval](#)

**Trip Overview**

Status: Confirmed Confirmation: RETSJCCUHO

*renfe* Wednesday, February 28, 2024  
**Barcelona-Sants - Madrid-P.Atocha** Básico, Estandar  
9:30 AM - 12:37 PM Seat: Car 1010  
Renfe # 03180 05B

Reservation Card: American Express  
\*\*\*0005

Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50  
Reason  
G - Larger car required as sharing with additional traveler
- ▲ Notify Manager  
Trip duration greater than or equal to 1 days  
Reason  
G - Larger car required as sharing with additional traveler

Status: Confirmed Confirmation: RETSJCCUHO

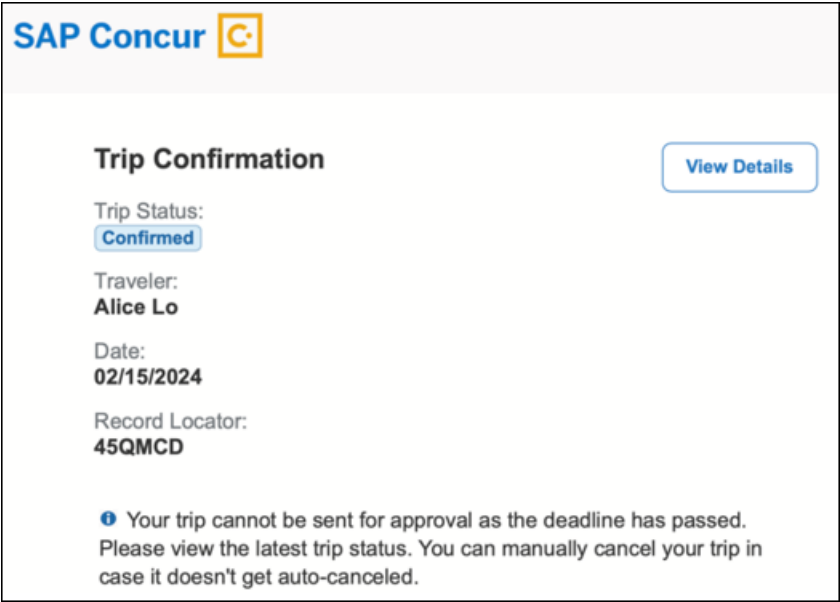
*renfe* Saturday, March 2, 2024  
**Madrid-P.Atocha - Barcelona-Sants** Básico, Estandar  
4:00 PM - 7:12 PM Seat: Car 0006  
Renfe # 03193 08C

Reservation Card: American Express  
\*\*\*0005

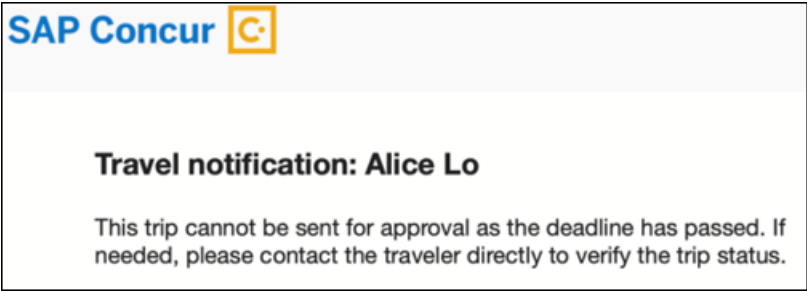
Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50

**Example: For same day bookings, when approval deadline is in the past at the time of booking - Traveler's Trip Confirmation email**



**Example: Approver is notified email notification**



**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change.

## **\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Changes to Approval Deadline Logic (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### **Overview**

Targeted for the April 2024 release, the method with which an approval deadline is calculated will change. This will allow for an approver to process a trip. If unprocessed, the trip will attempt to be auto-cancelled.

### **USER/CUSTOMER BENEFIT**

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

### **End-User Experience**

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day.

The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

- a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours.
- b. **Booking 2 Deadline**, less 2 hours.
- c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours.
- Trip start, less 1 day.
- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be cancelled but sent for finishing instead.

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

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of these changes.

## **\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only)**

Information First Published		Information Last Modified		Feature Target Release Date	
December 2023		February 9, 2024		April 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
X		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
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		Renfe Direct Connect, Configurable Message Boards Travel Service Guide			
Fact Sheets					
Admin Guides					
Other					

### **Overview**

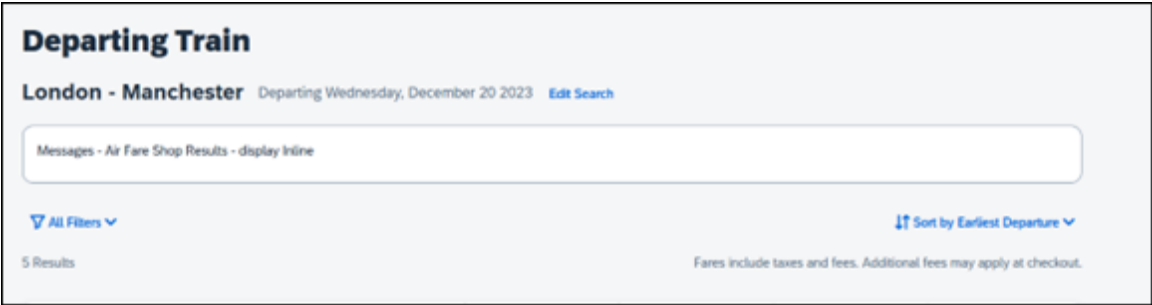
The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Renfe Rail will support new placements with the April release.

### **USER/CUSTOMER BENEFIT**

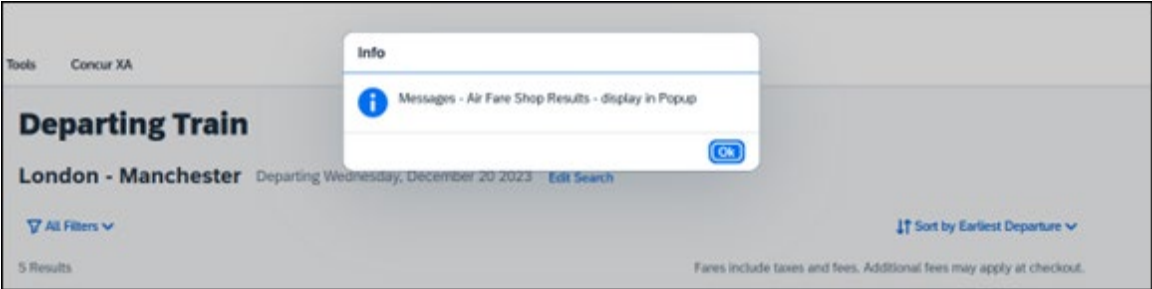
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

**End-User Experience**

Messages will display on the shop page. They can appear inline:



Or in a popup:



**Configuration for Professional Travel**

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:





Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks will be supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule will display to the user.

**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for release in April 2024, Concur Travel plans to introduce the support of the Least Cost Logical Fare (LLF) for Renfe rail bookings in the new Concur Travel experience.

**User/Customer Benefit**

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options will be highlighted as the best choices for the users to select during the train search.

**End-User Experience**

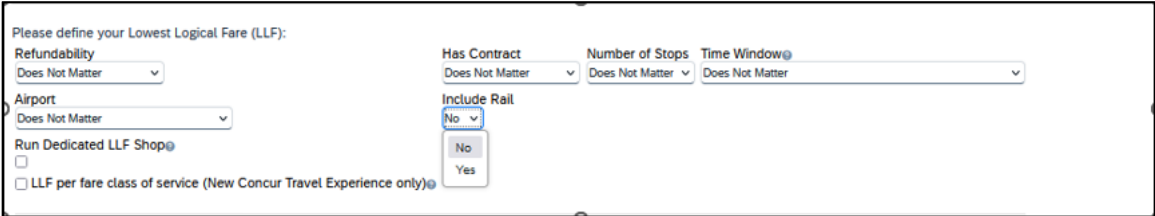
If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF will also be visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

**Configuration for Professional Travel**

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

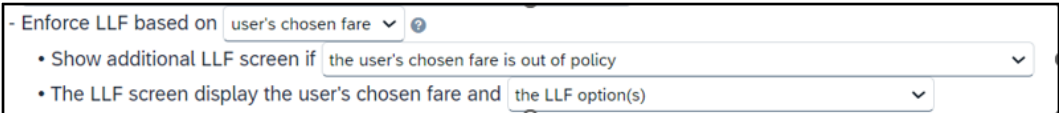
**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.



**Limitations**

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user’s chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: “Additional policy will be calculated based on the time of your selected fare”. Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.



- **Enforce LLF based on hybrid:** Initially, Hybrid LLF will be calculated based on the search window. Additional search options triggering calculation based on a user’s search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer support in the new Concur Travel experience. The icon will always display.

**NOTE:** Travel administrators for configurations where Renfe rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

For bookings of out-of-policy fares, users are required to select a policy violation reason. An upcoming release will introduce support for **Allow Multiple Violation Reason Codes** for Renfe.

**USER/CUSTOMER BENEFIT**

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

**End-User Experience**

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface will display a list all the policy rules violated, grouped by the rule action.

The screenshot shows a 'Travel Policy' section with a 'Require Approval' button. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries:

- Require Approval**: Rail fare description contains Single. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Below the dropdown is a text box labeled 'Comments' with the text 'Add comments'.
- Notify Manager**: Trip duration greater than or equal to 1 days.
- Require Approval**: Cabin classes allowed: First class. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Below the dropdown is a text box labeled 'Comments' with the text 'Add comments'.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.

<input checked="" type="checkbox"/> Allow Multiple Violation Reason Codes
---------------------------------------------------------------------------

**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

New rules will be supported for Renfe to match the legacy Concur Travel experience. This will require Renfe clients to update their rule class setup.

**USER/CUSTOMER BENEFIT**

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience.

**End-User Experience**

The following rules are supported for Renfe in the new Concur Travel experience.

**FLIGHT**

- Flight Number [condition] [FlightNumber]
- Flight Number is in the list of [FlightNumber]
- Air Fare is [condition] [currency][money]
- Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
- Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
- Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
- Air Base Fare is [condition] [currency][money]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]
- Any leg departure City is [CityCodeList]
- Any leg departure City is not [CityCodeList]
- Any leg arrival City is [CityCodeList]
- Any leg arrival City is not [CityCodeList]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- Flights connect through airport/city [CityCodeList]
- No flights connect through airport/city [CityCodeList]
- Flight departure or arrival city is [CityCodeList]
- Neither departure nor arrival city is [CityCodeList]
- Flight is between airports [CityCodeList1] and [CityCodeList2]
- Flight is not between airports [CityCodeList1] and [CityCodeList2]
- Flight departure date is [condition] [Date]
- Flight arrival date is [condition] [Date]
- Flight depart time is [condition] [Time]
- Flight arrival time is [condition] [Time]
- Flight depart time is between [Time1] and [Time2]

- Flight arrival time is between [Time1] and [Time2]
- Flight depart time is not between [Time1] and [Time2]
- Flight arrival time is not between [Time1] and [Time2]
- Flight departure date/time is [condition] [Date] at [Time]
- Flight arrival date/time is [condition] [Date] at [Time]
- Flight departure date/time on [leg] leg [condition] [Date] at [Time]
- Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
- Flight departs on [DayOfWeekCodes]
- Flight does not depart on [DayOfWeekCodes]
- Flight is refundable
- Flight is not refundable
- Carrier is not preferred
- Carrier is preferred
- Marketing airline is in [CarrierList]
- Marketing airline is not in [CarrierList]
- Operating airline is in [CarrierList]
- Operating airline is not in [CarrierList]
- Any segment carried by [CarrierList]
- Any segment not carried by [CarrierList]
- Any flight is in region [Region]
- Any flight is not in region [Region]
- All Flights are within the region: [Region]
- All Flights are within the region: Africa
- All Flights are within the region: Asia
- All Flights are within the region: Australia
- All Flights are within the region: Europe + UK
- All Flights are within the region: South America
- All Flights are within the region: North America
- Flight Departure Country/Region is [CountryList]
- Flight Arrival Country/Region is [CountryList]
- Flight connects in country/region [CountryList]
- No flights connect in country/region [CountryList]
- All Flights are within the country/region: [CountryList]
- No Flights are within the country/region: [CountryList]
- Any flight is in country/region [CountryList]
- Any flight not within the country/region [CountryList]

- Flight departs from or arrives at an alternate airport in the region
- User requested Area Airports and flights do not depart from/return to the same airport
- Flight departs from or arrives at the user's chosen airport
- Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
- The least cost logical airfare uses alternate airports
- The least cost logical airfare uses the user's chosen airport
- Flight uses [prefAlt] airport and airport is one of [CityCodeList]
- Flight is booked less than [DaysAdvance] days in advance
- Flight is booked less than [HoursAdvance] hours in advance
- Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExclayovers] layovers
- Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExclayovers] layovers
- Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExclayovers] layovers
- Flight duration of all flights in a segment (including layovers) is [condition] [Duration] minutes
- Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
- Flight duration for any single flight is [condition] [Duration] minutes
- Fare is from the Reservation System
- Fare is not from the Reservation System
- Fare uses class of service not in [ClassList]
- Fare uses cabin class not in list [CabinList]
- Search results contain one or more of these vendors: [VendorList]
- Search results contain none of these vendors: [VendorList]
- Results contain preferred vendors
- Results do not contain preferred vendors
- Trip duration [condition] [DaysLong] days
- Time spent at destination is [condition] [DaysLong] days
- Flight Number of stops is [condition] [Numstops]
- The least cost logical airfare is on one of [CarrierList]
- The least cost logical airfare is not on one of [CarrierList]
- Layover duration on any segment is [condition] [minutes] minutes
- Number of stops in the least cost logical fare is [condition] [numStops] stops



- Number of stops is [condition] the number of stops in the least cost logical fare
- Contains flights in cabin lower than that requested
- Booking source is [Source]
- Booking source is not [Source]

#### **RAIL**

- Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
- Rail is [PreferredList]
- Rail is not [PreferredList]
- Trip duration [condition] [DaysLong] days
- Rail fare description contains [DescriptionList]
- Train is from source [Vendor] and Operating Carrier in [CarrierList]
- Train is from source [Vendor] and train type in [TrainTypeList]

#### **VIEW MORE FARES**

These rules are applied during the initial search.

- Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
- Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- User requested Area Airports and flights do not depart from/return to the same airport
- Airline is [CarrierList] and brand name is [BrandedFareNameList]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]

**CLASS OF SERVICE GROUP (UNIQUE FROM FLIGHT GROUP)**

- Cabin classes allowed: [CabinClasses]
- Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers
- Waitlist cabin(s) are available and allowed

**Configuration for Professional and Standard Travel**

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	February 9, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

## **Overview**

Concur Travel offers multiple rail connectors. In an upcoming release, support will be added for any rail connectors offered by Concur Travel to be enabled with Renfe.

### **USER/CUSTOMER BENEFIT**

This change will provide administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

## **End-User Experience**

End users will be able to book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user will not be necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

## **Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

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**NOTE:** Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. With the upcoming release, if any additional rail connector is enabled, it will become available to end users. Administrators should check their **Company Travel Configuration** settings.

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## \*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only)

Information First Published		Information Last Modified		Feature Target Release Date	
December 2023		February 9, 2024		April 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
X		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
GDS					
Direct Connect		Renfe, Trainline			
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		Renfe Direct Connect Travel Service Guide			
Fact Sheets					
Admin Guides					
Other		Module Properties			

### Overview

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

### USER/CUSTOMER BENEFIT

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They will allow for the visibility of available fares not chosen when creating out-of-policy bookings.

### End-User Experience

When booking out-of-policy, a list of **Train Options Turned Down** will display. This list will be available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** list will be available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list will be a declined LLF. The other list items will be the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** will display only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down will display. The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

**Configuration for Professional Travel**

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Emails (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	February 9, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

## Overview

Targeted for April, there will be changes to the view of the Renfe user interface. These changes will affect Shop and **Review and Book** pages.

### USER/CUSTOMER BENEFIT

To provide a more consistent user experience, some Renfe pages will be updated to resemble Flight pages.

## End-User Experience

These updates will apply mostly to the Shop result and **Review and Book** pages.

Changes to the search results display:

- New horizontal display of the search results: Up to four fares will display as the initial search results. All remaining available fare options will display upon expanding the itinerary.
- Updated **Fare Rules and Restrictions** pop-up window.
- Updated Filter options.
- Updated Sort options.
- Support display of Preference label.
- Display of fares in the configured currency instead of vendor currency.

Changes to **Review and Book** page:

- Updated display of itinerary.
- New display of Total Cost card to align with the display on following Trip pages and Email.
- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

Changes to **Confirmation** Email:

- Updated display of itinerary
- Previously links to download ticket (PDF and Phone Wallet) was displayed in the body of the confirmation email. In the updated confirmation email tickets will be attached to the email as attached files.

Changes to **Approver** email:

- The approver email will have a better look and feel to match the rest of the product.

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**NOTE:** More details will be included in subsequent release notes.

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**Configuration for Professional Travel**

For any features requiring configuration steps by administrators the details will be shared closer to the date. General user interface changes will require no additional enablement.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for April 2024, the UK Rail (Trainline) connector is expected to be added to all travel configurations on Amadeus, Sabre and Galileo. New clients will be able to enable the UK Rail (Trainline) connector for Rail content. This announcement is in conjunction with the Trainline migration release note. Customers who have already migrated to Trainline will see the new Trainline connection from the end of February. New clients who are interested in enabling the new Trainline connection and meet the requirements will be able to do so after this planned change for April.

**USER/CUSTOMER BENEFIT**

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

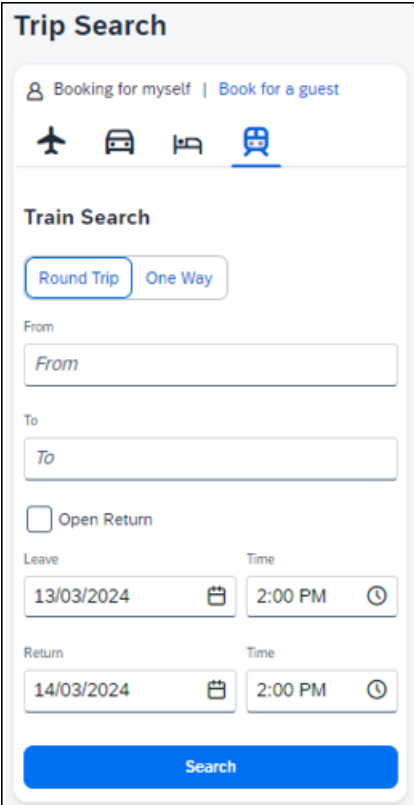
- New user interface
- Reduced number of steps to complete the booking
- Support for eTicket delivery option
- Support for UK Rail bookings on mobile application
- Support for multiple Advantage Cards (Railcards) in user profile

**End-User Experience**

The booking workflow will include search, book, and itinerary review.

**SEARCH**

The user clicks the **Rail** tab and initiates their search for **Round Trip** or **One Way**. For the **Open Return** option, the user enables the **Open Return** checkbox in the **Round Trip** option to omit selecting a return date and time.





**SELECT A TRAIN**

Click **Search** to display the results.

The screenshot shows the 'Departing Train' search results for London to Manchester on Wednesday, 13 March 2024. The search criteria are London - Manchester, Departing Wednesday, 13 March 2024. There are 5 results shown. The first result is a train departing at 2:13 PM and arriving at 4:19 PM, direct, taking 2h 6m. It is operated by Avanti West Coast. The route is London Euston to Manchester Piccadilly. The fare classes shown are Standard (£26.40), Standard (£42.90), First (£75.20), and First (£118.30). The second result is a train departing at 2:33 PM and arriving at 4:44 PM, direct, taking 2h 11m, also operated by Avanti West Coast. A note indicates that fares include taxes and fees, and additional fees may apply at checkout.

To see all available fares, click the required train. All fares will display with information on the alternative stations and **Rules and Restrictions**. If Railcard savings are applied, it will be visible in the fare. The original and the discounted price will also be presented to the user.

This screenshot shows the same search results as above, but with the fare details expanded. The first train (2:13 PM - 4:19 PM) is selected. The fare details for the first result are: Standard (£40.00 - £26.40, Senior Railcard savings applied), Advance Single (£65.00 - £42.90, Senior Railcard savings applied), Off-Peak Single (£72.70 - £47.95, Senior Railcard savings applied), and Early Bird Anytime Single (£147.80 - £97, Book out of pool). Each fare class includes a 'View Stations' link and a 'Rules and Restrictions' link. A 'Select Fare' button is visible for each fare class. A note indicates that fares include taxes and fees, and additional fees may apply at checkout.

After clicking **Select Fare**, the user will be redirected to the **Review and Book** page.

## REVIEW AND BOOK

The **Review and Book** page will display all relevant information for the user to review before completing the booking.

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

### Review and Book

**Train Itinerary**

One-way

Wednesday, 13 March 2024

London Euston - Manchester Piccadilly

2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO<sub>2</sub>e

Advance Single Class: Standard

Avanti West Coast CB769

[View Alternative Stations](#) [View Train Details](#)

**Estimated Total Cost** £30.90

Base Fare	£40.00
Discounted Fare	£26.40
Senior Railcard savings applied	
Taxes, Fees & Charges	£4.50
Booking Fee	£4.50

**Payment**

Form of Payments \*

Corporate Account

[Add Payment Method](#)

I have read and accepted the rules & restrictions and policies. \*

[Fare Rules and Restrictions](#)

[National Rail Conditions of Travel](#)

[Book and Continue](#)

[Change selections](#)

**Travel Preferences**

**Seat Reservation**

Your journey has mandatory seat reservation. A seat will be reserved for you and your seat number will be confirmed at check-out.

**Seat Preferences**

Positions: Window

Noise Comforts: Quiet

Direction: No Preference

For more information on the **Train Itinerary**, see **View Train Details**.

The **Form of Payments** that will display in the dropdown depend on the agreement between the client, travel agency and Trainline. The **Update Card** option is available only for personal cards when selected from the dropdown.

The **Travel Preferences** section contains the **Seat Reservation** information and **Seat Preferences**, if applicable. No seat preferences are displayed if the seat reservation is not available. The availability of seat reservation depends on the selected route and carrier.

The **Ticket Delivery Preference** section offers two ticket delivery options, if applicable: **eTicket** (free of charge) and **Kiosk** (with a fee). The **eTicket** option is preselected if both options are available. Depending on the selected route, the eTicket might not be offered (for example, if a tube is part of the journey).

**NOTE:** An eTicket must be enabled with Trainline for the client to see this delivery option. Depending on their contract, the client should contact their travel agency or Trainline if they are interested in the eTicket delivery option.

**Ticket Delivery Preference** Select how you would like to receive your ticket.

Delivery Option \*

eTicket (£0.00 fee) ▼

eTicket (£0.00 fee)

Kiosk (£1.50 delivery fee)

After the user confirms the rules and restrictions and clicks **Book and Continue**, they will be redirected to the **Finalize** page.

**FINALIZE**

The **Finalize** page allows a user to add accommodation or rental car. It also provides the user with the overview of their UK Rail (Trainline) booking.

**Finalize** \* Required field

**Trip Overview**  
13 March, 2024

Trip Name \*  
Trip - Manchester  
Character limit: 50 / 17/50

Description  
  
Character limit: 250 / 0/250

Traveler

**Estimated Total Cost** £30.90

Train ▼ £30.90

Rates are quoted in GBP.

[Confirm](#)

[Cancel Trip](#)

**Would you like to book anything else?**

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


**London Euston - Manchester Piccadilly**  
Wednesday, 13 March, 2024  
Confirmation Number: 873260803979 Ticketed ▼


If the user selects the **eTicket** delivery option on the **Review and Book** page, the ticket will become available when they get to the **Finalize** page, accessible when they click the down arrow icon to **Show train details**:


**London Euston - Manchester Piccadilly**  
Wednesday, 13 March, 2024  
Confirmation Number: 873260803979

[Show train details](#)

Ticketed ▼

 **London Euston - Manchester Piccadilly**  
Wednesday, 13 March, 2024  
Confirmation Number: 873260803979


2:13 PM - 4:19 PM Direct 2h 6m  9.83kg CO<sub>2</sub>e

 • Avanti West Coast C87769

Ticket Delivery: eTicket [View Ticket](#)

**Note**  
Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.  
Reserved via: Corporate Account  
[Additional Travel Information](#) ▾

[View Details](#)

Hide train details  
Ticked 


Seats: Car A, 28  
Advance Single  
Class: Standard

**VIEW TICKET**

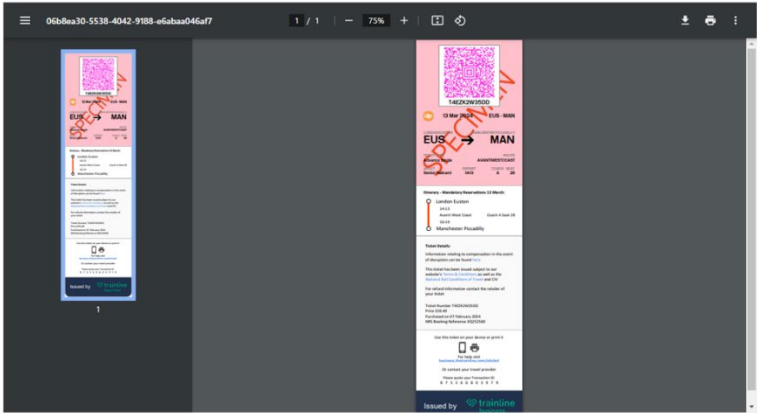
View Tickets

London Euston - Manchester Piccadilly  
13 March, 2024


**Add to mobile**  
Access your ticket from your mobile device.  
Scan the QR code below to add this ticket to your digital wallet app.



**View Ticket**  
[Download icon](#)

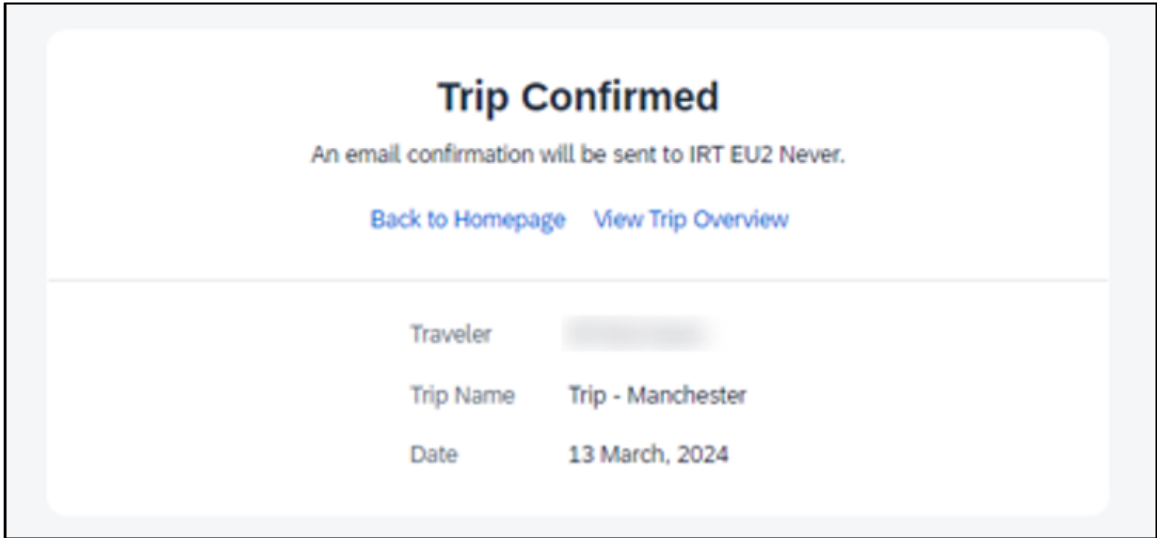
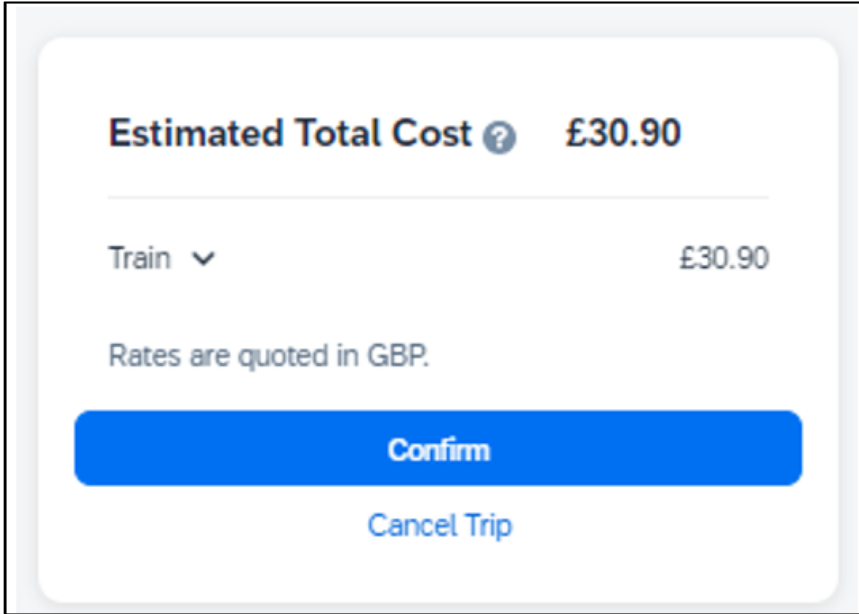


06b8ea30-5538-4042-9f88-e6baa046af7 1 / 1 75% +

Issued by  SAP

**NOTE:** The eTicket issuance might take longer. If the eTicket is not available during the booking process, the email will be sent separately later.

The user clicks **Confirm** to complete the trip and will be redirected to the **Trip Confirmed** page.



The user can open their trip by clicking on **View Trip Overview**.

**VIEW TRIP OVERVIEW**

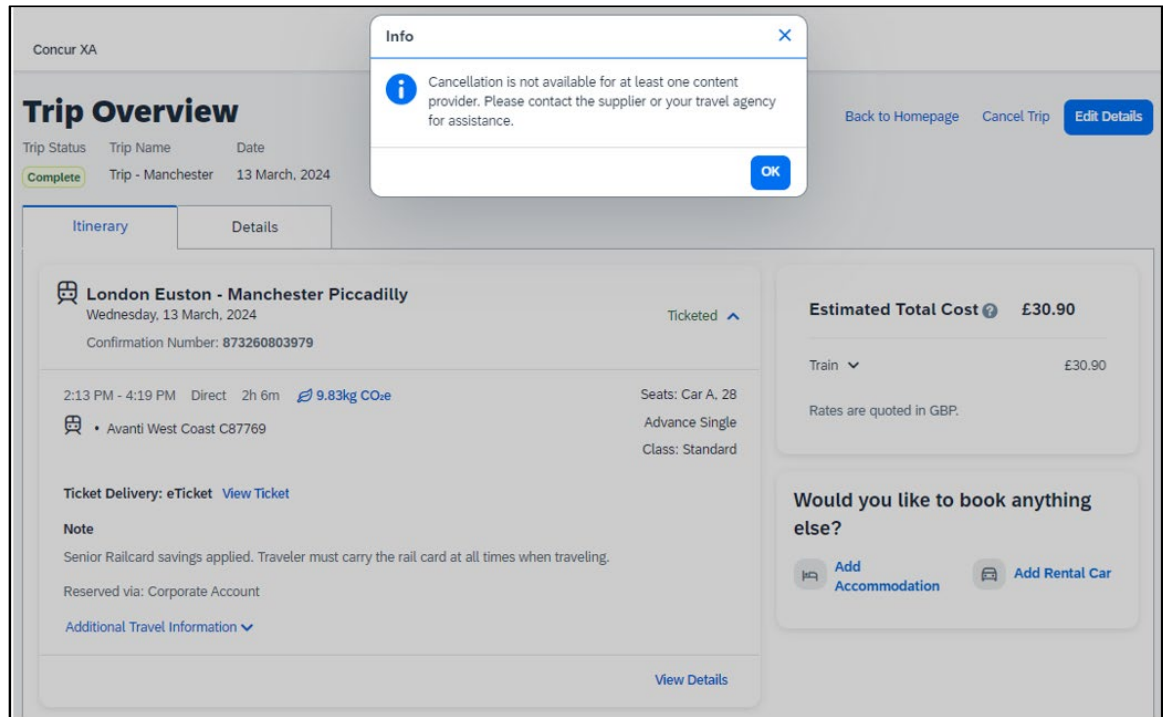
The screenshot shows the 'Trip Overview' interface. At the top right, there are links for 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. Below this, a table lists trip details: 'Complete' status, 'Trip - Manchester' name, and '13 March, 2024' date. Two tabs, 'Itinerary' and 'Details', are visible. The main content area is divided into several sections: 1. Trip Summary: 'London Euston - Manchester Piccadilly' for 'Wednesday, 13 March, 2024', with a 'Ticketed' status and confirmation number '873260803979'. 2. Train Details: '2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO2e' with 'Avanti West Coast C87769' train. It specifies 'Seats: Car A, 28', 'Advance Single', and 'Class: Standard'. 3. Ticket Delivery: 'eTicket' with a 'View Ticket' link. 4. Note: 'Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.' and 'Reserved via: Corporate Account'. 5. Additional Travel Information: A dropdown menu. 6. Estimated Total Cost: '£30.90' for the 'Train' category. 7. Cross-sell: 'Would you like to book anything else?' with options for 'Add Accommodation' and 'Add Rental Car'. 8. Support Contact: A section for contact details, including business and after-hours hours and phone numbers.

If the client's travel agency has a support contact enabled, it will then appear on the itinerary of the Trainline booking.

**CANCEL TRIP**

Cancellation of the Trainline booking is not supported. The user will see the following message when attempting to cancel the Trainline booking:

“Cancellation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance.”



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

No additional steps are required by administrators to support this change.

The enablement process for the UK Rail (Trainline) connector will be described in future release notes.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Book and Approve Request Support (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19 – 28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

From February 19-28, Concur Travel will introduce support for Book then Approve Request for Trainline customers. This integration will be available in the new Concur Travel experience only.

**USER/CUSTOMER BENEFIT**

This functionality will provide a smoother booking process for the customer.

**End-User Experience**

When booking a Trainline trip, the user will be directed to the **Request** header to confirm the trip and submit the request. The request approver can then approve, reject, or send this back.

This functionality to always create a **Request** is based on rules and configurations.

**NOTE:** Currently, if a client has enabled Request Integration and Trainline, they will not be able to enable any other vertical (Flight, Car, or Hotel) in the new Concur Travel experience. This will be corrected in a subsequent release.



This integration for **Request** will only apply to the new Concur Travel experience and Trainline bookings. If this is combined with any other element of Concur Travel (Flight, Car etc.) this function will not apply.

**Configuration for Professional and Standard Travel**

▶ **To enable the Request Booking Switch**

1. Click **Administration > Travel**, then, select **Travel System Admin**.
2. Locate the desired company. In the **Wizard Options** section of the **Travel Configuration** page, select **Enable Travel Request Integration**. This must be selected to use the booking switch feature.
3. Select **Enable Request Booking Switch**.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Configurable Message Boards (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

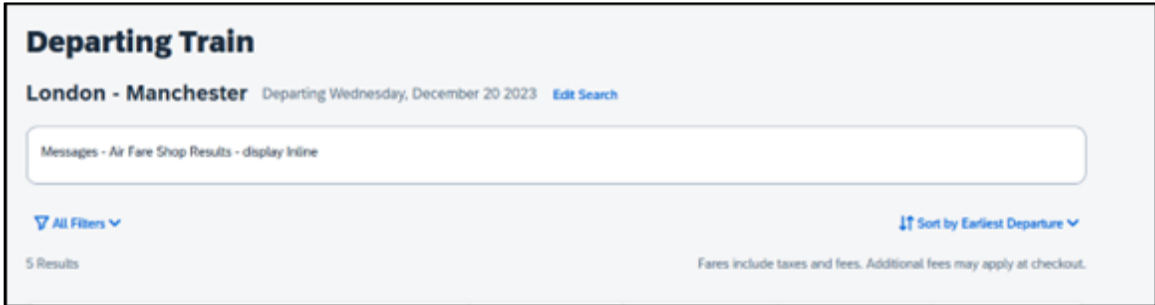
Configurable Message Boards allow clients to influence end user interactions with dynamic, rule based, messaging. The new Concur Travel experience for Trainline will support placement to match the legacy Concur Travel experience.

**USER/CUSTOMER BENEFIT**

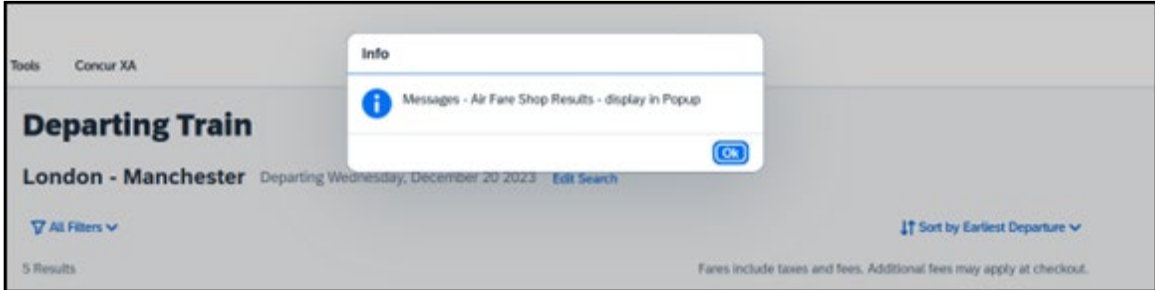
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

**End-User Experience**

Messages will display on the shop page. They can appear inline:



Or in a popup:



### **Configuration for Professional Travel**

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results:**



Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks will be supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule will display to the user.

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**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

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**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Customer Migration (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	February 9, 2024	February 19 – 28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source / Solution Suggestion		
	GDS	
	Direct Connect	Trainline
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation		
	TSGs	Trainline Direct Connect
	Fact Sheets	
	Admin Guides	
	Other	

**Overview**

Concur Travel provides travelers in the UK market with the ability to book trains via Trainline. Trainline plans to decommission their current connection to Concur Travel within the first half of 2024.

SAP Concur will work towards supporting Trainline’s new connection. As part of this effort, SAP Concur plans to enable the new Concur Travel Experience for Trainline existing customers.

**USER/CUSTOMER BENEFIT**

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

- New user interface
- Reduced number of steps to complete the booking.
- Support for eTicket delivery option.

**NOTE:** The availability of eTicket delivery option depends on the selected routing and the carrier. Also, this feature must be enabled by Trainline. Clients interested in seeing the eTicket delivery option for Trainline should contact their travel agency or Trainline, depending on their contract.

**End-User Experience**

The end-user booking workflow will include search, book, and itinerary review. The release introduces a reduced set of features.

**Trainline Migration Differences**

As SAP Concur migrates UK Rail (Trainline) to the new Trainline connection and the new Concur Travel experience, users might see some differences in the behavior compared to the current experience.

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

**⚠ IMPORTANT:** The user’s date of birth is required for the new Trainline connection. The date of birth can be added under the **Passport** section or under the **TSA Secure Flight** section. These sections might be unavailable in the profile or might not be editable for the user. Clients should make sure that the date of birth is present in their users’ profiles or consider giving users a permission to update their profiles with the date of birth, if missing. If the date of birth is missing in the user’s profile, a user will see a user-friendly error message. After the profile is updated, the user may need to wait a while before initiating a new search for Trainline.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	User Permission	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not yet supported.  Users will see a message “Rail booking for a guest is not available at this time” in the Rail search widget when accessing Rail tab as a guest.
Content	Air/Rail Tab Search: Mixed Air/Rail	N/A	UK Rail search results are not available via Air/Rail tab	Air/Rail comparison is not yet supported for the new rail booking experience.  Users must use the Rail tab to search for UK Rail (Trainline) content.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Content	Global distribution system (passive segments/finishing)	Travel Configuration	Global distribution system (GDS) supported for UK Rail: Amadeus, Sabre, Galileo	UK Rail will be unavailable for clients with travel configurations on Apollo and Worldspan
Content	Edition	Company	Standard Edition	UK Rail will be unavailable for clients with Concur Travel Standard edition in the new Rail booking experience.
Rail-specific	Arrive by	Travel Configuration	Search by arrival time	Search by arrival time is not supported for UK Rail in the new Rail booking experience yet. Users will be able to search by departure time for UK Rail.
Rail-specific	Multi-passenger booking	Travel Configuration	"Max Number of companions" feature	"Max Number of companions" feature will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Promotional code	N/A	Promotional code in the search widget	Promotional code will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Custom passive template	Travel System Admin > Passive Template Editor		Custom passive template will not be supported for the new Rail booking experience. Standard passive segments will continue to be supported for UK Rail for Amadeus, Sabre and Galileo.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Profile	Loyalty Card	User Profile		Loyalty Cards will not be supported for UK Rail in the new Rail booking experience.  Users with UK Rail loyalty program in their profile will be able to search and book UK Rail content. Their UK Rail frequent traveler program will not be sent to Trainline with the booking.
Integration	Concur Request	Travel Configuration Request module	Approve then Book flow	"Approve then Book flow" is not yet supported for UK Rail in the new rail booking experience for UK Rail.
Integration	Concur Request	Travel Configuration Request module	Book then Approve flow	"Book then Approve" flow will be supported with limitations.
Travel Policy	Least Cost Logical Fare	Travel Configuration	<b>Enforce LLF based on hybrid</b>	Hybrid LLF will be calculated based on the search window only with initial release. Additional search options triggering calculation based on user's search window not supported yet.
Travel Policy	Least Cost Logical Fare	Travel Configuration	<b>Enforce LLF based on user's chosen fare</b>	Display of additional screen will not yet be supported. Users will see all policy rule violations for delayed LLF on the <b>Review and Book</b> page instead of on a separate screen.

**Changes in behavior**

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Payments	Ghost Card	Travel Administration > Corporate Ghost Cards		Ghost Card payment will not require a security code on the Review and Book page.
Profile	Date of Birth	Profile > International Travel: Passports and Visas Or TSA Secure Flight	Date of birth is required for UK Rail search.	If the date of birth is missing, users will see a message with the request to update their profile before they can continue with their search.
Rail-specific	View More Fares	N/A	"View More Fares" link is not available for the new Rail details booking experience.	Up to four fares will display directly as the initial search results. All remaining available fare options will display upon expanding the itinerary.
Rail-specific	Class selection	Travel Administration > Travel Policy	Class selection is not available in the search widget for the new Rail booking experience	Users will be able to use filters (if applicable) in the search results.
Rail-specific	Search by price/schedule		Search by price/schedule is not available in the search widget for the new Rail booking experience	Users will be able to use filters in the search results in the new Rail booking experience.
Rail-specific	Delivery options	N/A	Delivery options displayed on the Review and Book page	Delivery options supported for UK Rail are limited to eTicket and Kiosk.

**Configuration for Professional Travel**

SAP Concur is planning to migrate existing customers to Trainline's new connection to ensure continuous support of UK Rail in Concur Travel.

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

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**NOTE:** Travel Agencies should be aware that station codes in the passive segments for Trainline do not align with IATA codes. The station codes used for the current connection will also apply for the new Trainline connection.

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**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Least Cost Logical Fare Support (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
X		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source / Solution Suggestion		
	GDS	
	Direct Connect	Trainline
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	Lowest Logical Fare (LLF) / Benchmark Lowest Airfare
	Fact Sheets	
	Admin Guides	
	Other	Travel Services Help

**Overview**

Targeted for February 19-28, Concur Travel will introduce the support of the Least Cost Logical Fare (LLF) for Trainline rail bookings in the new Concur Travel experience.

**User/Customer Benefit**

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options will be highlighted as the best choices for the users to select during the train search.

**End-User Experience**

If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF will also be visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

## Configuration for Professional Travel

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

Please define your Lowest Logical Fare (LLF):

Refundability: Does Not Matter

Has Contract: Does Not Matter

Number of Stops: Does Not Matter

Time Window: Does Not Matter

Airport: Does Not Matter

Run Dedicated LLF Shop:

LLF per fare class of service (New Concur Travel Experience only):

Include Rail: **Yes**

## Limitations

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user's chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare". Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.

- Enforce LLF based on: user's chosen fare

- Show additional LLF screen if: the user's chosen fare is out of policy
- The LLF screen display the user's chosen fare and: the LLF option(s)

- **Enforce LLF based on hybrid:** Initially, Hybrid LLF will be calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer support in the new Concur Travel experience. The icon will always display.

**NOTE:** Travel administrators for configurations where Renfe or Trainline rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Multiple Violation Reasons (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

For bookings of out-of-policy fares, users are required to select a policy violation reason.

**User/Customer Benefit**

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

**End-User Experience**

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface will display a list all the policy rules violated, grouped by the rule action.

The screenshot shows a 'Travel Policy' interface. At the top right is a 'Require Approval' button. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries:

- Require Approval**: Rail fare description contains Single. Below it is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is a 'Comments' section with a text box containing 'Add comments'.
- Notify Manager**: Trip duration greater than or equal to 1 days. Below it is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is a 'Comments' section with a text box containing 'Add comments'.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.

The screenshot shows a configuration checkbox that is checked, with the label 'Allow Multiple Violation Reason Codes'.

**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Support for Multiple Rail Connectors (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Concur Travel offers multiple rail connectors. Targeted for release between February 19-28, support will be added for any rail connectors offered by Concur Travel to be enabled with Trainline.

**USER/CUSTOMER BENEFIT**

This change will provide administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

**End-User Experience**

End users will be able to book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user will not be necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. This limitation will be removed with a future release.

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Train Options Turned Down (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 9, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

**USER/CUSTOMER BENEFIT**

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They will allow for the visibility of available fares not chosen when creating out-of-policy bookings.

### **End-User Experience**

When booking out-of-policy, a list of **Train Options Turned Down** will display. This list will be available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** will be available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list will be a declined LLF. The other list items will be the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** will display only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down will display. The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

### **Configuration for Professional Travel**

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

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**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

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**\*\*Planned Changes\*\* Orphaned Trip Handling Changes for Trainline (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
		<b>Other:</b> Refer to the release note below	
<b>Does not apply to this edition</b>			
<b>Source</b>			
	GDS	Trainline Direct Connect	
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs	Trainline Direct Connect	
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help, Travel Services Help	

**Overview**

Previously, for orphaned trips containing Trainline, Concur Travel neither auto-cancelled nor auto-finalized the trip. Targeted for February 19-28, Concur Travel will begin to auto-finalize the trips containing Trainline, similar to what currently happens with Renfe trips.

**USER/CUSTOMER BENEFIT**

If a trip is not cancelled nor finalized, the necessary changes required for trip fulfillment are not included in the trip (for example, to ticket a flight, such information would be required).



## **End-User Experience**

When the user abandons the trip on the **Finalize** page:

- The trip is auto-finalized after four hours.
- A warning email is sent at that time, informing the user that the trip was sent through finishing. The email presents the following information: "The following trip was not completed in Concur Travel. Concur has automatically sent your trip through finishing to ensure your travel agency can fulfill your reservation. Your agency has also been notified about this and may be contacting you to obtain any un-captured trip information, such as policy violation justification or questions asked for each trip (custom trip fields). Your agency may charge additional fees for this. To prevent this from occurring in the future, please be sure to complete your reservation in Concur Travel – you can tell you have completed your booking when you see "Finished!" at the top of the page during the booking process."
- For trips containing bookings made solely in the new Concur Travel experience, users will be redirected to the **Finalize** page where they can update the trip with new trip name, description, custom fields, and itinerary level policy. They can click **Confirm** to finalize the trip again with the additional details.

The differences in behavior compared to trips containing legacy Concur Travel bookings include:

- If the user opens a trip in SAP Concur, the new Concur Travel **Finalize** page is displayed (as for an orphaned trip), because the user can update the trip with a new trip name, description, custom fields, itinerary level policy and send it through to finishing once again.
- If approval is required (Request to be created), the user is not prevented from proceeding with these steps.

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

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

**\*\*Planned Changes\*\* New Concur Travel Experience: Trainline  
 New Supported Rules (Professional Edition Only) (Feb 19-28)**

Information First Published		Information Last Modified		Feature Target Release Date	
January 2024		February 9, 2024		Feb 19-28, 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
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		Travel Services Help			

**Overview**

Targeted for February 19-28, new rules will be supported for Trainline to match the legacy Concur Travel experience. This will require Trainline clients to update their rule class setup.

**USER/CUSTOMER BENEFIT**

To provide a more effective and consistent user experience, the Trainline rules will be updated for the new Concur Travel experience.

**End-User Experience**

The following rules are supported for Trainline in the new Concur Travel experience.

**FLIGHT**

- Flight Number [condition] [FlightNumber]
- Flight Number is in the list of [FlightNumber]
- Air Fare is [condition] [currency][money]
- Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]

- Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
- Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
- Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
- Air Base Fare is [condition] [currency][money]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]
- Any leg departure City is [CityCodeList]
- Any leg departure City is not [CityCodeList]
- Any leg arrival City is [CityCodeList]
- Any leg arrival City is not [CityCodeList]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- Flights connect through airport/city [CityCodeList]
- No flights connect through airport/city [CityCodeList]
- Flight departure or arrival city is [CityCodeList]
- Neither departure nor arrival city is [CityCodeList]
- Flight is between airports [CityCodeList1] and [CityCodeList2]
- Flight is not between airports [CityCodeList1] and [CityCodeList2]
- Flight departure date is [condition] [Date]
- Flight arrival date is [condition] [Date]
- Flight depart time is [condition] [Time]
- Flight arrival time is [condition] [Time]
- Flight depart time is between [Time1] and [Time2]
- Flight arrival time is between [Time1] and [Time2]
- Flight depart time is not between [Time1] and [Time2]
- Flight arrival time is not between [Time1] and [Time2]
- Flight departure date/time is [condition] [Date] at [Time]
- Flight arrival date/time is [condition] [Date] at [Time]
- Flight departure date/time on [leg] leg [condition] [Date] at [Time]
- Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
- Flight departs on [DayOfWeekCodes]
- Flight does not depart on [DayOfWeekCodes]

- Flight is refundable
- Flight is not refundable
- Carrier is not preferred
- Carrier is preferred
- Marketing airline is in [CarrierList]
- Marketing airline is not in [CarrierList]
- Operating airline is in [CarrierList]
- Operating airline is not in [CarrierList]
- Any segment carried by [CarrierList]
- Any segment not carried by [CarrierList]
- Any flight is in region [Region]
- Any flight is not in region [Region]
- All Flights are within the region: [Region]
- All Flights are within the region: Africa
- All Flights are within the region: Asia
- All Flights are within the region: Australia
- All Flights are within the region: Europe + UK
- All Flights are within the region: South America
- All Flights are within the region: North America
- Flight Departure Country/Region is [CountryList]
- Flight Arrival Country/Region is [CountryList]
- Flight connects in country/region [CountryList]
- No flights connect in country/region [CountryList]
- All Flights are within the country/region: [CountryList]
- No Flights are within the country/region: [CountryList]
- Any flight is in country/region [CountryList]
- Any flight not within the country/region [CountryList]
- Flight departs from or arrives at an alternate airport in the region
- User requested Area Airports and flights do not depart from/return to the same airport
- Flight departs from or arrives at the user's chosen airport
- Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
- The least cost logical airfare uses alternate airports
- The least cost logical airfare uses the user's chosen airport
- Flight uses [prefAlt] airport and airport is one of [CityCodeList]

- Flight is booked less than [DaysAdvance] days in advance
- Flight is booked less than [HoursAdvance] hours in advance
- Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExcLayovers] layovers
- Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExcLayovers] layovers
- Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExcLayovers] layovers
- Flight duration of all flights in a segment (including layovers) is [condition] [Duration] minutes
- Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
- Flight duration for any single flight is [condition] [Duration] minutes
- Fare is from the Reservation System
- Fare is not from the Reservation System
- Fare uses class of service not in [ClassList]
- Fare uses cabin class not in list [CabinList]
- Search results contain one or more of these vendors: [VendorList]
- Search results contain none of these vendors: [VendorList]
- Results contain preferred vendors
- Results do not contain preferred vendors
- Trip duration [condition] [DaysLong] days
- Time spent at destination is [condition] [DaysLong] days
- Flight Number of stops is [condition] [Numstops]
- The least cost logical airfare is on one of [CarrierList]
- The least cost logical airfare is not on one of [CarrierList]
- Layover duration on any segment is [condition] [minutes] minutes
- Number of stops in the least cost logical fare is [condition] [numStops] stops
- Number of stops is [condition] the number of stops in the least cost logical fare
- Contains flights in cabin lower than that requested
- Booking source is [Source]
- Booking source is not [Source]

## **RAIL**

- Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
- Rail is [PreferredList]
- Rail is not [PreferredList]
- Trip duration [condition] [DaysLong] days
- Rail fare description contains [DescriptionList]
- Train is from source [Vendor] and Operating Carrier in [CarrierList]
- Train is from source [Vendor] and train type in [TrainTypeList]

## **VIEW MORE FARES**

These rules are applied during the initial search.

- \* Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- \* Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- \* Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
- \* Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- User requested Area Airports and flights do not depart from/return to the same airport
- Airline is [CarrierList] and brand name is [BrandedFareNameList]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]

## **CLASS OF SERVICE GROUP (UNIQUE FROM FLIGHT GROUP)**

- Cabin classes allowed: [CabinClasses]
- Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers
- Waitlist cabin(s) are available and allowed

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

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.



For more information on UK Rail (Trainline), refer to February release updates to the *Travel Services Help*. To locate, go to the SAP Help Portal and select the Travel Service Help listed under the *Implement > Administration* section.

**\*\*Planned Changes\*\* New Concur Travel Experience: Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	February 23, 2024	February 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS	Applies to all GDSs	
	Direct Connect	Applies to all Direct Connects	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs	Trainline Direct Connect	
	Fact Sheets		
	Admin Guides		
	Other		

**Overview**

**NOTE:** Updates to this planned change will be included in the Final release notes.

In the current Concur Travel booking experience and in cases where a trip is booked using current and new booking experiences together (“mixed trips”), if **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take an action on the trip by the approval deadline, the trip is:

- auto finalized, allowing for trip fulfilment for certain booking sources where bookings are not fully refundable or cancellation isn’t possible (for example, Travelfusion bookings).
- neither auto-cancelled nor auto-finalized, where the trip is left unactioned in Concur Travel (Trainline bookings only).
- auto cancelled, for certain booking sources where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

**Targeted for February 19-28**, for trips booked entirely on the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel will check all bookings on the trip for cancel / refund ability, regardless of booking source.

If **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- auto cancelled, for all bookings that are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).
- auto finalized, allowing for trip fulfilment for trips with at least one non-cancelable or not fully refundable booking or where cancellation isn't possible (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel).

For mixed trips containing Trainline as a booking source. Concur Travel will auto finalize the trip, allowing for trip fulfilment as this content cannot yet be cancelled in Concur Travel. Otherwise, mixed trip behavior is unchanged.

For trips booked entirely on the new Concur Travel Experience and for mixed trips, Concur Travel will continue to respect the auto cancel settings "Allow Auto Cancel of trips that require approval", "Allow Auto Cancel of air/rail trips that are rejected" and "Allow immediate Cancel of Non-air/rail trips that are rejected". When set to not allow auto-cancellation, Concur Travel will not auto-cancel nor auto-finalize the trip. When set to allow auto-cancellation, Concur Travel will no longer leave trips in an un-actioned state and will be auto-finalizing more trips due to improved awareness around ability to cancel and refund.

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

To provide a more effective and consistent user experience, the Trainline rules will be updated for the new Concur Travel experience. The existing limitation will be removed.

#### **End-User Experience**

Refer to the screenshots for the End-user Experience in the **\*\*Planned Changes\*\*** *New Concur Travel Experience: Standalone Approval Enhancement (Professional Edition Only)* release note in this document.

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

No additional steps are required by administrators to support this change.



## Travel Operations / Technical Essentials

### \*\*Planned Changes\*\* Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates

Information First Published		Information Last Modified		Feature Target Release Date	
January 12, 2024		February 23, 2024		April 2024 (Sabre) TBD 2024 (all other GDSs)	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
X	X	<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)			
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X		<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
Source / Solution Suggestion					
GDS		Sabre, Amadeus, Apollo, Worldspan, Travelport+ (Galileo)			
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 GDS systems are changing how credit cards are managed in Passenger Name Records (PNRs), resulting in several changes needed within Concur Travel. One of the GDS-imposed changes is the anonymization and removal of credit card data in all areas of the PNR except for the designated **Form of Payment** (FOP) field or FOP Wallet. In preparation for this change, Concur Travel will be decommissioning **Profile and PNR Finishing Template** datapoints for credit card numbers and expiration dates.

#### SABRE

- Profile Templates are not applicable to Sabre customers. Concur Travel securely synchronizes credit card data from the SAP Concur profile to Sabre Profiles using Sabre Web Services today.

- Concur Travel will be migrating to Sabre's Enhanced Form of Payment (FOP Wallet) and will be adding the traveler-selected form of payment for each booking type to the FOP Wallet (\*FOP) along with the applicable Use Type code. Refer to the *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* release note in this document for more information.
- Concur Travel will be decommissioning Sabre **PNR Finishing Template** datapoints for credit card numbers and expiration dates following the release of Sabre Enhanced FOP (FOP Wallet).

#### **AMADEUS AND TRAVELPORT**

- Concur Travel will continue to transmit the user-selected credit card to the compliant form of payment field already in place in the PNR today.
- Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **Profile Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
- Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **PNR Finishing Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
- Concur Travel strongly recommends using the Travel Profile API for synchronizing Concur profile data with your GDS profiles. For more information, refer to the *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](#).
- SAP Concur is working closely with our GDS partners to ensure Concur Travel is utilizing the latest and most secure credit card processing for travel reservations.

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⚠ Due to the highly customizable nature of PNR Finishing Templates, Concur Travel can only provide general guidance for making updates and cannot ensure that finishing will run successfully if these datapoints are not removed before their retirement.

---

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

SAP Concur sees this as one of the first of many industry-wide efforts to better secure sensitive user data, creating higher confidence in the travel purchasing process and reducing financial risk for users and companies alike.

SAP Concur is recommending that customers and TMCs work together to identify any scenarios where the Profile or PNR Finishing templates are used to transmit credit card data to the GDS systems in non-compliant fields of the GDS profile and/or PNR. Customers who need credit card data transmitted to the IUR/A.I.R./MIR file for back-office processing will need to seek a mid-office solution to address their needs.

## **End-User Experience**

The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

### **PROFILE TEMPLATE DATAPPOINT EXAMPLES**

The following is a list of profile template datapoints which include credit card numbers or expiration dates; this list may not be comprehensive. TMCs and customers should review their Profile Templates. If templates are using one of the credit card elements, these should be removed:

- Air\_credit\_card\_number car\_credit\_card\_number
- ghost\_air\_credit\_card\_number
- ghost\_car\_credit\_card\_number
- ghost\_hotel\_credit\_card\_number
- hotel\_credit\_card\_number
- personal\_air\_credit\_card\_number
- personal\_car\_credit\_card\_number
- personal\_hotel\_credit\_card\_number
- car\_expiration\_date
- ghost\_air\_expiration\_date
- ghost\_car\_expiration\_date
- ghost\_card\_expiration
- ghost\_card\_number
- ghost\_hotel\_expiration\_date
- hotel\_expiration\_date
- personal\_air\_expiration\_date
- personal\_car\_expiration\_date
- personal\_hotel\_expiration\_date
- ycal\_ghost\_card\_expiration
- ycal\_ghost\_card\_number

Example of a Profile Template line configured to transmit a credit card number:

### Profile Template Editor

Company: TMC Training Agency Site EU (50000607) Profile Template: Amadeus Default / Clone Reservation System: Amadeus Help Back To Listing

Line Definitions   Lookup Tables   Template Configuration   Testing Tools   Publishing

Z1	Last_Name	\\ 1	
Z1	First_Name	PREFIX_NAME \\ \\ \\ ID Travel_Name_Remark	
101	PI CO	Passport_Nationality \ Passport_Number \ Passport_Date_Issued \ Passport_Expiration \ PASSPORT_PLACE_ISSUED_COUNTRY	
3041	AIR TRAVEL_COMPANY_CODE	\ air_account_number ++airprogram	Count: 24
10241	HOME_ADDR1	// HOME_ADDR2	
10341	HOME_CITY	, HOME_ZIP HOME_COUNTRY	
20041	\ PAR	WORK_PHONE	
20241	\ PAR	ASST_WORK_PHONE ASST PHONE	
20241	\ M	CELL_PHONE_NUMBER	
20341	\ EMERGENCY	EMERGENCY_CONTACT_NAME // EMERGENCY_CONTACT_PHONE	
20841	\	EMAIL1	
21041	\ CC	AIR_CREDIT_CARD_TYPE AIR_CREDIT_CARD_NUMBER AIR_EXPIRATION_DATE	
21241	\ AF	AIR_DISCOUNT_PROGRAM_NUMBER	

### PNR FINISHING TEMPLATE EXAMPLES

TMCs or customers should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed.

**Credit Card Finishing Template Datapoints:**

```


Element:
-----
CreditCards
  AIR_CREDIT_CARD_TYPE
  AIR_CREDIT_CARD_NUMBER
  AIR_EXPIRATION_DATE
  AIR_NAME_ON_CARD
  AIR_CREDIT_CARD_NAME
  RAIL_CREDIT_CARD_TYPE
  RAIL_CREDIT_CARD_NUMBER
  RAIL_EXPIRATION_DATE
  RAIL_NAME_ON_CARD
  RAIL_CREDIT_CARD_NAME
  CAR_CREDIT_CARD_TYPE
  CAR_CREDIT_CARD_NUMBER
  CAR_EXPIRATION_DATE
  CAR_NAME_ON_CARD
  CAR_CREDIT_CARD_NAME
  HOTEL_CREDIT_CARD_TYPE
  HOTEL_CREDIT_CARD_NUMBER
  HOTEL_EXPIRATION_DATE
  HOTEL_NAME_ON_CARD
  HOTEL_CREDIT_CARD_NAME
AffinityPrograms
Trip
  TRIP_NAME
    
```

Customers using Conferma Pay for hotel virtual cards should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed:

- Virtual\_Hotel\_Credit\_Card\_Number
- Virtual\_Hotel\_Expiration\_Date

**Configuration for Professional and Standard Travel**

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

 Please refer to the following resources to help you prepare further:

- ◆ Sabre SAN 16331 - Payment Card Anonymization & Removal in PNR Fields.
- ◆ Amadeus Notification – PNR Core Product: Warning at end of transaction (EOT) time when a credit card is detected in an inappropriate PNR element

- ◆ The **\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)** release note in this document.
- ◆ The **Travel Profile v2 API** documentation in the [SAP Concur Developer Center](#).

**\*\*Planned Changes\*\* Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	February 23, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Concur Travel is removing the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** configuration setting from **Travel Configurations**. Any credit card data that is currently stored in these fields will be removed.

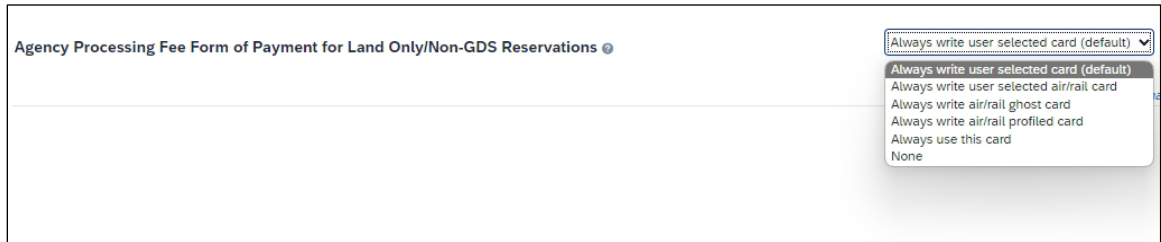
**USER/CUSTOMER BENEFIT**

The GDS are making changes to the way credit cards are entered into the Passenger Name Record (PNR), resulting in several changes needed within Concur Travel. Form of payment (FOP) will need to be written in a specific format, depending on its use. This means that all FOP features require updating and reformatting. Based on these changes, SAP Concur is recommending that customers and TMCs work together on how to manage TMC service fees outside of the booking process. One benefit to this change is the avoidance of PNR template updates for a process that has no impact to the online booking process.

### End-User Experience

The previous setting will be removed from the **Travel Configurations** page and will no longer be visible. Configurations using the following options will have the setting automatically changed to **Always write user selected card (default)**:

- **Always write user selected air/rail card**
- **Always write air/rail ghost card**
- **Always write air/rail profiled card**
- **Always use this card**
- **None**



**NOTE:** Depending on the customer configuration settings, the user-selected FOP will be added to Amadeus, Worldspan, and Travelport+ PNRs. For Sabre bookings, see the **\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)** in this document for Sabre specific FOP handling.

### Configuration for Professional Travel

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

**\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	February 23, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Sabre is decommissioning their legacy **5-Remarks Form of Payment Field** (5-\*VI444333322221111¥05/26) as of Q3 2024. All Sabre customers are required to migrate to Sabre’s Enhanced Form of Payment also known as **FOP Wallet (\*FOP)**. For compliance, Sabre is also anonymizing and removing credit card data from all non-compliant fields in the PNR. They are rolling this anonymization and removal process out in phases, with the final phase to be completed by June 2024. This change will also require a new process for sending credit card data to back-office systems.

Please refer to the following Sabre SAN messages for more details:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

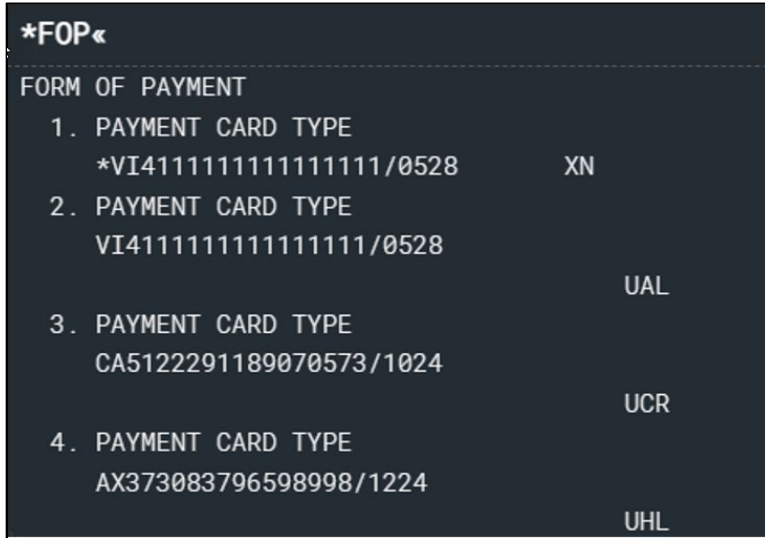


**USER/CUSTOMER BENEFIT**

Concur Travel will add the traveler-selected form of payment chosen at the time of booking for every reservation type (Flight, Car, Hotel, and Rail) to the FOP Wallet in the Sabre PNR along with the appropriate Use Type code. (for example, UAL=Air, UCR=CAR, UHL=Hotel, and URL=Rail)

**End-User Experience**

Example: FOP Wallet



**Configuration for Professional and Standard Travel**

This feature requires a form of payment to be selected on the **Review and Reserve** page for every reservation type in order to be added to the Sabre FOP Wallet.

For more information on setting FOP requirements, refer to the *Form of Payment Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Sabre customers must self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR.

---

 Once the TJR setting is activated, it cannot be deactivated.

---

The form of payment updates will automatically be enabled by default in Concur Travel. If a Sabre customer has not yet activated the FOP Wallet, then Concur Travel will automatically revert to the legacy FOP field prior to Sabre’s activation deadline.

 For more information, refer to the *Form of Payment Travel Service Guide*.

 Refer to the following Sabre SAN notifications:

- ◆ SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- ◆ SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- ◆ SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- ◆ SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

**\*\*Planned Changes\*\* New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking**

Information First Published	Information Last Modified	Feature Target Release Date
November 3, 2023	January 12, 2024	June 30, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

SAP Concur plans to add Price Quote (PQ) modifiers into the new Concur Travel experience process for accuracy purposes.

**USER/CUSTOMER BENEFIT**

This change will be implemented to enhance accuracy and reduce price jump situations such that the stored price always matches the price offered in the shopping response.

### **End-User Experience**

When storing the price quote, the following qualifiers will be added:

- **XO** (forced passenger type to avoid shifting to ADT when not using ADT),
- **P** (passenger type),
- **A** (validating carrier) and
- **ZZ** (fare basis)

In addition, SAP Concur will change the SNAP code qualifier from I to AC\*.

#### **New Pricing Command Line:**

```
WPAC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥RY/CA  
¥AUAY¥PADT¥XO¥RQ
```

#### **New PQ Line:**

```
PQ 1  
AC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥AUAY¥PADT¥XO¥RQ
```

Current PQ line:

```
WPIGLD03¥S1*BRMAINCABIN¥S2*BRMAINCABIN¥RQ
```

### **Configuration for Professional Travel**

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

# Client Notifications

---

## Accessibility

### Accessibility Updates

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

### Gender Diversity Planned Features and Changes

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

## 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.

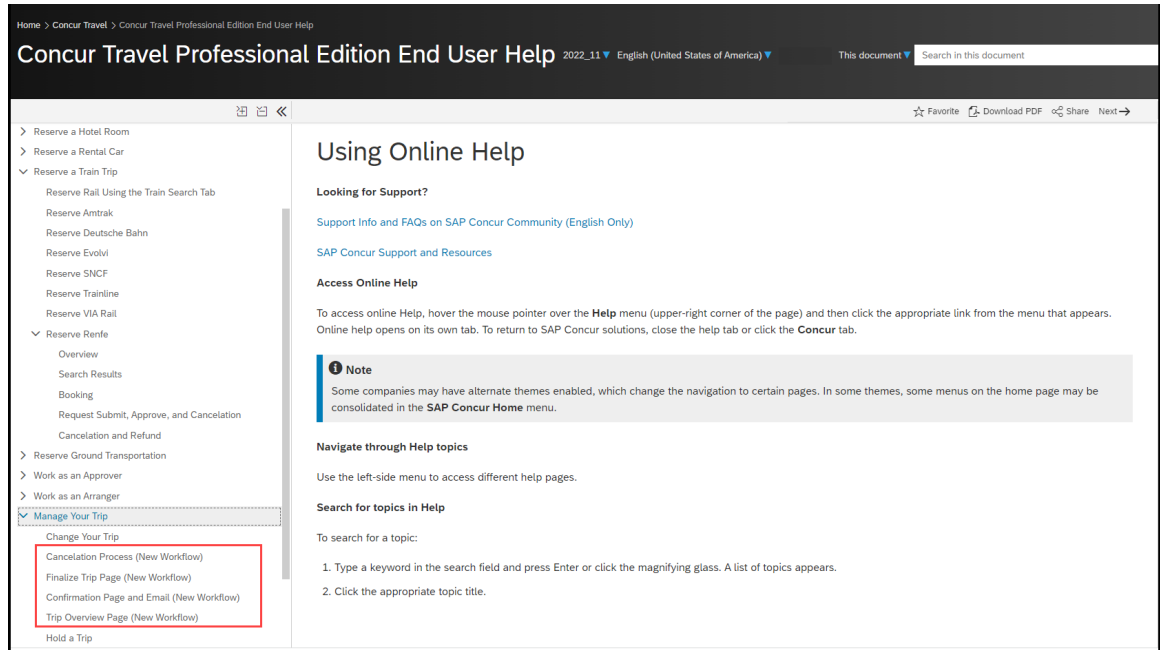
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

#### 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](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

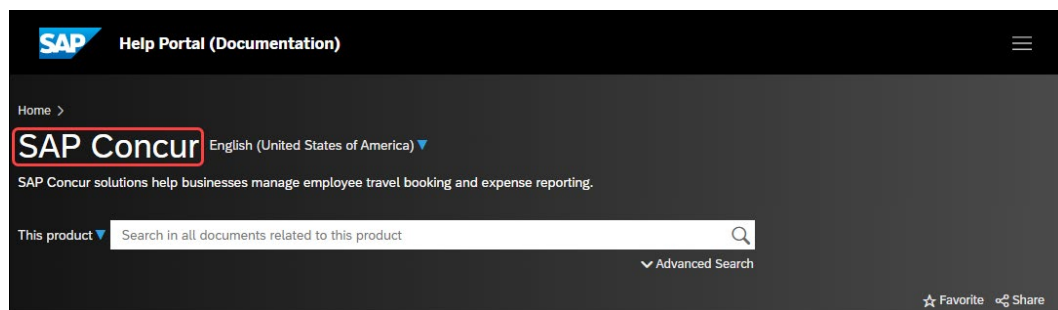
# Additional Release Notes and Other Technical Documentation

---

## Online Help

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.

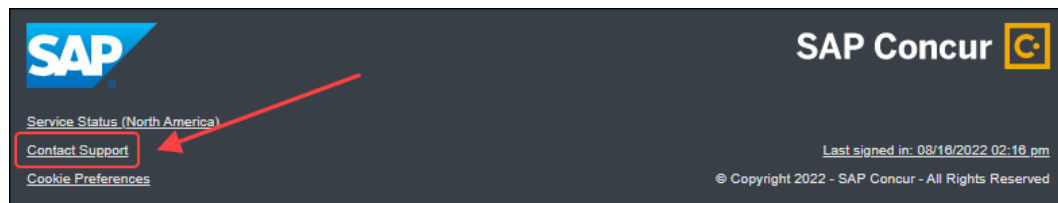
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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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<p><b>SAP Concur Release Notes</b></p> <p><b>Concur Travel</b></p> <p>Concur Professional/Premium <b>and</b> Concur Standard</p>	
<b>Month</b>	<b>Audience</b>
Release Date: March 23, 2024 Initial post: Friday, March 22	SAP Concur Client <b>FINAL</b>

**\*\* FINAL \*\***

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium **and** Concur Standard.

Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard.

# Contents

**Release Notes ..... 1**

**Administration ..... 1**

        New Concur Travel Experience: Concur Travel and Request Integration Book Then Approve Support (Professional Edition Only) (Mar 22)..... 1

        New Concur Travel Experience: Out-of-Policy Popup on Shop Pages (Professional Edition Only) (Mar 22)..... 5

        New Concur Travel Experience: Travel Policy Updates on Review & Book and Finalize Pages (Professional Edition Only) (Mar 22) ..... 7

**Car ..... 9**

        New Concur Travel Experience: Sixt and Hertz Direct Connect via Car Connector Available in Eligible Markets (Professional Edition Only) (Mar 22) ..... 9

        New Concur Travel Experience: Redesign of Car Search Results Page (Professional Edition Only) (Mar 22) ..... 12

**Flight..... 15**

        Concur Travel Experience: Updated Details of Taxes, Fees and Charges (Professional Edition Only) (Mar 22) ..... 15

New Concur Travel Experience: Display Possible Ticketing Fees Information on Review and Book (Professional Edition Only) (Mar 22)	17
New Concur Travel Experience: Mixed Brand Offers and Product Selection (Professional Edition Only) (Mar 22)	19
New Concur Travel Experience: Update to Round Trip Pricing (Professional Edition Only) (Mar 22)	21
New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only) (Mar 22)	22
<b>Hotel</b>	<b>25</b>
New Concur Travel Experience: Hotel Enhancements on Shop Pages (professional Edition Only) (Mar 22)	25
New Concur Travel Experience: Support for Per Diems (Professional Edition Only) (Mar 22)	29
<b>Hotel, Rail</b>	<b>33</b>
**Ongoing** New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)	33
<b>Miscellaneous</b>	<b>35</b>
Profile Enhancement for Gender Inclusivity (Mar 22)	35
Zip Code Updates for Credit Card Form of Payment in Traveler Profile (Mar 22)	40
New Concur Travel Experience: Send Itinerary by Email (Professional Edition Only) (Mar 22)	41
New Concur Travel Experience: Improved Translations for Airport Names (Professional Edition Only) (Mar 22)	46
New Concur Travel Experience: Meeting Match Redirect to Meeting During Booking Workflow (Professional Edition Only) (Mar 22)	47
New Concur Travel Experience: Conflict Detection (Professional Edition Only) (Mar 22)	50
**Ongoing** New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)	51
**Ongoing** New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only) (March 26)	56
**Ongoing** New Concur Travel Experience: Trip History (Professional Edition Only)	58
**Ongoing** New Concur Travel Experience: Skip Search Action (Professional Edition Only)	63
**Ongoing** New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)	65
<b>Rail</b>	<b>66</b>
New Concur Travel Experience: Renfe - Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)	66
New Concur Travel Experience: Trainline - Book and Approve Request Support (Professional Edition Only) (Feb 19-28)	66
Orphaned Trip Handling Changes for Trainline (Feb 19-28)	67

New Concur Travel Experience: Trainline New Supported Rules (Professional Edition Only) (Feb 19 -28) .....	69
Trainline Decommission for Apollo and Worldspan Configurations (Feb 29) .....	74
New Concur Travel Experience: Trainline - Train Options Turned Down (Professional Edition Only) (Feb 19-28).....	76
New Concur Travel Experience: Trainline - Configurable Message Boards (Professional Edition Only) (Feb 19-28).....	77
New Concur Travel Experience: Trainline - Support for Multiple Rail Connectors (Professional Edition Only) (Feb 19-28).....	79
New Concur Travel Experience: Trainline - Multiple Violation Reasons (Professional Edition Only) (Feb 19-28).....	80
New Concur Travel Experience: Trainline - Least Cost Logical Fare Support (Professional Edition Only) (Feb 19-28).....	82
New Concur Travel Experience: Trainline - Customer Migration (Professional Edition Only) (Feb 19-28) .....	84
<b>Planned Changes.....</b>	<b>90</b>
<b>Administration .....</b>	<b>90</b>
**Ongoing Changes** New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only) .....	90
<b>Flight.....</b>	<b>93</b>
**Planned Changes** New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only) .....	93
<b>Hotel .....</b>	<b>94</b>
**Planned Changes** New CSL Segment Format for Sabre Hotels (Mar 26) .....	94
**Planned Changes** New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only) .....	96
<b>Miscellaneous.....</b>	<b>99</b>
**Planned Changes** New Fields Available in Online Order Form.....	99
**Planned Changes** Travel Profile API 2.0 Gender Diversity Support .....	101
**Planned Changes** Decommission of Two-Manager Approval Setting (Professional Edition Only) .....	102
<b>Rail.....</b>	<b>104</b>
**Planned Changes** New Concur Travel Experience: CO2 Emissions Display (Professional Edition Only) .....	104
**Planned Changes** New Concur Travel Experience: Renfe - Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (April 8-10)....	105
**Planned Changes** New Concur Travel Experience: Renfe – Allow/Display Message Support (Professional Edition Only)(April 8-10) .....	112
**Planned Changes** New Concur Travel Experience: Renfe - Changes to Approval Deadline Logic (Professional Edition Only)(April 8-10).....	114

**Planned Changes** New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only) (April 8-10)	116
**Planned Changes** New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only) (April 8-10)	118
**Planned Changes** New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only) (April 8-10)	120
**Planned Changes** New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only) (April 8-10)	122
**Planned Changes** New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only) (April 8-10)	128
**Planned Changes** New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only) (April 8-10)	129
**Planned Changes** New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Emails (Professional Edition Only) (April 8-10)	131
**Planned Changes** New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only)	136
<b>Travel Operations / Technical Essentials</b>	<b>146</b>
**Planned Changes** New Concur Travel Experience: Sabre Car Enhancements – Additional Elements (Professional Edition Only)	146
**Planned Changes** Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates	148
**Planned Changes** Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting	153
**Planned Changes** Sabre Enhanced Form of Payment (FOP Wallet)	155
**Planned Changes** New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking	157
<b>Client Notifications</b>	<b>159</b>
<b>Accessibility</b>	<b>159</b>
Accessibility Updates	159
Gender Diversity Planned Features and Changes	159
<b>Documentation for New Concur Travel Experience</b>	<b>159</b>
Online Help Updates in the SAP Help Portal	159
<b>In-Product User Assistance</b>	<b>160</b>
Client Customized Content	160
<b>Subprocessors</b>	<b>161</b>
SAP Concur Non-Affiliated Subprocessors	161
<b>Supported Browsers</b>	<b>161</b>
Supported Browsers and Changes to Support	161

**Additional Release Notes and Other Technical Documentation ..... 162**  
**Online Help .....162**  
**SAP Concur Support Portal – Selected Users .....162**

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# Release Notes

## Administration

### New Concur Travel Experience: Concur Travel and Request Integration Book Then Approve Support (Professional Edition Only) (Mar 22)

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

### Overview

There are different integration process flows available between Concur Request and Concur Travel. One of the existing workflows in legacy Concur Travel is the integrated "Travel-to-Request Book then Approve": The user begins by booking their trip in Concur Travel, the system then places reservations on hold that require ticketing where possible (for example, non-direct ticketing GDS air, SNCF French rail reservations), and then the reserved travel segments populate the segments area of an automatically created request.

There are two setup options for the creation of a request based on a Concur Travel booking:

- Always create Request (for every booking)
- Create Request based on rules (only for bookings that require approval per travel policy setup)

In this release, this functionality will be supported for all verticals in the new Concur Travel experience.

---

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

---

To support feature parity with the legacy Concur Travel experience, the following enhancements will be made:

- Require Passive approval rules will behave as Active Approval rule for Request: If a Concur Request was created for a Require Passive approval rule violation and the approval deadline has passed, Concur Travel will not confirm the trip if the Request approver has not taken action. Instead, the trip will be sent for cancellation.
- When Concur Travel sends a trip for cancelation, the trip may or may not be cancelable. When the trip is not cancelable, Concur Travel will instead auto-complete the trip.
- Booking Switch, when enabled, will be evaluated at the Concur Travel Home page and in the Edit search or Search again pages.

---

**NOTE:** For Renfe Rail customers, Booking Switch will be available with the release of user interface enhancements during April 8-10.

---

Limitations:

- Enforce Online/Offline will not be supported. The user will be re-directed to the legacy Concur Travel experience. If legacy Concur Travel does not support the vendor, the workflow will not work (for example, Trainline). Clients are requested to not configure this feature, if a return to the legacy Concur Travel experience is not possible.
- Approve then Book will not be supported. The user will be re-directed to the legacy Concur Travel experience where possible.
- Offline PNR update support is limited to the support in new Concur Travel experience.

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

Customers will be able to book Concur Travel with associated, actionable Concur Requests.



**End-User Experience**

**Example: Traveler Experience**

**Test trainline edit - TVR-22999 \$899.32**

Not Submitted | Request ID: 3DPL | Required approval date: 02/14/2024 6:07 AM

**EXPECTED EXPENSES**

Alerts	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>	Train Ticket (Self Booked)	Manchester Piccadilly, UNITED KINGDOM - Liverpool Lime Street, UNITED KINGDOM	02/15/2024	£36.00	\$45.36
<input type="checkbox"/>	Hotel Reservation (Self Booked)		02/15/2024	\$853.96	\$853.96
				<b>\$899.32</b>	Foreign currency converted

**Trip Overview**

Manchester Piccadilly - Liverpool Lime Street

Thursday, February 15, 2024

Confirmation Number: 146488457464

6:07 AM - 7:01 AM Direct 54m 1.93kg CO<sub>2</sub>e

• TransPennine Express G67235

Seats: -- Anytime Day Single Class: Standard

**Estimated Total Cost \$899.32**

- Train \$45.36
- Accommodation \$853.96

Would you like to book anything else?

Add Accommodation Add Rental Car

SAP Concur | Travel | Approvals | App Center | Help | Profile

Approvals Home | Requests | Reports

## RequestIntegrationDemo \$322.36

William Never | Submitted & Pending Approval | Request ID: 3349

Request Details | Print | Attachments

**TRIP**  
 € 311.35  
 Status: CONFIRMED  
 PNR: RET\$RPCAYU

**EXPECTED EXPENSES**

Add | Edit | Delete | Allocate

Expense type	Details	Date	Amount	Requested	Approved
<input type="checkbox"/> Railway Ticket (Self Booked)	Barcelona-Sants, SPAIN - Madrid-P.Atocha, SPAIN	12/08/2022	€ 311.35	\$322.36	\$322.36
				<b>\$322.36</b>	
Foreign currency converted					

SAP Concur | Travel | Approvals | App Center | Help | Profile

**A request for this trip must be approved. View Request**

## Trip Overview

Details | Itinerary

<p><b>Trip Name</b> RequestIntegrationDemo</p> <p><b>Start Location</b> Barcelona-Sants</p> <p><b>Trip Dates</b> Thu, Dec 08, 2022 — Fri, Dec 09, 2022</p> <p><b>Traveler's Full Name</b> William Never</p> <p><b>Trip Booked Date</b> Monday, Nov 14, 2022</p>	<p><b>Trip Status</b> <span style="background-color: #0070c0; color: white; padding: 2px;">Confirmed</span></p> <p><b>End Location</b> Barcelona-Sants</p> <p><b>Total Cost</b> € 311.35</p> <p><b>Booked By User</b> William Never</p>	<p><b>Policy Violation</b> 1 of 2</p> <p>Trip Policy Violation  <span style="color: orange;">⚠</span> Trip duration less than 7 days</p> <p>Reason for Trip Violation              Itin violation reason testing</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Configuration for Professional Travel

Follow the procedures for accessing the travel configuration page through the Travel System Admin. When you click the **Enable Request Integration** checkbox, a list of options appears:

- Always Create Request: A request is always created, regardless of travel rules.
- Create Request Based on Concur Travel Rules: If a rule using the "Require Approval" enforcement level is broken, then a request is required. If no rules using the "Require Approval" enforcement level are broken, then the process of creating a request is bypassed and the trip is sent directly to ticketing.

---

**NOTE:** Any rules that are broken that use other levels of enforcement (Require Passive Approval, Notify Manager, etc.) will not redirect the user to a request.

---



To enable the Concur Request integration, refer to the steps provided in the *Concur Travel System Admin Guide*. For the relationship between Concur Request and Concur Travel approvals, refer to the appendix in the *Approvals, Rules, and Classes/Policies Travel Service Guide*. For more information about Concur Request, refer to the SAP Concur support portal.

### New Concur Travel Experience: Out-of-Policy Popup on Shop Pages (Professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

In this release, the out-of-policy popup message will consistently display for flight, car, hotel, and rail shop pages.

The **Allow**, **Display Message**, and **Allow/Display Message** options will present a blue information icon. Any other rule actions will display below a yellow warning icon.

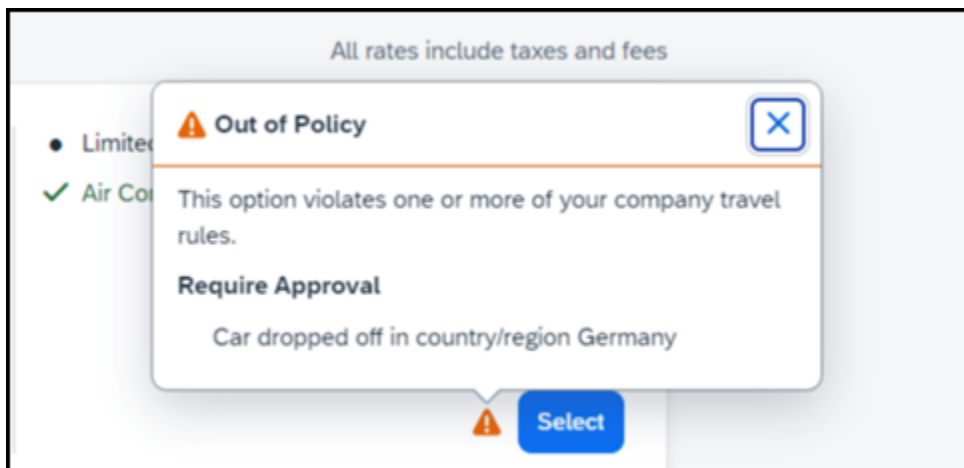
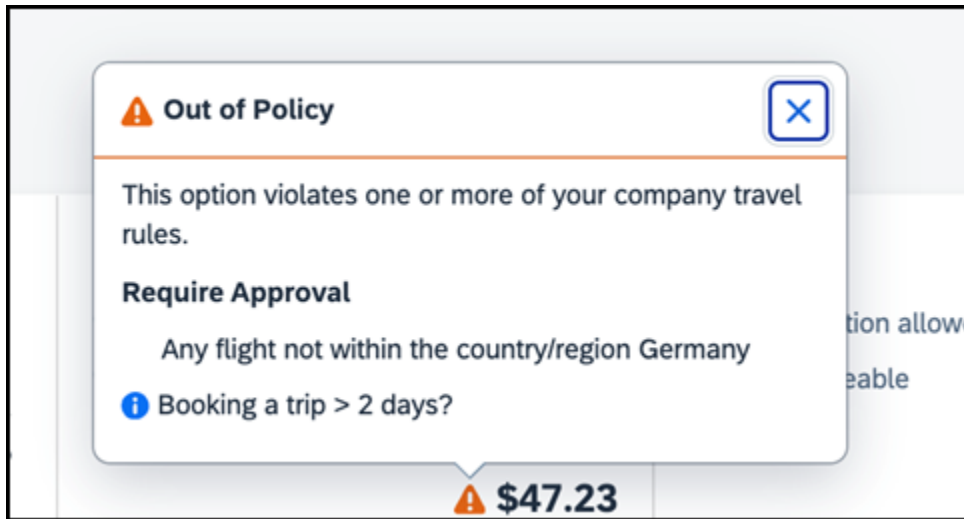
If a blue information icon or no icon displays, it means that the option is in-policy. A green checkmark icon will not display.

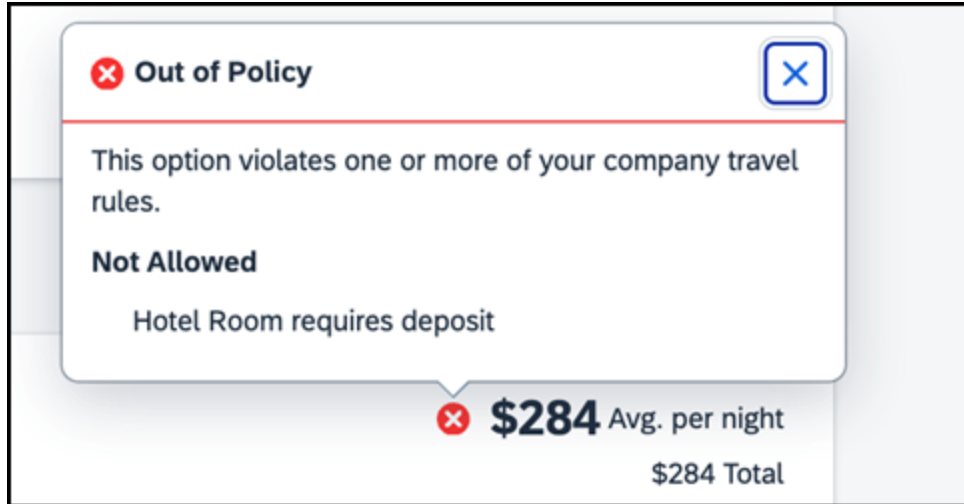
### USER/CUSTOMER BENEFIT

The new popup message facilitates a consistent user experience.

### End-User Experience

The following images demonstrate popup messages for out-of-policy occurrences.





**Configuration for Professional Travel**

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

**New Concur Travel Experience: Travel Policy Updates on Review & Book and Finalize Pages (Professional Edition Only) (Mar 22)**

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

## Overview

The Travel Policy section on the **Review and Book** and **Finalize** pages indicates the specific policy that is violated for bookings and trip itinerary, respectively. The following updates are included in this release:

- Removal of existing banner on both pages. This banner is no longer necessary as it does not provide other information than what is already shown in the Travel Policy section.
- A visual indication of the most severe policy violation in the Travel Policy section so that the traveler can quickly identify the rule action for that booking or itinerary.

## USER/CUSTOMER BENEFIT

The user can work with a simplified user experience with immediately visible warnings or messages that require their attention.

## End-User Experience

In the Travel Policy section, the user will see a user interface component resembling a blue pill with text. For example:



## Configuration for Professional Travel

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

## Car

### New Concur Travel Experience: Sixt and Hertz Direct Connect via Car Connector Available in Eligible Markets (Professional Edition Only) (Mar 22)

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

Sixt and Hertz direct connect will be offered in the new Concur Travel experience, without any restrictions in the eligible markets, via Car Connector. In the March release, customers that use Sixt or Hertz direct connect for car bookings can enable it either at the company level or at a separate configuration.

#### USER/CUSTOMER BENEFIT

The new Concur Travel Car booking experience via Car Connector offers a feature set for customers open to explore the changes:

- **Time Savings:** The car booking workflow has fewer required steps to complete a booking.
- **Delivery and Collection:** Delivery and Collection feature is supported for Car Connector bookings
- **Sustainability:** Let end users consider the environmental footprint by comparing carbon dioxide (CO2) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices. The new sort option **Lowest emissions** is offered.

- **Merged on-airport and off-airport search:** No matter where the user requires a rental car, all text entries will be recognized, and location suggestions are provided. All activated rental car companies with negotiated packages will be comparable.
- **Location and Rate Details:** Location and Rate information is delivered in real-time directly from suppliers via Car Connector.

### Configuration for Professional Travel

#### HERTZ AND SIXT DIRECT CONTENT

▶ **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**.

---

2. In the Car Connector section of the travel configuration page, locate the Hertz and Sixt activation checkboxes.

---

**NOTE:** Hertz and Sixt Direct Connect are currently the only direct connects available for the new Concur Travel experience. Europcar Direct Connect is not yet available.

---

The screenshot shows a configuration interface with the following elements:

- Hertz**  Enable
- Sixt**  Enable
- Allow Sixt notifications to customer ⓘ
- Car Connector - for the new Concur Travel experience**
- Hertz  Sixt  Europcar

#### HERTZ AND SIXT PASSIVE PNR FOR DIRECT CONTENT

▶ **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**.

---

2. Under the **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Under Defaults for Specific non-GDS vendors, select the **Car Connector** 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.

**GDS PNR Options**

Create a GDS PNR for every trip booked on-line through Concur. ?

Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below. ?

**Defaults For Specific Non-GDS Vendors**

Car Connector	Use the default specified above <span style="float: right;">▼</span>
CDS	Always write passives for this vendor Never write passives for this vendor <span style="background-color: #0070c0; color: white; padding: 2px;">Use the default specified above</span>
Cleartrip	Use the default specified above <span style="float: right;">▼</span>
DeutscheBahn	Use the default specified above <span style="float: right;">▼</span>

## FAQ

**Q.** Can a customer enable only one of the new vendors available through Car Connector?

**A.** Yes, Sixt and Hertz via Car Connector partner can either be enabled both or separately.

**Q.** Can customers enable Car Connector vendors together with the GDS content in the new Concur Travel experience?

**A.** Yes.

**Q.** Can customers enable Car Connector on all their travel configurations?

**A.** The new Car direct connect content via Car Connector can be enabled together with the GDS content only in the markets that are eligible for the new Concur Travel experience.

**Q.** Can customers combine GDS Car booking from the legacy Concur Travel experience with Car Connector content in the new Concur Travel experience?

**A.** No, car bookings from the legacy Concur Travel experience cannot be combined with Car Connector bookings. Customers willing to enable both GDS and direct connect content will need to wait until the new Concur Travel experience is available for their market.

**Q.** Is Delivery and Collection supported for Car Connector bookings?

**A.** Yes.

## New Concur Travel Experience: Redesign of Car Search Results Page (Professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source			
	GDS	Sabre, Amadeus	
	Direct Connect	Car Connector	
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 Car Search Results page is now updated to provide a seamless design experience between the Car, Air, Hotel and Rail verticals.

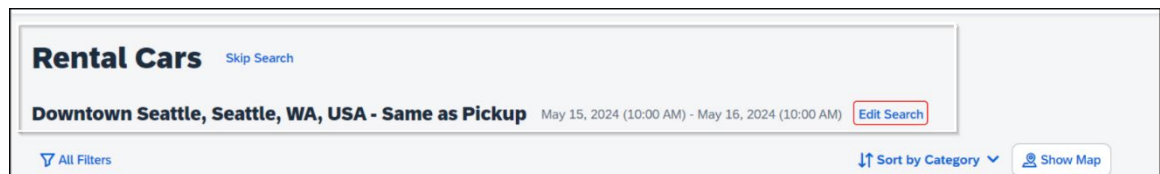
### USER/CUSTOMER BENEFIT

This change is being made to provide a more consistent user experience with Air, Hotel and Rail bookings.

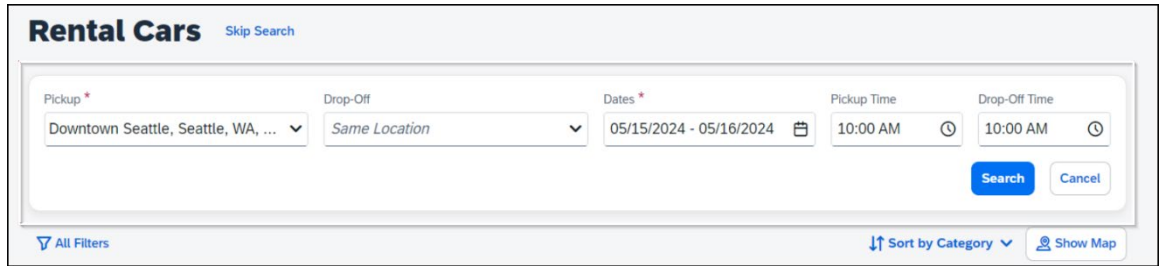
### End-User Experience

With this release, the Car Search Results page will be adapted for better usability.

The **Edit Search** form on the Car Search Results page has been updated.



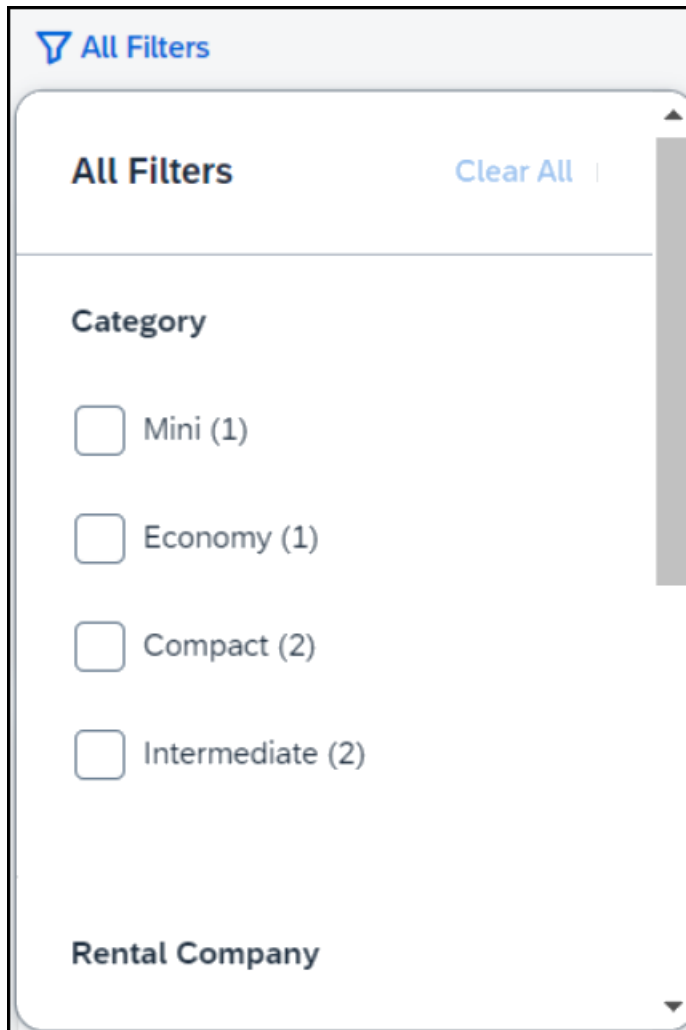
Clicking **Edit Search** expands the search parameters and new options can be selected.



The screenshot shows the 'Rental Cars' search interface. At the top, there is a 'Skip Search' link. Below it, the search parameters are displayed: 'Pickup' (Downtown Seattle, Seattle, WA, ...), 'Drop-Off' (Same Location), 'Dates' (05/15/2024 - 05/16/2024), 'Pickup Time' (10:00 AM), and 'Drop-Off Time' (10:00 AM). There are 'Search' and 'Cancel' buttons. At the bottom, there are links for 'All Filters', 'Sort by Category', and 'Show Map'.

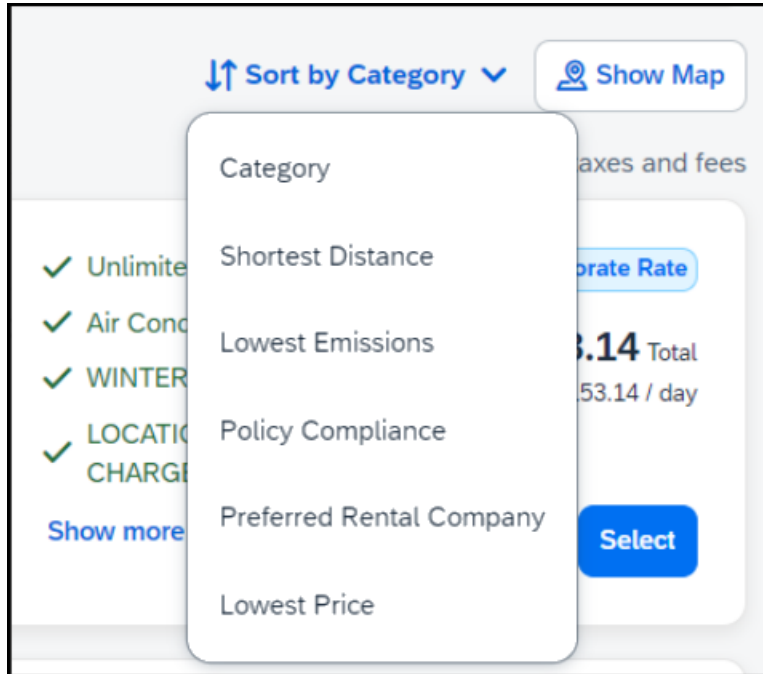
## SEARCH RESULTS

Once the search is complete, there are different ways to view the results. The new combined filter allows the user to filter the results by options such as **Category**, **Type**, **Rental Company** and **Specifications**.



The screenshot shows the 'All Filters' panel. At the top, there is a 'Clear All' button. Below it, the 'Category' section is visible, with four options: 'Mini (1)', 'Economy (1)', 'Compact (2)', and 'Intermediate (2)'. The 'Rental Company' section is partially visible at the bottom.

The **Sort by Category** dropdown has been updated with a new design.



### ***Configuration for Professional Travel***

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

# Flight

## Concur Travel Experience: Updated Details of Taxes, Fees and Charges (Professional Edition Only) (Mar 22)

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

With this release, the way that details for taxes, fees and charges appear will change for Flight. A more detailed breakdown of taxes, fees and charges will be available on the **Review and Book**, **Finalize** and **Trip Overview** pages. They will also be visible in the confirmation e-mails.

### USER/CUSTOMER BENEFIT

This change is being made to provide more transparency to end users during the booking process. Viewing detailed information regarding fees allows the end user to consider alternative routes.

**End-User Experience**

In the **Estimated Total Cost** section, expanding the **Taxes, fees & charges** displays an itemized list of the charges associated with the fare.

<b>Estimated Total Cost</b>	<b>\$1,134.20</b>
Base Fare	\$626.00
Taxes, fees & charges ▼	\$508.20

<b>Estimated Total Cost</b>	<b>\$1,134.20</b>
Base Fare	\$626.00
Taxes, fees & charges ▲	\$508.20
TRANSPORTATION TAX INTERNATIONAL DEPARTURE INCLUDING AK AND HI	\$22.20
CUSTOMS USER FEE	\$6.97
SERVICE FEE - CARRIER-IMPOSED MISC	\$138.00
AIRPORT SECURITY CHARGE	\$6.00
INSPECTION PRE CLEARANCE CHARGE	\$9.70
PASSENGER CHARGE	\$14.90
IMMIGRATION USER FEE	\$7.00
SERVICE FEE - CARRIER-IMPOSED MISC	\$135.00
AIR PASSENGER DUTY APD	\$112.60
PASSENGER CHARGE	\$0.80
TRANSPORTATION TAX INTERNATIONAL ARRIVAL	\$22.20
PASSENGER SERVICE CHARGE DEPARTURES	\$18.90
PASSENGER CIVIL AVIATION SECURITY SERVICE FEE	\$5.60
APHIS PASSENGER FEE PASSENGERS	\$3.83
PASSENGER FACILITY CHARGE	\$4.50

In case of a missing tax description (for example, if not sent by the air booking source), the tax, fee, or charge will show a label of **Other Tax, Fee, or Charge** along with the amount.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

### Configuration for Professional Travel

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

## New Concur Travel Experience: Display Possible Ticketing Fees Information on Review and Book (Professional Edition Only) (Mar 22)

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

### Overview

Airlines may charge ticketing fees based on card form of payment. These non-refundable fees are not included in the ticket price and are assessed only at ticketing. A warning message will be provided to alert the traveler to the maximum possible fee on the **Review and Book** screen. The rules governing these fees vary by country and/or governing body and are not assessed on sales where **Agency Invoice** is used. The fees have always been in place; however, the way SAP Concur communicates it to the end user has changed. This warning message is only applicable to the users of the new Concur Travel experience.

Previously, customers could provide **Vendor Segment Fee** information through Concur Travel by pre-determining fees to show as a tax or fee. This required checking the **Enable Vendor Segment Fees** box in the Company Travel configuration, then managing the segment fees. Now, any customer who has **Vendor Segment Fees** enabled will see this automated warning whenever the airline has filed fees for a trip.

Not all airlines and routes have form of payment fees so the fee warning is only shown when applicable.

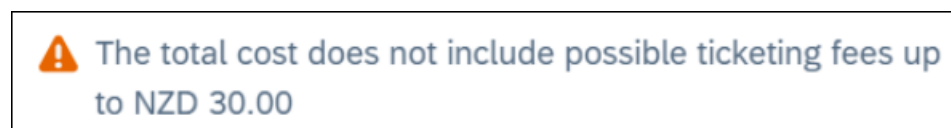
Airlines may charge different fee amounts based on their contracts that control card surcharges. The highest possible fee will be shown in the message but the actual fee will be determined upon ticketing when the exact card used is known.

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

This change is being made to provide more transparency to the end user. End users can be prepared for the possibility of additional fees on their invoices.

#### ***End-User Experience***

When a Flight booking is being completed a warning message will appear to alert users to the possibility of additional fees, based on the use of their chosen card. On the **Review and Book** page, in the **Estimated Total Cost**, a warning appears declaring the maximum possible fees that could be charged after booking.



---

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

---

#### ***Configuration for Professional Travel***

This feature is enabled by default for configurations that already have **Vendor Segment Fees** enabled. There are no additional configuration steps.



## New Concur Travel Experience: Mixed Brand Offers and Product Selection (Professional Edition Only) (Mar 22)

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

### Overview

In this release, end users can mix different brands between outbound and inbound flights. Initial shopping results to select outbound flight options continue to display all round-trip-based prices, where every offer displays the total cost for flying outbound and inbound with the same brand. There are no actual changes on the outbound selection page.

Upon selecting any EDIFACT-branded option on the outbound selection page, the options displayed on the inbound selection page are going to be mixed. Prices will display in a round-trip fashion, where every price represents the entire price of the trip: exact outbound pricing in the selected brand combined with the inbound pricing for the brand displayed in the user interface.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

### USER/CUSTOMER BENEFIT

Users are offered the flexibility to customize their flights. They can combine different brands, cabins, or products within the same trip.

## LIMITATIONS

This enhancement is not supported for non-branded EDIFACT or NDC flight bookings.

If the selected inbound and outbound flights have a different fare class of service, and the selected offer is out-of-policy, the least cost logical fares (LLF) displayed on the policy violation pop-up will be calculated using the outbound fare's class of service.

## End-User Experience

Example:

An outbound offer of \$566 is selected (Comfort Plus brand):

**Departing Flight** Skip Search  
**Dallas (DFW) - San Francisco (SFO)** Departure Date: Wednesday, May 8 2024 Edit Search  
 33 of 94 Flights  
 12:44 PM - 4:19 PM 1 Stop 5h 35m  
 Delta  
 DFW - SLC | SLC - SFO  
 12:44 PM - Dallas/Fort Worth International Airport  
 Delta DL 1329  
 Duration: 2h 51m  
 Airbus A220-300 Passenger  
 On time: 90%  
 2:35 PM - Salt Lake City International Airport  
 Layover: 40m  
 432kg CO<sub>2</sub>e  
 Above average legroom seat  
 1 carry-on bag included  
 1st checked bag for \$35  
 2nd checked bag for \$45  
 Nonrefundable  
 Free advanced changes  
 Priority boarding included  
 649kg CO<sub>2</sub>e  
 \$566  
 Standard legroom seat  
 1 carry-on bag included  
 1st checked bag for \$35  
 2nd checked bag for \$45  
 Nonrefundable  
 Free advanced changes  
 432kg CO<sub>2</sub>e  
 \$647  
 Refundable Main Cabin  
 Seat selection unknown - contact carrier  
 Carry-on policy unknown - contact carrier  
 Checked bag policy unknown - contact carrier  
 Refundable for a fee of \$217  
 Free advanced changes  
 432kg CO<sub>2</sub>e  
 \$1,588  
 Refundable Delta Comfort Plus  
 Seat selection unknown - contact carrier  
 Carry-on policy unknown - contact carrier  
 Checked bag policy unknown - contact carrier  
 Fully refundable  
 Free advanced changes  
 649kg CO<sub>2</sub>e  
 \$1,859

Then, the inbound selection set displays prices that consider the selected, combined with every single possible product, driving mixed prices when using a different brand.

Delta  
 DL 1329, DL 2443  
 Departure  
 Wednesday, May 8 2024 12:44 PM - 4:19 PM  
 \$566  
 Delta Comfort Plus  
 Change Selection  
**Return Flight** Skip Search  
**San Francisco (SFO) - Dallas (DFW)** Departure Date: Wednesday, May 15 2024 Edit Search  
 24 of 59 Flights  
 6:00 AM - 2:59 PM 1 Stop 6h 59m  
 Delta  
 SFO (DL) → LAX (DL) → DFW  
 2h 25m  
 491kg CO<sub>2</sub>e  
 Standard legroom seat  
 Checked bags for a fee  
 Nonrefundable  
 \$566  
 Main Cabin  
 Above average legroom seat  
 Checked bags for a fee  
 Nonrefundable  
 \$716  
 Delta Comfort Plus  
 First  
 Recliner seat  
 2 checked bags included  
 Nonrefundable  
 \$896  
 First Class

The \$566 offer with both outbound and inbound on Comfort Plus is also available. Since no forced upsells nor downsells occur, no warning will display. The end user will be transferred to the **Review and Book** page to continue with the booking process.

### Configuration for Professional Travel

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

## New Concur Travel Experience: Update to Round Trip Pricing (Professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

With the March release, Concur Travel will update the way prices for round trips are displayed. Currently, users sometimes see negative pricing when booking a round trip. SAP Concur has adjusted the way these fares are shown to provide a more enhanced user experience.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

### USER/CUSTOMER BENEFIT

This change has been made to eliminate confusion in the round-trip booking process and to avoid any manual calculations for the end user.

### End-User Experience

The fares for round trip searches in Flight have changed to show prices as a round trip total on both the outbound and return results. This provides more transparency so customers know exactly what price is being charged for their trip.

Currently, if an inbound trip is more expensive than an outbound trip, the difference in the two fares displays, instead of the price of the fare. If there is no price difference, the price displays as a zero value. If the price is less that, the difference displays as a negative value.

With this change, the total fare is automatically updated to reflect the total fare.

### Configuration for Professional Travel

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

### New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

Users creating a trip itinerary can include flights, hotel, car, and rail reservations, all within the same trip. In this March release, a more streamlined approach will be available. When entering a flight search on the **Flight Search** tab, they can simultaneously include a search for accommodations.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

## USER/CUSTOMER BENEFIT

Upcoming changes to the Concur Travel user interface will help minimize the number of steps required to complete the trip booking process.

### End-User Experience

The **Flight Search** tab now includes the **Include Accommodation** option.

Once a user has entered their flight search conditions on the **Flight Search** tab, the **Include Accommodation** checkbox is enabled. If clicked, the user interface updates to display accommodations search options.

The screenshot displays the 'Flight Search' tab in the Concur Travel user interface. At the top, there are four tabs: 'Flight' (selected), 'Car', 'Accommodation', and 'Rail'. Below the tabs, there are three buttons for trip types: 'Round-trip' (selected), 'One-way', and 'Multi-city'. The 'From' field contains 'Miami (MIA)' and the 'To' field contains 'Frankfurt (FRA)'. The 'Depart Date' is set to '6/02/2024' with a calendar icon and '12PM Arrival' below it. The 'Return Date' is set to '6/12/2024' with a calendar icon and '12PM Arrival' below it. At the bottom, there is a checkbox labeled 'Include Accommodation' which is currently unchecked. A large blue button labeled 'Search Flights' is positioned at the bottom of the form.

The screenshot shows a flight search form with the following details:

- Flight** tab selected (others: Car, Accommodation, Rail)
- Round-trip selected (others: One-way, Multi-city)
- From: Miami (MIA)
- To: Frankfurt (FRA)
- Depart Date: 6/02/2024 (12PM Arrival)
- Return Date: 6/12/2024 (12PM Arrival)
- Include Accommodation
- Accommodations** section:
  - Destination: Frankfurt (FRA)
  - Check-in\*: 6/02/2024
  - Checkout\*: 6/12/2024
  - Distance: 5 miles
- Search Flights** button

Once a user clicks **Search Flights**, the user interface updates to display the Flight search results. The user then selects their flight and clicks **Book and Continue**. Previously, the user was redirected to **Finalize** page and had the option to **Add Accommodation**. With this change, after the **Book and Continue** page, the user interface immediately displays the accommodations results.

The user selects their accommodations and again clicks **Book and Continue**. The user interface displays the **Finalize** screen where the user can confirm the trip with both bookings.

---

**NOTE:** If the user edits their flight search query during this process, the results of the original accommodations query will display to the user. This is consistent with legacy Concur Travel behavior.

---

### **Configuration for Professional Travel**

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

---

**NOTE:** If the **Hide Hotel Tab** module property is enabled, users will not see the **Include Accommodation** option and will not be able to add accommodations to their flight search.

---

## Hotel

### New Concur Travel Experience: Hotel Enhancements on Shop Pages (professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	Sabre
	Direct Connect	Custom Hotel Source providers (TBD)
<b>Other</b>		
	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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

### Overview

The new Hotel experience now includes the following enhancements for Hotel content:

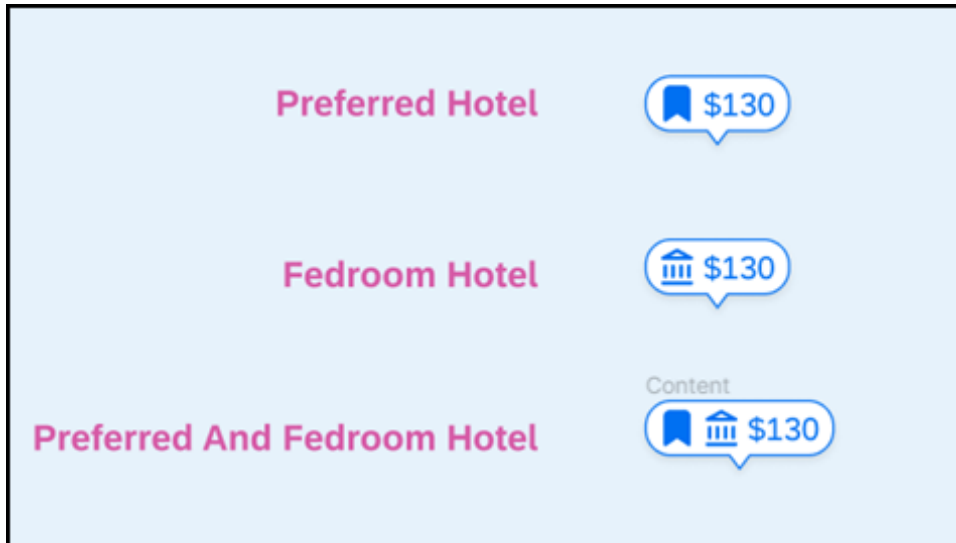
- Map icons to highlight Preferred and Fedroom properties.
- **Sustainable Property** tag that replaces the leaf symbol beside the property name.
- Display of costs for amenities where applicable on the Hotel details page (CHS only).

### USER / CUSTOMER BENEFIT

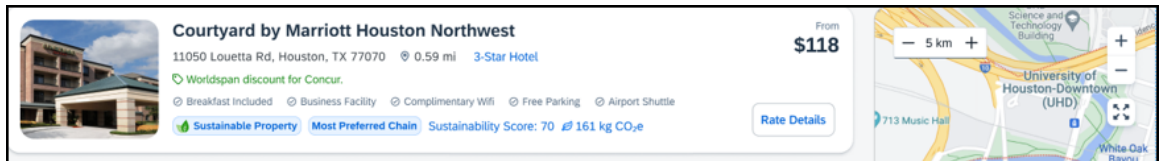
These enhancements provide additional information for customers when shopping for properties, allowing them to make more informed decisions as they book.

## End-User Experience

### Example: New map icons

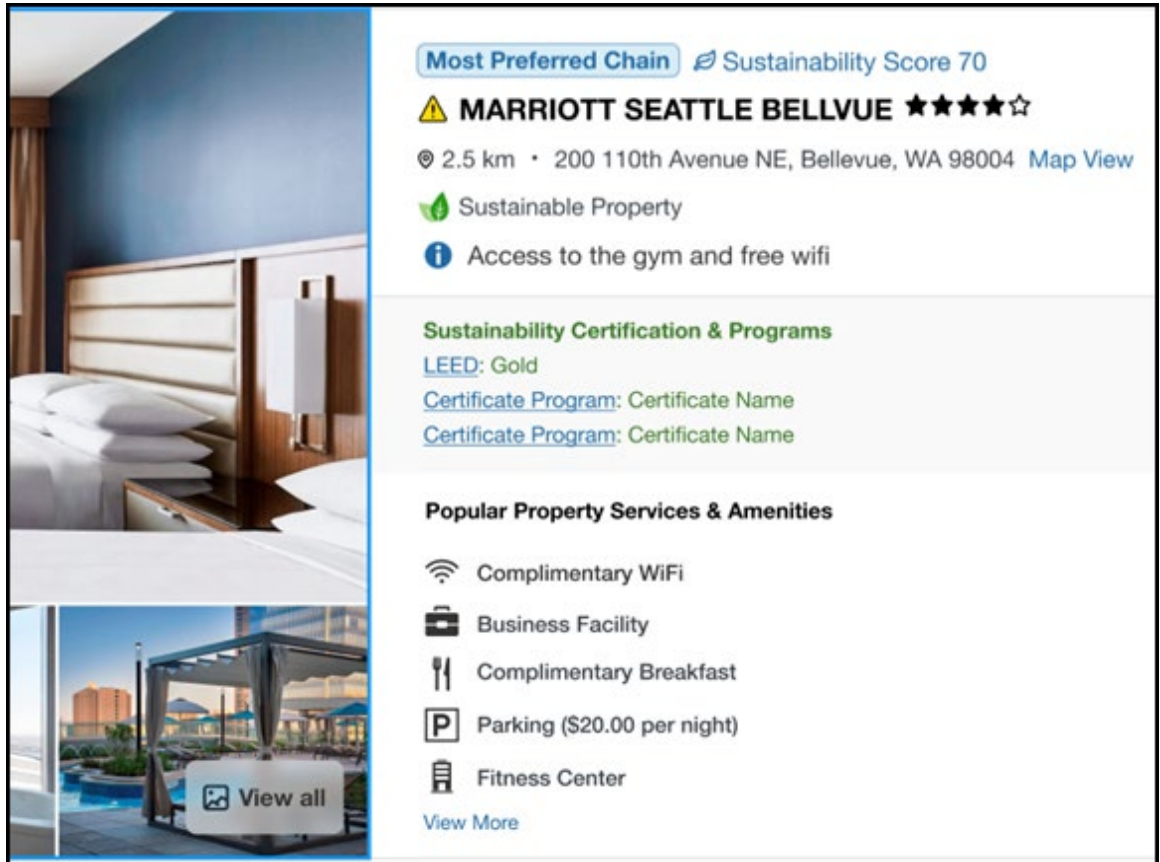


### Example: Sustainable Property tag





**Example: Amenity costs**



**Most Preferred Chain** Sustainability Score 70

**MARRIOTT SEATTLE BELLVUE** ★★★★★

2.5 km · 200 110th Avenue NE, Bellevue, WA 98004 [Map View](#)

Sustainable Property

Access to the gym and free wifi

**Sustainability Certification & Programs**

LEED: Gold

[Certificate Program](#): Certificate Name








[Certificate Program](#): Certificate Name

**Popular Property Services & Amenities**

- Complimentary WiFi
- Business Facility
- Complimentary Breakfast
- Parking (\$20.00 per night)
- Fitness Center

[View More](#)

**Property Services & Amenities**

-  **Accessibility**
  - Elevators
  - Wheelchair access
  - Accessible rooms
-  **Business Facilities**
  - Conference facilities
  - Business services
  - Meeting rooms
-  **Parking**
  - Indoor parking (\$20.00 per night)
  - Valet parking
-  **Sustainability**
  - Electric car charging stations
-  **Cleaning & Safety Practices**
  - Enhanced Hygiene/Cleanliness Protocols
  - Cleanliness Certification
  - Individually sealed disposable utensils available
  - Contactless in-room dining
-  **Food & Beverage**
  - Coffee shop
  - Restaurant
  - Room service
  - Continental breakfast
  - 24-hour food & beverage kiosk
-  **Front Desk Services**
  - 24-hour front desk
  - ATM/Cash machine
  - Concierge desk
  - Express check-in and check-out

***Configuration for Professional Travel***

These features are enabled by default. There are no configuration steps.

## New Concur Travel Experience: Support for Per Diems (Professional Edition Only) (Mar 22)

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre	
Direct Connect	Custom Hotel Source providers (TBD)	
<b>Other</b>		
	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
<b>Affected Documentation</b>		
TSGs		
Fact Sheets		
Admin Guides	Travel System Admin Guide	
Other		

### Overview

The new Hotel experience includes support for Per Diems, or daily allowances, for both Concur Travel only and Travel and Expense users.

**NOTE:** This feature will be available for TMC Preview from March 18 to 21. From March 22, it will be available for all customers.

### USER/CUSTOMER BENEFIT

Travel managers can use per diems to ensure that their travelers are not spending more than what has been deemed appropriate for a given location. By implementing travel policies based on per diem rates, travel managers can save travel spend by leveraging data the government uses to estimate location-based hotel room rate value.

### End-User Experience: Search Results

If the **Display per diem rates with individual hotel selections** configuration setting is selected, the **Search results** page will include the per diem lodging limits for the property location together with the dates the per diem rate is applicable.


**NOTE:** This configuration setting applies to all users whether they are Concur Travel only or Travel and Expense.

### Hotel Search Options

Default search radius: 5 (Recommended)  Show Hotel Details Expanded

Search radius for corporate hotels: 30 (Recommended)  Display **per diem** rates with individual hotel selections

---



**Hampton Inn Grand Central**  
 231 East 43rd Street, New York, NY • 3.16 mi • **2-Star Hotel**

All-inclusive meal plan  
  Electric car charging stations  
  Fitness center  
 Free high speed internet connection  
  Health club  
  Outdoor pool  
  Parking

Preferred Chain

Per diem lodging limits Sep 24 - Sep 27, \$315

From:

**\$198**

[View Rooms](#)


### End-User Experience: Hotel Details

The **Hotel Details** page (as shown next) displays the Per Diem rate plus the Meals and Incidentals rates when applicable, at the top of the page.

< DoubleTree by Hilton Hotel New York City - Chelsea
Overview Rooms Services and Amenities Policies

Tuesday, 2024, September 24 - Friday, 2024, September 27 128 West 29th Street, New York, NY 4-Star Hotel

[More Preferred Property](#)



**Per diem lodging limits**  
 Sep 24 - Sep 27, \$315, Meals rate: \$74, Incidentals rate: \$5

**Sustainability Certification & Programs**

Green Leaf:  
 LEED: Gold  
 Green Stay: Advanced

**Popular Property Services & Amenities**


- Electric car charging stations
- Fitness center
- Health club
- Heated pool
- Outdoor pool
- Parking
- Restaurant

[View All](#)

### End-User Experience: Review and Book

The **Review and Book** page displays the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.

## Review and Book



**DoubleTree by Hilton Hotel New York City - Chelsea** 4-Star Hotel  
128 West 29th Street, New York, NY Phone: 1650570-5700

[More Preferred Property](#)

Parking Package Rate, CVW Required  
3 Nights

**Booking Includes**

- ⊙ One murphy bed
- ⊙ English breakfast and European plan
- ⊙ Free cancellation until 20:17 on February 9, 2024.

Check-in	Checkout
2024, September 24	2024, September 27

**Per diem lodging limits**  
Sep 24 - Sep 27, \$315, Meals rate: \$74, Incidentals rate: \$5

## End-User Experience: Trip Overview

The **Trip Overview** page displays the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.

The screenshot shows the 'Trip Overview' page for a hotel reservation. At the top, there are navigation links: 'Send Itinerary', 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. Below this, a summary row shows 'Trip Status' as 'Complete', 'Record Locator' as 'JORGDO', 'Trip Name' as 'Trip - New York', and 'Date' as '2024, April 8 - 2024, April 10'. The main content area is divided into two tabs: 'Itinerary' (selected) and 'Details'. The 'Itinerary' tab displays the hotel name 'The Great Hotel - finest in the world, Jersey', the dates 'Monday, 2024, April 8 - Wednesday, 2024, April 10', and a 'Complete' status. It also shows vendor and provider confirmation codes. A hotel image is displayed, followed by the hotel name 'The Great Hotel - finest in the world' (4-Star Hotel), address '1006 Pines shire, Jersey, Michigan 50726', and phone number '4089604813'. There is a 'More Preferred Property' link. Below this, it lists 'Frequent Traveler Account: \*\*\*\*99', 'coffee corner, pool', and '2 Nights'. A table shows 'Check-in' on '2024, April 8' and 'Checkout' on '2024, April 10'. Underneath, it states 'Per diem lodging limits' for 'Sep 24 - Sep 27, Meals rate: \$74, Incidentals rate: \$5'. A 'Comments' section lists 'No Smoking', 'Vegan breakfast', 'Accessible', and 'Upper floor away from elevator'. A 'Rules and Restrictions' link is at the bottom. On the right side, there is a box for 'Estimated Total Cost' of '\$853.96', with a breakdown for 'Accommodation' at '\$853.96'. Below this, a section asks 'Would you like to book anything else?' with buttons for 'Add Flight', 'Add Accommodation', and 'Add Rental Car'.

## End-User Experience: Per Diem Policy Rules

There are two policy rules that use Per Diems:

- Travel only users:

Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]

- Travel and Expense users:

Hotel Rate is [condition] the government hotel level based per diem rate [plusMinus] [money] [currencyOrPercent]

Each hotel rate is marked in or out of policy, depending on how the travel per diem rule has been configured.

---

**NOTE:** The hotel per diem policy rule is enforced on the average nightly rate.

---



For more information on the per diem rates option, refer to the *Configuring a Company* section in the *Travel System Admin Guide*.

**Configuration for Professional Travel**

These features are enabled by default. There are no configuration steps.

**Hotel, Rail**

**\*\*Ongoing\*\* New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

The last four digits of a traveler’s credit card or other form of payment will display on the **Finalize** and **Trip Overview** pages, and Confirmation/Cancellation emails. The forms of payment will show for Trainline, Renfe, and all Hotel web-based bookings, and all vertical bookings on mobile.

**PHASES**

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers as they migrate to the new travel experience)	February 2024
Phase 2: Hotel	April 2024
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

**USER/CUSTOMER BENEFIT**

This update is being implemented to improve the customer experience by providing more complete information about each booking.

---

**NOTE:** For Trainline bookings, users are required to provide any valid form of payment to retrieve their tickets, not necessarily the form of payment used to make the booking

---


**End-User Experience**

The last four digits of the user's credit card will display on different pages during the booking process.


These include:


- **Finalize** page
- **Trip Overview** page
- **Confirmation E-Mail**
- **Cancellation E-Mail**



 **London Victoria - Brighton**  
 Thursday, October 19, 2023  
 Confirmation: [Confirmation Number]

---


10:03 AM - 11:49 AM 1 Change 1h 30m  161kg CO<sub>2</sub>e

 Southern SN 2310, SN 2311

Preferred Corporate Fare

**Ticket Delivery:** eTicket [View ticket](#)

Payment: My Corporate Card \*\*\*\*1234

[Additional Travel Information](#) 

### Configuration for Professional Travel

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



For more information on Renfe and UK Rail (Trainline), refer to the February release updates to the Travel Services Help. To locate, go to the Concur Travel product page in the SAP Help Portal and select the *Travel Services Help* listed under the **Implement > Administration** section.

## Miscellaneous

### Profile Enhancement for Gender Inclusivity (Mar 22)

Prof	Stan	◀ ◀ Edition	
X	X	<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS	Amadeus, Apollo, Sabre, Travelport+ Worldspan	
	Direct Connect	Southwest	
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs	Transportation Security Administration (TSA) Requirements	
	Fact Sheets		
	Admin Guides		
	Other	Shared: Employee Import Specification	

## Overview

In this March release, Concur Travel will enhance the Transportation Security Administration (TSA) Secure Flight section under the Concur Travel Profile page to support two new gender options: Unspecified (X) and Undisclosed (U). With this change, users can now select from four different options in the Concur Travel Profile:-

- Male (M)
- Female (F)
- Unspecified (X)
- Undisclosed (U)

---

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

---

### USER/CUSTOMER BENEFIT

Non-binary travelers will be able to use the two new inclusive gender selections: Unspecified (X) and Undisclosed (U) for profiled travelers. The ability to select Unspecified (X) and Undisclosed (U) gender for guest and companion bookings will be available at a later date.

## TMC Experience

### PROFILE SYNCHRONIZATION

Inclusive Gender types Unspecified (X) and Undisclosed (U) will sync between a Concur profile and Sabre Profiles.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will sync between a Concur profile and Apollo, Travelport+, and Worldspan GDS profile by using the new datapoint Gender\_Inclusive with Concur Profile Templates. Gender types are not available to sync between the Concur profile and Amadeus profile. Any existing Profile templates using the **Gender** datapoint will need to be updated to use the new **Gender\_Inclusive** datapoint in order to support all gender types. A lookup table is not needed for the new **Gender\_Inclusive** datapoint.

---

**NOTE:** The new **Gender\_Inclusive** datapoint includes all genders and their corresponding values as follows:

Male = M

Female = F

Unspecified = X

Undisclosed = U

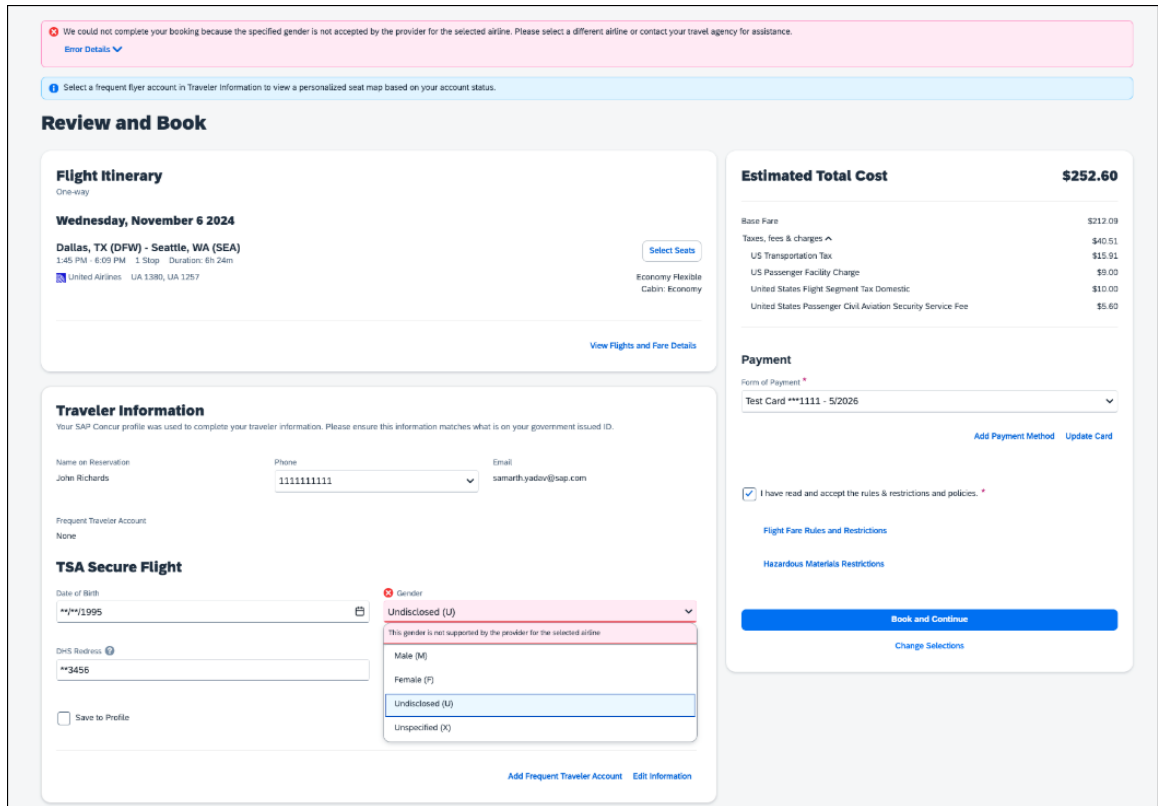
---

**AIR BOOKINGS**

When an air booking is made in Concur Travel through one of the Global Distribution Systems (GDSs) and the **When to send TSA-required data to air carriers setting** is set to send TSA data, Concur Travel will now send gender types Unspecified (X) and Undisclosed (U) when sending TSA Secure Flight or Advanced Passenger Information (APIS) to the airline vendor.


For Sabre NDC bookings, some providers may respond with an error when Concur Travel sends an unsupported gender to them. In such cases, Concur Travel will not be able to proceed with the booking and will inform the user of the error with the following message: "We could not complete your booking because the specified gender is not accepted by the provider for the selected airline. Please select a different airline or contact your travel agency for assistance."

**Example:**



For EDIFACT bookings, all GDS systems will accept the Inclusive Gender types Unspecified (X) and Undisclosed (U) for TSA SSR messages without error, however, no validation is done with the airline being booked. If the airline booked in the PNR does not support Unspecified (X) or Undisclosed (U), the airline is required to reject the SSR message following the IATA Airline Industry Reservations Interline Message (AIRIMP) guidelines. Please refer to IATA for the most updated information regarding these rules and the format in which the airline should respond.

---

 Concur Travel will not monitor or act on any SSR messages rejected by the airline. Customers will need to seek a mid-office solution if they wish to automate monitoring for these SSR messages.

---



For more information on displaying, collecting, saving, and sending TSA data, refer to the configuration information section of the *Transportation Security Administration (TSA) Requirements Travel Service Guide*. To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

### **HOTEL, RAIL, AND CAR BOOKINGS**

Gender information is not sent to Hotel, Rail, and Car vendors.

### **FINISHING TEMPLATES**

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be available for use in Finishing Templates with the new **Gender\_Inclusive** datapoint. Any existing templates using the **Gender** datapoint will need to be updated to use the new **Gender\_Inclusive** datapoint in order to support all gender types. A lookup table is not needed for the new **Gender\_Inclusive** datapoint.

---

**NOTE:** The new **Gender\_Inclusive** datapoint includes all genders and their corresponding values as follows:

Male = M

Female = F

Unspecified = X

Undisclosed = U

---

### **TRAVEL PROFILE API 2.0**

The new Gender values Unspecified (X) and Undisclosed (U) are also supported on the Travel Profile API 2.0. For more details, please refer to the *Travel Profile API 2.0 Gender Diversity Support* release note in this document.

### **TRAVEL IMPORT DATA**

The Travel Import Data Tool files will not support the new Gender selections in this March release.

## UPDATE TO THE EMPLOYEE IMPORT FORMAT

For the Travel Addendum Import (Record Type 350) format, it supports the new Gender values as:

- M: Male
- F: Female
- X: Unspecified
- U: Undisclosed



Refer to the *Shared: Employee Import Specification* for more information on the Travel Addendum Import format. To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

## End-User Experience

When the **For information required by the TSA for travel to/from the USA** field setting is set to show information in Concur Travel Profile, users will be able to select one of the four options from a **Gender** dropdown:

The screenshot shows the 'TSA Secure Flight' registration form. At the top, there is a privacy notice: 'The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV'. Below this, there are input fields for 'Gender', 'Date of Birth (mm/dd/yyyy)', 'DHS Redress No.', and 'TSA Pre Known Traveler Number'. The 'Gender' dropdown menu is open, showing four options: 'Male (M)', 'Female (F)', 'Unspecified (X)', and 'Undisclosed (U)'. The 'Male (M)' option is selected. Below the form, there is a section titled 'Travel: Passports and Visas' with a 'Go to top' link. A partial sentence is visible: 'ort information to your profile will allow us to include it in your reservations. Having this information in your reservation can make a little easier.'

When no information is stored in the Concur Travel Profile, the information will be collected during checkout when required. The TSA Secure Flight text description will be updated to:

*"The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. Gender requirement for TSA is optional, but it can still be required by your company on this section. The recommendation is for the user to select the Gender that matches the Passport. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV."*

## Configuration for Professional and Standard Travel

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

## Zip Code Updates for Credit Card Form of Payment in Traveler Profile (Mar 22)

Prof	Stan	← ← Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
X	EMEA Data Center		Scan impact
X	North America Data Center		UI impact
	China Data Center		File finishing impact
X	All data centers		Profile/Profile API/3rd Party XML Sync Impact
<b>Affected Documentation</b>			
	TSGs	Form of Payment	
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

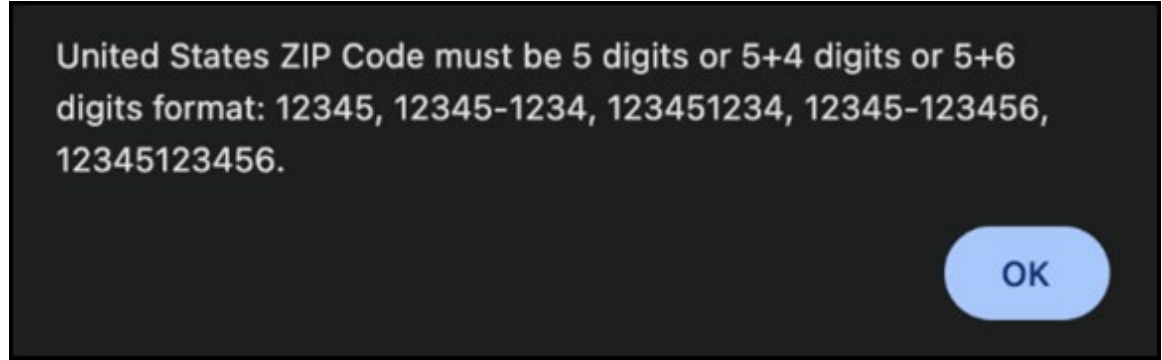
Users and administrators with corporate credit card programs can now use 11-digit United States Zip Codes when creating or updating Profile Credit Cards. An emerging format used by the United States Postal Service makes use of 11-digit Zip codes, including a Delivery Point designation.

### USER/CUSTOMER BENEFIT

Previously, the data entry for the credit card details would not accept the expanded US Zip Code format. Now, customers can include the Delivery Point suffix, including up to 11 characters.

**End-User Experience**

In the traveler profile, when editing credit card details, the user will be able to edit and save the Zip Code with additional support for the delivery point information. If an invalid Zip Code value is entered, an error message displays.



**Configuration for Professional and Standard Travel**

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

**New Concur Travel Experience: Send Itinerary by Email (Professional Edition Only) (Mar 22)**

Prof	Stan	← ← Edition	
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS	All	
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

## Overview

On the Trip Overview page, a **Send Itinerary** link will allow travelers and travel arrangers to send an itinerary to others inside or outside the organization so that they are aware of travel plans. Recipients of the shared itinerary will see an email containing general details about the trip.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22.

### USER/CUSTOMER BENEFIT

Users can easily share itineraries with others by email.

## End-User Experience

When the user sends the itinerary, the recipient receives an email with general information such as trip status, traveler name, dates, record locator (if applicable), and the itinerary details for flight, hotel, rail, or car.

**NOTE:** For data economy reasons, the following information and fields are not included in the email: Corporate Rate/Fare, Vendor preference level, Frequent Traveler Card, Advantage Card, Form of Payment, Cost section, View Details deep link, .ics attachments for calendar integration, and ticket attachments.

The following screenshots demonstrate the end-user experience.

### Example: Trip Overview page with Send Itinerary link

The screenshot displays the 'Trip Overview' page for a confirmed trip. At the top, a blue notification bar states: 'This trip requires approval before April 7, 2024, 1:56 AM EDT by approver: Stephan B. Sabre Trainline NEVER. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.' Below this, the 'Send Itinerary' button is highlighted with a red box. Other navigation buttons include 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. The trip details are as follows:

Trip Status	Record Locator	Trip Name	Date
Confirmed	2OUNOS	Trip - Birmingham	April 8, 2024 - April 11, 2024

The main content area is divided into two tabs: 'Itinerary' (selected) and 'Details'. The 'Itinerary' tab shows the following information:

- London Euston - Birmingham New Street** (Monday, April 8, 2024) - Ticketed
- Confirmation Number: 219150134252
- 7:56 AM - 10:14 AM | Direct | 2h 18m | 6,21kg CO<sub>2</sub>e
- West Midlands Trains C72461
- Seats: --
- Advance Single
- Class: Standard
- Ticket Delivery: eTicket | View Ticket
- Reserved via: Rail Allowed Ghost Card by TC \*\*\*\*7779
- Additional Travel Information

On the right side, the 'Estimated Total Cost' is shown as 61,51 €. Below this, there is a section titled 'Would you like to book anything else?' with options to 'Add Accommodation' and 'Add Rental Car'.



**Example: Send Itinerary dialog**

**Send Itinerary** [X]

Recipients \*

Subject \*

Character limit: 150 0/150

Message

Character limit: 500 0/500

Cancel Send

**Example: Send Itinerary dialog, with field validation**

Tools Meeting Admin Concur XA

Your trip requires approval by approver: Stephan B. Approver will be notified of any edits.

**Trip Overview**

Trip Status Record Locator Trip Name

Confirmed 4ZL39E Trip - Madrid-P.Atocha

Itinerary Details

**Train**

Tuesday, March 12, 2024 • Barcelona-Sants

Confirmation Number: RET\$AHJYUV

12:30 PM - 3:40 PM

renfe RENE • AVE 03180 • 3h 10m

Barcelona-Sants → Madrid-P.Atocha

**Send Itinerary** [X]

Recipients \* [Red error bar]

Subject \* [Red error bar]

Character limit: 150 0/150

Message

Character limit: 500 0/500

Cancel Send

Back to Homepage Cancel Trip Edit Details

Estimated Total Cost \$336.56

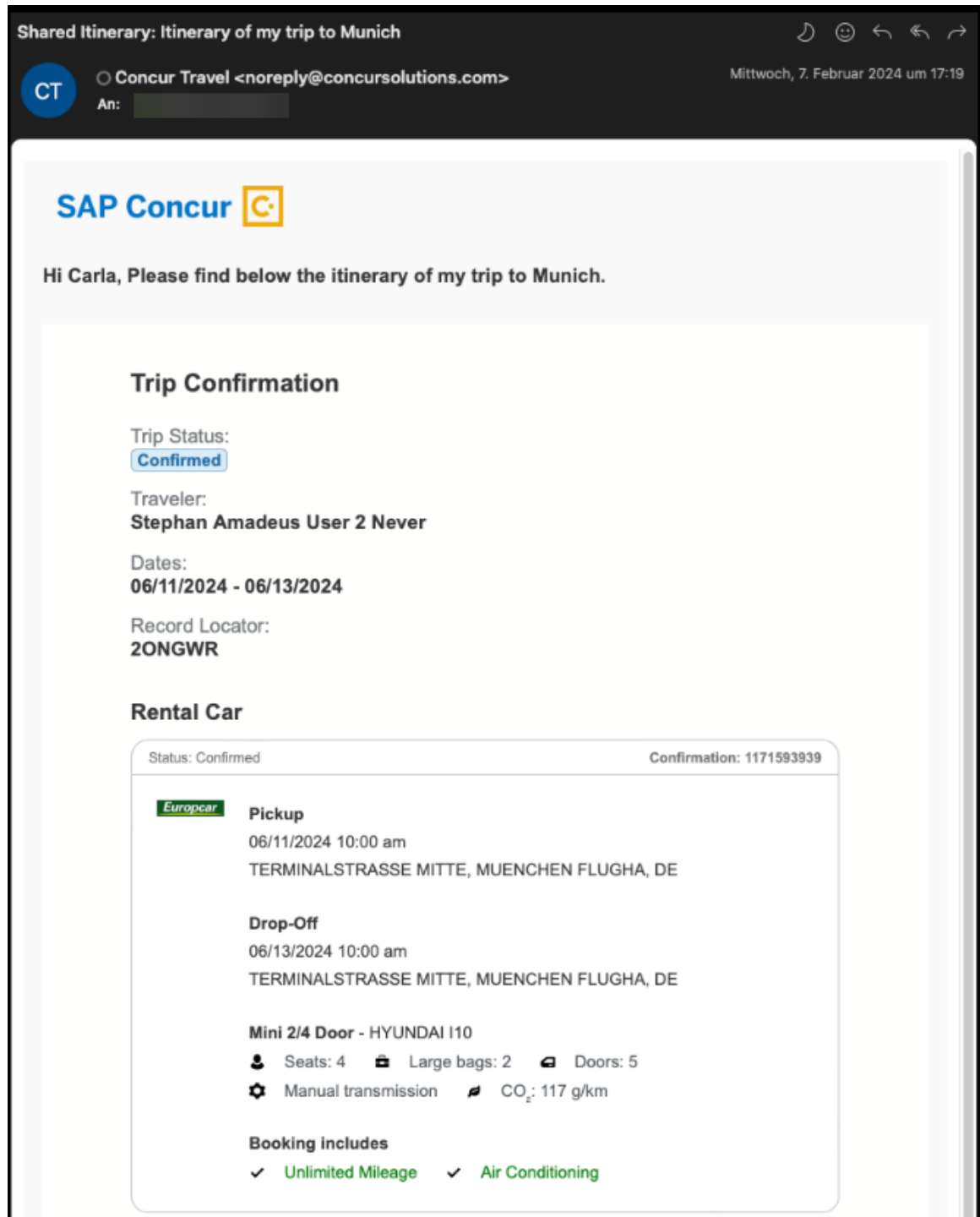
Train \$336.56

Rates are quoted in USD.

**Example: Send Itinerary dialog, with fields filled in before sending**

The image shows a 'Send Itinerary' dialog box with a close button (X) in the top right corner. It contains three main input fields: 'Recipients \*' with the value 'example.recipient@company.com', 'Subject \*' with the value 'Itinerary of my business trip', and 'Message' with the value 'Hi Carla, Sending you the itinerary of my business trip fyi'. Below the 'Recipients' field, it shows 'Character limit: 150' and '29/150'. Below the 'Message' field, it shows 'Character limit: 500' and '60/500'. At the bottom right, there are two buttons: 'Cancel' and 'Send'.

### Example: Shared Itinerary Email



### Configuration for Professional Travel

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

## New Concur Travel Experience: Improved Translations for Airport Names (Professional Edition Only) (Mar 22)

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

### Overview

In Concur Travel, translations for airport names will use AI programs (LLM – large language model). Users can find airports by searching in their language (as set in their user profile) or in English. Matching search results will display in the user’s support language.

### USER/CUSTOMER BENEFIT

Currently in Concur Travel, less than 100 airports are translated in some languages. In the March release, users will be able to see more than 5000 airports listed in all supported languages.

### Configuration for Professional Travel

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

## New Concur Travel Experience: Meeting Match Redirect to Meeting During Booking Workflow (Professional Edition Only) (Mar 22)

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

### Overview

The new Concur Travel experience user will be presented with a choice when a meeting match is detected upon search for a flight, rail, hotel, or rental car. They can either confirm that the trip is not applicable to any of the presented meetings and continue with their booking in the new experience or select one of the presented meetings and continue with the redirect to the meeting workflow using the legacy experience of Concur Travel.

The check for meeting matches will occur for new trips only, when created. If the user does any of the following, the check will not be invoked again, and no popup detection messages will be shown:

- searches again (with a rail search)
- edit a flight, rail, hotel, or rental car search or
- add to an existing trip with flight, rail, hotel, or rental car

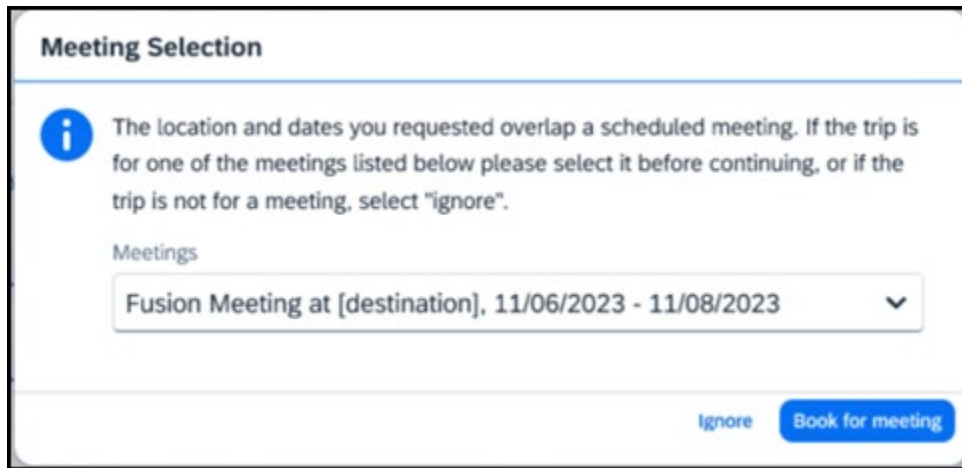
**NOTE:** This feature will be available to all customers, on March 22 together with meeting match and conflict detection. For Renfe Rail customers, this feature will be available with the release of user interface enhancements during April 8 – 10.

### USER/CUSTOMER BENEFIT

New Concur Travel experience users will be offered the flexibility to use the booking workflow in the new experience and still work with the matching meeting detection feature that is available in the legacy Concur Travel experience. A redirect to the legacy experience will only be necessary if a matching meeting is detected.

## End-User Experience

After a user begins the search, if a meeting match is detected based on the location and dates of the search, the user will see a popup message about the detection.




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**NOTE:** The location that displays next to the meeting name in the dropdown list is the same as the **Location Name** entered by the administrator in the **Group Meeting Creation** admin page.

**NOTE:** The dates that display for each meeting line item in the dropdown are the same as the **Start Date** and **End Date** information entered by the administrator in the Group Meeting Creation admin page. The dates used for the meeting match check are the dates entered in the **Matching Start Date** and **Matching End Date** fields on the **Group Meeting Creation** admin page.

---

### NO MEETING MATCH

If the user confirms that the presented meetings are not applicable, the popup message will close, and the page will automatically redirect to the next page in the booking workflow within the new experience.

### MEETING MATCH

If the user selects one of the presented meetings from the dropdown list, they can then click **Book for meeting**. The page will redirect to the meeting workflow, available in the legacy experience for Concur Travel.

Important notes to consider with the redirect and flight search:

- If a round trip flight search matches a meeting, the user will be redirected to the flight results page in the legacy experience.
- If a one-way flight search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience. If the meeting configuration does not allow users to book a one-way flight to the meeting, the user must enter data for the return flight there.

Important note to consider with the redirect and rental car or hotel search:

- If a rental car or hotel search matches a meeting, the user will be redirected from the new experience **Search** tab to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and rail search:

- If a rail search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and trip custom fields:

- If trip custom fields are configured to display at the beginning of the workflow AND at least one of those custom fields is enabled for meetings, the redirect will be to the trip custom fields page within the meeting workflow in the legacy experience, and next to the flight results page or the **Flight Information** page.

#### **CONFLICTING TRIP AND MATCHING MEETING**

If a conflicting trip AND a matching meeting are detected, two popups in a row will display. The first one displays for conflict detection, then the second for the meeting match.

#### ***Configuration for Professional Travel***



Meetings and meeting match features can be configured through the Meeting Admin section, available from the Company Admin page or Travel tab. For more information on meeting setup, refer to the *Third-Party Meeting Registration Travel Service Guide*.

## New Concur Travel Experience: Conflict Detection (Professional Edition Only) (Mar 22)

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

In this release, Concur Travel will detect if users already have a trip booked for the dates that they have entered in the Search tool when editing the search or adding to an existing trip. If a trip is detected, the user will have the option to continue with a new booking or to cancel the search.

The warning **This Trip Might Conflict** acts as a safeguard against booking errors by providing users with valuable information regarding potential conflicts. By highlighting overlapping trips in advance, users can avoid double bookings, time clashes, or any other scheduling mistakes that may occur when planning and managing their trips.

**NOTE:** This feature will be available for TMC Preview, from March 18 to March 21. It will be available to all customers, on March 22. For Renfe Rail customers, this feature will be available with the release of user interface enhancements during April 8 – 10.

**NOTE:** For availability in the mobile app, conflict detection is targeted for the April release.

### USER/CUSTOMER BENEFIT

Users may be unaware that a travel arranger has already booked a trip for them. Concur Travel will provide users with the ability to stay informed when a conflict arises so that they can avoid unnecessary duplicate booking and scheduling conflicts.



**End-User Experience**

If an overlapping trip is detected, a message prompt will ask the user if they want to proceed. If they click **Continue**, they can proceed and book the overlapping trip. If they click **Cancel**, they are returned to the search.

**CONFLICTING TRIP AND MATCHING MEETING**

If a conflicting trip AND a matching meeting are detected, two popups in a row will display. The first one displays for conflict detection, then the second for the meeting match.

**Configuration for Professional Travel**

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

**\*\*Ongoing\*\* New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)**

Prof	Stan	◀ ◀ Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS	All Flight and Hotel sources	
	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	Concur Travel Professional Edition End User Help	

**Overview**

Concur Travel is enhancing the user experience when adding bookings to an existing trip.

In this release, when adding Hotel to an existing trip, the **Your Reservations** dropdown will be enhanced to contain relevant information from the previously booked Flight, Car, and/or Rail. When the trip contains a single booking, Concur Travel will pre-select one of the values from the dropdown. More details about this enhancement are available in the user experience section of this release note.

In upcoming releases, similar enhancements will also be available for Flight and Car, and a new modal will be available when adding a new Concur Travel experience booking to another new Concur Travel experience booking. The user experience will remain the same when adding a new Concur Travel experience booking to a legacy Concur Travel booking.

**PHASES**

This feature will be released in phases:

Phase	Date of Release
Phase 1: <ul style="list-style-type: none"> <li>Enhancements in the "Your reservations" dropdown options and pre-selection of one of the options when adding Hotel to an existing trip.</li> <li>No changes to existing user interface.</li> </ul>	March 2024
Phase 2: <ul style="list-style-type: none"> <li>Enhancements in the "Your reservations" dropdown options and pre-selection of one of the options when adding Flight and Car to an existing trip</li> <li>New UI modal available when adding New Concur Travel experience Flight, Hotel or Car content to a New Concur Travel experience trip</li> </ul>	June 2024
Phase 3: <ul style="list-style-type: none"> <li>Add Rail to existing Trip</li> </ul>	TBD

**USER/CUSTOMER BENEFIT**

The user will see more helpful details when adding Flight and Hotel to an existing trip.

**End-User Experience**

When adding Hotel to to an existing trip, the **Your Reservations** dropdown will show the following options in chronological order:

**Flights:** If the trip includes flights, the user will see the following:

- **Flight: Closest city to the Destination Airport, Arrival date** - When selected, the closest city to the destination airport will be added to the **Destination** field, and the arrival date and departure date of the destination airport will be added to the **Dates** field.
- **Flight: Closest city to the final Airport, Arrival date** - When selected, the closest city to the final airport will be added to the **Destination** field, and the arrival date of the final airport with a one-night stay will be added to the **Dates** field.

**Search**

Accommodation Search

Please select the date and destination from your trip to which you would like to add a booking.

Your Reservations

Flight: Aulnay-sous-Bois, 06/04/2024

Flight: Aulnay-sous-Bois, 06/04/2024

Flight: Frankfurt, 06/06/2024

Aulnay-sous-Bois

Dates \*

06/04/2024 - 06/06/2024

Distance \*

5 mi

Search

**Train:** If the trip includes Train, the user will see the following:

- **Train: Closest city to the Destination Rail Station, Arrival date** - When selected, the closest city to the destination rail station will be added to the **Destination** field, and the arrival date and departure date of the destination rail stations will be added to the **Dates** field.
- **Train: Closest city to the final Rail Station, Arrival date** - When selected, the closest city to the final rail station will be added to the **Destination** field, and the arrival date of the final Rail Station with a one-night stay will be added to the **Dates** field.

**Search**

Accommodation Search

Please select the date and destination from your trip to which you would like to add a booking.

Your Reservations

Train: London, 06/04/2024

Train: London, 06/04/2024

Train: London, 06/06/2024

London

Dates \*

06/04/2024 - 06/06/2024

Distance \*

5 mi

Search

**Car:** If the trip includes rental car, the user will see the following:

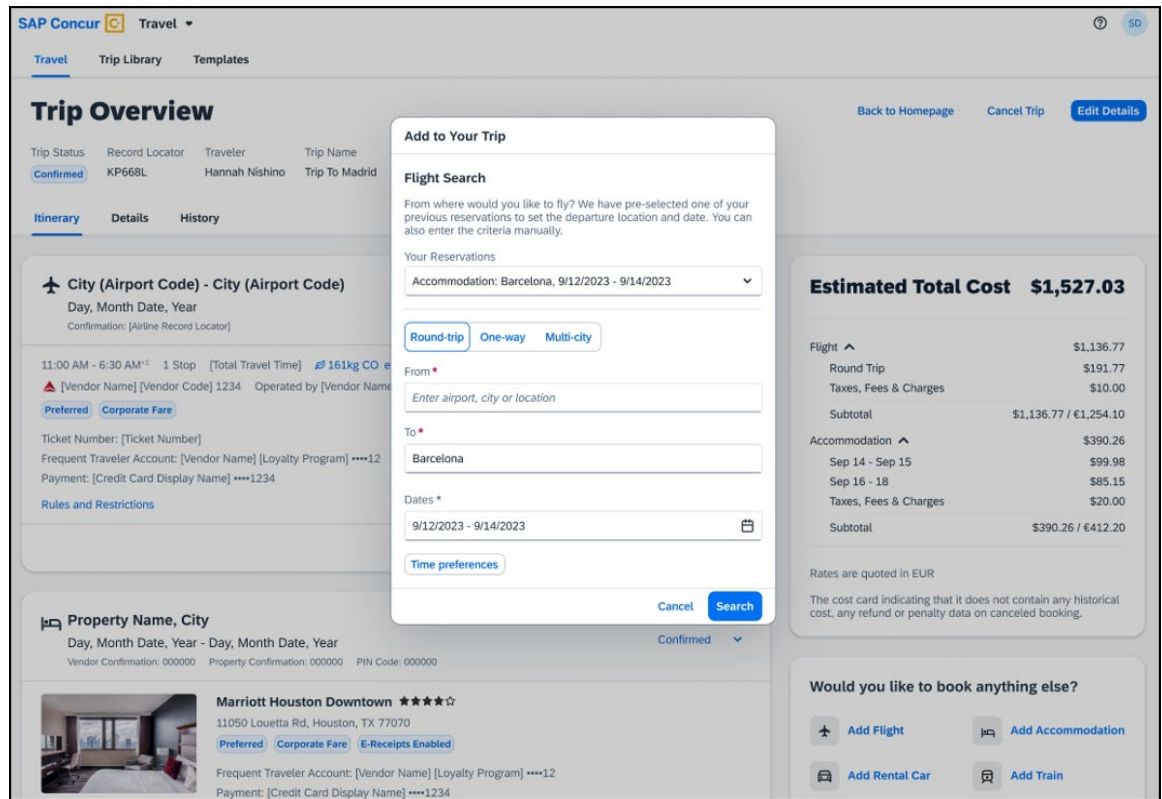
- Car pick-up (Rental Car: Closest city to the Car Pick Up, Pick up date) - When selected, the closest city to the car pick up will be added to the **Destination** field, and the pick up date and drop off date of the rental car will be added to the **Dates** field.

The screenshot shows a search form titled "Search Accommodation Search". Below the title, there is a prompt: "Please select the date and destination from your trip to which you would like to add a booking." The form contains several input fields: "Your Reservations" with a dropdown menu showing "Rental Car: Aulnay-sous-Bois, 06/04/2024"; "Destination \*" with a dropdown menu showing "Aulnay-sous-Bois"; "Dates \*" with a text input showing "06/04/2024 - 06/06/2024"; and "Distance \*" with a dropdown menu showing "5 mi". A blue "Search" button is located at the bottom of the form.

If the trip has only one reservation, When adding Hotel to an existing trip the following will be pre-selected in the **Your Reservations** pop-up:

- Flight: Arrival to the destination Airport
- Train: Arrival to the destination Rail Station
- Car: Pick-up

**EXAMPLE: NEW UI MODAL (FUTURE RELEASE)**



**Configuration for Professional Travel**

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

## \*\*Ongoing\*\* New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only) (March 26)

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	March 26, 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source		
GDS	Sabre, Sabre NDC	
Direct Connect	Car Connector, CHS Hotel Connector, UK Rail via Trainline, Spanish Rail via Renfe	
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 March 26, 2024, SAP Concur plans to expand the new Concur Travel experience to new markets beyond the United States. These markets are determined by the **Travel Agency Ticketing Currency**. If this is set to Canada, Mexico, UK or Ireland then the configuration will be eligible for the market expansion.

**NOTE:** Configurations set to European Union instead of a specific country will not be eligible. To avoid this, while the currency can still be set to Euros, a specific country can also be selected.

Travel Agency Ticketing Currency ⓘ

Canada (\$) ⌵

Travel Agency Ticketing Currency ⓘ

European Union (€)

## **USER/CUSTOMER BENEFIT**

Customers outside the United States will soon have access to the new Concur Travel experience. While they will still have control over when they choose to enable, the Flight, Car, Hotel and Rail experiences will be available for Sabre and Amadeus GDS based on regional timelines.

### ***End-User Experience***

End-users can enable the new Concur Travel experience based on a targeted rollout plan. The planned market expansion schedule is as follows:

#### **NORTH AMERICA**

- Sabre: Canada and Mexico will be enabled by March 26.
- Amadeus: US, Canada, and Mexico will be enabled by June 25.

#### **EMEA**

- Sabre: The UK and Ireland will be enabled by March 26.
- Amadeus: The UK and Ireland will be enabled by June 25.
- Sabre and Amadeus: France, Germany, Spain, Portugal, Italy, Austria, Switzerland, Belgium, Netherlands, and Luxembourg will be enabled by June 25.

### ***Configuration for Professional Travel***

Administrators with the Company Admin permission can navigate to the **Manage New Concur Travel Experience Preferences** page to opt out if they choose not to participate in this round of market expansion. This can be done at the configuration level (country or market) or at the individual Flight, Rental Car, or Hotel level by clicking the configuration under the **Company Level Preference** section.

**\*\*Ongoing\*\* New Concur Travel Experience: Trip History (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 8, 2024	March to May 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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

**Overview**

Targeted for the March to May 2024 releases, the **Trip History** feature will be available for the new Concur Travel experience. This feature will provide all access to detailed historical records of all trips associated with an account. Data will be available indefinitely (except for legal, compliance policies such as GDPR "Right to be Forgotten" requests), even if the trip is subsequently cancelled and after the trip has been completed.



**PHASES**

This feature will be released in phases, with the first **Trip History** events visible starting on March 29:

Phase	Date of Release
Phase 1: New History tab on the Trip Overview Page. <ul style="list-style-type: none"> <li>• Trip-level events               <ul style="list-style-type: none"> <li>○ Trip Created</li> <li>○ Trip Cancelled</li> <li>○ Trip Confirmed</li> <li>○ Confirmation Email Sent</li> <li>○ Trip Sent to Agency for Processing</li> </ul> </li> <li>• Stand-alone Approvals events               <ul style="list-style-type: none"> <li>○ Trip Submitted for Approval</li> <li>○ Trip Logged for Reporting</li> <li>○ Manager Notified</li> <li>○ Trip Approved</li> <li>○ Trip Rejected</li> <li>○ Approval Deadline Expired</li> </ul> </li> </ul>	March 29, 2024
Phase 2: <ul style="list-style-type: none"> <li>• Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated, Booking Failed for Car, Hotel, and Rail Bookings), Booking Failed to Cancel</li> </ul>	April 2024
Phase 3: <ul style="list-style-type: none"> <li>• Approvals via Request Integration</li> <li>• Air Booking Cancelled, Air Booking Updated, Air Booking Failed</li> <li>• Additional events</li> <li>• Some additional data for already released events</li> </ul>	May 2024

A detailed list of supported events and which information they include with each phase will be provided in a future release note.

**NOTE:** Trips which include bookings from both the legacy and new Concur Travel experience will be included only in the legacy **Trip History**, on the web application, and will show bookings regardless of whether they were booked via the legacy or new Concur Travel experience.

Trips which include bookings from only the new Concur Travel experience will be included within the new experience's **Trip History**, on both web and mobile applications. For the mobile app, feature availability will be in April.

**USER/CUSTOMER BENEFIT**

This feature will provide greater clarity and confidence in the details of the Concur Travel booking experience, allowing users to search for and reference trip details more quickly and easily. This will allow users to avoid having to request information via a support case.

Users and arrangers will be able to see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives will be able to see the history via Support Tools, which will be included in a future release.

**End-User Experience**

Historical data will include:

- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.
- significant edits to a trip
- the identity of the person performing each action taken on the trip
- dates and time stamps
- ticket and confirmation numbers
- approvals and rejections
- policy violations
- detailed trip costs
- specific details of travel providers

**PHASE I DETAILS:**

Event	Data Included	Notes/Additional Information
Trip Created	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Trip Cancelled	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Trip Confirmed	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Confirmation Email Sent	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> <li>• Which user / email address</li> </ul>	
Trip Sent to Agency for Processing)	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> </ul>	For Trips sent to Agency for Finishing and/or Ticketing
Trip Logged for Reporting	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> </ul>	

Event	Data Included	Notes/Additional Information
Trip Submitted for Approval	<ul style="list-style-type: none"> <li>Who submitted the trip for approval</li> <li>Date   Time   Timezone When trip was submitted for approval</li> <li>Whose approval is required</li> <li>Approval deadline</li> <li>Email sent to Approver</li> </ul>	If a user creates a new booking, with new dates, and this changes the Approval deadline, there will be a second "Trip Submitted for Approval" event with the new details, and new Approval deadline.
Manager Notified	<ul style="list-style-type: none"> <li>Date   Time   Timezone</li> <li>Which email address</li> </ul>	
Trip Approved	<ul style="list-style-type: none"> <li>Who Approved</li> <li>Date   Time   Timezone</li> <li>Approver's Comments (if any)</li> </ul>	
Trip Rejected	<ul style="list-style-type: none"> <li>Who Rejected</li> <li>Date   Time   Timezone</li> <li>Approver's Comments (if any)</li> </ul>	
Approval Deadline Expired	<ul style="list-style-type: none"> <li>Date   Time   Timezone</li> </ul>	

► **To access trip histories:**

1. On the **Trip Overview** page, click the **Trip History** tab.
2. The **Trip History** tab will display all the events that took place for the trip in either ascending or descending chronological sort order, such as Creation, Cancellation, Approval etc.
3. To expand the content and see additional details, click the arrow icon next to the event.

**Trip Overview**

Back to Homepage Cancel Trip Edit Details

Trip Status: Confirmed Record Locator: KP668L Trip Name: Trip To Madrid Date: September 14, 2023 - September 18, 2023

Itinerary Details History

**Trip History** Expand All Sort by Date

For questions, please contact the supplier or the travel agency.

**May 22, 2024**

- Trip Approved** William Never | 3:05 PM EST  
Your trip was approved on August 27, 2023 [approver: Stephan Lennox].
- Trip Sent To Agency For Processing** William Never | 3:11 PM EST

**May 20, 2024**

- Approval Email Sent** William Never | 3:12 PM EST  
Email has sent to approver: Stephan Lennox [email@email.com].
- Confirmation Email Sent** William Never | 3:06 PM EST  
Email has sent to [traveler name], [email@email.com].
- Trip Submitted for Approval** William Never | 3:05 PM EST  
Trip requires approval by approver: Stephan Lennox by [approvalDeadline] [approvalTimezone]. Otherwise it will be auto approved.
- Trip Confirmed** William Never | 9:33 AM EST
- Booking Created** William Never | 9:32 AM EST  
The Hertz, Madrid rental car is booked.  
Confirmation: 0000000000  
Frequent Traveler Account: [Vendor Name] [Loyalty Program] \*\*\*\*00  
Payment: [Credit Card Display Name] \*\*\*\*1234

**[Rule Action]**  
[Rule/Message when match]  
Violation Reason  
[Policy violation reason]

**NOTE:** Events will become visible for **new** trips created after this feature is released and as new events become available with each phase. This means there will be no backfill for older trips or user actions on existing trips. For example, a trip created in April (after the March release) will have the "Trip Created" event available in **Trip History**, but no "Booking Created" events for any of the bookings. However, if a booking in that trip is subsequently cancelled after the April release, there will be a "Booking Cancelled" event, without the corresponding "Booking Created" event.

### Configuration for Professional Travel

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

## \*\*Ongoing\*\* New Concur Travel Experience: Skip Search Action (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
October 6, 2023	March 22, 2024	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre, Car Connector	
Direct Connect		
<b>Other</b>		
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
<b>Affected Documentation</b>		
TSGs		
Fact Sheets		
Admin Guides		
Other	Concur Travel Professional Edition End User Help	

### Overview

In the February to April releases, the **Skip Search** action will be available for the new Concur Travel experience. This feature allows a user to discard the search workflow for a trip segment and return to one of three UI pages, depending on the previous workflow.

### PHASES

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers with migration to the new travel experience)	February 2024
Phase 1: Flight, Car, Hotel	February 2024
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

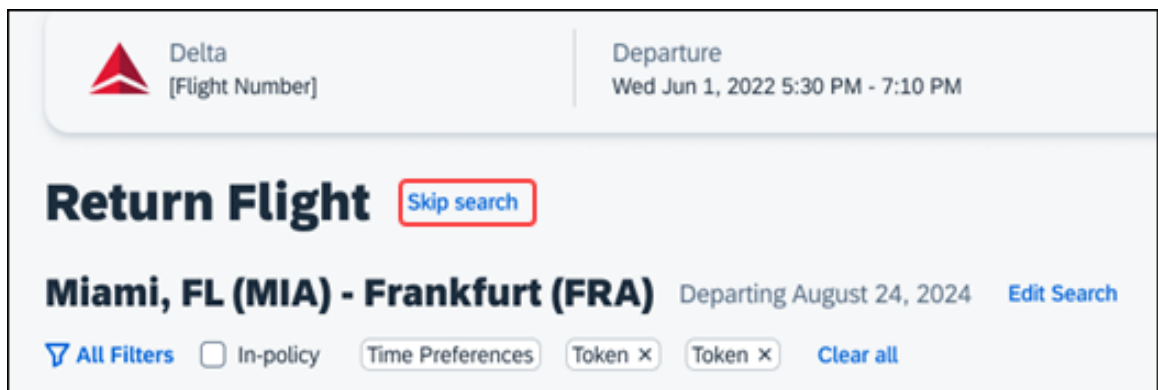
## USER/CUSTOMER BENEFIT

This feature is comparable to existing components in the current Concur Travel shopping experience. It provides the user a one-click method of returning to their trip booking workflow, should they decide not to complete a search and book option.

### End-User Experience

The **Skip Search** link will allow a user to discard the search workflow for a trip segment, returning the user to one of three UI pages, depending on the previous workflow.

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they will click **Skip Search**.



The **Skip search** option will behave as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user will be redirected to the **Finalize** page.
- If there is an existing booking for the given trip and it was previously finalized, then the user will be redirected to the **Trip Overview** page.
- If there is no existing booking or trip, then the user will be redirected to the SAP Concur Travel **home** page.

### Configuration for Professional Travel

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

## **\*\*Ongoing\*\* New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
September 15, 2023	March 15, 2024	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

### **Overview**

SAP Concur is delivering the new Concur Travel experience through phased software releases, while limiting the impact on customers and travelers.

- All customers and travelers can continue to use Concur Travel, which will support all existing capabilities.
- Travelers will continue to use their same URLs, logins, passwords, and mobile application. No specific traveler access change is required.
- The system is designed so that if a traveler were to book something not yet supported, they would be directed to the current booking flow they already know and use. Over time, as those capabilities are added to the new experience, redirects will be less frequent.

For customers that want to see the Q4 2023 release of the new Concur Travel experience:

- The customer's servicing TMC must have acknowledged support for bookings made through the new Concur Travel experience.
- Customers must be eligible, based on content sources, policies, and configuration settings, as described in the linked document below.

Customers will automatically receive the Q4 2023 release of the new Concur Travel experience unless the customer or their TMC chooses to opt out.

### **USER/CUSTOMER BENEFIT**

With all the changes in user experience to address the current industry capabilities and traveler expectations, some policy rules or features may no longer be relevant. These will be decommissioned over time and will be outlined in the linked document below.

### **End-User Experience**

Every company, travel program, and traveler are different, so SAP Concur wants to ensure that you have the information to understand when it's the right time to implement the new booking experience in your organization.

Continue to check this release note as SAP Concur will update it regularly with additional details as development continues.



For more information about disclaimers, exclusions, limitations, and more, please refer to the [New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements](#) document.

**Configuration for Professional Travel**

For configuration instructions, please refer to individual release notes.

**Rail**

**New Concur Travel Experience: Renfe - Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)**



Refer to the **\*\*Ongoing Changes\*\*** *New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)* release note in the **Planned Changes > Administration** section of this document.

**New Concur Travel Experience: Trainline - Book and Approve Request Support (Professional Edition Only) (Feb 19-28)**

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

As of February 19-28, Concur Travel introduced support for **Book then Approve Request** integration for Trainline customers.

**USER/CUSTOMER BENEFIT**

This functionality provides a smoother booking process for the customer.



## End-User Experience

When booking a Trainline trip, the user is directed to the **Request** header to confirm the trip and submit the request. The request approver can then approve, reject, or send it back.

This functionality to always create a **Request** is based on rules and configurations.

---

**NOTE:** Previously, if a client had enabled Request Integration and Trainline, they would not be able to enable any other vertical (Flight, Car, or Hotel) in the new Concur Travel experience. This will be corrected in a subsequent release.

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This integration for **Request** only applies to the new Concur Travel experience and Trainline bookings. If this is combined with any other element of Concur Travel (Flight, Car etc.) this function will not apply.

## Configuration for Professional Travel

### ► To enable the Request Booking Switch

1. Click **Administration > Travel**, then, select **Travel System Admin**.
2. Locate the desired company. In the **Wizard Options** section of the **Travel Configuration** page, select **Enable Travel Request Integration**. This must be selected to use the booking switch feature.
3. Select **Enable Request Booking Switch**.

## Orphaned Trip Handling Changes for Trainline (Feb 19-28)

Prof	Stan	◀ ◀ Edition	
X	X	<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
		<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS	Trainline Direct Connect	
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help, Travel Services Help	

## Overview

Previously, for orphaned trips containing Trainline, Concur Travel neither auto-cancelled nor auto-finalized the trip. As of February 19-28, Concur Travel began to auto-finalize the trips containing Trainline, similar to what currently happens with Renfe trips.

### USER/CUSTOMER BENEFIT

If a trip is not cancelled nor finalized, the necessary changes required for trip fulfillment are not included in the trip (for example, to ticket a flight, such information would be required).

## End-User Experience

When the user abandons the trip on the **Finalize** page:

- The trip is auto-finalized after four hours.
- A warning e-mail is sent at that time, informing the user that the trip was sent through finishing. The e-mail presents the following information: "The following trip was not completed in Concur Travel. Concur has automatically sent your trip through finishing to ensure your travel agency can fulfill your reservation. Your agency has also been notified about this and may be contacting you to obtain any un-captured trip information, such as policy violation justification or questions asked for each trip (custom trip fields). Your agency may charge additional fees for this. To prevent this from occurring in the future, please be sure to complete your reservation in Concur Travel – you can tell you have completed your booking when you see "Finished!" at the top of the page during the booking process."
- For trips containing bookings made solely in the new Concur Travel experience, users are redirected to the **Finalize** page where they can update the trip with new trip name, description, custom fields, and itinerary level policy. They can click **Confirm** to finalize the trip again with the additional details.

The differences in behavior compared to trips containing legacy Concur Travel bookings include:

- If the user opens a trip in Concur, the new Concur Travel **Finalize** page is displayed (as for an orphaned trip), because the user can update the trip with a new trip name, description, custom fields, itinerary level policy and send it through to finishing once again.
- If approval is required (Request to be created), the user is not prevented from proceeding with these steps.

## Configuration for Professional and Standard Travel

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

## New Concur Travel Experience: Trainline New Supported Rules (Professional Edition Only) (Feb 19 -28)

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

### Overview

As of February 19-28, new rules are supported for Trainline to match the legacy Concur Travel experience. This requires Trainline clients to update their rule class setup.

### USER/CUSTOMER BENEFIT

To provide a more effective and consistent user experience, the Trainline rules have been updated for the new Concur Travel experience.

### End-User Experience

The following rules are supported for Trainline in the new Concur Travel experience.

#### FLIGHT

- Flight Number [condition] [FlightNumber]
- Flight Number is in the list of [FlightNumber]
- Air Fare is [condition] [currency][money]
- Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
- Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare

- Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
- Air Base Fare is [condition] [currency][money]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]
- Any leg departure City is [CityCodeList]
- Any leg departure City is not [CityCodeList]
- Any leg arrival City is [CityCodeList]
- Any leg arrival City is not [CityCodeList]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- Flights connect through airport/city [CityCodeList]
- No flights connect through airport/city [CityCodeList]
- Flight departure or arrival city is [CityCodeList]
- Neither departure nor arrival city is [CityCodeList]
- Flight is between airports [CityCodeList1] and [CityCodeList2]
- Flight is not between airports [CityCodeList1] and [CityCodeList2]
- Flight departure date is [condition] [Date]
- Flight arrival date is [condition] [Date]
- Flight depart time is [condition] [Time]
- Flight arrival time is [condition] [Time]
- Flight depart time is between [Time1] and [Time2]
- Flight arrival time is between [Time1] and [Time2]
- Flight depart time is not between [Time1] and [Time2]
- Flight arrival time is not between [Time1] and [Time2]
- Flight departure date/time is [condition] [Date] at [Time]
- Flight arrival date/time is [condition] [Date] at [Time]
- Flight departure date/time on [leg] leg [condition] [Date] at [Time]
- Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
- Flight departs on [DayOfWeekCodes]
- Flight does not depart on [DayOfWeekCodes]
- Flight is refundable
- Flight is not refundable
- Carrier is not preferred

- Carrier is preferred
- Marketing airline is in [CarrierList]
- Marketing airline is not in [CarrierList]
- Operating airline is in [CarrierList]
- Operating airline is not in [CarrierList]
- Any segment carried by [CarrierList]
- Any segment not carried by [CarrierList]
- Any flight is in region [Region]
- Any flight is not in region [Region]
- All Flights are within the region: [Region]
- All Flights are within the region: Africa
- All Flights are within the region: Asia
- All Flights are within the region: Australia
- All Flights are within the region: Europe + UK
- All Flights are within the region: South America
- All Flights are within the region: North America
- Flight Departure Country/Region is [CountryList]
- Flight Arrival Country/Region is [CountryList]
- Flight connects in country/region [CountryList]
- No flights connect in country/region [CountryList]
- All Flights are within the country/region: [CountryList]
- No Flights are within the country/region: [CountryList]
- Any flight is in country/region [CountryList]
- Any flight not within the country/region [CountryList]
- Flight departs from or arrives at an alternate airport in the region
- User requested Area Airports and flights do not depart from/return to the same airport
- Flight departs from or arrives at the user's chosen airport
- Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
- The least cost logical airfare uses alternate airports
- The least cost logical airfare uses the user's chosen airport
- Flight uses [prefAlt] airport and airport is one of [CityCodeList]
- Flight is booked less than [DaysAdvance] days in advance
- Flight is booked less than [HoursAdvance] hours in advance
- Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExcLayovers] layovers

- Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExclayovers] layovers
- Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExclayovers] layovers
- Flight duration of all flights in a segment (including layovers) is [condition] [Duration] minutes
- Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
- Flight duration for any single flight is [condition] [Duration] minutes
- Fare is from the Reservation System
- Fare is not from the Reservation System
- Fare uses class of service not in [ClassList]
- Fare uses cabin class not in list [CabinList]
- Search results contain one or more of these vendors: [VendorList]
- Search results contain none of these vendors: [VendorList]
- Results contain preferred vendors
- Results do not contain preferred vendors
- Trip duration [condition] [DaysLong] days
- Time spent at destination is [condition] [DaysLong] days
- Flight Number of stops is [condition] [Numstops]
- The least cost logical airfare is on one of [CarrierList]
- The least cost logical airfare is not on one of [CarrierList]
- Layover duration on any segment is [condition] [minutes] minutes
- Number of stops in the least cost logical fare is [condition] [numStops] stops
- Number of stops is [condition] the number of stops in the least cost logical fare
- Contains flights in cabin lower than that requested
- Booking source is [Source]
- Booking source is not [Source]

#### **RAIL**

- Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
- Rail is [PreferredList]
- Rail is not [PreferredList]
- Trip duration [condition] [DaysLong] days
- Rail fare description contains [DescriptionList]
- Train is from source [Vendor] and Operating Carrier in [CarrierList]

- Train is from source [Vendor] and train type in [TrainTypeList]

### VIEW MORE FARES

These rules are applied during the initial search.

- \* Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- \* Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- \* Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
- \* Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- User requested Area Airports and flights do not depart from/return to the same airport
- Airline is [CarrierList] and brand name is [BrandedFareNameList]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]

### CLASS OF SERVICE GROUP (UNIQUE FROM FLIGHT GROUP)

- Cabin classes allowed: [CabinClasses]
- Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers
- Waitlist cabin(s) are available and allowed

### FLIGHT RULES FOR RAIL

Considerations when setting up:

- City code is Rail station code.
- Flight number is a maximum of 4 digits.

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**NOTE:** The admin interface limit may not be long enough for train number.

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- There is no difference between marketing / operating / validating carriers in Rail.
- Rail fare always checks the total cost.
- For LLF definition:
  - ◆ If "Include rail" option is OFF, LLF will be turned off for Rail.

- ◆ Refundability option only applies when this information is available.
- ◆ Center time calculation does not support morning, afternoon, evening, or anytime.
- ◆ Arrival time is not supported.
- Outbound policy violations will not be called out-of-policy, even if no inbound fares can be combined with the specific outbound fare to yield a policy compliant option. For example, if a rule is set up as "Air Fare greater than \$50 - require approval" and the cheapest outbound fare is \$40 and the cheapest inbound fare is \$30, then:
  - ◆ The outbound fare will not be marked out-of-policy.
  - ◆ All inbound fares will be marked out-of-policy.

### Configuration for Professional Travel

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.



For more information on UK Rail (Trainline), refer to February release updates to the *Travel Services Help*. To locate, go to the SAP Help Portal and select the Travel Services Help listed under the *Implement > Administration* section.

## Trainline Decommission for Apollo and Worldspan Configurations (Feb 29)

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



## **Overview**

Concur Travel currently provides travelers the ability to book trains via Trainline for the UK market. The solution is supported for Amadeus, Sabre, and Galileo travel configurations.

Due to changing contractual obligations, SAP Concur and Travelport jointly decided to decommission the direct connection to Concur Travel in February 2024. The UK Rail (Trainline) direct connect has been automatically disabled and no longer visible for any Apollo and Worldspan travel configurations effective February 29.

### **USER/CUSTOMER BENEFIT**

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained. This feature is not fully supported and has been decommissioned.

## **End-User Experience**

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Historical data will also be kept for reporting.

---

**NOTE:** This Trainline decommission is only applicable to Apollo and Worldspan. Amadeus, Sabre, and Galileo are not affected by this change.

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

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

## New Concur Travel Experience: Trainline - Train Options Turned Down (Professional Edition Only) (Feb 19-28)

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

### Overview

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

### USER/CUSTOMER BENEFIT

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. This allows for the visibility of available fares not chosen when creating out-of-policy bookings.

### End-User Experience

When booking out-of-policy, a list of **Train Options Turned Down** displays. This list is available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** are available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list is a declined LLF. The other list items are the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** displays only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down display. The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

### Configuration for Professional Travel

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

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**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

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### New Concur Travel Experience: Trainline - Configurable Message Boards (Professional Edition Only) (Feb 19-28)

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

### Overview

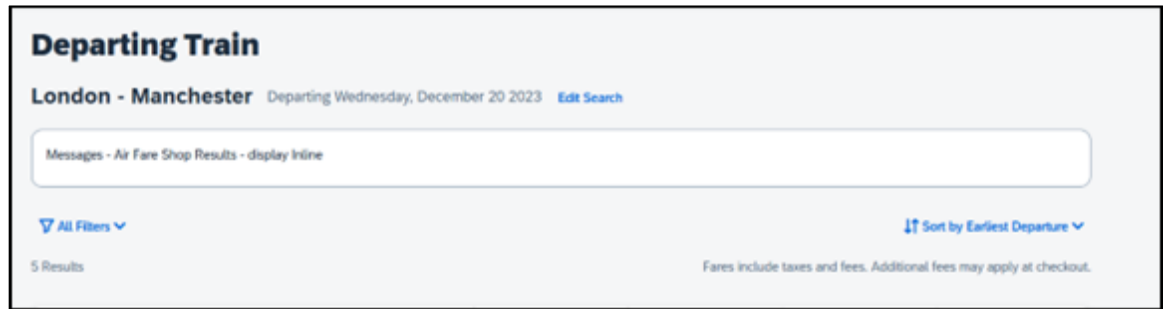
Configurable Message Boards allow clients to influence end user interactions with dynamic, rule based, messaging. The new Concur Travel experience for Trainline supports placement to match the legacy Concur Travel experience.

### USER/CUSTOMER BENEFIT

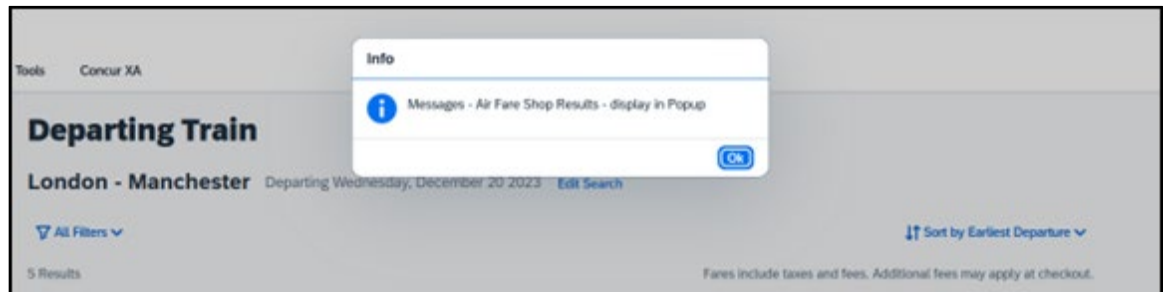
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

### End-User Experience

Messages display on the shop page. They can appear inline:



Or in a popup:



### Configuration for Professional Travel

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:



Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks are supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule displays to the user.

---

**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

---

## New Concur Travel Experience: Trainline - Support for Multiple Rail Connectors (Professional Edition Only) (Feb 19-28)

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

### Overview

Concur Travel offers multiple rail connectors. From February 19-28, support has been added for any rail connectors offered by Concur Travel to be enabled with Trainline.

### USER/CUSTOMER BENEFIT

This change provides administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

### End-User Experience

End users can now book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user is not necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

### **Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

New rail connectors can be added or removed on the **Company Travel Configuration** page.

Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. This limitation will be removed with a future release.

## **New Concur Travel Experience: Trainline - Multiple Violation Reasons (Professional Edition Only) (Feb 19-28)**

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

### **Overview**

For bookings of out-of-policy fares, users are required to select a policy violation reason.

### **USER/CUSTOMER BENEFIT**

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

### End-User Experience

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface displays a list all the policy rules violated, grouped by the rule action.

The screenshot shows a 'Travel Policy' section with a 'Require Approval' button. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries:

- Require Approval**: Rail fare description contains Single. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is a text box labeled 'Comments' with the text 'Add comments'.
- Notify Manager**: Trip duration greater than or equal to 1 days.
- Require Approval**: Cabin classes allowed: First class. Below this is another dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is another text box labeled 'Comments' with the text 'Add comments'.

### Configuration for Professional Travel

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.

The screenshot shows a single configuration option: a checked checkbox followed by the text 'Allow Multiple Violation Reason Codes'.

**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

## New Concur Travel Experience: Trainline - Least Cost Logical Fare Support (Professional Edition Only) (Feb 19-28)

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

### Overview

As of February 19-28, Concur Travel introduced the support of the Least Cost Logical Fare (LLF) for Trainline rail bookings in the new Concur Travel experience.

### USER/CUSTOMER BENEFIT

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options are highlighted as the best choices for the users to select during the train search.

### End-User Experience

If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF displays per class of service. The same icon is used for all classes of service.

The LLF is also visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.



## Configuration for Professional Travel

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration enables administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

## Limitations

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user's chosen fare:** Initially, the display of additional screen is not supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare". Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.

- **Enforce LLF based on hybrid:** Initially, Hybrid LLF is calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer support in the new Concur Travel experience. The icon always displays.

**NOTE:** Travel administrators for configurations where Renfe or Trainline rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

## New Concur Travel Experience: Trainline - Customer Migration (Professional Edition Only) (Feb 19-28)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
Direct Connect	Trainline		
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Travel Services Help	

### Overview

Concur Travel provides travelers in the UK market with the ability to book trains via Trainline. Trainline plans to decommission their current connection to Concur Travel within the first half of 2024.

SAP Concur has completed work towards supporting Trainline's new connection. As part of this effort, from February 19 to 28, SAP Concur has migrated Trainline existing customers from the current Concur Travel Experience to the new Concur Travel Experience.

### USER/CUSTOMER BENEFIT

The new Concur Travel rail booking experience together with the new Trainline connection brings clients the following benefits:

- New user interface
- Reduced number of steps to complete the booking.
- Support for eTicket delivery option.

**NOTE:** The availability of eTicket delivery option depends on the selected routing and the carrier. Also, this feature must be enabled by Trainline. Clients interested in seeing the eTicket delivery option for Trainline should contact their travel agency or Trainline, depending on their contract.

**End-User Experience**

The end-user booking workflow includes search, book, and itinerary review. The release introduces a reduced set of features.

**Trainline Migration Differences**

As SAP Concur migrates UK Rail (Trainline) to the new Trainline connection and the new Concur Travel experience, users might see some differences in the behavior compared to the current experience.

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

**⚠ IMPORTANT:** As the date of birth is required for the new Trainline connection, SAP Concur recommends that users add their date of birth to their user profile to make sure Trainline returns all the fares that the users are eligible for in the search results. Date of birth can be added under the **Passport** section or under the **TSA Secure Flight** section. These sections might be unavailable in the profile or not be editable for the user. Clients should consider giving users permission to update their profiles with the date of birth, if missing.

**⚠** If the date of birth is missing in the user’s profile a default arbitrary value will be sent to Trainline. This will enable users to search for the UK Rail content even if they choose not to enter a date of birth in their profile.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	User Permission	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not yet supported. Users will see a message "Rail booking for a guest is not available at this time" in the Rail search widget when accessing Rail tab as a guest.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Content	Air/Rail Tab Search: Mixed Air/Rail	N/A	UK Rail search results are not available via Air/Rail tab	Air/Rail comparison is not yet supported for the new rail booking experience. Users must use the Rail tab to search for UK Rail (Trainline) content.
Content	Global distribution system (passive segments/finishing)	Travel Configuration	Global distribution system (GDS) supported for UK Rail: Amadeus, Sabre, Galileo	UK Rail will be unavailable for clients with travel configurations on Apollo and Worldspan
Content	Edition	Company	Standard Edition	UK Rail will be unavailable for clients with Concur Travel Standard edition in the new Rail booking experience.
Rail-specific	Arrive by	Travel Configuration	Search by arrival time	Search by arrival time is not supported for UK Rail in the new Rail booking experience yet. Users will be able to search by departure time for UK Rail.
Rail-specific	Multi-passenger booking	Travel Configuration	"Max Number of companions" feature	"Max Number of companions" feature will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Promotional code	N/A	Promotional code in the search widget	Promotional code will not be supported for UK Rail in the new Rail booking experience.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Rail-specific	Custom passive template	Travel System Admin > Passive Template Editor		Custom passive template will not be supported for the new Rail booking experience. Standard passive segments will continue to be supported for UK Rail for Amadeus, Sabre and Galileo.
Profile	Loyalty Card	User Profile		Loyalty Cards will not be supported for UK Rail in the new Rail booking experience. Users with UK Rail loyalty program in their profile will be able to search and book UK Rail content. Their UK Rail frequent traveler program will not be sent to Trainline with the booking.
Integration	Concur Request	Travel Configuration Request module	Approve then Book flow	"Approve then Book flow" is not yet supported for UK Rail in the new rail booking experience for UK Rail.
Integration	Concur Request	Travel Configuration Request module	Book then Approve flow	"Book then Approve" flow will be supported with limitations.
Travel Policy	Least Cost Logical Fare	Travel Configuration	Enforce LLF based on hybrid	Hybrid LLF will be calculated based on the search window only with initial release. Additional search options triggering calculation based on user's search window not supported yet.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Travel Policy	Least Cost Logical Fare	Travel Configuration	Enforce LLF based on user's chosen fare	Display of additional screen will not yet be supported. Users will see all policy rule violations for delayed LLF on the <b>Review and Book</b> page instead of on a separate screen.

### Changes in behavior

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Payments	Ghost Card	Travel Administration > Corporate Ghost Cards		Ghost Card payment will not require a security code on the Review and Book page.
Profile	Date of Birth	Profile > International Travel: Passports and Visas Or TSA Secure Flight	Date of birth is required for UK Rail search.	If the date of birth is missing, users will see a message with the request to update their profile before they can continue with their search.
Rail-specific	View More Fares	N/A	"View More Fares" link is not available for the new Rail details booking experience.	Up to four fares will display directly as the initial search results. All remaining available fare options will display upon expanding the itinerary.
Rail-specific	Class selection	Travel Administration > Travel Policy	Class selection is not available in the search widget for the new Rail booking experience	Users will be able to use filters (if applicable) in the search results.
Rail-specific	Search by price/schedule		Search by price/schedule is not available in the search widget for the new Rail booking experience	Users will be able to use filters in the search results in the new Rail booking experience.
Rail-specific	Delivery options	N/A	Delivery options displayed on the Review and Book page	Delivery options supported for UK Rail are limited to eTicket and Kiosk.

### **Configuration for Professional Travel**

SAP Concur is planning to migrate existing customers to Trainline's new connection to ensure continuous support of UK Rail in Concur Travel.

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

---

**NOTE:** Travel Agencies should be aware that station codes in the passive segments for Trainline do not align with IATA codes. The station codes used for the current connection will also apply for the new Trainline connection.

**NOTE:** Custom field mapping applicable to Trainline is available under the Configure Trainline button in the UK Rail configuration settings. To prevent any issues during the booking flow, make sure that the custom fields' values set up in Concur Travel correspond to requirements set up with Trainline. Any discrepancy might lead to booking failures for users.

---

# Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement or change mentioned here.

**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the *Shared Changes Release Notes*.

## Administration

### **\*\*Ongoing Changes\*\* New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	March 8, 2024	March - April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	◀ ◀ Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	Approvals, Rules, and Classes/Policies Travel Service Guide
	Fact Sheets	
	Admin Guides	
	Other	

### Overview

In the upcoming April release, administrators can allow users to select a rule class tied to the same configuration or agency. This will allow customers who currently have this setting enabled in their legacy Concur Travel experience to migrate to the new Concur Travel experience.



**NOTE:** The information from the February release note "\*\*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only)" has been included here.

**PHASES**

This feature will be released to specific verticals between March and April:

Phase	Date of Release
Phase 1: Renfe Rail	April 8 - 10
<p><b>NOTE:</b> For Renfe, all three options under the <b>Rule Class Selection</b> dropdown, (as in, <b>User cannot select rule class, User can select from rule classes tied to this configuration, User can select from rule classes tied to this agency</b>) will be supported. Until this change, only the <b>User cannot select rule class</b> is applied.</p>	
Phase 2: All other verticals	May 2024, date TBD

In the **Rule Class Options** section of Travel System Admin, administrators will be able to configure their travel sites to do the following:

- allow users to select from a rule class tied to this travel configuration.
- allow users to select a rule class tied to same agency.
- force users to select a rule when making a reservation.
- display a custom rule class label and
- opt out a rule class from displaying in the dropdown.

**USER/CUSTOMER BENEFIT**

This setting allows users to select which rules are suitable for the trip they are booking.

**Administrator Experience**

The administrator will be able to:

- enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.
- create a custom rule class label.
- select the **Force selection of a rule class** checkbox.

**Rule Class Options**

Rule Class Label

Air rules use base fare instead of total fare

Rule Class Selection

Force selection of a rule class (i.e., no default)

- select the **Choose Rule Class Opt Out** checkbox to remove the display of a rule class.

Options	Travel Class Name	Travel Config	Property Config	Default	GSA: Allow Non-Refundable Air	Self-Reg	Upgrades to Prem. Econ.	Allow Ground	Manual Hotels	TripIt Privacy	Choose Rule Class Opt Out
<a href="#">Save</a>	AUT Sanity Cartrawler TripCustomfield	Automation_Galileo	Default Configuration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Default to Shared	<input type="checkbox"/>
	AUT Sanity Class Galileo/CarTrawler	Automation_Galileo	Default Configuration					<input checked="" type="checkbox"/>		Default to Shared	

- display a custom message if the user does not select a rule class when required.

**Select Rule Class Custom Prompt**

Custom message that will display if user does not select rule class if required.

[Edit](#)

[Go to top](#)

### End-User Experience

The user will see a dropdown on the home page that contains rule classes associated with their travel configuration, excluding a rule class that has been opted out. If the force rule class is enabled, then users will see a blinking yellow outline that surrounds the dropdown. If the user does not select a rule (when required), they will be prompted to select a rule class.

## Trip Search

Rule Class

▼

### Configuration for Professional Travel

Refer to the Administrator Experience section for set up details. If the setting has been previously enabled, no changes are required.

# Flight

## **\*\*Planned Changes\*\* New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	March 15, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Targeted for the April release, Concur Travel plans to display the **Corporate Rate** label and **Preferred Vendor** label for Flight. These changes will be visible on the **Review and Book, Finalize** and **Trip Overview** pages. These labels will also display on e-mails received once a booking is finalized.

### USER/CUSTOMER BENEFIT

This change is being made to remind the user which type of rates and vendors were booked, and it will provide a more consistent user experience across the booking process.

## End-User Experience

Once the search for flights is completed, the user will then see the **Corporate Rate** and **Preferred Vendor** labels on the last pages of the booking flow and in the post booking e-mails received. These labels will appear on the **Review and Book**, **Finalize** and **Trip Overview** pages.

## Configuration for Professional Travel

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

## Hotel

### \*\*Planned Changes\*\* New CSL Segment Format for Sabre Hotels (Mar 26)

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	--	March 26, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		
Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new TraveIfusion airline)
X	X	<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
Source		
GDS	Sabre	
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

SAP Concur completed development to support Sabre's Content Service for Lodging (CSL) platform in 2021. Since that time Concur has continued to create the legacy segment for Sabre bookings using an indicator in the Enhanced Hotel Book API "bookGDSviaCSL=False". This is to support those customers whose third-party mid and back-office systems were not yet able to process the CSL HHX segment type that is generated in the Sabre Interface User Record (IUR) file, which supports travel agency back-office functions for Ticketing, Invoicing, and Itinerary type entries.

Sabre's latest CSL update via SAN 16384 states that Sabre will require all hotel bookings to be created using the new CSL hotel segment as of March 26, 2024. Please refer to Sabre SAN 16384 for complete details.

Concur Travel is ready for this change and will continue to be able to modify and cancel both legacy hotel segments as well as the new CSL hotel segment type from 26 March. The API flag "bookGDSviaCSL" will continue to be set to "False" which means that starting March 26, 2024, hotel bookings will be created using the new CSL segment type, but the legacy IUR format will be sent for back-office processing.

Sabre has not indicated when the legacy IUR will be sunset, so whilst some customers will continue to use this for the foreseeable future, other Concur Travel customers may be ready to migrate to the new CSL HHX IUR segment type. As Concur Travel does not have visibility into which customers have migrated, a new Agency Configuration setting is being introduced so clients who want to use the new CSL IUR format can do so. This new configuration setting will be called **Create Content Services for Lodging Interface User Record (IUR)**.

The default for this setting is unchecked which means the legacy IUR will continue to be created.

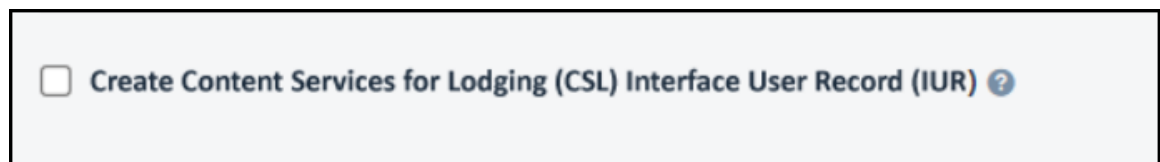
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**NOTE:** This setting only applies to users working with the new Concur Travel experience. Customers using the current OBT platform will not be able to use the new IUR.

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### **TMC Experience**

TMCs will see the new configuration setting, **Create Content Services for Lodging Interface User Record (IUR)**.



If the customer wants to create a new IUR record, they will need to update the new configuration setting for this.



For more information, refer to the *Concur Travel Client Fact Sheet – Sabre Content Services for Lodging*.

## \*\*Planned Changes\*\* New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)

Information First Published		Information Last Modified		Feature Target Release Date	
March 2023		February 9, 2024		April 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)			
X		<b>Other:</b> Refer to the release note below			
	X	<b>Does not apply to this edition</b>			
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

Recently, SAP Concur released the new Hotel booking experience for customers connected to Sabre and for 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 offers 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, a sustainability score, and carbon emissions data. Additional property filter options will include electric car charging stations and sustainability certifications to help users make more sustainable choices. Users will be able to sort properties based on their sustainability score and emissions.
- **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.

### **Configuration for Professional Travel**

#### **CUSTOM HOTEL SOURCE PROVIDERS**

For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

▶ **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.

2. 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).
3. The administrator will be able to select the default connection type within the new section.

**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 feature 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** page.

**Miscellaneous**

**\*\*Planned Changes\*\* New Fields Available in Online Order Form**

Information First Published	Information Last Modified	Feature Target Release Date
March 15, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for the April release, there will be changes to the **Online Order Form**. New fields will be available as well as one being removed.

**USER/CUSTOMER BENEFIT**

This change is being initiated to support options that are billable to the client. It also ensures consistency between the order form and the Reseller Price List.

### End-User Experience

The **Online Order Form** will be adjusted to allow for changes including new fields.

The **Enable TripLink** checkbox will be removed and will no longer be available.

If a user chooses **New Professional Client** or **New Standard Client**, the **Additional Comments** input box will change to **Additional Comments (Include implementation country)**.

**Feature Options**

- Single Sign-on \$\$\$
- Travel Profile API \$\$\$ ?
- No Cost/ No PM assigned/ Launch in 60 Days Setup ?
- 3rd Party Meeting Integration (not offered with Standard) \$\$\$
- Enable Security Keys for an existing SSO connection
- Concur Travel/Expense Integration \$\$\$
- Employee HR Feed (not offered with Standard) \$\$\$

Additional Comments (Include implementation country)

Save Save and Clone Cancel

*Once a new company is created, these fields are purely informational and can be changed only from within company administration for that company.*

Under **Feature Options** there will be a new checkbox to enable **New Tier2 for Host Agency \$\$\$**.

**Feature Options**

- Single Sign-on \$\$\$
- Travel Profile API \$\$\$ ?
- No Cost/ No PM assigned/ Launch in 60 Days Setup ?
- 3rd Party Meeting Integration (not offered with Standard) \$\$\$
- New Tier2 for Host Agency \$\$\$
- Enable Security Keys for an existing SSO connection
- Concur Travel/Expense Integration \$\$\$
- Employee HR Feed (not offered with Standard) \$\$\$

Selecting **Modify Existing Client > Agency Conversion – Incoming Agency**, a new checkbox will appear titled **GDS/PCC Conversion (no agency change) \$\$\$**.

## Online Order Form

Order Type \* Modification Requested \* Submitted by \* Email \*

Modify Existing Client Agency Conversion - Incoming Agency :

**Feature Options**

- Single Sign-on \$\$\$
- Travel Profile API \$\$\$ ?
- No Cost/ No PM assigned/ Launch in 60 Days Setup ?
- 3rd Party Meeting Integration (not offered with Standard) \$\$\$
- GDS/PCC Conversion (no agency change) \$\$\$
- Enable Security Keys for an existing SSO connection
- Concur Travel/Expense Integration \$\$\$
- Employee HR Feed (not offered with Standard) \$\$\$

If a user chooses **Modify Existing Client > Add Config to Existing Professional Site** or **Modify Existing Client > Add Config to Existing Standard Site**, two new checkboxes shall appear. These are:

- **New GDS (assumes standard finishing) \$\$\$**
- **Additional Country \$\$\$** (This checkbox is accompanied by a dropdown where a country should be selected.)

**Feature Options**

<input type="checkbox"/> Single Sign-on \$\$\$ <input type="checkbox"/> Travel Profile API \$\$\$ <a href="#">?</a> <input checked="" type="checkbox"/> No Cost/ No PM assigned/ Launch in 60 Days Setup <a href="#">?</a> <input type="checkbox"/> 3rd Party Meeting Integration <i>(not offered with Standard)</i> \$\$\$ <input type="checkbox"/> New GDS (assumes standard finishing) \$\$\$ <input type="checkbox"/> Additional Country \$\$\$ <span style="border: 1px solid gray; padding: 2px;">United States of America</span>	<input type="checkbox"/> Enable Security Keys for an existing SSO connection <input type="checkbox"/> Concur Travel/Expense Integration \$\$\$ <input type="checkbox"/> Employee HR Feed <i>(not offered with Standard)</i> \$\$\$
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Configuration for Professional Travel

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

## \*\*Planned Changes\*\* Travel Profile API 2.0 Gender Diversity Support

Information First Published	Information Last Modified	Feature Target Release Date
September 8, 2023	March 8, 2024	End of March 2024
Any changes since the previous monthly release are highlighted <span style="color: yellow;">in yellow</span> in this release note.		

Prof	Stan	← ← Edition		
			<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
			<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X	X		<b>Other:</b> Refer to the release note below	
			<b>Does not apply to this edition</b>	
<b>Source</b>				
	GDS			
	Direct Connect			
<b>Other</b>				
	EMEA Data Center		X	Scan impact
	North America Data Center			UI impact
	China Data Center			File finishing impact
	All data centers		X	Profile/Profile API/3rd Party XML Sync Impact
<b>Affected Documentation</b>				
	TSGs			
	Fact Sheets			
	Admin Guides			
	Other		SAP Concur Developer Center	

**Overview**

With the SAP Concur commitment to Gender Diversity initiatives, changes are planned for the Travel Profile API 2.0, specifically in adding support for two new Gender values: Unspecified and Undisclosed.

---

**NOTE:** Partners must update their systems to use the updated API.

---

**USER/CUSTOMER BENEFIT**

This change is being initiated to support partners and customers for the purposes of updating their systems to support the new gender values.

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* Decommission of Two-Manager Approval Setting (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2023	January 19, 2024	TBD 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

## Overview

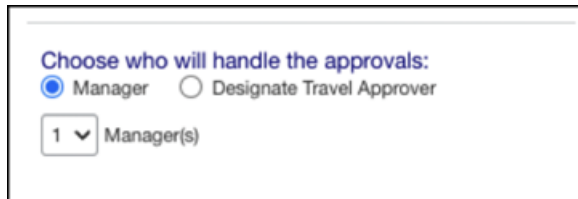
Targeted for a future release in the legacy Concur Travel experience, the two-manager approval flow will no longer be supported. In the legacy Concur Travel experience, all clients with a two-manager approval flow will be migrated to a one manager approval flow.

## USER/CUSTOMER BENEFIT

This change is being initiated to simplify and streamline the approval flow in the legacy Concur Travel experience. It also provides more options when working with Concur Request.

## End-User Experience

When choosing an approver, the user will only be able to request the approval flow be directed to one manager and not two.



Choose who will handle the approvals:

Manager  Designate Travel Approver

1 ▼ Manager(s)

## Configuration for Professional Travel

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

# Rail

## \*\*Planned Changes\*\* New Concur Travel Experience: CO2 Emissions Display (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
	Direct Connect	Trainline, Renfe	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

In an upcoming release, the carbon dioxide (CO2) emissions display will be updated for UK Rail (Trainline) and will become available for Renfe Rail.

### USER/CUSTOMER BENEFIT

When shopping and booking rail, customers will have access to CO2 emissions information applicable to their rail journey. Display of CO2 emissions will be supported per journey segment and per class of service. For Renfe the option to sort by emissions will be also available.

### End-User Experience

The CO2 emissions will be shown to the user on the Shop pages, where it will be displayed per class of service. CO2 per segment will be available on Train Details modal which is displayed on **Review and Book** page, **Finalize** page and **Trip Overview** page.

On Shop pages the option to Sort by emissions will become available for Renfe. For Trainline this sorting is already supported.

Screenshots to be provided in a future update to the release notes.

**Configuration for Professional Travel**

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

**\*Planned Changes\*\* New Concur Travel Experience: Renfe - Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
Source / Solution Suggestion		
GDS	Applies to all GDSs	
Direct Connect	Applies to all Direct Connects	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

**Overview**

Targeted for April 2024, SAP Concur will support standalone approvals for Renfe, as it does for all other verticals and rail vendors. **Require Approval** and **Require Passive Approval** rules will no longer be downgraded.

In the previous Concur Travel booking experience and in cases where a trip was booked using current and new booking experiences together (“mixed trips”), if **Require Approval** or **Require Passive Approval** rules were broken, and the approver either rejected or did not take an action on the trip by the approval deadline, the trip was:

- Auto-finalized, allowing for trip fulfilment for certain booking sources where bookings are not fully refundable or cancellation isn't possible (for trips containing Cleartrip, Travelfusion, Evolvi, Trainline, and Renfe bookings).
- Neither auto-cancelled nor auto-finalized, where the trip is left unactioned in Concur Travel (for trips containing UK Rail, and Deutsch Bahn bookings).
- Auto cancelled, for all other booking sources where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

**Targeted for the April release**, for trips booked entirely on the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel will check all bookings on the trip for cancel / refund ability, regardless of booking source.

If **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- Auto-finalized, allowing for trip fulfilment for trips with at least one non-cancelable or not fully refundable booking or where cancellation isn't possible (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel).
- Auto-cancelled, for all bookings that are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

For mixed trips containing Renfe as a booking source, Concur Travel auto-finalizes the trip, allowing for trip fulfilment if the trip contains at least one booking non-cancelable or cancellable with a fee. Otherwise, it will auto cancel the trip. Mixed trip behavior is unchanged.

For trips booked entirely on the new Concur Travel Experience and for mixed trips, Concur Travel continues to respect the auto cancel settings **Allow Auto Cancel of trips that require approval**, **Allow Auto Cancel of air/rail trips that are rejected**, and **Allow immediate Cancel of Non-air/rail trips that are rejected**. When set to not allow auto-cancellation, Concur travel does not auto-cancel nor auto-finalize the trip. When set to allow auto-cancellation, Concur Travel no longer leaves trips in an un-actioned state and is auto-finalizing more trips due to improved awareness around ability to cancel and refund.

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

To provide a more effective and consistent user experience, the Trainline rules were updated for the new Concur Travel experience. The previous limitation has been removed.

#### **End-User Experience**

When the user books a trip that will be auto-finalized, they will see the following:



**Example: Trip Confirmation page**

**i** This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Aproso. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

## Trip Confirmed

An email confirmation will be sent to Alice Lo.

[Back to Homepage](#) [View Trip Overview](#)

Traveler	Alice Lo
Trip Name	Trip - Barcelona
Date	February 28, 2024 - March 2, 2024

**Example: Trip Overview page before the approver rejects the trip**

SAP Concur Travel

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin

**i** This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Aproso. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

## Trip Overview

Send Itinerary Back to Homepage Cancel Trip Edit Details

Trip Status	Record Locator	Trip Name	Date
Confirmed	4VLLGB	Trip - Barcelona	February 28, 2024 - March 2, 2024

**Itinerary** Details

**Train**  
Wednesday, February 28, 2024 • Barcelona-Sants → Madrid-P.Atocha  
Confirmation Number: RETSJCCUHO

9:30 AM - 12:37 PM **Básico, Estandar** Car 1010, 05R  
RENFE • MOCK TRAIN 03180 • 3h 7m Barcelona-Sants → Madrid-P.Atocha

[View Ticket](#)

**Train**  
Saturday, March 2, 2024 • Madrid-P.Atocha → Barcelona-Sants  
Confirmation Number: RETSJCCUHO

4:00 PM - 7:12 PM **Básico, Estandar** Car 0006, 08C  
RENFE • AVE 03193 • 3h 12m Madrid-P.Atocha → Barcelona-Sants

[View Ticket](#)

**Support Contact**

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

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

**Estimated Total Cost** \$335.62

Train \$335.62

Rates are quoted in USD.

**Would you like to book anything else?**

Add Accommodation  Add Rental Car


**Example: Trip Overview page after the approver rejects and the trip is auto-finalized**

The screenshot displays the 'Trip Overview' page for a rail trip. At the top, there are navigation links: 'Send Itinerary', 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. Below this, a header row shows 'Trip Status' as 'Complete', 'Record Locator' as '4VLLGB', 'Trip Name' as 'Trip - Barcelona', and 'Date' as 'February 28, 2024 - March 2, 2024'. The main content is divided into two tabs: 'Itinerary' (selected) and 'Details'. The 'Itinerary' section lists two train segments, both marked as 'Rejected'. The first segment is on Wednesday, February 28, 2024, from Barcelona-Sants to Madrid-P.Atocha, with a confirmation number of RET\$JCCUHO. It is a 9:30 AM to 12:37 PM train, 'Básico, Estandar' class, with car 1010, 05B. The second segment is on Saturday, March 2, 2024, from Madrid-P.Atocha to Barcelona-Sants, also with confirmation number RET\$JCCUHO. It is a 4:00 PM to 7:12 PM train, 'Básico, Estandar' class, with car 0006, 08C. To the right of the itinerary, there is a summary box for 'Estimated Total Cost' of \$335.62, with a dropdown for 'Train' and a note that rates are quoted in USD. Below the cost summary is a section titled 'Would you like to book anything else?' with buttons for 'Add Accommodation' and 'Add Rental Car'. At the bottom, there is a 'Support Contact' section for 'T2 AUT Amadeus', providing business hours (08:00 - 18:00), phone number (123456789), fax number (1122334455), and address (Plaza del Emperador Carlos V28045). It also includes instructions to call for assistance or leave a message, and provides after-hours contact information (18:00 - 08:00, phone number 987654321).

**Example: Email that the traveler receives after the approver rejects the trip**

The screenshot shows an email notification from SAP Concur. At the top left is the SAP Concur logo. The main heading is "Trip Rejected - Action Required" with a red warning icon. Below this is a paragraph explaining that the trip was rejected on February 15, 2024, by Alice Approso, and that the traveler should check the latest status and may be able to manually cancel the trip. A text box displays the rejection reason as "REJECTEDD". A blue button labeled "View Trip Status" is positioned below the text box. A horizontal line separates this section from the "Trip Overview" section, which lists the traveler as Alice Lo, the date as May 23, 2024, and the record locator as ONE\$KNGDPN.

### Example: Approver email

SAP Concur 

**Action Required**

Trip requires your attention by February 27, 2024 3:30 AM EST. Otherwise, it may be automatically canceled and a penalty fee may apply. View approval for details.

[Approve](#) [Reject](#) [View Approval](#)

**Trip Overview**

Status: Confirmed Confirmation: RETSJCCUHO

*renfe* Wednesday, February 28, 2024  
**Barcelona-Sants - Madrid-P.Atocha** Básico, Estandar  
9:30 AM - 12:37 PM Seat: Car 1010  
Renfe • 03180 05B

Reservation Card: American Express  
\*\*\*0005

Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50  
Reason  
G - Larger car required as sharing with additional traveler
- ▲ Notify Manager  
Trip duration greater than or equal to 1 days  
Reason  
G - Larger car required as sharing with additional traveler

Status: Confirmed Confirmation: RETSJCCUHO

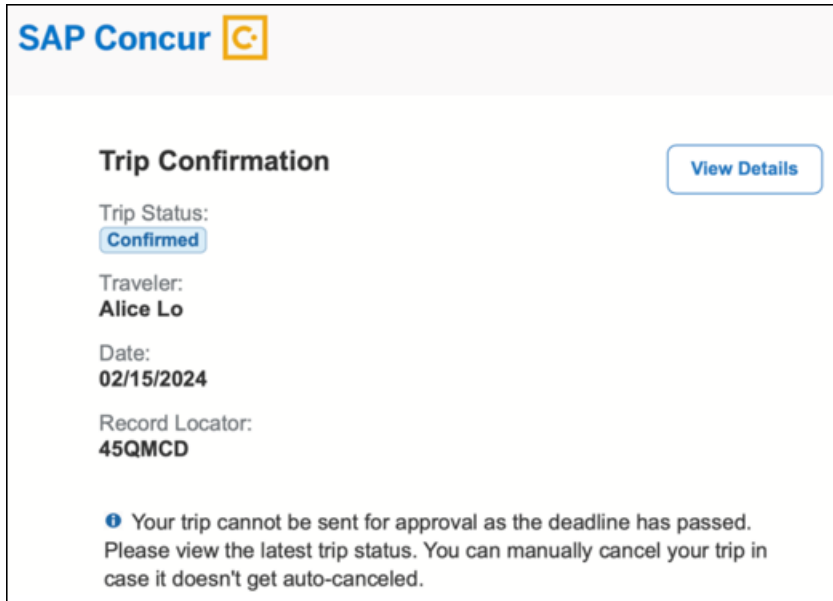
*renfe* Saturday, March 2, 2024  
**Madrid-P.Atocha - Barcelona-Sants** Básico, Estandar  
4:00 PM - 7:12 PM Seat: Car 0006  
Renfe • 03193 08C

Reservation Card: American Express  
\*\*\*0005

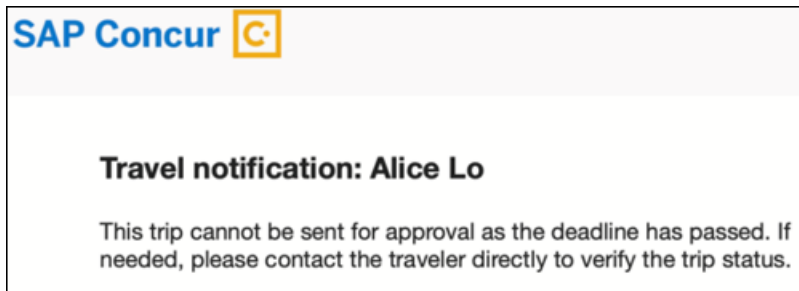
Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50

**Example: For same day bookings, when approval deadline is in the past at the time of booking - Traveler's Trip Confirmation email**



**Example: Approver is notified email notification**



***Configuration for Professional Travel***

No additional steps are required by administrators to support this change.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe – Allow/Display Message Support (Professional Edition Only)(April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	March 22, 2024	April 8 -10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

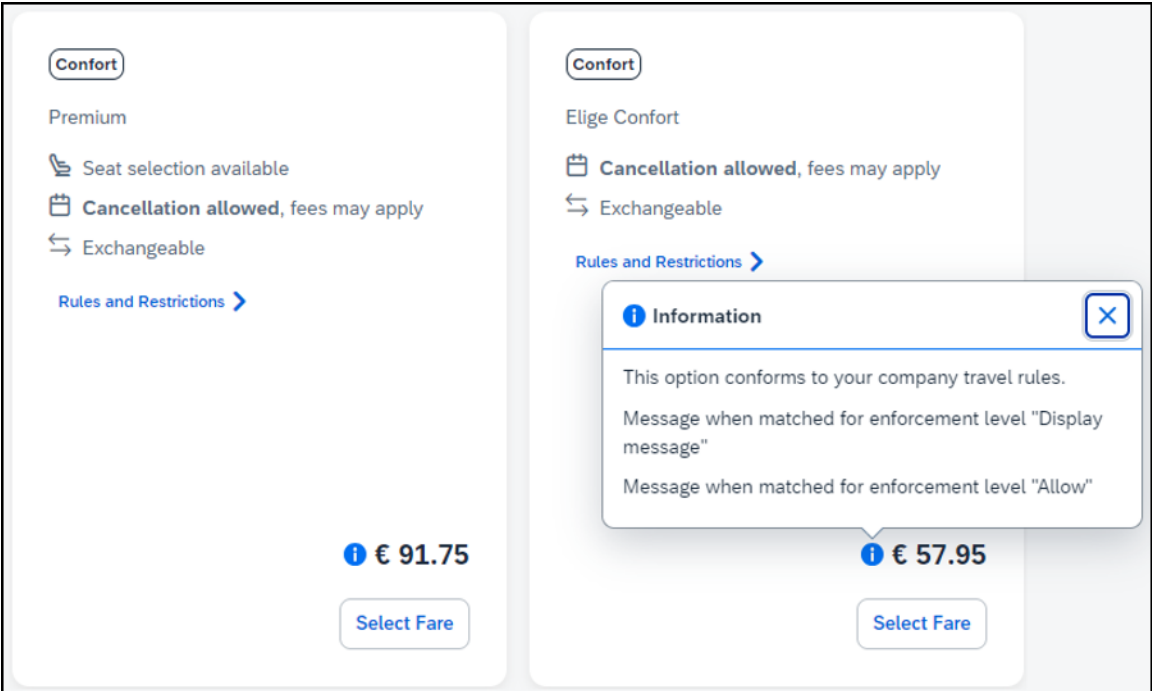
Targeted for the April 2024 release, support for additional policy-based messaging set by administrators will be available. **Allow** and **Display Message** enforcement levels will behave similarly. When a rule is set up with these levels, the user will be able to book the segment without restrictions.

**USER/CUSTOMER BENEFIT**

This functionality will provide administrators with more options for adding policy-based information for travelers.

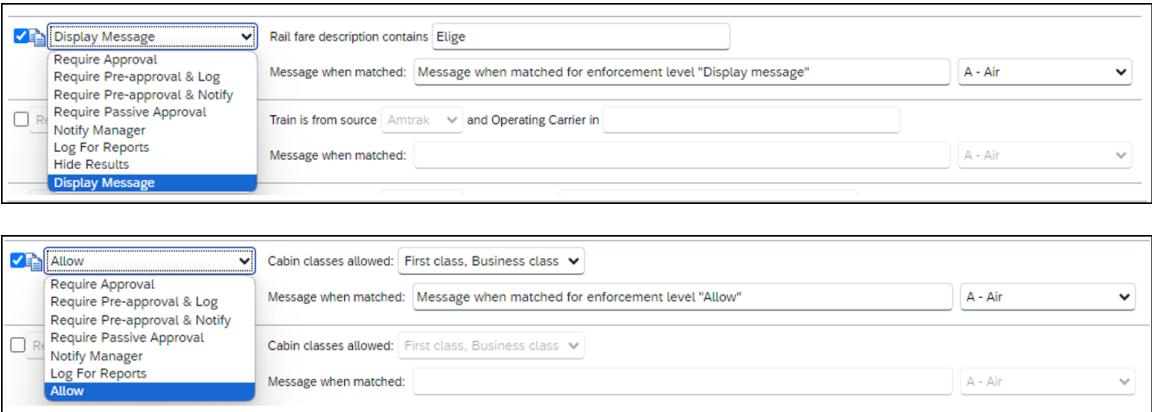
**End-User Experience**

**Example:** Customers will see a message.



**Configuration for Professional Travel**

In the Travel Policy Administration section, administrators can set rules with the applicable enforcement level, and configure a message for it when matched.



**NOTE:** Not all types of rules have both enforcement levels. For example, train rules allow for **Display Message**, whereas Flight - Class of Service rules allow for **Allow**.

## **\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Changes to Approval Deadline Logic (Professional Edition Only)(April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### **Overview**

Targeted for the April 2024 release, the method with which an approval deadline is calculated will change. This will allow for an approver to process a trip. If unprocessed, the trip will attempt to be auto-cancelled.

### **USER/CUSTOMER BENEFIT**

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

### **End-User Experience**

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day.



The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

- a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours.
- b. **Booking 2 Deadline**, less 2 hours.
- c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours.
- Trip start, less 1 day.
- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be cancelled but sent for finishing instead.

### ***Configuration for Professional Travel***

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of these changes.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

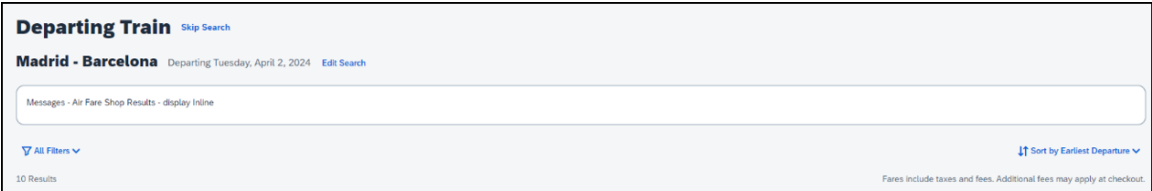
The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Renfe Rail will support new placements with the April release.

**USER/CUSTOMER BENEFIT**

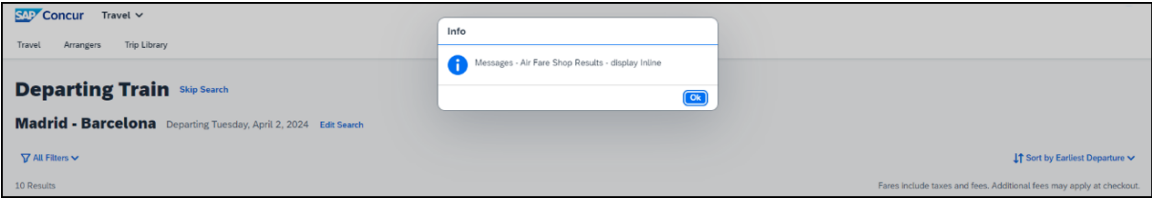
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

**End-User Experience**

Messages will display on the shop page. They can appear inline:



Or in a popup:



**Configuration for Professional Travel**

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:



Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks will be supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule will display to the user.

**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for release in April 2024, Concur Travel plans to introduce the support of the Least Cost Logical Fare (LLF) for Renfe rail bookings in the new Concur Travel experience.

**USER/CUSTOMER BENEFIT**

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options will be highlighted as the best choices for the users to select during the train search.

### End-User Experience

If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF will also be visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

### Configuration for Professional Travel

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

Please define your Lowest Logical Fare (LLF):

- Refundability: Does Not Matter
- Airport: Does Not Matter
- Run Dedicated LLF Shop:
- LLF per fare class of service (New Concur Travel Experience only):
- Has Contract: Does Not Matter
- Number of Stops: Does Not Matter
- Time Window: Does Not Matter
- Include Rail: No

### Limitations

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- Enforce LLF based on user's chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare". Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.

- Enforce LLF based on: user's chosen fare

- Show additional LLF screen if: the user's chosen fare is out of policy
- The LLF screen display the user's chosen fare and: the LLF option(s)

- Enforce LLF based on hybrid:** Initially, Hybrid LLF will be calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer support in the new Concur Travel experience. The icon will always display.

**NOTE:** Travel administrators for configurations where Renfe rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

For bookings of out-of-policy fares, users are required to select a policy violation reason. An upcoming release will introduce support for **Allow Multiple Violation Reason Codes** for Renfe.

**USER/CUSTOMER BENEFIT**

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

**End-User Experience**

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface will display a list all the policy rules violated, grouped by the rule action.

The screenshot shows a 'Travel Policy' section with a 'Require Approval' button in the top right. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries:

- Require Approval**: Rail fare description contains Single. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is a text input field labeled 'Comments' with the placeholder 'Add comments'.
- Notify Manager**: Trip duration greater than or equal to 1 days. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation \*' with the text 'Select a reason' and a downward arrow. Underneath is a text input field labeled 'Comments' with the placeholder 'Add comments'.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.



**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

New rules will be supported for Renfe to match the legacy Concur Travel experience. This will require Renfe clients to update their rule class setup.

**USER/CUSTOMER BENEFIT**

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience.



**End-User Experience**

The following rules are supported for Renfe in the new Concur Travel experience.

**FLIGHT**

- Flight Number [condition] [FlightNumber]
- Flight Number is in the list of [FlightNumber]
- Air Fare is [condition] [currency][money]
- Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
- Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
- Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
- Air Base Fare is [condition] [currency][money]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]
- Any leg departure City is [CityCodeList]
- Any leg departure City is not [CityCodeList]
- Any leg arrival City is [CityCodeList]
- Any leg arrival City is not [CityCodeList]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- Flights connect through airport/city [CityCodeList]
- No flights connect through airport/city [CityCodeList]
- Flight departure or arrival city is [CityCodeList]
- Neither departure nor arrival city is [CityCodeList]
- Flight is between airports [CityCodeList1] and [CityCodeList2]
- Flight is not between airports [CityCodeList1] and [CityCodeList2]
- Flight departure date is [condition] [Date]
- Flight arrival date is [condition] [Date]
- Flight depart time is [condition] [Time]
- Flight arrival time is [condition] [Time]
- Flight depart time is between [Time1] and [Time2]

- Flight arrival time is between [Time1] and [Time2]
- Flight depart time is not between [Time1] and [Time2]
- Flight arrival time is not between [Time1] and [Time2]
- Flight departure date/time is [condition] [Date] at [Time]
- Flight arrival date/time is [condition] [Date] at [Time]
- Flight departure date/time on [leg] leg [condition] [Date] at [Time]
- Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
- Flight departs on [DayOfWeekCodes]
- Flight does not depart on [DayOfWeekCodes]
- Flight is refundable
- Flight is not refundable
- Carrier is not preferred
- Carrier is preferred
- Marketing airline is in [CarrierList]
- Marketing airline is not in [CarrierList]
- Operating airline is in [CarrierList]
- Operating airline is not in [CarrierList]
- Any segment carried by [CarrierList]
- Any segment not carried by [CarrierList]
- Any flight is in region [Region]
- Any flight is not in region [Region]
- All Flights are within the region: [Region]
- All Flights are within the region: Africa
- All Flights are within the region: Asia
- All Flights are within the region: Australia
- All Flights are within the region: Europe + UK
- All Flights are within the region: South America
- All Flights are within the region: North America
- Flight Departure Country/Region is [CountryList]
- Flight Arrival Country/Region is [CountryList]
- Flight connects in country/region [CountryList]
- No flights connect in country/region [CountryList]
- All Flights are within the country/region: [CountryList]
- No Flights are within the country/region: [CountryList]
- Any flight is in country/region [CountryList]
- Any flight not within the country/region [CountryList]

- Flight departs from or arrives at an alternate airport in the region
- User requested Area Airports and flights do not depart from/return to the same airport
- Flight departs from or arrives at the user's chosen airport
- Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
- The least cost logical airfare uses alternate airports
- The least cost logical airfare uses the user's chosen airport
- Flight uses [prefAlt] airport and airport is one of [CityCodeList]
- Flight is booked less than [DaysAdvance] days in advance
- Flight is booked less than [HoursAdvance] hours in advance
- Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExcLayovers] layovers
- Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExcLayovers] layovers
- Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExcLayovers] layovers
- Flight duration of all flights in a segment (including layovers) is [condition] [Duration] minutes
- Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
- Flight duration for any single flight is [condition] [Duration] minutes
- Fare is from the Reservation System
- Fare is not from the Reservation System
- Fare uses class of service not in [ClassList]
- Fare uses cabin class not in list [CabinList]
- Search results contain one or more of these vendors: [VendorList]
- Search results contain none of these vendors: [VendorList]
- Results contain preferred vendors
- Results do not contain preferred vendors
- Trip duration [condition] [DaysLong] days
- Time spent at destination is [condition] [DaysLong] days
- Flight Number of stops is [condition] [Numstops]
- The least cost logical airfare is on one of [CarrierList]
- The least cost logical airfare is not on one of [CarrierList]
- Layover duration on any segment is [condition] [minutes] minutes
- Number of stops in the least cost logical fare is [condition] [numStops] stops

- Number of stops is [condition] the number of stops in the least cost logical fare
- Contains flights in cabin lower than that requested
- Booking source is [Source]
- Booking source is not [Source]

#### **RAIL**

- Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
- Rail is [PreferredList]
- Rail is not [PreferredList]
- Trip duration [condition] [DaysLong] days
- Rail fare description contains [DescriptionList]
- Train is from source [Vendor] and Operating Carrier in [CarrierList]
- Train is from source [Vendor] and train type in [TrainTypeList]

#### **VIEW MORE FARES**

These rules are applied during the initial search.

- Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
- Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- User requested Area Airports and flights do not depart from/return to the same airport
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]

#### **CLASS OF SERVICE GROUP (UNIQUE FROM FLIGHT GROUP)**

- Cabin classes allowed: [CabinClasses]
- Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers

**CONSIDERATIONS WHEN SETTING UP FLIGHT RULES FOR RAIL:**

- City code is Rail station code.
- Flight number is a maximum of 4 digits

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**NOTE:** The admin interface limit may not be long enough for train number.

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- There is no difference between marketing / operating / validating carriers in Rail.
- Rail fare always checks the total cost.
- For LLF definition:
  - ◆ If "Include rail" option is OFF, LLF will be turned off for Rail.
  - ◆ Refundability option only applies when this information is available.
  - ◆ Center time calculation does not support morning, afternoon, evening, or anytime.
  - ◆ Arrival time is not supported.
- Outbound policy violations will not be called out-of-policy, even if no inbound fares can be combined with the specific outbound fare to yield a policy compliant option. For example, if a rule is set up as "Air Fare greater than \$50 - require approval" and cheapest outbound fare is \$40 and cheapest inbound fare is \$30, then
  - ◆ The outbound fare will not be marked out-of-policy.
  - ◆ All inbound fares will be marked out-of-policy.

***Configuration for Professional Travel***

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.

## \*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only) (April 8-10)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Concur Travel offers multiple rail connectors. In an upcoming release, support will be added for any rail connectors offered by Concur Travel to be enabled with Renfe.

### USER/CUSTOMER BENEFIT

This change will provide administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

### End-User Experience

End users will be able to book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user will not be necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

**Configuration for Professional Travel**

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

**NOTE:** Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. With the upcoming release, if any additional rail connector is enabled, it will become available to end users. Administrators should check their **Company Travel Configuration** settings.

**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

## **USER/CUSTOMER BENEFIT**

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They will allow for the visibility of available fares not chosen when creating out-of-policy bookings.

### ***End-User Experience***

When booking out-of-policy, a list of **Train Options Turned Down** will display. This list will be available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** list will be available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list will be a declined LLF. The other list items will be the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** will display only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down will display.

The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

### ***Configuration for Professional Travel***

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

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**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

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**\*\*Planned Changes\*\* New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Emails (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	March 22, 2024	April 8-10, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for April, there will be changes to the view of the Renfe user interface. These changes will affect Shop and **Review and Book** pages.

**USER/CUSTOMER BENEFIT**

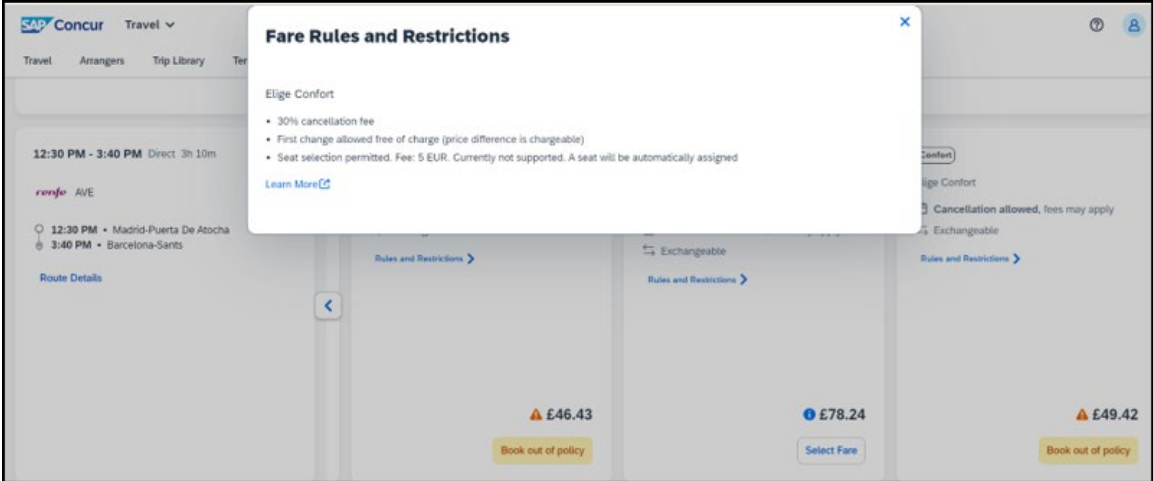
To provide a more consistent user experience, some Renfe pages will be updated to resemble Flight pages.

**End-User Experience**

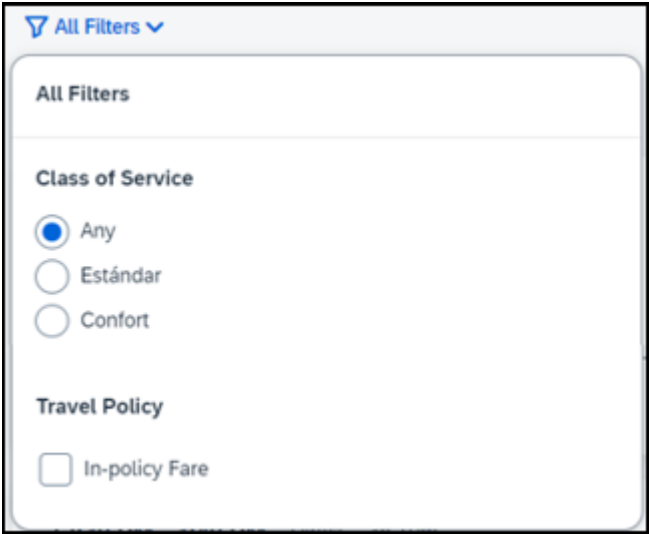
These updates will apply mostly to the Shop result and **Review and Book** pages.

Changes to the search results display:

- New horizontal display of the search results: Up to four fares will display as the initial search results. All remaining available fare options will display upon expanding the itinerary.
- **Updated Fare Rules and Restrictions pop-up window.**



- Updated Filter options.



- Updated Sort options.

The screenshot shows the SAP Concur Travel interface for a train search from Madrid to Barcelona. The search results are sorted by 'Earliest Departure'. Two train options are visible:

Train Details	Standard	Standard	Comfort	Comfort
<b>9:30 AM - 12:37 PM</b> Direct 3h 7m renfe MOCK TRAIN Madrid-Puerta De Atocha to Barcelona-Sants	Estándar <input type="checkbox"/> No cancellation <input type="checkbox"/> Non-exchangeable	Estándar <input checked="" type="checkbox"/> Cancellation allowed, fees may apply <input checked="" type="checkbox"/> Exchangeable	£37.22 Básico	£46.54 Elige
<b>12:30 PM - 3:40 PM</b> Direct 3h 10m renfe AVE Madrid-Puerta De Atocha to Barcelona-Sants	Estándar <input type="checkbox"/> No cancellation <input type="checkbox"/> Non-exchangeable	Estándar <input checked="" type="checkbox"/> Cancellation allowed, fees may apply <input checked="" type="checkbox"/> Exchangeable	£37.22 Básico	£46.54 Elige £49.53 Elige Confort £78.42 Premium

The dropdown menu for 'Sort by Earliest Departure' includes the following options:

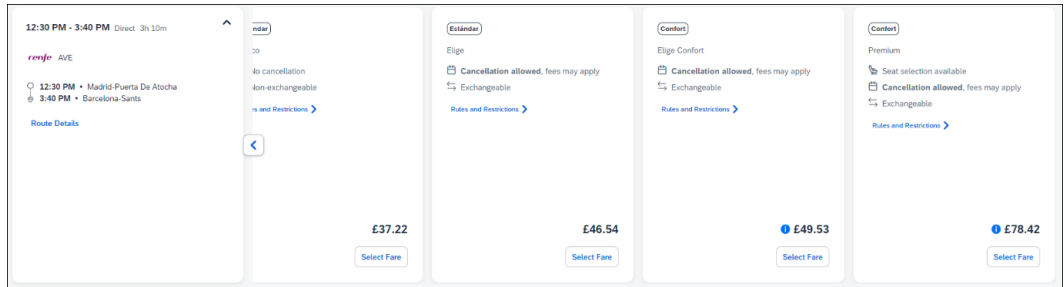
- Earliest Departure (Selected)
- Earliest Arrival
- Shortest Duration
- Latest Departure
- Latest Arrival
- Policy Compliance
- Lowest Price
- Lowest Emissions

- Support display of Preference label.

The screenshot shows a train search result for a 12:30 PM - 3:40 PM direct train from Madrid to Barcelona. The 'More Preferred' label is displayed below the train details. The pricing and cancellation policies are as follows:

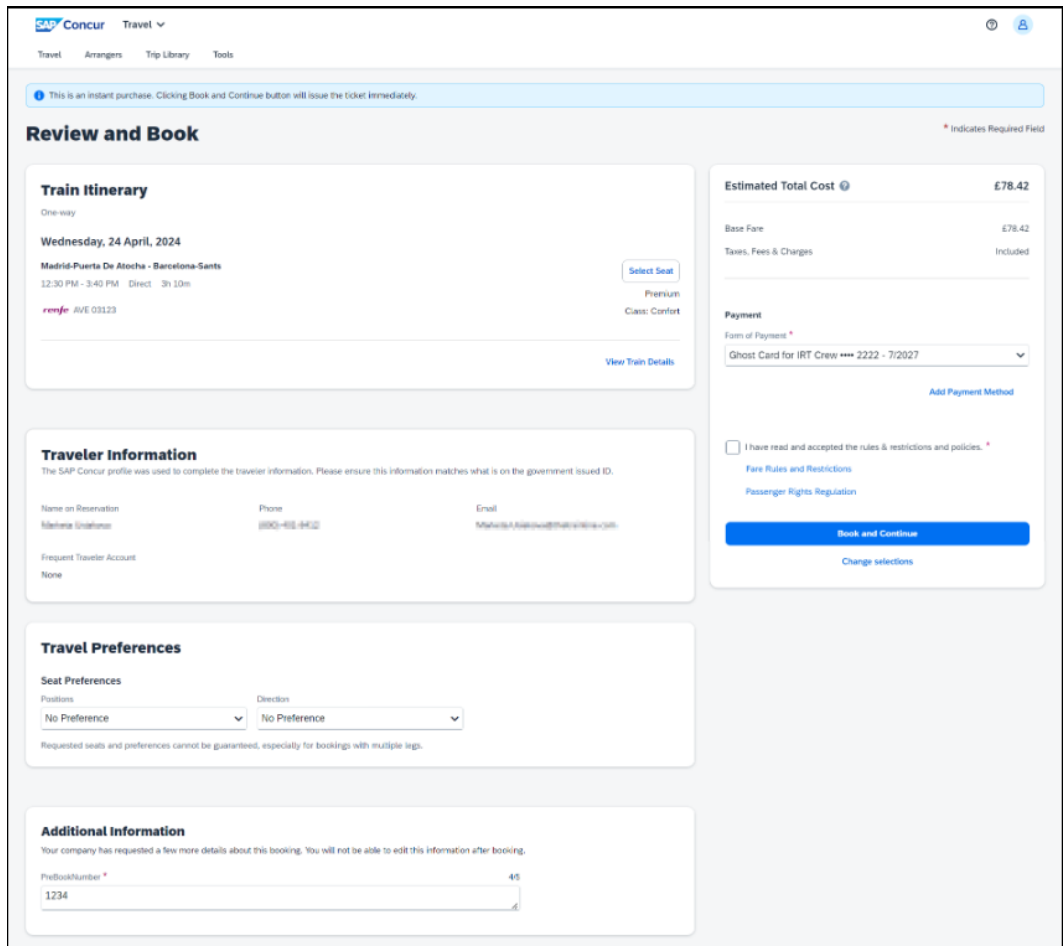
Standard	Standard	Comfort	Comfort
Estándar <input checked="" type="checkbox"/> No cancellation <input checked="" type="checkbox"/> Non-exchangeable	Estándar <input checked="" type="checkbox"/> Cancellation allowed, fees may apply <input checked="" type="checkbox"/> Exchangeable	Confort <input checked="" type="checkbox"/> Seat selection available <input checked="" type="checkbox"/> Cancellation allowed, fees may apply <input checked="" type="checkbox"/> Exchangeable	Confort <input checked="" type="checkbox"/> Cancellation allowed, fees may apply <input checked="" type="checkbox"/> Exchangeable
£37.14 Básico	£46.43 Elige	£78.24 Premium	£49.42 Elige Confort

- Display of fares in the configured currency instead of vendor currency.



Changes to **Review and Book** page:

- Updated display of itinerary.



- New display of Total Cost card to align with the display on following Trip pages and Email.
- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

### Finalize \* Required field

#### Trip Overview

24 April, 2024

Trip Name \*

Character limit: 50 16/50

Description

Character limit: 250 0/250

#### Estimated Total Cost 👤 £35.00

Train <span style="font-size: 0.7em;">⌵</span>	£35.00
One-way	€ 40.95
Taxes, Fees & Charges	Included
Subtotal	£35.00 / € 40.95

Rates are quoted in GBP.

Confirm  
Cancel Trip

#### Changes to **Confirmation** Email:

- Updated display of itinerary
- Previously links to download ticket (PDF and Phone Wallet) was displayed in the body of the confirmation email. In the updated confirmation email tickets will be attached to the email as attached files.

#### Changes to **Approver** email:

- The approver email will have a better look and feel to match the rest of the product.

---

**NOTE:** More details will be included in subsequent release notes.

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### **Configuration for Professional Travel**

For any features requiring configuration steps by administrators the details will be shared closer to the date. General user interface changes will require no additional enablement.

## \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	March 8, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Targeted for April 2024, the UK Rail (Trainline) connector is expected to be added to all travel configurations on Amadeus, Sabre and Galileo. New clients will be able to enable the UK Rail (Trainline) connector for Rail content. This announcement is in conjunction with the Trainline migration release note. Customers who have already migrated to Trainline will see the new Trainline connection from the end of February. New clients who are interested in enabling the new Trainline connection and meet the requirements will be able to do so after this planned change for April.

### USER/CUSTOMER BENEFIT

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

- New user interface
- Reduced number of steps to complete the booking
- Support for eTicket delivery option
- Support for UK Rail bookings on mobile application
- Support for multiple Advantage Cards (Railcards) in user profile

**End-User Experience**

The booking workflow will include search, book, and itinerary review.

**SEARCH**

The user clicks the **Rail** tab and initiates their search for **Round Trip** or **One Way**. For the **Open Return** option, the user enables the **Open Return** checkbox in the **Round Trip** option to omit selecting a return date and time.

**Trip Search**

Booking for myself | Book for a guest

✈️ 🚗 🚌 🚆

**Train Search**

Round Trip One Way

From:

To:

Open Return

Leave: 13/03/2024 2:00 PM

Return: 14/03/2024 2:00 PM

**Search**

**SELECT A TRAIN**

Clicking **Search** will display the results.

**Departing Train** Skip Search

London - Manchester Departing Wednesday, 13 March 2024 Edit Search

All Filters Sort by Earliest Departure

5 Results Fares include taxes and fees. Additional fees may apply at checkout.

Train	Standard	Standard Premium	Advance Single	Off-Peak Single
2:13 PM - 4:19 PM Direct 2h 6m Avanti West Coast London Euston to Manchester Piccadilly	£26.40 Advance Single	£42.90 Advance Single Standard Premium	£75.20 Advance Single (1st Class)	£118.30 Off-Peak Single (1st Class)
2:33 PM - 4:44 PM Direct 2h 11m Avanti West Coast				

To see all available fares, click on the required train. All fares will display with information on the alternative stations and **Rules and Restrictions**. If Railcard savings are applied, it will be visible in the fare. The original and the discounted price will also be presented to the user.

**Departing Train** Skip Search

London - Manchester Departing Wednesday, 13 March 2024 Edit Search

All Filters Sort by Earliest Departure

5 Results Fares include taxes and fees. Additional fees may apply at checkout.

Train Details	Fare Type	Original Price	Discounted Price	Notes
Avanti West Coast 2:13 PM - London Euston 4:19 PM - Manchester Piccadilly	Standard Advance Single	£40.00	£26.40	Senior Railcard savings applied
	Standard Advance Single Standard Premium	£65.00	£42.90	Senior Railcard savings applied
	Standard Off-Peak Single	£72.70	£47.95	Senior Railcard savings applied
	Standard Early Bird Anytime Single	£147.80	£97.00	Senior Railcard savings applied

After clicking **Select Fare**, the user will be redirected to the **Review and Book** page.

## REVIEW AND BOOK

The **Review and Book** page will display all relevant information for the user to review before completing the booking.

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

**Review and Book** Indicates Required Field

**Train Itinerary**  
One-way

Wednesday, 13 March 2024

London Euston - Manchester Piccadilly  
2:13 PM - 4:19 PM Direct 2h 6m 9.83kg COe  
Avanti West Coast CS769

Advance Single  
Class: Standard

[View Alternative Stations](#) [View Train Details](#)

**Estimated Total Cost** £30.90

Base Fare	£40.00
Discounted Fare	£26.40
Senior Railcard savings applied	
Taxes, Fees & Charges	£4.50
Booking Fee	£4.50

**Traveler Information**  
The SAP Concur profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.

Name on Reservation: William Never  
Phone: [Redacted] Email: [Redacted]

Frequent Traveler Account: Select an account

**Travel Preferences**

**Seat Reservation**  
Your journey has mandatory seat reservation. A seat will be reserved for you and your seat number will be confirmed at check-out.

**Seat Preferences**

Positions: Window  
Noise Comforts: Quiet  
Direction: No Preference

**Payment**  
Form of Payments: Corporate Account  
[Add Payment Method](#)

I have read and accepted the rules & restrictions and policies.  
[Fare Rules and Restrictions](#)  
[National Rail Conditions of Travel](#)

**Book and Continue**  
[Change selections](#)

For more information on the **Train Itinerary**, see **View Train Details**.



The **Form of Payments** that will display in the dropdown depend on the agreement between the client, travel agency and Trainline. The **Update Card** option is available only for personal cards when selected from the dropdown.


The **Travel Preferences** section contains the **Seat Reservation** information and **Seat Preferences**, if applicable. No seat preferences are displayed if the seat reservation is not available. The availability of seat reservation depends on the selected route and carrier.

The **Ticket Delivery Preference** section offers two ticket delivery options, if applicable: **eTicket** (free of charge) and **Kiosk** (with a fee). The **eTicket** option is preselected if both options are available. Depending on the selected route, the eTicket might not be offered (for example, if a tube is part of the journey).

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**NOTE:** An eTicket must be enabled with Trainline for the client to see this delivery option. Depending on their contract, the client should contact their travel agency or Trainline if they are interested in the eTicket delivery option.

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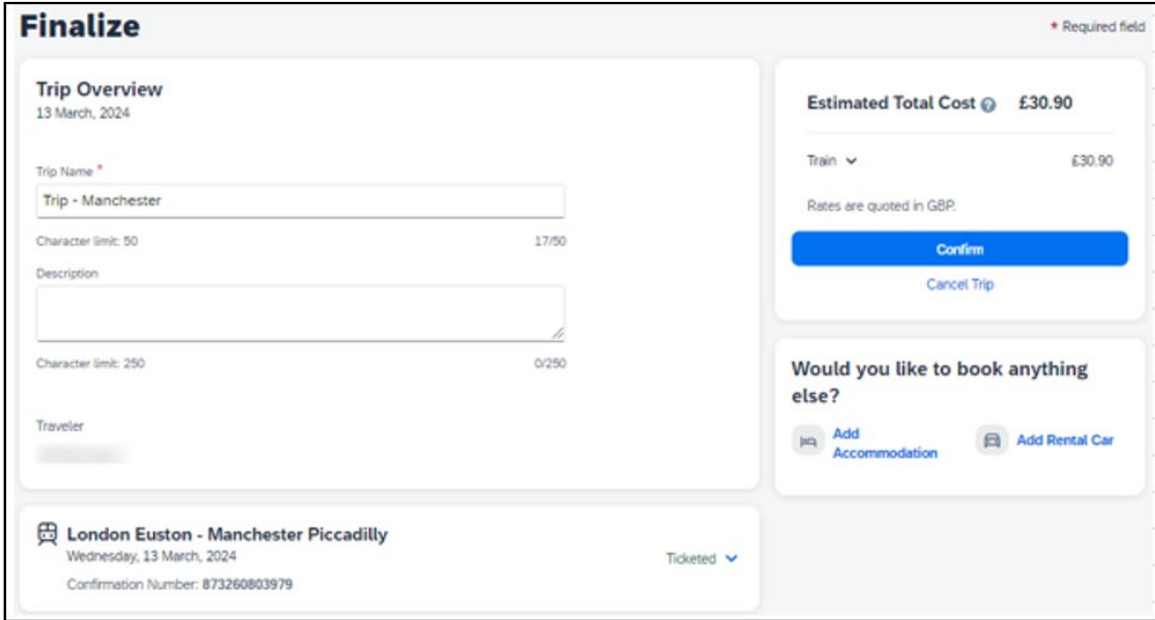


The screenshot shows a form titled "Ticket Delivery Preference" with a subtitle "Select how you would like to receive your ticket." Below the title is a dropdown menu labeled "Delivery Option \*". The dropdown is open, showing three options: "eTicket (£0.00 fee)" (which is highlighted in blue), "eTicket (£0.00 fee)", and "Kiosk (£1.50 delivery fee)".

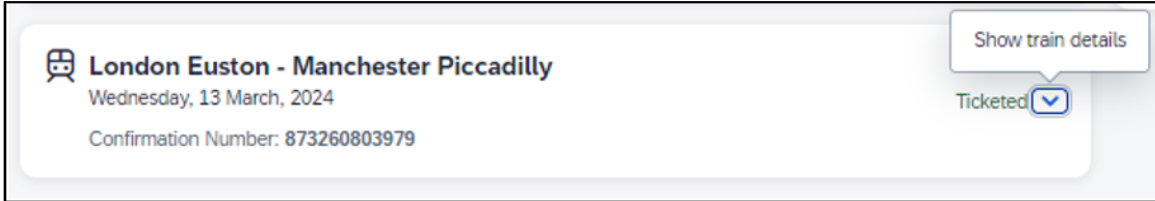
After the user confirms the rules and restrictions and clicks **Book and Continue**, they will be redirected to the **Finalize** page.


**FINALIZE**


The **Finalize** page allows a user to add accommodation or rental car. It also provides the user with the overview of their UK Rail (Trainline) booking.




If the user selects the **eTicket** delivery option on the **Review and Book** page, the ticket will become available when they get to the **Finalize** page, accessible when they click the down arrow icon to **Show train details**:



 **London Euston - Manchester Piccadilly**  
Wednesday, 13 March, 2024  
Confirmation Number: 873260803979

2:13 PM - 4:19 PM Direct 2h 6m  9.83kg CO<sub>2</sub>e

 • Avanti West Coast C87769


Ticket Delivery: eTicket [View Ticket](#)

**Note**  
Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.

Reserved via: Corporate Account

[Additional Travel Information](#) ▾

[View Details](#)

Hide train details  
Ticked 


Seats: Car A, 28  
Advance Single  
Class: Standard

**VIEW TICKET**

View Tickets

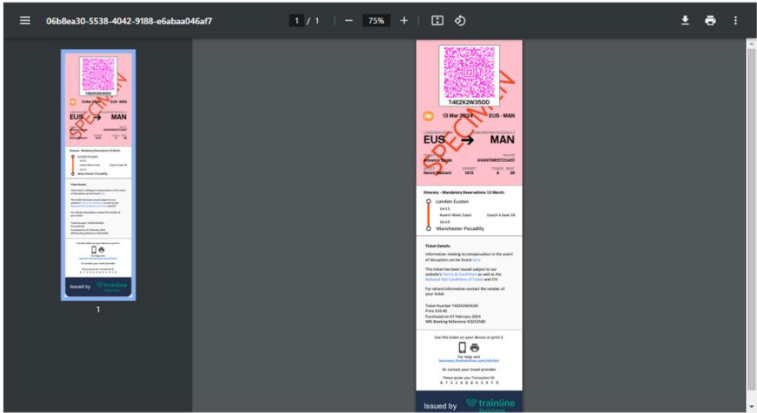
London Euston - Manchester Piccadilly  
13 March, 2024

**Add to mobile**  
Access your ticket from your mobile device.  
Scan the QR code below to add this ticket to your digital wallet app.



View Ticket

[Download icon](#)



**NOTE:** The eTicket issuance might take longer. If the eTicket is not available during the booking process, the email will be sent separately later.

The user clicks **Confirm** to complete the trip and will be redirected to the **Trip Confirmed** page.

**Estimated Total Cost** ? **£30.90**

---

Train ▼ £30.90

Rates are quoted in GBP.

[Confirm](#)

[Cancel Trip](#)

**Trip Confirmed**

An email confirmation will be sent to IRT EU2 Never.

[Back to Homepage](#) [View Trip Overview](#)

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Traveler	[Redacted]
Trip Name	Trip - Manchester
Date	13 March, 2024

The user can open their trip by clicking on **View Trip Overview**.

**VIEW TRIP OVERVIEW**

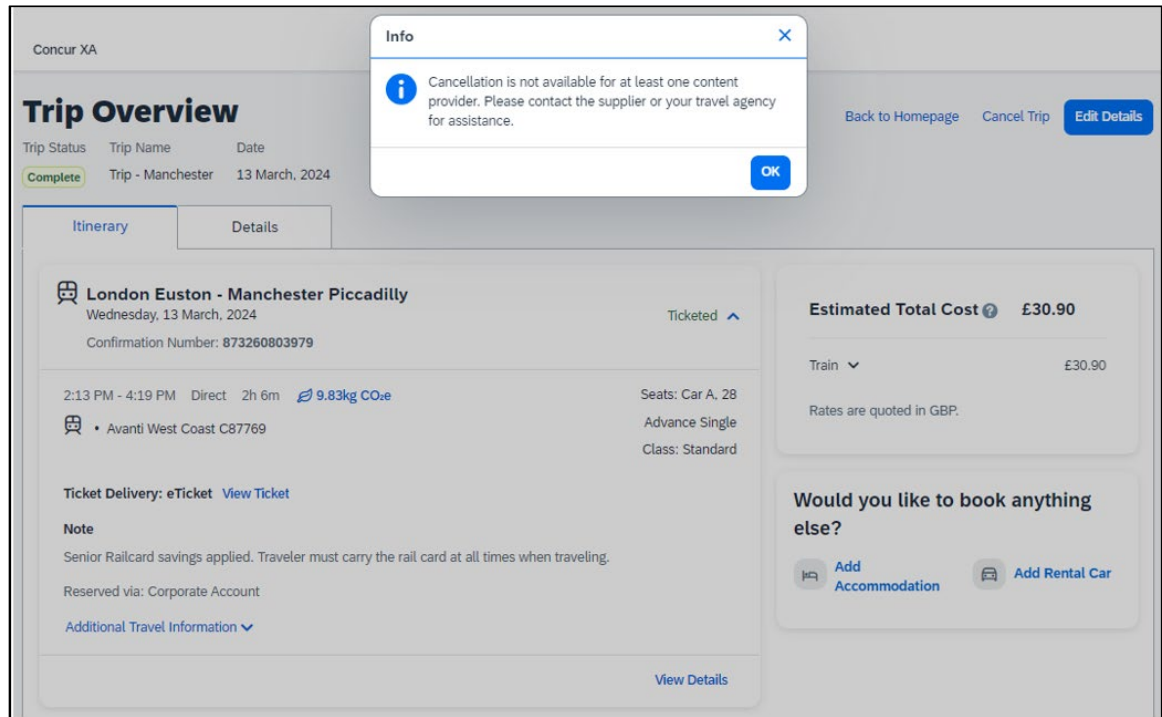
The screenshot shows the 'Trip Overview' interface. At the top right, there are links for 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. Below this, a table lists trip details: 'Complete' status, 'Trip - Manchester' name, and '13 March, 2024' date. Two tabs, 'Itinerary' and 'Details', are visible. The main content area is divided into several sections: 1. A header for 'London Euston - Manchester Piccadilly' on 'Wednesday, 13 March, 2024', with a 'Ticketed' status and confirmation number '873260803979'. 2. A train schedule section showing '2:13 PM - 4:19 PM Direct 2h 6m' with '9.83kg CO2e' and 'Avanti West Coast C87769' train. It also lists 'Seats: Car A, 28', 'Advance Single', and 'Class: Standard'. 3. A 'Ticket Delivery: eTicket' section with a 'View Ticket' link. 4. A 'Note' section stating 'Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.' and 'Reserved via: Corporate Account'. 5. A 'Support Contact' section with a blurred name and address, and business/after-hours contact information. 6. A 'Cost' section on the right showing 'Estimated Total Cost £30.90' and 'Train £30.90'. 7. A 'Would you like to book anything else?' section with buttons for 'Add Accommodation' and 'Add Rental Car'. A 'View Details' link is located at the bottom right of the main content area.

If the client's travel agency has a support contact enabled, it will then appear on the itinerary of the Trainline booking.

**CANCEL TRIP**

Cancellation of the Trainline booking is not supported. The user will see the following message when attempting to cancel the Trainline booking:

“Cancellation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance.”



### Configuration for Professional Travel

No additional steps are required by administrators to support this change.

The enablement process for the UK Rail (Trainline) connector is described in the following section.

#### FOR GENERAL CONFIGURATION AND ACTIVATION

1. Go to **Administration > Travel > Travel System Admin** and access the desired client Travel configuration.

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

2. In the Rail Connectors section of the travel configuration page, locate UK Rail [Trainline].

3. Complete the appropriate fields.

Field	Required?	Description / Action
Enable	Required	Select this checkbox.
Corporate Reference OR External Corporate Reference	Required	<p>New clients will use <b>Corporate Reference</b> field to insert the corporate reference.</p> <p>Migrated clients will see the corporate reference that they used for the previous connection filled in the <b>External Corporate Reference</b> field.</p> <p><b>NOTE:</b> If both values are entered, the Corporate Reference will take precedence.</p> <p>In case of any update to the <b>Corporate Reference</b> or <b>External Corporate Reference</b>, save your changes and access the travel configuration again to review MI Questions mapping by clicking <b>Configure Trainline</b>. MI Questions mapping will be lost when the corporate reference is changed and it will need to be set up again.</p>
Account Number	Required* Optional	<p>Clients having one account number should enter it in the Account Number field. The Account Number is sent to Trainline as <b>Account Name</b>.</p> <p>*For migrated clients who were using the Account Number field with the legacy API, the account number remains required.</p> <p><b>NOTE:</b> Clients having more than one account number should create a custom field and map it to the appropriate Trainline question under the <b>Configure Trainline</b> button. If the client using the <b>Account Number</b> value wants to set up a custom field for the <b>Account Name</b> instead, they must delete the <b>Account Number</b> value from the UK Rail (Trainline) configuration settings first and then save changes. Next, to access the travel configuration again, open Trainline MI Questions by clicking <b>Configure Trainline</b> and map the Trainline <b>Account Name</b> to their custom field created for this purpose to complete.</p>

Connection Environment	Required	Select Production. (TEST and MOCK environments are for internal use only)
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**⚠ Important:** Use **Configure Trainline** to map Concur Travel custom fields to Trainline custom fields. To prevent any issues during the booking flow, make sure that the custom fields' values set up in Concur Travel correspond to requirements set up with Trainline. Any discrepancy might lead to booking failures for users.

**PROFESSIONAL EDITION – CLIENT AGREEMENT**

Customers based in the UK using a Travel Management Company (TMC) that is also based in the UK, do not need to sign a commercial agreement with Trainline. However, an agreement between Trainline and their TMC is required.

TMCs based in the UK need to have a contract with Trainline to be able to fulfill tickets booked for UK Rail.

TMCs based outside of the UK need to have an international license-to fulfill UK Rail tickets. If the TMC does not have an international license and the client would like to book UK Rail from outside of the UK, the client should contact Trainline directly as the direct contract with Trainline would be required in such a case.

## Travel Operations / Technical Essentials

**\*\*Planned Changes\*\* **New Concur Travel Experience: Sabre Car Enhancements – Additional Elements (Professional Edition Only)****

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	March 15, 2024	July 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		





**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	March 15, 2024	June 2024 (Sabre) TBD 2024 (all other GDSs)
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X	X	<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
Source / Solution Suggestion		
GDS	Sabre, Amadeus, Apollo, Worldspan, Travelport+ (Galileo)	
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 GDS systems are changing how credit cards are managed in Passenger Name Records (PNRs), resulting in several changes needed within Concur Travel. One of the GDS-imposed changes is the anonymization and removal of credit card data in all areas of the PNR except for the designated **Form of Payment** (FOP) field or FOP Wallet. In preparation for this change, Concur Travel will be decommissioning **Profile and PNR Finishing Template** datapoints for credit card numbers and expiration dates.

**SABRE**

- Profile Templates are not applicable to Sabre customers. Concur Travel securely synchronizes credit card data from the Concur profile to Sabre Profiles using Sabre Web Services today.
- Concur Travel will be migrating to Sabre’s Enhanced Form of Payment (FOP Wallet) and will be adding the traveler-selected form of payment for each booking type to the FOP Wallet (\*FOP) along with the applicable Use Type


code. Refer to the **\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)** release note in this document for more information.

- Concur Travel will be decommissioning Sabre **PNR Finishing Template** datapoints for credit card numbers and expiration dates following the release of Sabre Enhanced FOP (FOP Wallet).

#### **AMADEUS AND TRAVELPORT**

- Concur Travel will continue to transmit the user-selected credit card to the compliant form of payment field already in place in the PNR today.
- Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **Profile Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
- Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **PNR Finishing Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
- Concur Travel strongly recommends using the Travel Profile API for synchronizing Concur profile data with your GDS profiles. For more information, refer to the *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](#).
- SAP Concur is working closely with our GDS partners to ensure Concur Travel is utilizing the latest and most secure credit card processing for travel reservations.

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 Due to the highly customizable nature of PNR Finishing Templates, Concur Travel can only provide general guidance for making updates and cannot ensure that finishing will run successfully if these datapoints are not removed before their retirement.

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

SAP Concur sees this as one of the first of many industry-wide efforts to better secure sensitive user data, creating higher confidence in the travel purchasing process and reducing financial risk for users and companies alike.

SAP Concur is recommending that customers and TMCs work together to identify any scenarios where the Profile or PNR Finishing templates are used to transmit credit card data to the GDS systems in non-compliant fields of the GDS profile and/or PNR. Customers who need credit card data transmitted to the IUR/A.I.R./MIR file for back-office processing will need to seek a mid-office solution to address their needs.

#### **End-User Experience**

The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

## PROFILE TEMPLATE DATAPPOINT EXAMPLES

The following is a list of profile template datapoints which include credit card numbers or expiration dates; this list may not be comprehensive. TMCs and customers should review their Profile Templates. If templates are using one of the credit card elements, these should be removed:

- Air\_credit\_card\_number car\_credit\_card\_number
- ghost\_air\_credit\_card\_number
- ghost\_car\_credit\_card\_number
- ghost\_hotel\_credit\_card\_number
- hotel\_credit\_card\_number
- personal\_air\_credit\_card\_number
- personal\_car\_credit\_card\_number
- personal\_hotel\_credit\_card\_number
- car\_expiration\_date
- ghost\_air\_expiration\_date
- ghost\_car\_expiration\_date
- ghost\_card\_expiration
- ghost\_card\_number
- ghost\_hotel\_expiration\_date
- hotel\_expiration\_date
- personal\_air\_expiration\_date
- personal\_car\_expiration\_date
- personal\_hotel\_expiration\_date
- ycal\_ghost\_card\_expiration
- ycal\_ghost\_card\_number

Example of a Profile Template line configured to transmit a credit card number:

**Profile Template Editor**

Company: TMC Training Agency Site EU (50000607) Profile Template: Amadeus Default / Clone Reservation System: Amadeus Help Back To Listing

Line Definitions | Lookup Tables | Template Configuration | Testing Tools | Publishing

21	Last_Name	\ \ 1
21	First_Name	PREFIX_NAME   \ \ \ ID TraveL_Name_Remark
101	PI CO-	Passport_Nationality \ Passport_Number \ Passport_Date_Issued \ Passport_Expiration \ PASSPORT_PLACE_ISSUED_COUNTRY
3041	AIR TRAVEL_COMPANY_CODE	\ air_account_number ++airprogram Count: 24
10241	HOME_ADDR1	/ HOME_ADDR2
10341	HOME_CITY ,	HOME_ZIP HOME_COUNTRY
20041	\ PAR WORK_PHONE	
20141	\ PAR ASST_WORK_PHONE	ASST PHONE
20241	\ M CELL_PHONE_NUMBER	
20341	\ EMERGENCY	EMERGENCY_CONTACT_NAME   / EMERGENCY_CONTACT_PHONE
20841	\ EMAIL	
21041	\ CC AIR_CREDIT_CARD_TYPE	AIR_CREDIT_CARD_NUMBER   AIR_EXPIRATION_DATE
21241	\ AF AIR_DISCOUNT_PROGRAM_NUMBER	

**PNR FINISHING TEMPLATE EXAMPLES**

TMCs or customers should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed.

**Credit Card Finishing Template Datapoints:**

```

Element:
-----
CreditCards
AIR_CREDIT_CARD_TYPE
AIR_CREDIT_CARD_NUMBER
AIR_EXPIRATION_DATE
AIR_NAME_ON_CARD
AIR_CREDIT_CARD_NAME
RAIL_CREDIT_CARD_TYPE
RAIL_CREDIT_CARD_NUMBER
RAIL_EXPIRATION_DATE
RAIL_NAME_ON_CARD
RAIL_CREDIT_CARD_NAME
CAR_CREDIT_CARD_TYPE
CAR_CREDIT_CARD_NUMBER
CAR_EXPIRATION_DATE
CAR_NAME_ON_CARD
CAR_CREDIT_CARD_NAME
HOTEL_CREDIT_CARD_TYPE
HOTEL_CREDIT_CARD_NUMBER
HOTEL_EXPIRATION_DATE
HOTEL_NAME_ON_CARD
HOTEL_CREDIT_CARD_NAME
AffinityPrograms
Trip
TRIP_NAME
    
```

Customers using Conferma Pay for hotel virtual cards should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed:

- Virtual\_Hotel\_Credit\_Card\_Number
- Virtual\_Hotel\_Expiration\_Date

**Configuration for Professional and Standard Travel**

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



Please refer to the following resources to help you prepare further:

- ◆ Sabre SAN 16331 - Payment Card Anonymization & Removal in PNR Fields.
- ◆ Amadeus Notification – PNR Core Product: Warning at end of transaction (EOT) time when a credit card is detected in an inappropriate PNR element
- ◆ The *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* release note in this document.
- ◆ The *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](#).

**\*\*Planned Changes\*\* Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	March 15, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Concur Travel is removing the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** configuration setting from **Travel Configurations**. Any credit card data that is currently stored in these fields will be removed.

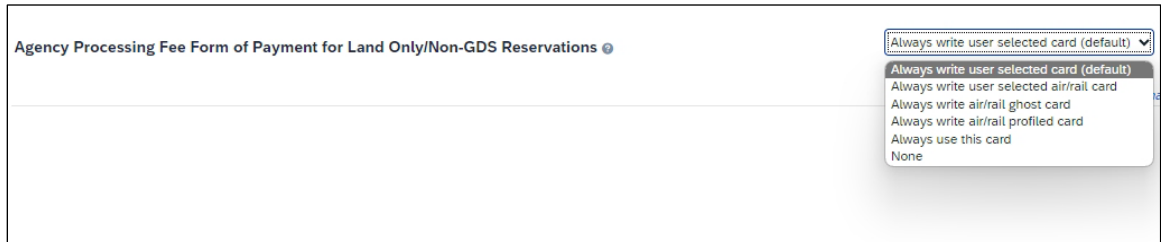
**USER/CUSTOMER BENEFIT**

The GDS are making changes to the way credit cards are entered into the Passenger Name Record (PNR), resulting in several changes needed within Concur Travel. Form of payment (FOP) will need to be written in a specific format, depending on its use. This means that all FOP features require updating and reformatting. Based on these changes, SAP Concur is recommending that customers and TMCs work together on how to manage TMC service fees outside of the booking process. One benefit to this change is the avoidance of PNR template updates for a process that has no impact to the online booking process.

### End-User Experience

The previous setting will be removed from the **Travel Configurations** page and will no longer be visible. Configurations using the following options will have the setting automatically changed to **Always write user selected card (default)**:

- **Always write user selected air/rail card**
- **Always write air/rail ghost card**
- **Always write air/rail profiled card**
- **Always use this card**
- **None**



---

**NOTE:** Depending on the customer configuration settings, the user-selected FOP will be added to Amadeus, Apollo, Worldspan, and Travelport+ PNRs. For Sabre bookings, see the *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* in this document for Sabre specific FOP handling.

---

### Configuration for Professional Travel

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



**\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	March 15, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Sabre is decommissioning their legacy **5-Remarks Form of Payment Field** (5-\*VI444333322221111¥05/26) as of Q3 2024. All Sabre customers are required to migrate to Sabre’s Enhanced Form of Payment also known as **FOP Wallet (\*FOP)**. For compliance, Sabre is also anonymizing and removing credit card data from all non-compliant fields in the PNR. They are rolling this anonymization and removal process out in phases, with the final phase to be completed by June 2024. This change will also require a new process for sending credit card data to back-office systems.

Please refer to the following Sabre SAN messages for more details:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

**USER/CUSTOMER BENEFIT**

Concur Travel will add the traveler-selected form of payment chosen at the time of booking for every reservation type (Flight, Car, Hotel, and Rail) to the FOP Wallet in the Sabre PNR along with the appropriate Use Type code. (for example, UAL=Air, UCR=CAR, UHL=Hotel, and URL=Rail)

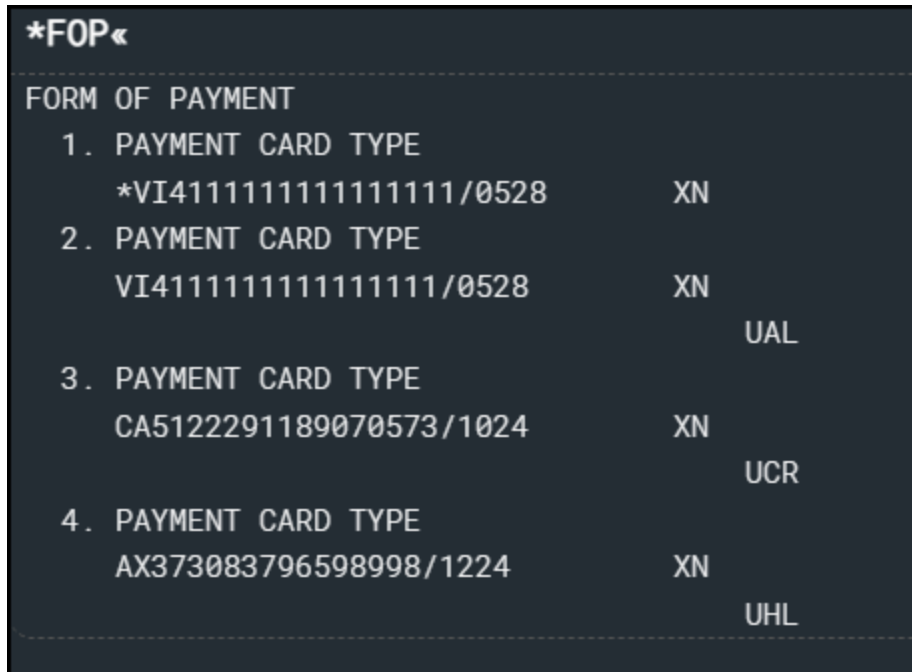
---

**NOTE:** During this transition period, Concur Travel will also continue to add the Air and Rail FOP in the legacy format without a **Use Type** code to support existing mid-office processes.

---

**End-User Experience**

Example: FOP Wallet



**Configuration for Professional and Standard Travel**

This feature requires a form of payment to be selected on the **Review and Reserve** page for every reservation type to be added to the Sabre FOP Wallet.

For more information on setting FOP requirements, refer to the *Form of Payment Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Sabre customers must self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR.

---

⚠ Once the TJR setting is activated, it cannot be deactivated.

---

The form of payment updates will automatically be enabled by default in Concur Travel. If a Sabre customer has not yet activated the FOP Wallet, then Concur Travel will automatically revert to the legacy FOP field prior to Sabre’s activation deadline.



For more information, refer to the *Form of Payment Travel Service Guide*.



Refer to the following Sabre SAN notifications:

- ◆ SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- ◆ SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- ◆ SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- ◆ SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

**\*\*Planned Changes\*\* New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking**

Information First Published	Information Last Modified	Feature Target Release Date
November 3, 2023	January 12, 2024	June 30, 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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

SAP Concur plans to add Price Quote (PQ) modifiers into the new Concur Travel experience process for accuracy purposes.

### **USER/CUSTOMER BENEFIT**

This change will be implemented to enhance accuracy and reduce price jump situations such that the stored price always matches the price offered in the shopping response.

### **End-User Experience**

When storing the price quote, the following qualifiers will be added:

- **XO** (forced passenger type to avoid shifting to ADT when not using ADT),
- **P**(passenger type),
- **A** (validating carrier) and
- **ZZ** (fare basis)

In addition, SAP Concur will change the SNAP code qualifier from I to AC\*.

### **New Pricing Command Line:**

```
WPAC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥RY/CA¥AUA¥PADT¥XO¥RQ
```

### **New PQ Line:**

```
PQ 1  
AC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥AUA¥PADT¥XO¥RQ
```

### **Current PQ Line:**

```
WPIGLD03¥S1*BRMAINCABIN¥S2*BRMAINCABIN¥RQ
```

### **Configuration for Professional Travel**

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

# Client Notifications

---

## Accessibility

### Accessibility Updates

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

### Gender Diversity Planned Features and Changes

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

## 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.

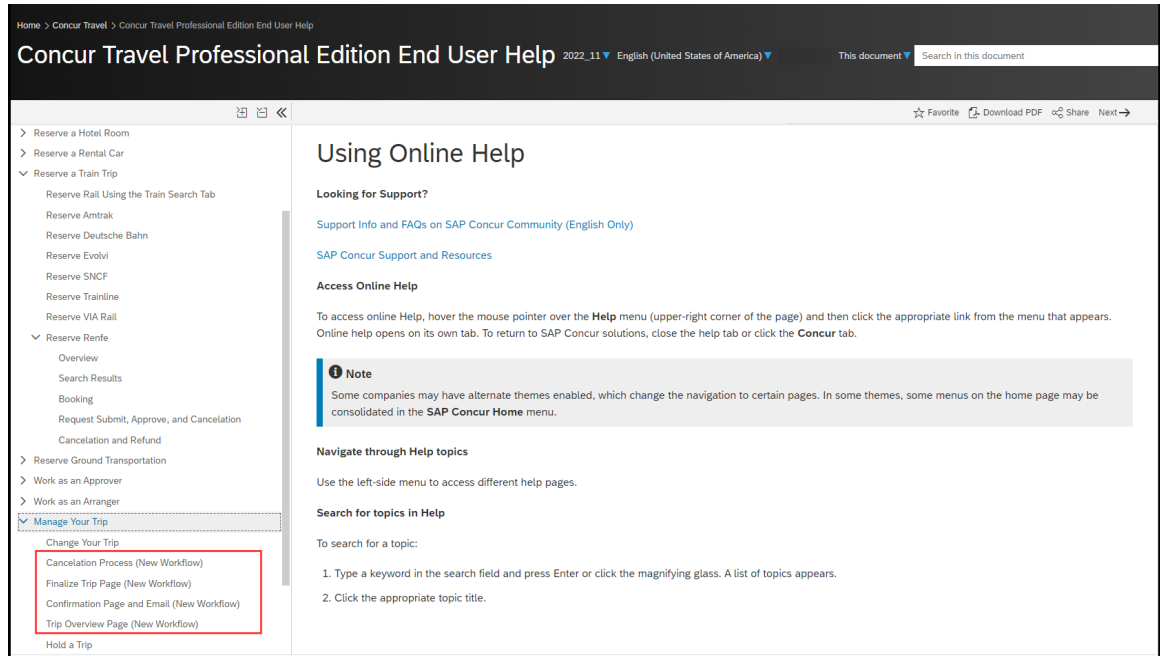
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

#### 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](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

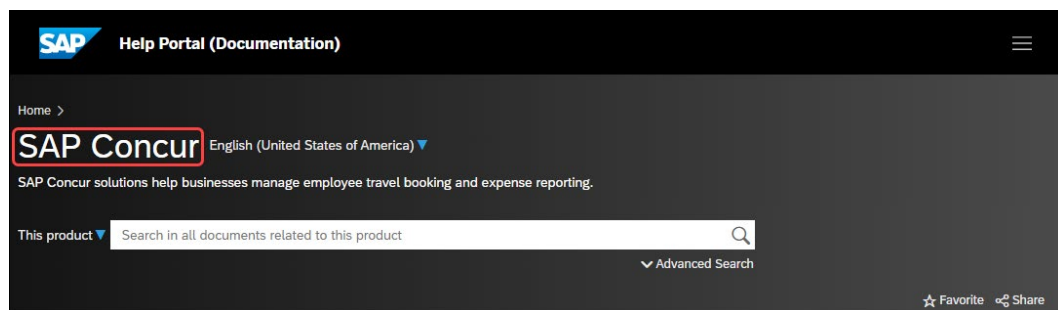
# Additional Release Notes and Other Technical Documentation

---

## Online Help

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.

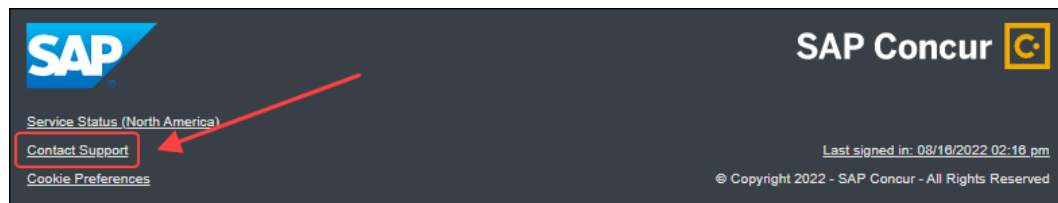
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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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<b>SAP Concur Release Notes</b> <b>Concur Travel</b> Concur Professional/Premium <b>and</b> Concur Standard	
<b>Month</b>	<b>Audience</b>
Release Date: April 2024 Initial post: Friday, April 19	SAP Concur Client <b>FINAL</b>

**\*\* FINAL \*\***

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium **and** Concur Standard.

Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard.

# Contents

- Release Notes ..... 1**
- Administration..... 1**
- \*\*Ongoing Changes\*\* New Concur Travel Experience: Allow Users to Choose Rule Class Tied to Same Configuration (Professional Edition Only) ..... 1**
- Flight.....4**
- New Concur Travel Experience: Mixed Cabin Offers and Product Selection (Professional Edition Only) (Apr 22)..... 4
- New Concur Travel Experience: Persistent Filters and Sort Options (Professional Edition Only) ..... 6
- New Concur Travel Experience: Pricing Added to Carrier Filter (Professional Edition Only) ..... 7
- Hotel ..... 8**
- New Concur Travel Experience: Enhanced Filters for Hotel (Professional Edition Only) ..... 8
- Hotel, Rail..... 11**
- \*\*Ongoing\*\* New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only) ..... 11**
- Miscellaneous ..... 14**
- New Concur Travel Experience: Trips and Calendar Integration (Professional Edition Only) ..... 14
- Travel Profile API 2.0 Gender Diversity Support (Mar 26) ..... 18

New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only) (Mar 26)	19
**Ongoing** New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)	21
**Ongoing** New Concur Travel Experience: Trip History (Professional Edition Only)	25
**Ongoing** New Concur Travel Experience: Skip Search Action (Professional Edition Only)	30
**Ongoing** New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)	32
<b>Rail</b>	<b>33</b>
New Concur Travel Experience: Renfe - Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)	33
New Concur Travel Experience: Support of Phone and E-mail on Review and Book Page (Professional Edition Only)	33
New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only) (April 8-10)	34
New Concur Travel Experience: Renfe - Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (April 8-10)	40
<b>New Concur Travel Experience: Renfe + Car, Hotel, Flight - Changes to Approval Deadline Logic (Professional Edition Only)</b>	<b>46</b>
New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and E-mails (Professional Edition Only) (April 8-10)	48
New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only) (April 8-10)	54
New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only) (April 8-10)	56
New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only) (April 8-10)	58
New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only) (April 8-10)	60
New Concur Travel Experience: Renfe - Allow/Display Message Support (Professional Edition Only) (April 8-10)	61
New Concur Travel Experience: CO2 Emissions Display (Professional Edition Only)	63
New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only) (April 10)	65
New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only) (April 8-10)	75
<b>Travel Operations / Technical Essentials</b>	<b>77</b>
Sabre Enhanced Form of Payment (FOP Wallet)	77
New Concur Travel Experience: TMC Self-Service Report Enhancement for Client Opt Out Status (Professional Edition Only)	80
<b>Planned Changes</b>	<b>81</b>
<b>Flight</b>	<b>81</b>
**Planned Changes** New Concur Travel Experience: New CO2 Filter Added to Flight (Professional Edition Only)	81

**Planned Changes** New Concur Travel Experience: EDIFACT and NDC Content for Amadeus (Professional Edition Only) .....	83
**Planned Changes** New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only) .....	84
<b>Hotel .....</b>	<b>85</b>
**Planned Changes** New CSL Segment Format for Sabre Hotels.....	85
**Planned Changes** New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only) .....	87
<b>Miscellaneous .....</b>	<b>90</b>
**Planned Changes** Share a Trip Via Microsoft Teams Integration .....	90
**Planned Changes** New Fields Available in Online Order Form .....	93
**Planned Changes** Decommission of Two-Manager Approval Setting (Professional Edition Only) .....	95
<b>Travel Operations / Technical Essentials .....</b>	<b>97</b>
**Planned Changes** Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting .....	97
**Planned Changes** New Concur Travel Experience: Sabre Car Enhancements – Additional Elements (Professional Edition Only) .....	99
**Planned Changes** Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates .....	100
**Planned Changes** New Concur Travel Experience: Sabre’s Price Quote - Enhancement to Provide More Accurate Fare at Booking .....	105
<b>Additional Release Notes and Other Technical Documentation .....</b>	<b>107</b>
<b>Online Help.....</b>	<b>107</b>
<b>SAP Concur Support Portal – Selected Users .....</b>	<b>107</b>

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# Release Notes

## Administration

### **\*\*Ongoing Changes\*\* New Concur Travel Experience: Allow Users to Choose Rule Class Tied to Same Configuration (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	April 12, 2024	March - May 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Starting in April, administrators can allow users to select a rule class tied to the same configuration or agency. This will allow customers who currently have this setting enabled in their legacy Concur Travel experience to migrate to the new Concur Travel experience.

**NOTE:** The **Choose Rule Class - Allow Users to Choose Rule Class Tied to Same Configuration** setting is currently available to all new Concur Travel experience customers.

**NOTE:** The information from the February release note "*\*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only)*" has been included here.

**PHASES**

This feature will be released to specific verticals between **April and May**:

Phase	Date of Release
Phase 1: Renfe Rail <b>NOTE:</b> For Renfe, all three options under the <b>Rule Class Selection</b> dropdown, (as in, <b>User cannot select rule class, User can select from rule classes tied to this configuration, User can select from rule classes tied to this agency</b> ) will be supported. Until this change, only the <b>User cannot select rule class</b> is applied.	April 8 - 10
Phase 2: All other verticals	May 2024, date TBD

In the **Rule Class Options** section of Travel System Admin, administrators will be able to configure their travel sites to do the following:

- allow users to select from a rule class tied to this travel configuration.
- allow users to select a rule class tied to same agency.
- force users to select a rule when making a reservation.
- display a custom rule class label and
- opt out a rule class from displaying in the dropdown.

**USER/CUSTOMER BENEFIT**

This setting allows users to select which rules are suitable for the trip they are booking.

**Administrator Experience**

The administrator will be able to:

- enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.
- create a custom rule class label.
- select the **Force selection of a rule class** checkbox.

**Rule Class Options**

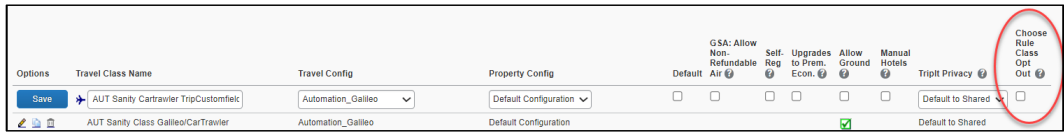
Rule Class Label

Air rules use base fare instead of total fare

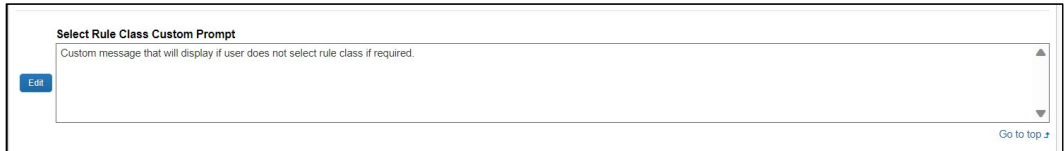
Rule Class Selection

Force selection of a rule class (i.e., no default)

- select the **Choose Rule Class Opt Out** checkbox to remove the display of a rule class.

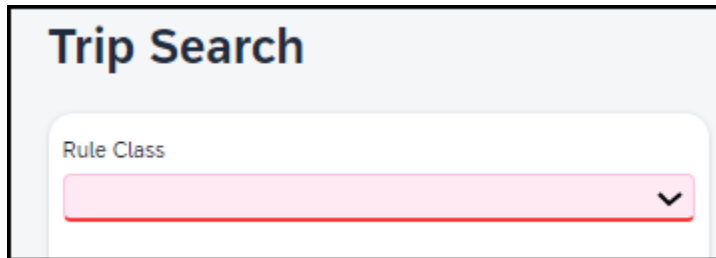


- display a custom message if the user does not select a rule class when required.



### End-User Experience

The user will see a dropdown on the home page that contains rule classes associated with their travel configuration, excluding a rule class that has been opted out. If the force rule class is enabled, then users will see a blinking yellow outline that surrounds the dropdown. If the user does not select a rule (when required), they will be prompted to select a rule class.



### Configuration for Professional Travel

Refer to the Administrator Experience section for set up details. If the setting has been previously enabled, no changes are required.



## Flight

### New Concur Travel Experience: Mixed Cabin Offers and Product Selection (Professional Edition Only) (Apr 22)

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

#### Overview

On April 22, end users can mix different cabins between outbound and inbound flights, provided the selected itinerary does not have a brand. The initial search results for selected outbound flight options will continue to display roundtrip-based prices, where each offer shows the total cost of outbound and inbound flights in the same cabin.

When selecting any EDIFACT unbranded option on the outbound selection page, the inbound selection page displays mixed cabin options. Every price that is displayed on the inbound selection page is a round trip that includes a previously selected outbound cabin, combined with the inbound cabin displayed on that page.

#### LIMITATIONS

This feature is not currently supported for NDC flight bookings. It applies to non-branded EDIFACT flight bookings only.

If the selected outbound and inbound flights have different fare classes of service, and the selected offer is out-of-policy, the least cost logical fares (LLF) displayed on the policy violation popup is calculated using the outbound flight's fare class of service.

## End-User Experience

With more flight options including mixed cabins, the end-user can shop offers with the best possible value when customizing their trip.

**Example:** On the outbound selection page, the end-user selects a business cabin:

**Departing Flight** Skip Search

**Austin (AUS) - Singapore, SG** Departure Date: Tuesday, June 11 2024 Edit Search

19 of 100 Flights Sort by Price - Low to High

Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

Flight Details	Economy	Business
<b>8:30 AM - 11:40 PM</b> <sup>1</sup> 2 Stops 26h 10m Korean Air AUS (KE) <sup>1</sup> → ATL (KE) → ICN (KE) → SIN 54m 1h 50m <sup>1</sup> Operated by Delta 2144kg CO <sub>2</sub> e	Bag policy unknown Nonrefundable	✓ 2 checked bags included Refund for a fee
	\$1,928	\$13,596

On the inbound selection page, with consideration of the outbound offer, mixed prices are displayed with different cabins. For this example, an Economy cabin is selected.

Korean Air KE 3507, KE 36, KE 645 | Departure Tuesday, June 11 2024 8:30 AM - 11:40 PM<sup>1</sup> | \$13,596 Change Selection

**Return Flight** Skip Search

**Singapore, SG - Austin (AUS)** Departure Date: Tuesday, June 18 2024 Edit Search

6 of 6 Flights Sort by Price - Low to High

Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

Flight Details	Economy	Business
<b>10:30 PM - 1:40 PM</b> <sup>1</sup> 2 Stops 28h 10m Korean Air SIN (KE) → ICN (KE) → ATL (KE) <sup>1</sup> → AUS 3h 20m 2h 10m <sup>1</sup> Operated by Delta 5970kg CO <sub>2</sub> e	Bag policy unknown Nonrefundable	✓ 2 checked bags included Refund for a fee
	\$8623	\$13,596

Since no forced upsells or downsells occur, no warning displays. The end-user will be transferred to the **Review and Book** page to continue with the booking process.

## Configuration for Professional Travel

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

## New Concur Travel Experience: Persistent Filters and Sort Options (Professional Edition Only)

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

### Overview

Persistent filter and sort options have been added to the new Flight experience. To use filters and sort more efficiently, these options display as the user scrolls up and down the search results page. Additionally, filters remain expanded across the page for easier access.

### End-User Experience

When search results are returned, filter and sort options are used to refine these results. With this change, sort options remain visible as the user scrolls through the results and filter options remain expanded, providing easier access to these features.



### Configuration for Professional Travel

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

## New Concur Travel Experience: Pricing Added to Carrier Filter (Professional Edition Only)

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

### Overview

To provide more transparency during the search workflow, prices have been added to the **Carriers** filter. Users can now compare airline prices at a glance to see which airline is the best value.

### End-User Experience

The shopping experience has been enhanced by including prices beside each carrier, allowing the end user to review this information before they select the options to filter. The returned results will adjust as the user applies different filters.

Carriers	
<input type="checkbox"/> Alaska Airlines	€ 850
<input type="checkbox"/> American Airlines	€ 818
<input type="checkbox"/> jetBlue	€ 687

### Configuration for Professional Travel

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

# Hotel

## New Concur Travel Experience: Enhanced Filters for Hotel (Professional Edition Only)

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
GDS	Sabre	
Direct Connect	Custom Hotel Source providers (TBD)	
<b>Other</b>		
	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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

### Overview

The new Hotel experience now includes additional filters on both the search results and **Hotel Details** pages. Customers can use the new sustainability filters to narrow their search results to the most sustainable properties, according to their score and/or their emissions.

### End-User Experience: Search Results

When the user selects **Filters** on the search results page, there are two additional filters for **Sustainability**.

The first is **Sustainability score**, which allows users to select properties that have a score between 0 and 100 using a sliding scale. The default for this filter is zero.

The second filter is **Emissions**, which allows users to select properties between the lowest and the highest carbon emissions returned in the results using a sliding scale. The default for this filter is the highest number on the scale.

**All Filters** Clear All

---

**Parent Brand**

- Hilton Hotel and Resorts (36)
- Hyatt Hotel Corporation (24)
- Marriott (26)
- IHG (18)
- Wyndham (14)

---

**Emissions**

100 kg 25 kg 999 kg

---

**Sustainability Score**

0 25 100

### **End-User Experience: Hotel Details**

The **Hotel Details** page now includes additional filters for **Bed type**, **Accessible room** and **Breakfast Included**.

All Filters Clear All

---

**Bed Type**

Double (36)

Full (24)

King (26)

Murphy (18)

Queen (14)

[View All](#)

---

**Breakfast**

Breakfast Included (24)

---

**Rate Type**

No Prepayment or Deposit (24)

Refundable (26)

---

**Room Amenities**

Accessible Rooms (2)

The user can filter on rooms using a specific bed type, whether there is breakfast included in the rate, and whether the room is accessible.

### **Configuration for Professional Travel**

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

# Hotel, Rail

## **\*\*Ongoing\*\* New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	April 12, 2024	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

The last four digits of a traveler’s credit card or other form of payment will display on the **Finalize** and **Trip Overview** pages, and Confirmation/Cancellation e-mails. The forms of payment will show for Trainline, Renfe, and all Hotel web-based bookings, and all vertical bookings on mobile.

### PHASES

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers as they migrate to the new travel experience)	February 2024 (completed)
Phase 2: Hotel	April 2024
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024



## USER/CUSTOMER BENEFIT

This update is being implemented to improve the customer experience by providing more complete information about each booking.

---

**NOTE:** For Trainline bookings, users are required to provide any valid form of payment to retrieve their tickets, not necessarily the form of payment used to make the booking.

---


## End-User Experience

The last four digits of the user's credit card will display on different pages during the booking process.

These include:

- **Finalize** page
- **Trip Overview** page
- Confirmation E-Mail
- Cancellation E-Mail


The screenshot displays a train booking confirmation for the route London Victoria to Brighton. The departure is on Thursday, October 19, 2023, with a confirmation number placeholder. The journey details include a departure at 10:03 AM and arrival at 11:49 AM, involving one change, a 1h 30m duration, and 161kg CO<sub>2</sub>e. The train is identified as Southern SN 2310, SN 2311, with fare options for Preferred and Corporate Fare. Ticket delivery is via eTicket, and the payment method is My Corporate Card ending in 1234. An option to view additional travel information is provided.

 **Property Name, City**

Tuesday, November 14 2023 - Friday, November 17 2023 Confirmed ▼

Vendor Confirmation: 000000    Provider Confirmation: 000000    PIN Code: 000000

---



**Marriott Houston Downtown** ★★★★★

11050 Louetta Rd, Houston, TX 77070

Preferred Corporate Fare E-Receipts Enabled ✈️ 161kg CO<sub>2</sub>e

Frequent Traveler Account: [Vendor Name] [Loyalty Program] \*\*\*\*12

Payment: [Credit Card Display Name] \*\*\*\*1234

**Intel - Global Partner, includes breakfast, wifi, parking, guest room, 1 king, sofa bed**

Nights: [Number]    Guests: [Number]

**Booking Includes**

<input type="checkbox"/> [OPTION 1]	<input type="checkbox"/> [OPTION 3]
<input type="checkbox"/> [OPTION 2]	<input type="checkbox"/> [OPTION 4]

<b>Check-in</b>	<b>Checkout</b>
<small>September 14, 2023 After 3:00 PM</small>	<small>September 18, 2023, Before 11:00 AM</small>

**Note**

Your Loyalty card has been accepted by the hotel property. You will earn loyalty points for your stay.

[Rules and Restrictions](#)

### **Configuration for Professional Travel**

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



For more information on Renfe and UK Rail (Trainline), refer to the February release updates to the Travel Services Help. To locate, go to the Concur Travel product page in the SAP Help Portal and select the *Travel Services Help* listed under the **Implement > Administration** section.

## Miscellaneous

### New Concur Travel Experience: Trips and Calendar Integration (Professional Edition Only)

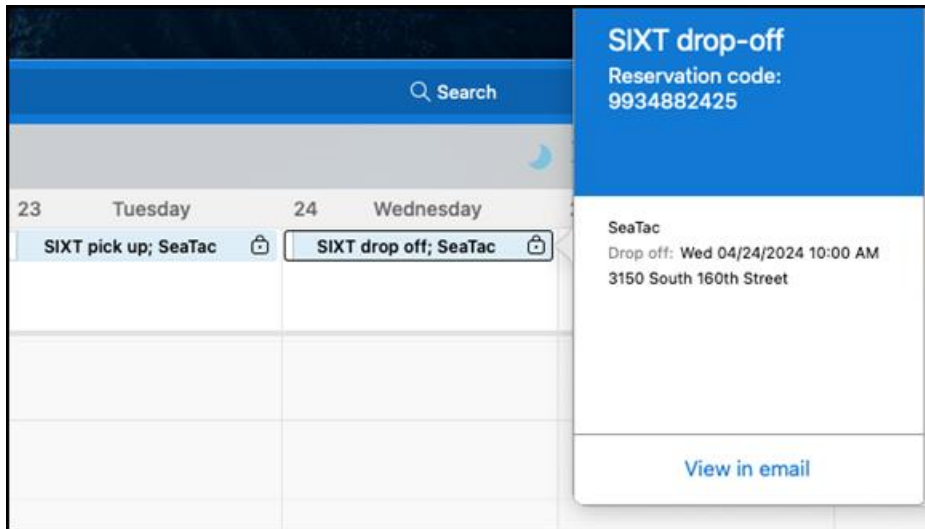
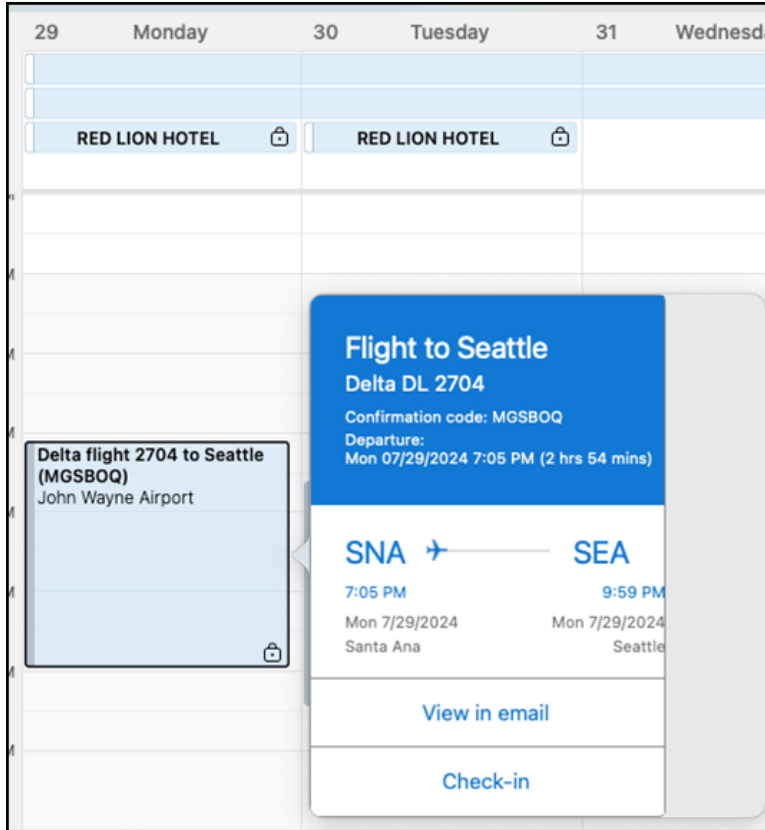
Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described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

#### Overview

With this feature, users will be able to see calendar events for Microsoft and Google Calendars automatically created for their trips when they receive a **Trip Confirmation** e-mail. Trips are also automatically removed from calendars when a **Trip Cancellation** e-mail is received from SAP Concur. Users will automatically have their travel plans available in their preferred calendars without taking any additional actions, including opening their e-mails.

#### End-User Experience

When a user books a flight, hotel, or car, once the **Trip Confirmation** e-mail is received, the calendar entries (one per booking) will automatically be created in their Microsoft Outlook Office 365 calendar or their Google calendar. If a user cancels a trip and receives the **Trip Cancellation** e-mail, the calendar entries will be removed from their calendars automatically. This is accomplished via hidden json code embedded within the e-mail message that follows schema.org JSON markup standard and does not require the user to click on the ICS attachments in the e-mail.



There are specific settings within Microsoft Office 365 and Google that enable or disable this functionality that the user can control.

## GOOGLE CALENDAR

### Settings

To activate:

1. Go to **Google calendar settings > Events from Gmail > On Gmail Settings > Smart features and personalization -> On**. This setting does not only enable automated calendar event management from e-mails (event creation, modification and deletion), but also other features such as automated filtering and categorization of e-mails, intelligent writing (correction or proposals), intelligent search proposals etc.
2. Notifications for all-day calendar events (like Hotel Reservations) can be set on the user level. Go to **Google Calendar > Settings for my calendars > Personal Calendar > All-day event notifications**.

### Allow-Listing

Only allow-listed sender domains are supported for the automated calendar event creation feature. The concursolutions.com domain is on the Google allow-list for e-mail markup as of March 2021.

### Restrictions

The schema.org JSON markup for Rail and Rental Car reservations are currently not supported by Google. Even though embedded in the SAP Concur confirmation and cancellation e-mails, they will be ignored and no calendar event will be created.

## OUTLOOK CALENDAR

### Settings

To activate:

1. Go to <https://outlook.office.com/mail/options/calendar/calendarInEmail>, go to **Calendar > Events** from the e-mail to activate flight reservations, hotel reservations and rental car reservations individually.

There is an additional checkbox allowing the user to mark the events as private, so that only the user can see them.

### Allow-Listing

Only allow-listed sender domains are supported for the automated calendar event creation feature. The [concur.com](https://concur.com) domain is on the Microsoft allow-list for e-mail markup as of March 2021.

### Restrictions

The schema.org JSON markup for Rail reservations is currently not supported by Microsoft. Even though markup may be embedded in the SAP Concur confirmation and cancellation e-mails, it will be ignored and no calendar event will be created.

## IMPORTANT NOTES

This feature is released in addition to .ics attachments, not as a replacement for .ics attachments, which the user can click to add events to any calendar application that supports them. Even with this feature enabled, .ics attachments are useful for the following reasons:

- Calendar event creation based on schema.org JSON in an e-mail must be set up on user level in the calendar software. Not all users may want to accept events by any allow-listed sender, but they have no option to restrict event creation to SAP Concur only. They may opt not to activate it and will then need the .ics attachments to create the event semi-manually in their calendar.
- Some customers may block their users from setting up the calendar integration. Those users depend on .ics attachments.
- There may be times where issues prevent the automated calendar event creation based on our e-mail markup. Some of the markup types (for example, Rail) are not currently supported by the calendar provider. .ics attachments offer a useful workaround in these cases.

Confirmation e-mails are sent out to both the traveler and the arranger, if the trip is booked by an arranger.

It is recommended that travel arrangers either don't activate automated event creation in Outlook or Google calendar or opt out of receiving confirmation e-mails from SAP Concur. This will prevent calendar events for reservations the arranger makes on behalf of their assigned travelers.

---

**NOTE:** Not embedding schema.org JSON markup in the e-mail sent to the arranger is not a solution, as the calendar suites will parse e-mails regardless and create calendar events for the reservations they detect; all that schema.org JSON does is improve the accuracy of the created calendar events.

---

### ***Configuration for Professional Travel***

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

## Travel Profile API 2.0 Gender Diversity Support (Mar 26)

Prof	Stan	← ← Edition
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travefusion airline)
X	X	<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	
	Direct Connect	
<b>Other</b>		
	EMEA Data Center	Scan impact
	North America Data Center	UI impact
	China Data Center	File finishing impact
	All data centers	X Profile/Profile API/3rd Party XML Sync Impact
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	SAP Concur Developer Center

### Overview

With the SAP Concur commitment to Gender Diversity initiatives, as of March 26, the Travel Profile API 2.0 now includes support for two new Gender values: **Unspecified** and **Undisclosed**.

---

**NOTE:** Partners must update their systems to use the updated API.

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### Configuration for Professional Travel

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

## New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only) (Mar 26)

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

On March 26, 2024, SAP Concur expanded the new Concur Travel experience to new markets beyond the United States. These markets are determined by the **Travel Agency Ticketing Currency**. If this is set to Canada, Mexico, UK or Ireland then the configuration is eligible for market expansion.

**NOTE:** Configurations set to **European Union** instead of a specific country are not eligible. To avoid this, while the currency can still be set to Euros, a specific country can also be selected.

Travel Agency Ticketing Currency ?

Canada (\$) ⌵

Travel Agency Ticketing Currency ?

European Union (€)



## **USER/CUSTOMER BENEFIT**

Customers outside the United States have access to the new Concur Travel experience. While they will still have control over when they choose to enable, the Flight, Car, Hotel and Rail experiences will be available for Sabre and Amadeus GDS based on regional timelines.

### ***End-User Experience***

End-users can enable the new Concur Travel experience based on a targeted rollout plan. The planned market expansion schedule is as follows:

#### **NORTH AMERICA**

- Sabre: Canada and Mexico was enabled on March 26.
- Amadeus: US, Canada, and Mexico will be enabled by June 25.

#### **EMEA**

- Sabre: The UK and Ireland was enabled on March 26.
- Amadeus: The UK and Ireland will be enabled by June 25.
- Sabre and Amadeus: France, Germany, Spain, Portugal, Italy, Austria, Switzerland, Belgium, Netherlands, Luxembourg, **Norway, Sweden, Denmark, Finland, and Iceland** will be enabled by June 25.

### ***Configuration for Professional Travel***

Administrators with the Company Admin permission can navigate to the **Manage New Concur Travel Experience Preferences** page to opt out if they choose not to participate in this round of market expansion. This can be done at the configuration level (country or market) or at the individual Flight, Rental Car, or Hotel level by clicking the configuration under the **Company Level Preference** section.

**\*\*Ongoing\*\* New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)**

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

**Overview**

Concur Travel is enhancing the user experience when adding bookings to an existing trip.

In this release, when adding Hotel to an existing trip, the **Your Reservations** dropdown is enhanced to contain relevant information from the previously booked Flight, Car, and/or Rail booking. When the trip contains a single booking, Concur Travel pre-selects one of the values from the dropdown. More details about this enhancement are available in the user experience section of this release note.

In upcoming releases, similar enhancements will also be available for Flight and Car, and a new modal will be available when adding a new Concur Travel experience booking to another new Concur Travel experience booking. The user experience will remain the same when adding a new Concur Travel experience booking to a legacy Concur Travel booking.

**PHASES**

This feature will be released in phases:

Phase	Date of Release
Phase 1: <ul style="list-style-type: none"> <li>Enhancements in the "Your reservations" dropdown options and pre-selection of one of the options when adding Hotel to an existing trip.</li> <li>No changes to existing user interface.</li> </ul>	March 2024

Phase	Date of Release
Phase 2: <ul style="list-style-type: none"> <li>Enhancements in the “Your reservations” dropdown options and pre-selection of one of the options when adding Flight and Car to an existing trip.</li> <li>New UI modal available when adding New Concur Travel experience Flight, Hotel or Car content to a New Concur Travel experience trip.</li> </ul>	June 2024
Phase 3: <ul style="list-style-type: none"> <li>Add Rail to existing Trip.</li> </ul>	TBD

**USER/CUSTOMER BENEFIT**

The user sees more helpful details when adding Flight and Hotel to an existing trip.

**End-User Experience**

When adding Hotel to to an existing trip, the **Your Reservations** dropdown shows the following options, in chronological order:

**Flights:** If the trip includes flights, the user sees the following:

- **Flight: Closest city to the Destination Airport, Arrival date** - When selected, the closest city to the destination airport is added to the **Destination** field, and the arrival date and departure date of the destination airport is added to the **Dates** field.
- **Flight: Closest city to the final Airport, Arrival date** - When selected, the closest city to the final airport is added to the **Destination** field, and the arrival date of the final airport with a one-night stay is added to the **Dates** field.

**Search**  
Accommodation Search

Please select the date and destination from your trip to which you would like to add a booking.

Your Reservations

Flight: Aulnay-sous-Bois, 06/04/2024

Flight: Aulnay-sous-Bois, 06/04/2024

Flight: Frankfurt, 06/06/2024

Aulnay-sous-bois

Dates \*

06/04/2024 - 06/06/2024

Distance \*

5 mi

Search

**Train:** If the trip includes Train, the user sees the following:

- **Train: Closest city to the Destination Rail Station, Arrival date** - When selected, the closest city to the destination rail station is added to the **Destination** field, and the arrival date and departure date of the destination rail stations is added to the **Dates** field.
- **Train: Closest city to the final Rail Station, Arrival date** - When selected, the closest city to the final rail station is added to the **Destination** field, and the arrival date of the final Rail Station with a one-night stay is added to the **Dates** field.

The screenshot shows a 'Search' form titled 'Accommodation Search'. It includes a dropdown menu for 'Your Reservations' with the selected option 'Train: London, 06/04/2024'. Below this, there is a search bar containing the same text. The 'Destination' field is set to 'London'. The 'Dates' field shows '06/04/2024 - 06/06/2024'. The 'Distance' field is set to '5 mi'. A blue 'Search' button is at the bottom.

**Car:** If the trip includes a rental car, the user sees the following:

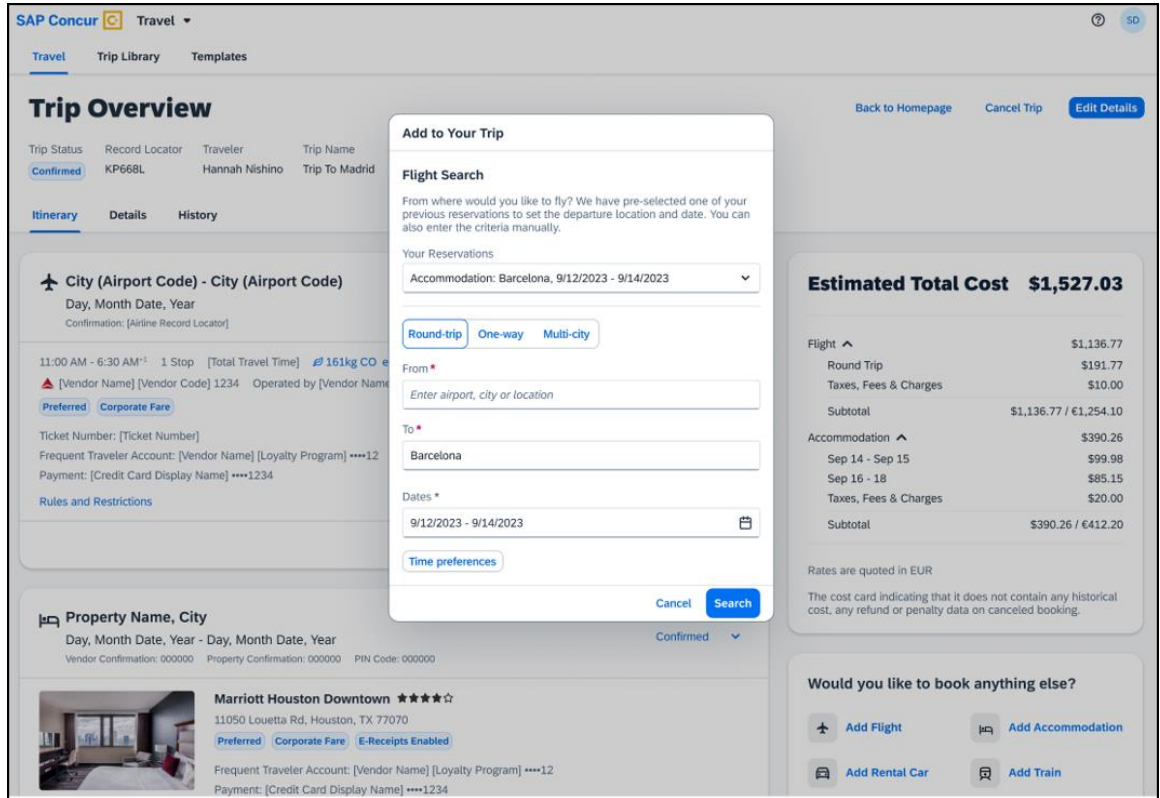
- **Car pick-up (Rental Car: Closest city to the Car Pick Up, Pick up date)** - When selected, the closest city to the car pick up is added to the **Destination** field, and the pick up date and drop off date of the rental car is added to the **Dates** field.

The screenshot shows a 'Search' form titled 'Accommodation Search'. It includes a dropdown menu for 'Your Reservations' with the selected option 'Rental Car: Aulnay-sous-Bois, 06/04/2024'. Below this, there is a search bar containing the same text. The 'Destination' field is set to 'Aulnay-sous-Bois'. The 'Dates' field shows '06/04/2024 - 06/06/2024'. The 'Distance' field is set to '5 mi'. A blue 'Search' button is at the bottom.

If the trip has only one reservation, when adding Hotel to an existing trip, the following is pre-selected in the **Your Reservations** pop-up:

- Flight: Arrival to the destination Airport
- Train: Arrival to the destination Rail Station
- Car: Pick-up

**EXAMPLE: NEW UI MODAL (FUTURE RELEASE)**



**Configuration for Professional Travel**

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

**\*\*Ongoing\*\* New Concur Travel Experience: Trip History (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	April 19, 2024	March to <b>Sept 2024</b>
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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

**Overview**

Targeted for the March to **September** 2024 releases, the **Trip History** feature is available for the new Concur Travel experience. This feature provides access to detailed historical records of all trips associated with an account. Data will be available indefinitely (except for legal, compliance policies such as GDPR "Right to be Forgotten" requests), even if the trip is subsequently cancelled and after the trip has been completed.

**PHASES**

This feature will be released in phases, with the first **Trip History** events visible starting on March 29:

Phase	Date of Release
Phase 1: New History tab on the Trip Overview Page. <ul style="list-style-type: none"> <li>• Trip-level events</li> <li>• Trip Created</li> <li>• Trip Cancelled</li> <li>• Trip Confirmed</li> <li>• Confirmation E-mail Sent</li> <li>• Trip Sent to Agency for Processing</li> <li>• Stand-alone Approvals events</li> <li>• Trip Submitted for Approval</li> <li>• Trip Logged for Reporting</li> <li>• Manager Notified</li> <li>• Trip Approved</li> <li>• Trip Rejected</li> <li>• Approval Deadline Expired</li> </ul>	March 29, 2024 (completed)
Phase 2: <ul style="list-style-type: none"> <li>• Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated, Booking Failed for Car, Hotel, and Rail Bookings), Booking Failed to Cancel</li> </ul>	Q3 2024
Phase 3: <ul style="list-style-type: none"> <li>• Approvals via Request Integration</li> <li>• Additional data included in already available events</li> <li>• Trip History available in the SAP Concur Mobile App</li> </ul>	Specific dates are TBD in 2024 and will be announced in the release notes.

A detailed list of supported events and which information they include with each phase will be provided in the release note for the month they are available.

**NOTE:** Trips which include bookings from both the legacy and new Concur Travel experience are included only in the legacy **Trip History**, on the web application, and show bookings regardless of whether they were booked via the legacy or new Concur Travel experience.

Trips which include bookings from only the new Concur Travel experience are included within the new experience’s **Trip History**, on both web and mobile applications. For the mobile app, this feature will be availability in April.

**USER/CUSTOMER BENEFIT**

This feature provides greater clarity and confidence in the details of the Concur Travel booking experience, allowing users to search for and reference trip details more quickly and easily. This will allow users to avoid having to request information via a support case.

Users and arrangers can see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives can see the history via Support Tools, which will be included in a future release.

**End-User Experience**

Historical data includes:

- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.
- significant edits to a trip
- the identity of the person performing each action taken on the trip
- dates and time stamps
- ticket and confirmation numbers
- approvals and rejections
- policy violations
- detailed trip costs
- specific details of travel providers

**PHASE I DETAILS:**

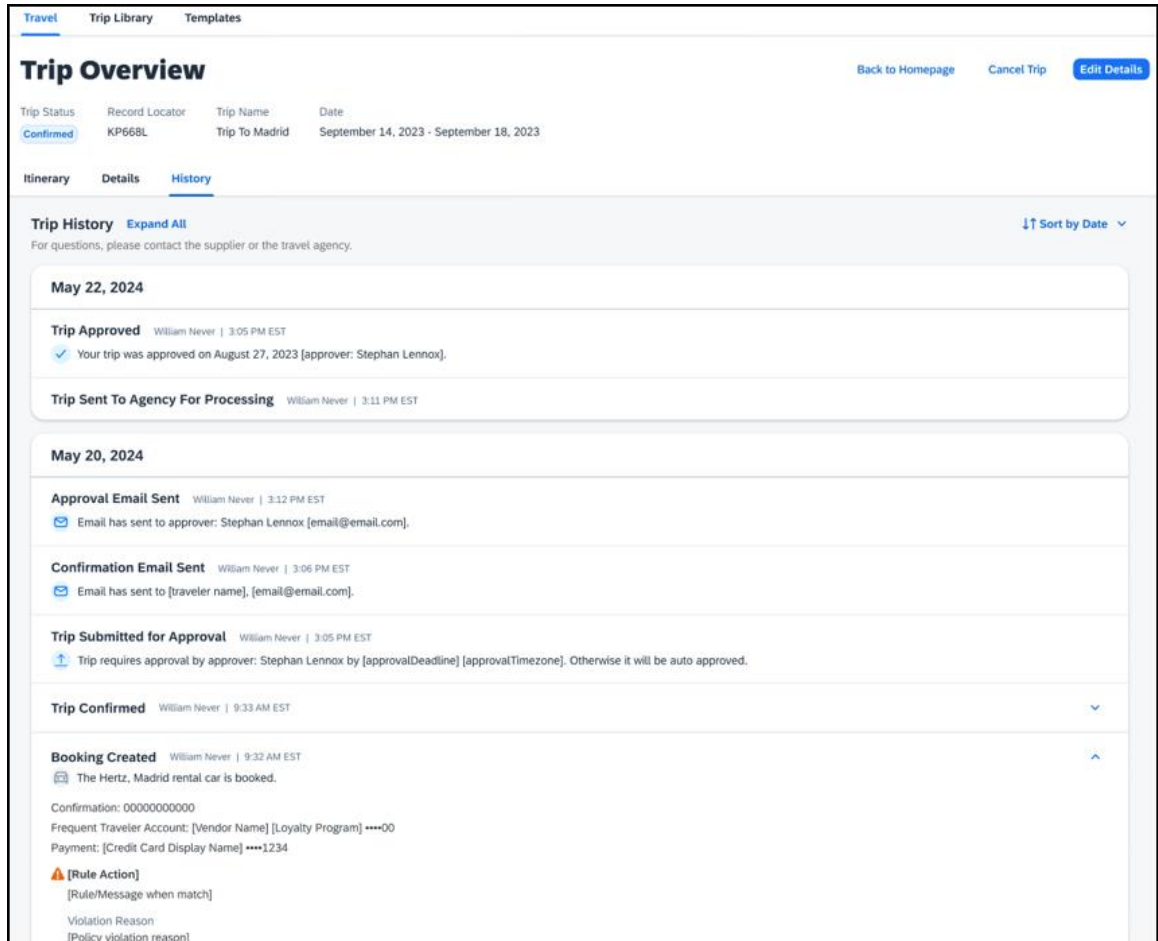
<b>Event</b>	<b>Data Included</b>	<b>Notes/Additional Information</b>
Trip Created	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Trip Cancelled	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Trip Confirmed	<ul style="list-style-type: none"> <li>• Who</li> <li>• Date   Time   Timezone</li> </ul>	
Confirmation E-mail Sent	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> <li>• Which user / e-mail address</li> </ul>	
Trip Sent to Agency for Processing)	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> </ul>	For Trips sent to Agency for Finishing and/or Ticketing
Trip Logged for Reporting	<ul style="list-style-type: none"> <li>• Date   Time   Timezone</li> </ul>	



Event	Data Included	Notes/Additional Information
Trip Submitted for Approval	<ul style="list-style-type: none"> <li>Who submitted the trip for approval</li> <li>Date   Time   Timezone When trip was submitted for approval</li> <li>Whose approval is required</li> <li>Approval deadline</li> <li>E-mail sent to Approver</li> </ul>	If a user creates a new booking, with new dates, and this changes the Approval deadline, there will be a second "Trip Submitted for Approval" event with the new details, and new Approval deadline.
Manager Notified	<ul style="list-style-type: none"> <li>Date   Time   Timezone Which e-mail address</li> </ul>	
Trip Approved	<ul style="list-style-type: none"> <li>Who Approved</li> <li>Date   Time   Timezone</li> <li>Approver's Comments (if any)</li> </ul>	
Trip Rejected	<ul style="list-style-type: none"> <li>Who Rejected</li> <li>Date   Time   Timezone</li> <li>Approver's Comments (if any)</li> </ul>	
Approval Deadline Expired	<ul style="list-style-type: none"> <li>Date   Time   Timezone</li> </ul>	

▶ **To access trip histories:**

1. On the **Trip Overview** page, click the **Trip History** tab.
2. The **Trip History** tab displays all the events that took place for the trip in either ascending or descending chronological sort order, such as Creation, Cancellation, Approval etc.
3. To expand the content and see additional details, click the arrow icon next to the event.



**NOTE:** Events will become visible for **new** trips created after this feature is released and as new events become available with each phase. This means there will be no backfill for older trips or user actions on existing trips. For example, a trip created in April (after the March release) will have the "Trip Created" event available in **Trip History**, but no "Booking Created" events for any of the bookings. However, if a booking in that trip is subsequently cancelled after the **Q3** release, there will be a "Booking Cancelled" event, without the corresponding "Booking Created" event.

### Configuration for Professional Travel

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

## \*\*Ongoing\*\* New Concur Travel Experience: Skip Search Action (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
October 6, 2023	March 22, 2024	February to April 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	← ← Edition
X		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
	X	<b>Does not apply to this edition</b>
<b>Source</b>		
	GDS	Sabre, Car Connector
	Direct Connect	
<b>Other</b>		
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
<b>Affected Documentation</b>		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	Concur Travel Professional Edition End User Help

### Overview

In the February to April releases, the **Skip Search** action will be available for the new Concur Travel experience. This feature allows a user to discard the search workflow for a trip segment and return to one of three UI pages, depending on the previous workflow.

### PHASES

This feature will be released to specific verticals, vendors, and data centers between February and April:

Phase	Date of Release
Phase 1: Trainline (existing customers with migration to the new travel experience)	February 2024 <b>(completed)</b>
Phase 1: Flight, Car, Hotel	February 2024 <b>(completed)</b>
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

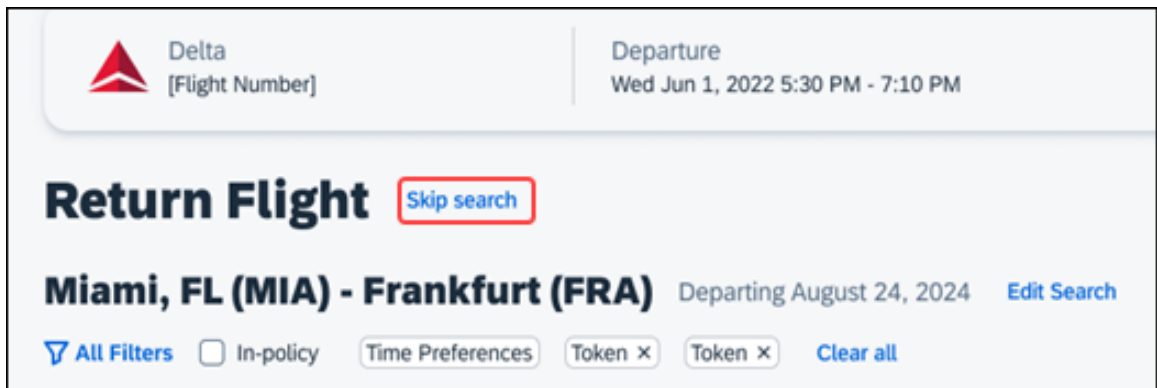
## USER/CUSTOMER BENEFIT

This feature is comparable to existing components in the current Concur Travel shopping experience. It provides the user a one-click method of returning to their trip booking workflow, should they decide not to complete a search and book option.

### End-User Experience

The **Skip Search** link allows a user to discard the search workflow for a trip segment, returning the user to one of three UI pages, depending on the previous workflow.

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they click **Skip Search**.



The **Skip search** option behaves as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user is redirected to the **Finalize** page.
- If there is an existing booking for the given trip and it was previously finalized, then the user is redirected to the **Trip Overview** page.
- If there is no existing booking or trip, then the user is redirected to the SAP Concur Travel **home** page.

### Configuration for Professional Travel

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

## **\*\*Ongoing\*\* New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
September 15, 2023	March 15, 2024	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

### **Overview**

SAP Concur is delivering the new Concur Travel experience through phased software releases, while limiting the impact on customers and travelers.

- All customers and travelers can continue to use Concur Travel, which will support all existing capabilities.
- Travelers will continue to use their same URLs, logins, passwords, and mobile application. No specific traveler access change is required.
- The system is designed so that if a traveler were to book something not yet supported, they would be directed to the current booking flow they already know and use. Over time, as those capabilities are added to the new experience, redirects will be less frequent.

For customers that want to see the Q4 2023 release of the new Concur Travel experience:

- The customer’s servicing TMC must have acknowledged support for bookings made through the new Concur Travel experience.
- Customers must be eligible, based on content sources, policies, and configuration settings, as described in the linked document below.

Customers will automatically receive the Q4 2023 release of the new Concur Travel experience unless the customer or their TMC chooses to opt out.

### **USER/CUSTOMER BENEFIT**

With all the changes in user experience to address the current industry capabilities and traveler expectations, some policy rules or features may no longer be relevant. These will be decommissioned over time and will be outlined in the linked document below.

### **End-User Experience**

Every company, travel program, and traveler are different, so SAP Concur wants to ensure that you have the information to understand when it’s the right time to implement the new booking experience in your organization.

Continue to check this release note as SAP Concur will update it regularly with additional details as development continues.



For more information about disclaimers, exclusions, limitations, and more, please refer to the [New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements](#) document.

## Configuration for Professional Travel

For configuration instructions, please refer to individual release notes.

## Rail

### New Concur Travel Experience: Renfe - Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)



Refer to the **\*\*Ongoing Changes\*\* New Concur Travel Experience: Allow Users to Choose Rule Class Tied to Same Configuration (Professional Edition Only)** release note in the *Release Notes > Administration* section of this document.

### New Concur Travel Experience: Support of Phone and E-mail on Review and Book Page (Professional Edition Only)

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

### Overview

Previously, in the **Traveler Information** section on the **Review and Book** page, the customer could only see their default phone number and e-mail address, even if several were configured in their profile. With the April release, users will be able to choose which option they prefer.

### End-User Experience

With this change, users can select the e-mail address or phone number that will be used for a booking from a dropdown, when multiple options exist in their profile. The default e-mail or phone number will be automatically populated, but users can change this in the new dropdown. The selected phone number and e-mail address is sent to the rail supplier, where applicable.

### Configuration for Professional Travel

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

## New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only) (April 8-10)

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

### Overview

New rules are now supported for Renfe to match the legacy Concur Travel experience. This requires that Renfe clients update their rule class setup.

## USER/CUSTOMER BENEFIT

To provide a more effective and consistent user experience, the Renfe rules have been updated for the new Concur Travel experience.

### **End-User Experience**

The following rules are supported for Renfe in the new Concur Travel experience.

#### **FLIGHT**

- Flight Number [condition] [FlightNumber]
- Flight Number is in the list of [FlightNumber]
- Air Fare is [condition] [currency][money]
- Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
- Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
- Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
- Air Base Fare is [condition] [currency][money]
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]
- Any leg departure City is [CityCodeList]
- Any leg departure City is not [CityCodeList]
- Any leg arrival City is [CityCodeList]
- Any leg arrival City is not [CityCodeList]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- Flights connect through airport/city [CityCodeList]
- No flights connect through airport/city [CityCodeList]
- Flight departure or arrival city is [CityCodeList]
- Neither departure nor arrival city is [CityCodeList]
- Flight is between airports [CityCodeList1] and [CityCodeList2]
- Flight is not between airports [CityCodeList1] and [CityCodeList2]
- Flight departure date is [condition] [Date]
- Flight arrival date is [condition] [Date]



- Flight depart time is [condition] [Time]
- Flight arrival time is [condition] [Time]
- Flight depart time is between [Time1] and [Time2]
- Flight arrival time is between [Time1] and [Time2]
- Flight depart time is not between [Time1] and [Time2]
- Flight arrival time is not between [Time1] and [Time2]
- Flight departure date/time is [condition] [Date] at [Time]
- Flight arrival date/time is [condition] [Date] at [Time]
- Flight departure date/time on [leg] leg [condition] [Date] at [Time]
- Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
- Flight departs on [DayOfWeekCodes]
- Flight does not depart on [DayOfWeekCodes]
- Flight is refundable
- Flight is not refundable
- Carrier is not preferred
- Carrier is preferred
- Marketing airline is in [CarrierList]
- Marketing airline is not in [CarrierList]
- Operating airline is in [CarrierList]
- Operating airline is not in [CarrierList]
- Any segment carried by [CarrierList]
- Any segment not carried by [CarrierList]
- Any flight is in region [Region]
- Any flight is not in region [Region]
- All Flights are within the region: [Region]
- All Flights are within the region: Africa
- All Flights are within the region: Asia
- All Flights are within the region: Australia
- All Flights are within the region: Europe + UK
- All Flights are within the region: South America
- All Flights are within the region: North America
- Flight Departure Country/Region is [CountryList]
- Flight Arrival Country/Region is [CountryList]
- Flight connects in country/region [CountryList]
- No flights connect in country/region [CountryList]
- All Flights are within the country/region: [CountryList]

- No Flights are within the country/region: [CountryList]
- Any flight is in country/region [CountryList]
- Any flight not within the country/region [CountryList]
- Flight departs from or arrives at an alternate airport in the region
- User requested Area Airports and flights do not depart from/return to the same airport
- Flight departs from or arrives at the user's chosen airport
- Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
- The least cost logical airfare uses alternate airports
- The least cost logical airfare uses the user's chosen airport
- Flight uses [prefAlt] airport and airport is one of [CityCodeList]
- Flight is booked less than [DaysAdvance] days in advance
- Flight is booked less than [HoursAdvance] hours in advance
- Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExclayovers] layovers
- Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExclayovers] layovers
- Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExclayovers] layovers
- Flight duration of all flights in a segment (including layovers) is [condition] [Duration] minutes
- Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
- Flight duration for any single flight is [condition] [Duration] minutes
- Fare is from the Reservation System
- Fare is not from the Reservation System
- Fare uses class of service not in [ClassList]
- Fare uses cabin class not in list [CabinList]
- Search results contain one or more of these vendors: [VendorList]
- Search results contain none of these vendors: [VendorList]
- Results contain preferred vendors
- Results do not contain preferred vendors
- Trip duration [condition] [DaysLong] days
- Time spent at destination is [condition] [DaysLong] days
- Flight Number of stops is [condition] [Numstops]
- The least cost logical airfare is on one of [CarrierList]
- The least cost logical airfare is not on one of [CarrierList]

- Layover duration on any segment is [condition] [minutes] minutes
- Number of stops in the least cost logical fare is [condition] [numStops] stops
- Number of stops is [condition] the number of stops in the least cost logical fare
- Contains flights in cabin lower than that requested
- Booking source is [Source]
- Booking source is not [Source]

#### **RAIL**

- Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
- Rail is [PreferredList]
- Rail is not [PreferredList]
- Trip duration [condition] [DaysLong] days
- Rail fare description contains [DescriptionList]
- Train is from source [Vendor] and Operating Carrier in [CarrierList]
- Train is from source [Vendor] and train type in [TrainTypeList]

#### **VIEW MORE FARES**

These rules are applied during the initial search.

- Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
- Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
- Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
- First leg departure City is [CityCodeList]
- First leg departure City is not [CityCodeList]
- First leg arrival City is [CityCodeList]
- First leg arrival City is not [CityCodeList]
- User requested Area Airports and flights do not depart from/return to the same airport
- One or more fare basis codes contain [FareBasisText]
- One or more fare basis codes do not contain [FareBasisText]

**CLASS OF SERVICE GROUP (UNIQUE FROM FLIGHT GROUP)**

- Cabin classes allowed: [CabinClasses]
- Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers

**CONSIDERATIONS WHEN SETTING UP FLIGHT RULES FOR RAIL:**

- City code is Rail station code.
- Flight number is a maximum of 4 digits.

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**NOTE:** The admin interface limit may not be long enough for train number.

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- There is no difference between marketing / operating / validating carriers in Rail.
- Rail fare always checks the total cost.
- For LLF definition:
  - ◆ If "Include rail" option is OFF, LLF will be turned off for Rail.
  - ◆ Refundability option only applies when this information is available.
  - ◆ Center time calculation does not support morning, afternoon, evening, or anytime.
  - ◆ Arrival time is not supported.
- Outbound policy violations will not be called out-of-policy, even if no inbound fares can be combined with the specific outbound fare to yield a policy compliant option. For example, if a rule is set up as "Air Fare greater than \$50 - require approval" and cheapest outbound fare is \$40 and cheapest inbound fare is \$30, then
  - ◆ The outbound fare will not be marked out-of-policy.
  - ◆ All inbound fares will be marked out-of-policy.

***Configuration for Professional Travel***

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of the updated rule set.

## New Concur Travel Experience: Renfe - Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (April 8-10)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS	Applies to all GDSs	
	Direct Connect	Applies to all Direct Connects	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

Starting April 8 -10, SAP Concur will support standalone approvals for Renfe, as it does for all other verticals and rail vendors. **Require Approval** and **Require Passive Approval** rules are no longer downgraded.

In the previous Concur Travel booking experience and in cases where a trip was booked using current and new booking experiences together ("mixed trips"), if **Require Approval** or **Require Passive Approval** rules were broken, and the approver either rejected or did not take an action on the trip by the approval deadline, the trip was:

- Auto-finalized, allowing for trip fulfilment for certain booking sources where bookings are not fully refundable or cancellation isn't possible (for trips containing Cleartrip, Travelfusion, Evolvi, Trainline, and Renfe bookings).
- Neither auto-cancelled nor auto-finalized, where the trip is left unactioned in Concur Travel (for trips containing UK Rail, and Deutsch Bahn bookings).
- Auto cancelled, for all other booking sources where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

In this release, for trips booked entirely on the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel checks all bookings on the trip for cancel / refund ability, regardless of booking source.

If **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- Auto-finalized, allowing for trip fulfilment for trips with at least one non-cancelable or not fully refundable booking or where cancellation isn't possible (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel).
- Auto-cancelled, for all bookings that are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

For mixed trips containing Renfe as a booking source, Concur Travel auto-finalizes the trip, allowing for trip fulfilment if the trip contains at least one booking non-cancelable or cancellable with a fee. Otherwise, it auto cancels the trip. Mixed trip behavior is unchanged.

For trips booked entirely on the new Concur Travel Experience and for mixed trips, Concur Travel continues to respect the auto cancel settings **Allow Auto Cancel of trips that require approval**, **Allow Auto Cancel of air/rail trips that are rejected**, and **Allow immediate Cancel of Non-air/rail trips that are rejected**. When set to not allow auto-cancellation, Concur Travel does not auto-cancel nor auto-finalize the trip. When set to allow auto-cancellation, Concur Travel no longer leaves trips in an un-actioned state and is auto-finalizing more trips due to improved awareness around ability to cancel and refund.

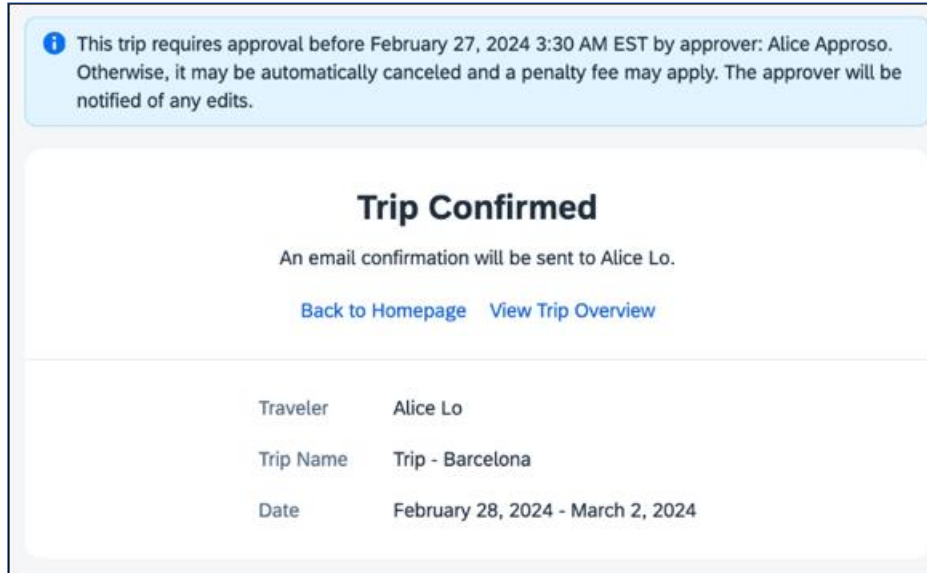
#### **USER/CUSTOMER BENEFIT**

To provide a more effective and consistent user experience, the Trainline rules are updated for the new Concur Travel experience. The previous limitation has been removed.

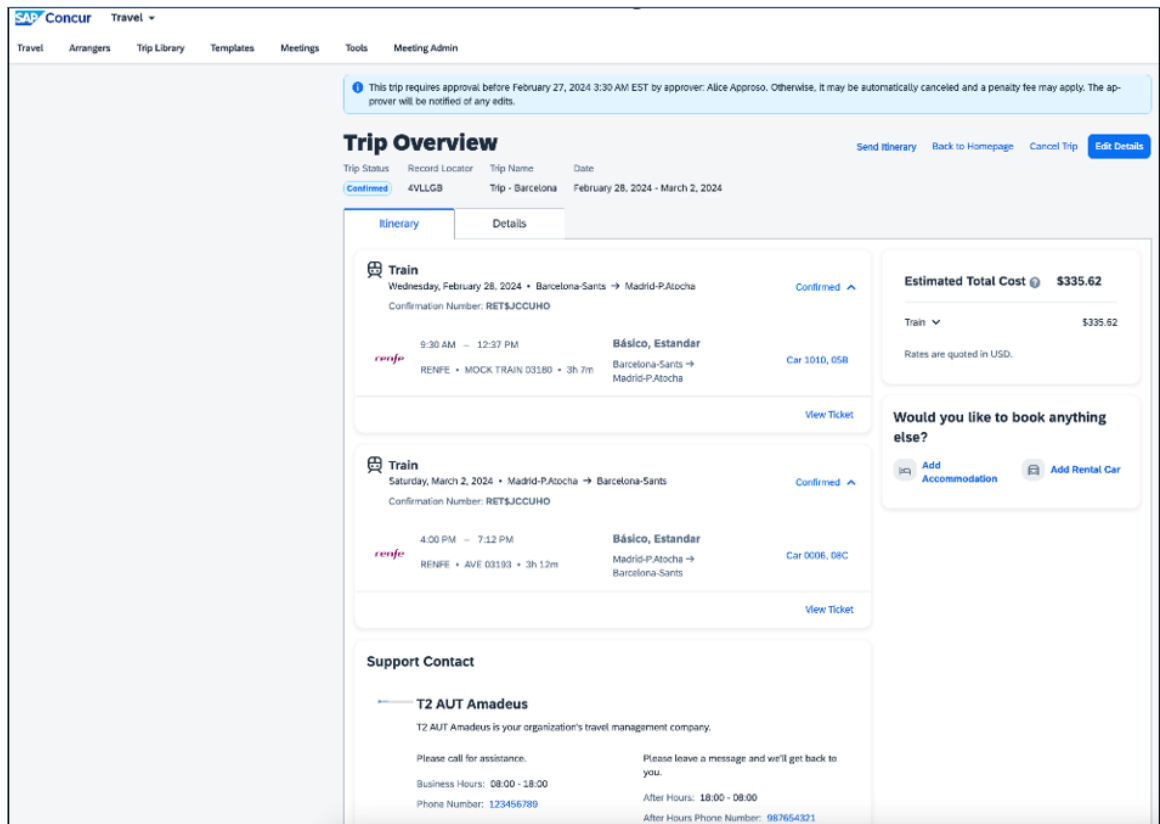
### End-User Experience

When the user books a trip that will be auto-finalized, they will see the following:

#### Example: Trip Confirmation page



#### Example: Trip Overview page before the approver rejects the trip



**Example: Trip Overview** page after the approver rejects and the trip is auto-finalized

The screenshot shows the 'Trip Overview' page for a rejected trip. At the top, the status is 'Rejected' and the date is 'April 16, 2024'. The trip details include the route 'Barcelona-Sants - Madrid-Puerta De Atocha' and the estimated total cost of '\$44.47'. The itinerary shows a train departure at 9:30 AM on Tuesday, April 16, 2024. A support contact for 'T2 AUT SABRE- Profile-Testing' is provided at the bottom.

**Example:** E-mail that the traveler receives after the approver rejects the trip

The screenshot shows an email notification from SAP Concur. The subject is 'Trip Rejected - Action Required'. The message states that the trip was rejected on February 15, 2024, by Alice Approso. A 'View Trip Status' button is provided. Below the message, a 'Trip Overview' section lists the traveler as Alice Lo, the date as May 23, 2024, and the record locator as ONE\$KNGDPN.



**Example:** Approver e-mail

SAP Concur 

**Action Required**

Trip requires your attention by February 27, 2024 3:30 AM EST. Otherwise, it may be automatically canceled and a penalty fee may apply. View approval for details.

[Approve](#) [Reject](#) [View Approval](#)

**Trip Overview**

Status: Confirmed Confirmation: RETSJCCUHO

*renfe* Wednesday, February 28, 2024  
**Barcelona-Sants - Madrid-P.Atocha** Básico, Estandar  
9:30 AM - 12:37 PM Seat: Car 1010  
Renfe • 03180 05B

Reservation Card: American Express  
\*\*\*0005

Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50  
Reason  
G - Larger car required as sharing with additional traveler
- ▲ Notify Manager  
Trip duration greater than or equal to 1 days  
Reason  
G - Larger car required as sharing with additional traveler

Status: Confirmed Confirmation: RETSJCCUHO

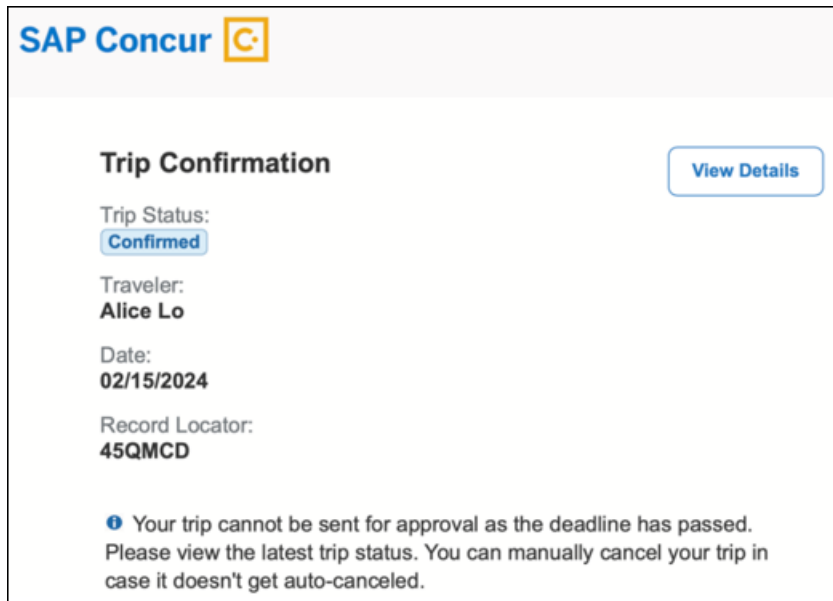
*renfe* Saturday, March 2, 2024  
**Madrid-P.Atocha - Barcelona-Sants** Básico, Estandar  
4:00 PM - 7:12 PM Seat: Car 0006  
Renfe • 03193 08C

Reservation Card: American Express  
\*\*\*0005

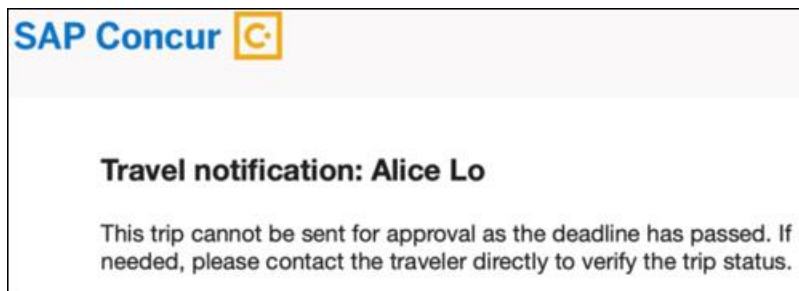
Train Policy Violation

- ▲ Require Approval  
Air Fare is greater than or equal to \$50

**Example:** For same day bookings, when approval deadline is in the past at the time of booking - Traveler's Trip Confirmation e-mail.



**Example:** Approver is notified e-mail notification



### ***Configuration for Professional Travel***

No additional steps are required by administrators to support this change.

## New Concur Travel Experience: Renfe + Car, Hotel, Flight - Changes to Approval Deadline Logic (Professional Edition Only)

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

### Overview

In this release, the method with which an approval deadline is calculated will change. This will allow for an approver to process a trip. If unprocessed, the trip will attempt to be auto-cancelled.

**NOTE:** For customers with Renfe or Trainline enabled, the updated approval deadline logic also currently applies to flight, rental car, and hotel bookings. Targeted for April 19, the approval deadline logic will apply to flight, rental car, and hotel bookings regardless of whether a customer is enabled with Renfe or Trainline.

### USER/CUSTOMER BENEFIT

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

### End-User Experience

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day.

The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

- a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours.
- b. **Booking 2 Deadline**, less 2 hours.
- c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours.
- Trip start, less 1 day.
- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be cancelled but sent for finishing instead.

### ***Configuration for Professional Travel***

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers of these changes.

## New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and E-mails (Professional Edition Only) (April 8-10)

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

### Overview

From April 8-10, there are changes to the view of the Renfe user interface. These changes affect Shop and **Review and Book** pages.

### USER/CUSTOMER BENEFIT

To provide a more consistent user experience, some Renfe pages are updated to resemble Flight pages.

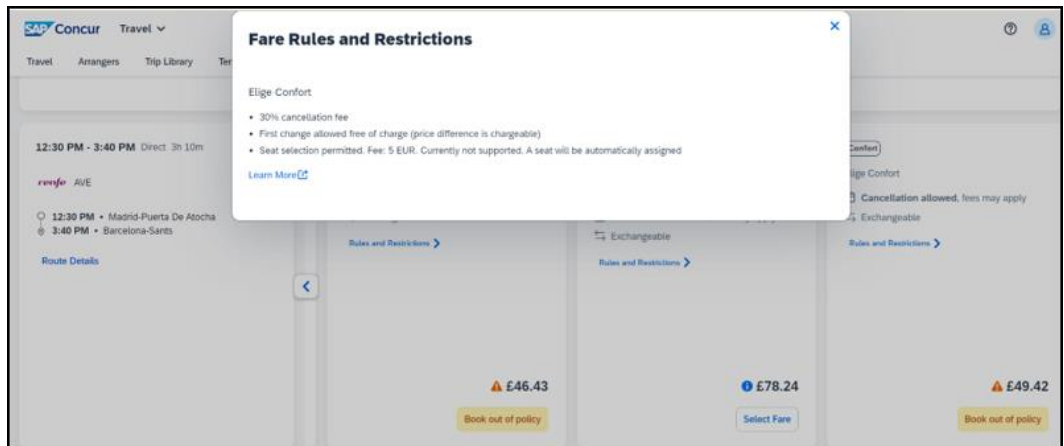
### End-User Experience

These updates apply mostly to the Shop result and **Review and Book** pages.

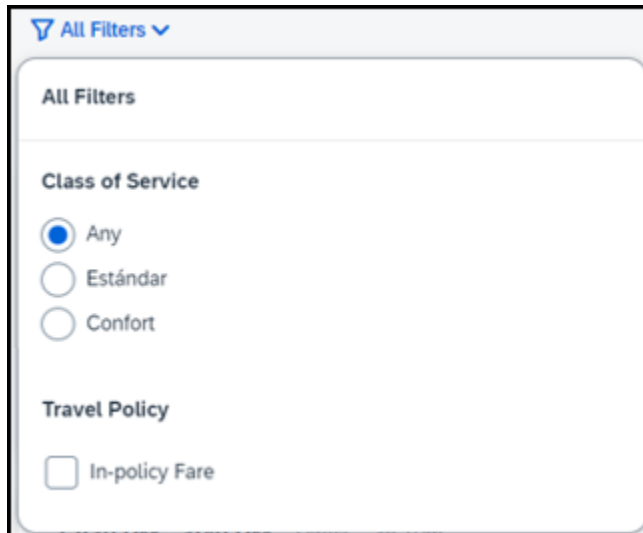
Changes to the search results display:

- New horizontal display of the search results: Up to four fares display as the initial search results. All remaining available fare options display upon expanding the itinerary.

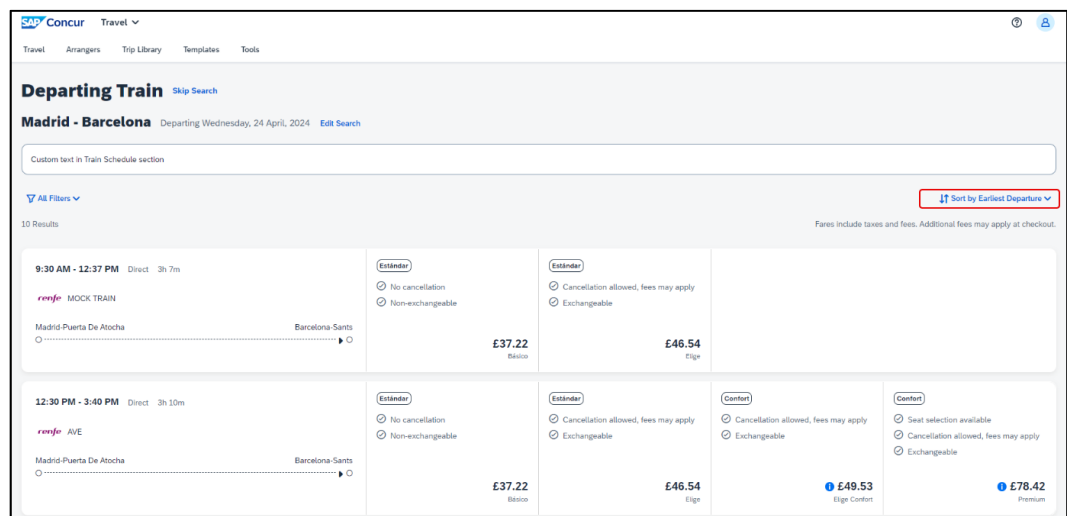
- Updated **Fare Rules and Restrictions** pop-up window.

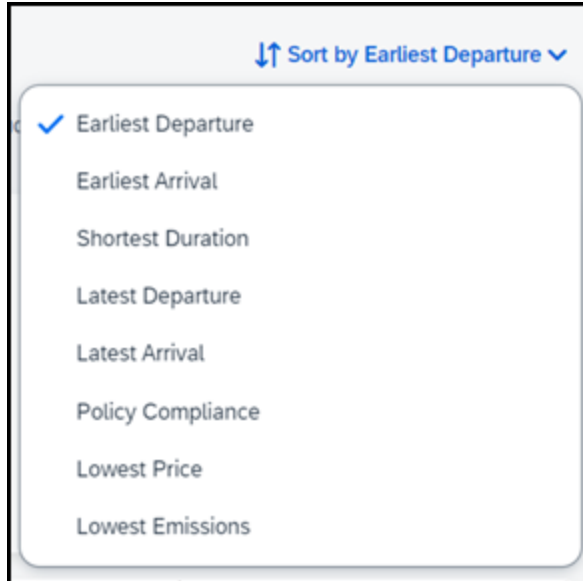


- Updated Filter options.

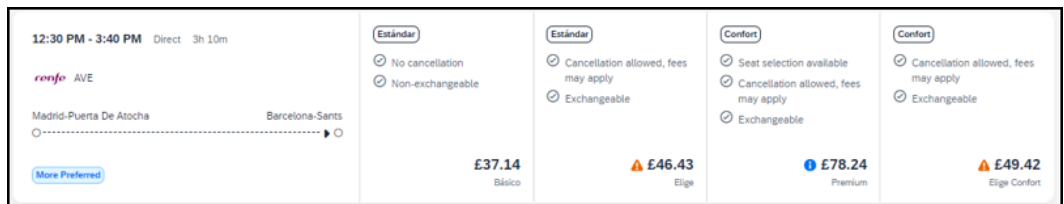


- Updated Sort options.

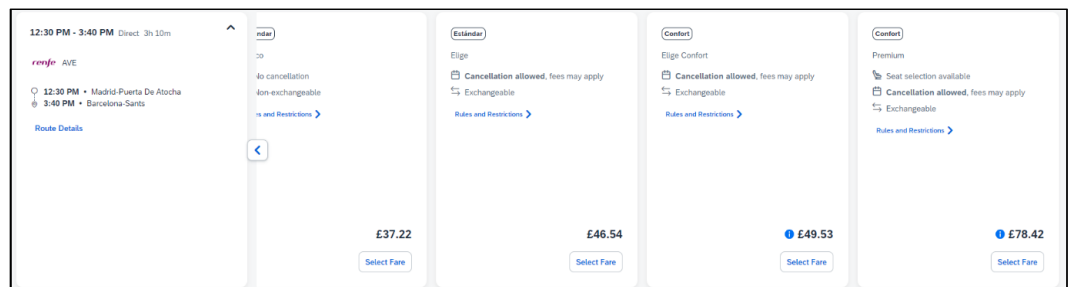




- Support display of Preference label.



- Display of fares in the configured currency instead of vendor currency.



Changes to **Review and Book** page:

- Updated display of itinerary.

**Review and Book**

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

**Train Itinerary**

One-way

Wednesday, 24 April, 2024

Madrid-Puerta De Atocha - Barcelona-Sants

12:30 PM - 3:40 PM Direct 3h 10m

renfe JVE 03123

Premium  
Class: Comfort

Select Seat

View Train Details

**Estimated Total Cost** £78.42

Base Fare	£78.42
Taxes, Fees & Charges	Included

**Payment**

Form of Payment \*

Ghost Card for IRT Crew \*\*\* 2222 - 7/2027

Add Payment Method

I have read and accepted the rules & restrictions and policies. \*

Fare Rules and Restrictions

Passenger Rights Regulation

Book and Continue

Change selections

**Traveler Information**

The SAP Concur profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.

Name on Reservation	Phone	Email
Idelena Lopez	(900) 412-8422	Mdelena.Lopez@thalesiris.com
Frequent Traveler Account	None	

**Travel Preferences**

**Seat Preferences**

Positions: No Preference

Direction: No Preference

Requested seats and preferences cannot be guaranteed, especially for bookings with multiple legs.

**Additional Information**

Your company has requested a few more details about this booking. You will not be able to edit this information after booking.

PreBookNumber \* 45

1234

- New display of Total Cost card aligns with the display on following Trip pages and E-mail.
- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

**Finalize**

**Trip Overview**

24 April, 2024

Trip Name \*

Trip - Barcelona

Character limit: 50 16/50

Description

Character limit: 250 0/250

**Estimated Total Cost** £35.00

Train	£35.00
One-way	€ 40.95
Taxes, Fees & Charges	Included
Subtotal	£35.00 / € 40.95

Rates are quoted in GBP.

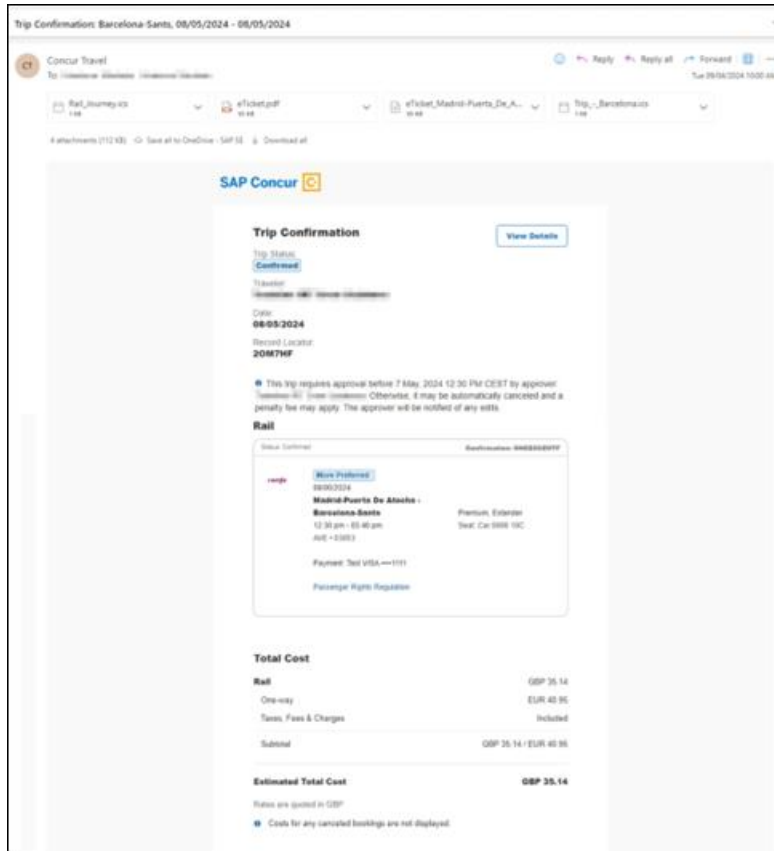
Confirm

Cancel Trip



Changes to **Confirmation** E-mail:

- Updated display of itinerary
- Previously links to download ticket (PDF and Phone Wallet) were displayed in the body of the confirmation e-mail. In the updated confirmation e-mail tickets are attached to the e-mail as attached files.



**NOTE:** Update to Confirmation e-mail is applicable only to trips booked fully in the new booking experience. For trips combining content booked using the original and new booking experiences together (mixed trips), the e-mail format remains the same as before and tickets can be retrieved via link within the e-mail. If user is not already logged into Concur Travel web where the link for their ticket opens, they will be asked to log in in order to display the ticket.



## New Concur Travel Experience: Renfe - Train Options Turned Down (Professional Edition Only) (April 8-10)

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

### Overview

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen are captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

### USER/CUSTOMER BENEFIT

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They allow for the visibility of available fares not chosen when creating out-of-policy bookings.

### End-User Experience

When booking out-of-policy, a list of **Train Options Turned Down** is displayed. This list is available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** list is available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list is a declined LLF. The other list items are the remaining in-policy offers that have not been chosen.

**Example:**

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

### Review and Book

\* Indicates Required Field

#### Train Itinerary

One-way

**Tuesday, 14 May, 2024**

Madrid-Puerta De Atocha - Barcelona-Sants Promo

6:25 PM - 8:55 PM Direct 2h 30m Class: Turista

**renfe** AVE 03180

[More Preferred](#)

[View Train Details](#)

---

#### Travel Policy

[Require Approval](#)

This booking is not in compliance with the following travel rule(s):

**Require Approval**

Air Fare is greater than the least cost logical airfare plus 10 GBP

Provide a reason for the travel policy violation \*

Test violation reason

Comments

[Add comments](#)

[View Train Options Turned Down](#)

#### Estimated Total Cost

£67.50

Base Fare £67.50

Taxes, Fees & Charges Included

---

#### Payment

Form of Payment \*

Test VISA \*\*\*\* 1111

[Add Payment Method](#) [Update Card](#)

I have read and accepted the rules & restrictions and policies. \*

[Fare Rules and Restrictions](#)

[Passenger Rights Regulation](#)

**Book and Continue**

[Change selections](#)

### Train Options Turned Down

The following rules-compliant options were presented but not chosen:

**i** This list will be sent to the approver to review.

<b>renfe</b> AVE	5:30 PM → 8:42 PM	Direct	3h 12m	☆ £37.31 Estándar
<b>renfe</b> AVE	8:40 PM → 11:56 PM	Direct	3h 16m	£46.64 Estándar
<b>renfe</b> MOCK TRAIN	9:30 AM → 12:37 PM	Direct	3h 7m	£46.64 Estándar
<b>renfe</b> AVE	12:30 PM → 3:40 PM	Direct	3h 10m	£46.64 Estándar
<b>renfe</b> AVE	5:30 PM → 8:42 PM	Direct	3h 12m	£46.64 Estándar
<b>renfe</b> AVE	3:30 PM → 6:42 PM	Direct	3h 12m	£46.64 Estándar

**Train Options Turned Down** displays only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down displays.

The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

### Configuration for Professional Travel

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

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

**NOTE:** The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

### New Concur Travel Experience: Renfe - Multiple Violation Reasons (Professional Edition Only) (April 8-10)

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

### Overview

For bookings of out-of-policy fares, users are required to select a policy violation reason. From April 8 – April 10, Concur Travel introduces support for **Allow Multiple Violation Reason Codes** for Renfe.

### USER/CUSTOMER BENEFIT

The updates to the Policy section for rail provides a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

## End-User Experience

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules.

The user interface displays a list of all the policy rules violated, grouped by the rule action.

**Travel Policy**
Require Approval

---

This booking is not in compliance with the following travel rule(s):

⚠ **Require Approval**  
Rail fare description contains Single

⚠ **Notify Manager**  
Trip duration greater than or equal to 1 days

Provide a reason for the travel policy violation \*

Select a reason
▼

Comments

Add comments

⚠ **Require Approval**  
Cabin classes allowed: First class

Provide a reason for the travel policy violation \*

Select a reason
▼

Comments

Add comments

## Configuration for Professional Travel

No additional steps are required by administrators to support this change.

**Allow Multiple Violation Reason Codes** can be enabled on the **Company Travel Configuration** page.

Allow Multiple Violation Reason Codes

**NOTE:** The setting is applicable to all bookings when enabled. It is not specific to Rail bookings.

## New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only) (April 8-10)

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

### Overview

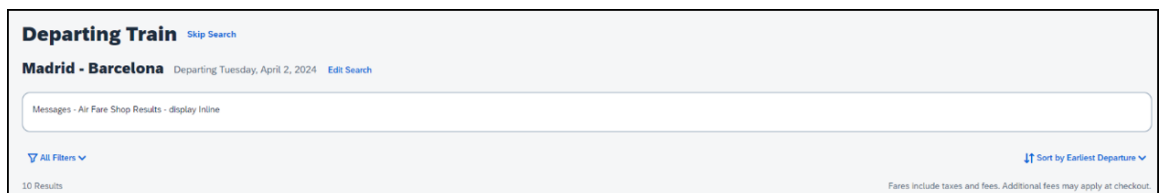
The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Renfe Rail supports new placements with the release between April 8 and April 10.

### USER/CUSTOMER BENEFIT

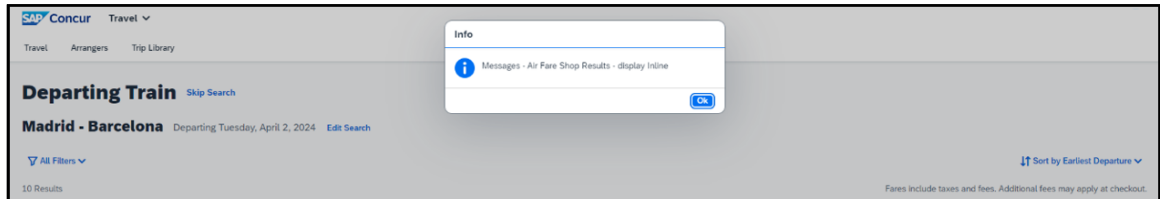
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

### End-User Experience

Messages display on the shop page. They can appear inline:



Or in a popup:



### **Configuration for Professional Travel**

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:



Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks are supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule displays to the user.

---

**NOTE:** It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging displays for both.

---



## New Concur Travel Experience: Renfe - Support for Multiple Rail Connectors (Professional Edition Only) (April 8-10)

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

### Overview

Concur Travel offers multiple rail connectors. From April 8-10, support has been added for any rail connectors offered by Concur Travel to be enabled with Renfe.

### USER/CUSTOMER BENEFIT

This change provides administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

### End-User Experience

End users can book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user is not necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

### Configuration for Professional Travel

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

**NOTE:** Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. From April, if any additional rail connector is enabled, it is available to end users. Administrators should check their **Company Travel Configuration** settings.

## New Concur Travel Experience: Renfe – Allow/Display Message Support (Professional Edition Only) (April 8-10)

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

### Overview

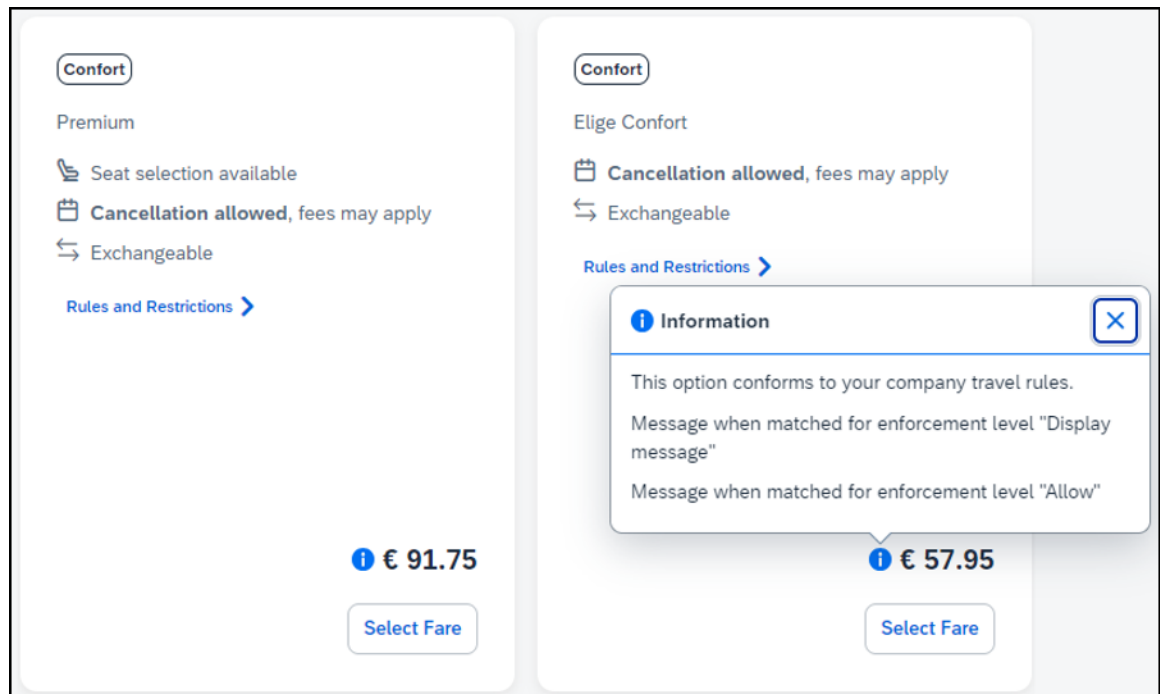
From April 8 and April 10, support for additional policy-based messaging set by administrators is available. **Allow** and **Display Message** enforcement levels will behave similarly. When a rule is set up with these levels, the user can book the segment without restrictions.

### USER/CUSTOMER BENEFIT

This functionality provides administrators with more options for adding policy-based information for travelers.

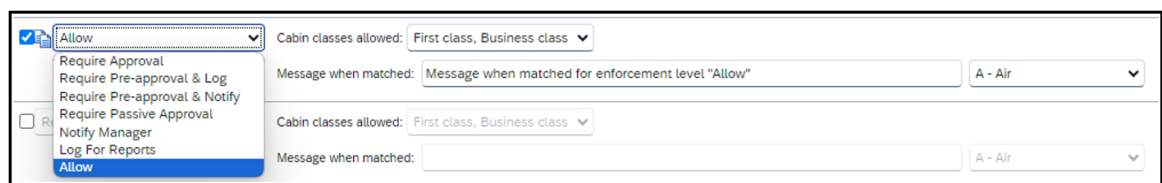
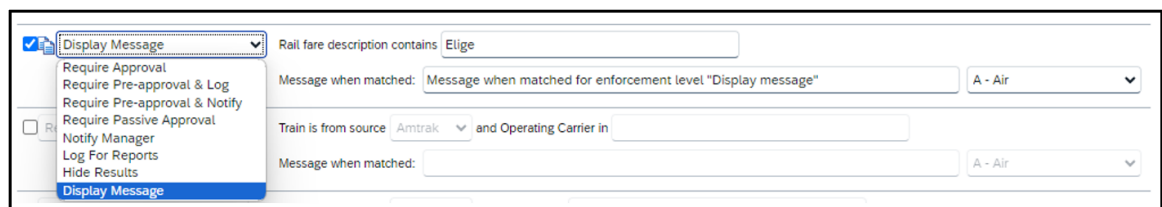
## End-User Experience

**Example:** A message displays to customers.



## Configuration for Professional Travel

In the Travel Policy Administration section, administrators can set rules with the applicable enforcement level, and configure a message for it when matched.



**NOTE:** Not all types of rules have both enforcement levels. For example, train rules allow for **Display Message**, whereas Flight - Class of Service rules allow for **Allow**.

## New Concur Travel Experience: CO2 Emissions Display (Professional Edition Only)

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
Source / Solution Suggestion			
	GDS		
	Direct Connect	Trainline, Renfe	
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/3 <sup>rd</sup> Party XML Sync Impact
Affected Documentation			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other		

### Overview

With this release, the carbon dioxide (CO2) emissions display is updated for UK Rail (Trainline) and is available for Renfe Rail for web. Support for the improved display of CO2 on mobile is planned for a later release.

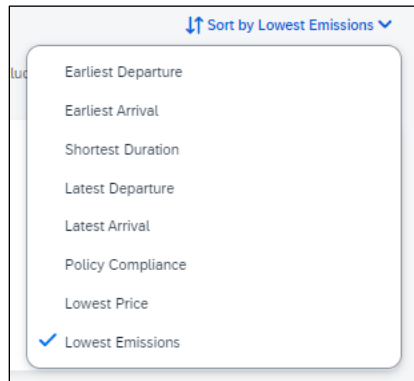
### USER/CUSTOMER BENEFIT

When shopping and booking rail, customers now have access to CO2 emissions information applicable to their rail journey. Display of CO2 emissions is supported per journey segment and per class of service. For Renfe, the option to sort by emissions is also available.

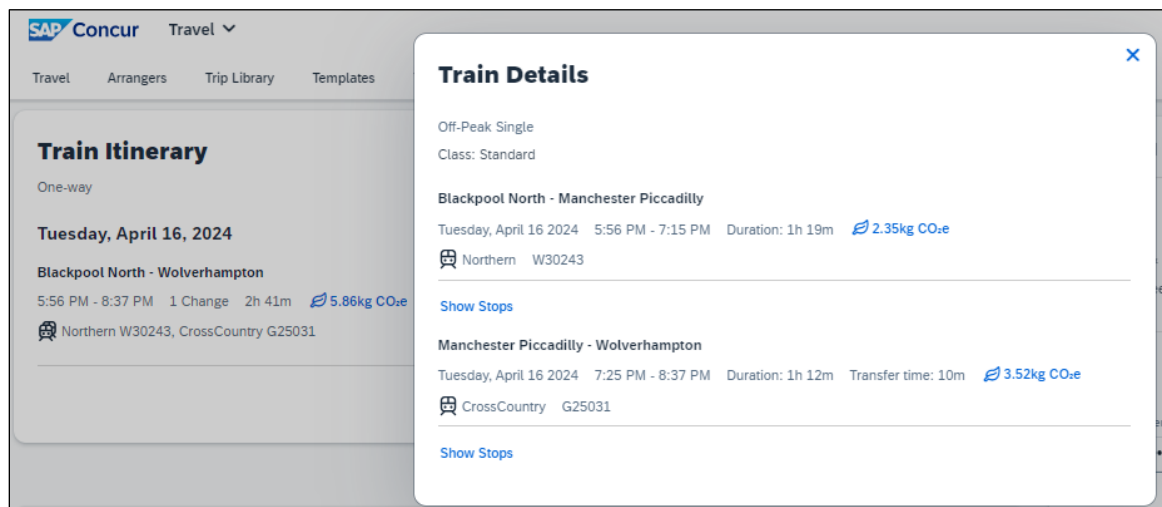
### End-User Experience

The CO2 emissions is shown to the user on the Shop pages, where it is displayed per class of service. CO2 per segment is available on Train Details modal which is displayed on **Review and Book** page, **Finalize** page and **Trip Overview** page.

On shop pages, the option to sort by emissions is available for Renfe. This sorting is already supported for Trainline.



**NOTE:** CO2 emissions display with two decimal places. This could cause a discrepancy while displaying the total amount of CO2 for the total journey compared to single segments. The sum of segments might not correspond to the total amount per journey, due to the rounding to two decimal places.



### Configuration for Professional Travel

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

## New Concur Travel Experience: Trainline - Available on Amadeus, Sabre, Galileo (Professional Edition Only) (April 10)

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

### Overview

From April 10, the UK Rail (Trainline) connector has been added to all travel configurations on Amadeus, Sabre and Galileo. New clients can enable the UK Rail (Trainline) connector for Rail content. This announcement is in conjunction with the Trainline migration release note. Customers who have already migrated to Trainline will see the new Trainline connection from the end of February. New clients who are interested in enabling the new Trainline connection and meet the requirements can do so from April 10.

### USER/CUSTOMER BENEFIT

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

- New user interface
- Reduced number of steps to complete the booking
- Support for eTicket delivery option
- Support for UK Rail bookings on mobile application

### End-User Experience

The booking workflow includes search, book, and itinerary review.

## SEARCH

The user clicks the **Rail** tab and initiates their search for **Round Trip** or **One Way**. For the **Open Return** option, the user enables the **Open Return** checkbox in the **Round Trip** option to omit selecting a return date and time.

## SELECT A TRAIN

Clicking **Search** displays the results.

Train Service	Standard	Standard	First	First
<b>2:13 PM - 4:19 PM</b> Direct 2h 6m Avanti West Coast London Euston to Manchester Piccadilly 9.83kg CO <sub>2</sub> e	£26.40 Advance Single	£42.90 Advance Single Standard Premium	£75.20 Advance Single (1st Class)	£118.30 Off-Peak Single (1st Class)
<b>2:33 PM - 4:44 PM</b> Direct 2h 11m Avanti West Coast				

To see all available fares, click on the required train. All fares display with information on the alternative stations and **Rules and Restrictions**. If Railcard savings are applied, it is visible in the fare. The original and the discounted price are also presented to the user.

**Departing Train** [Skip Search](#)

London - Manchester Departing Wednesday, 13 March 2024 [Edit Search](#)

All Filters Sort by Earliest Departure

5 Results Fares include taxes and fees. Additional fees may apply at checkout.

Train	Fare Type	Original Price	Discounted Price	Notes
Avanti West Coast 2:13 PM - 4:19 PM London Euston to Manchester Piccadilly	Standard Advance Single	£40.00	£26.40	Senior Railcard savings applied
	Standard Advance Single Standard Premium	£65.00	£42.90	Senior Railcard savings applied
	Standard Off-Peak Single	£72.70	£47.95	Senior Railcard savings applied
	Standard Early Bird Anytime Single	£147.80	£97	Senior Railcard savings applied

After clicking **Select Fare**, the user is redirected to the **Review and Book** page.

### REVIEW AND BOOK

The **Review and Book** page displays all relevant information for the user to review before completing the booking.

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

### Review and Book

**Train Itinerary**  
One-way  
Wednesday, 13 March 2024  
London Euston - Manchester Piccadilly  
2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO<sub>2</sub>e  
Class: Standard

**Estimated Total Cost** £30.90

Base Fare	£40.00
Discounted Fare	£26.40
Taxes, Fees & Charges	£4.50
Booking Fee	£4.50

**Traveler Information**  
Name on Reservation: William Never  
Frequent Traveler Account: Select an account

**Travel Preferences**  
Seat Reservation: Your journey has mandatory seat reservation.  
Seat Preferences: Positions: Window, Noise: Quiet, Direction: No Preference

**Payment**  
Form of Payments: Corporate Account

I have read and accepted the rules & restrictions and policies.

[Book and Continue](#)  
[Change selections](#)

For more information on the **Train Itinerary**, see **View Train Details**.



The **Form of Payments** that displays in the dropdown depend on the agreement between the client, travel agency and Trainline. The **Update Card** option is available only for personal cards when selected from the dropdown.

The **Travel Preferences** section contains the **Seat Reservation** information and **Seat Preferences**, if applicable. No seat preferences are displayed if the seat reservation is not available. The availability of seat reservation depends on the selected route and carrier.

The **Ticket Delivery Preference** section offers two ticket delivery options, if applicable: **eTicket** (free of charge) and **Kiosk** (with a fee). The **eTicket** option is preselected if both options are available. Depending on the selected route, the eTicket might not be offered (for example, if a tube is part of the journey).

---

**NOTE:** An eTicket must be enabled with Trainline for the client to see this delivery option. Depending on their contract, the client should contact their travel agency or Trainline if they are interested in the eTicket delivery option.

---



The screenshot shows a form titled "Ticket Delivery Preference" with a subtitle "Select how you would like to receive your ticket." Below the title is a dropdown menu labeled "Delivery Option \*". The dropdown is open, showing three options: "eTicket (£0.00 fee)" (which is highlighted in light blue), "eTicket (£0.00 fee)", and "Kiosk (£1.50 delivery fee)".

After the user confirms the rules and restrictions and clicks **Book and Continue**, they are redirected to the **Finalize** page.

## FINALIZE

The **Finalize** page allows a user to add accommodation or rental car. It also provides the user with the overview of their UK Rail (Trainline) booking.

The screenshot shows the 'Finalize' page with the following elements:

- Trip Overview:**
  - Date: 13 March, 2024
  - Trip Name: Trip - Manchester (Character limit: 50, 17/50)
  - Description: (Character limit: 250, 0/250)
  - Traveler: (Redacted)
- Estimated Total Cost:** £30.90
- Train:** (Dropdown menu) £30.90
- Rates:** Rates are quoted in GBP.
- Buttons:** Confirm (blue), Cancel Trip
- Would you like to book anything else?:**
  - Add Accommodation
  - Add Rental Car
- London Euston - Manchester Piccadilly:**
  - Date: Wednesday, 13 March, 2024
  - Status: Ticketed (dropdown arrow)
  - Confirmation Number: 873260803979

If the user selects the **eTicket** delivery option on the **Review and Book** page, the ticket becomes available when they get to the **Finalize** page, accessible when they click the down arrow icon to **Show train details**:

This close-up shows the 'London Euston - Manchester Piccadilly' section with the following details:

- Date: Wednesday, 13 March, 2024
- Confirmation Number: 873260803979
- Status: Ticketed (dropdown arrow)
- Button: Show train details

**London Euston - Manchester Piccadilly**  
 Wednesday, 13 March, 2024  
 Confirmation Number: 873260803979

Hide train details

Ticketed

---

2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO<sub>2</sub>e

• Avanti West Coast C87769

Seats: Car A, 28  
 Advance Single  
 Class: Standard

Ticket Delivery: eTicket [View Ticket](#)

**Note**

Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.

Reserved via: Corporate Account

[Additional Travel Information](#)

[View Details](#)

**VIEW TICKET**

**View Tickets**

London Euston - Manchester Piccadilly  
13 March, 2024

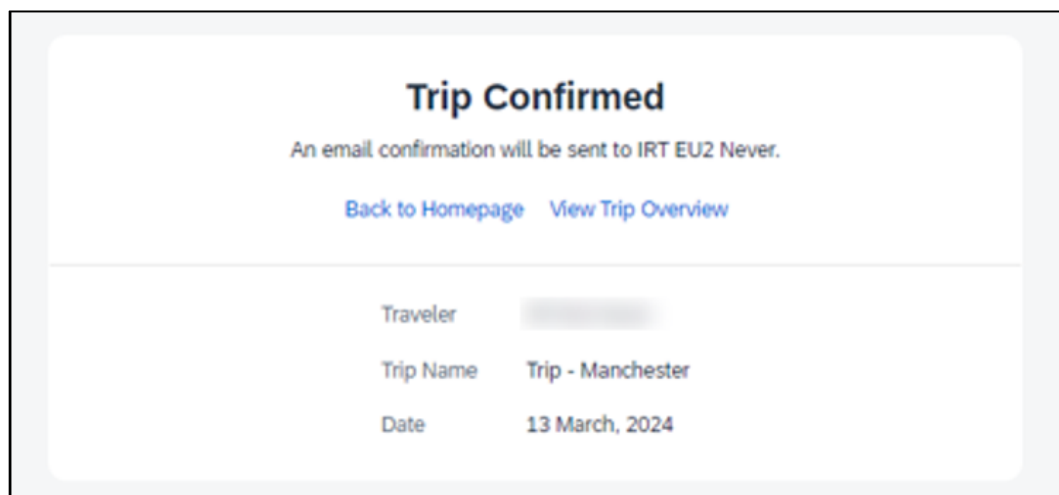
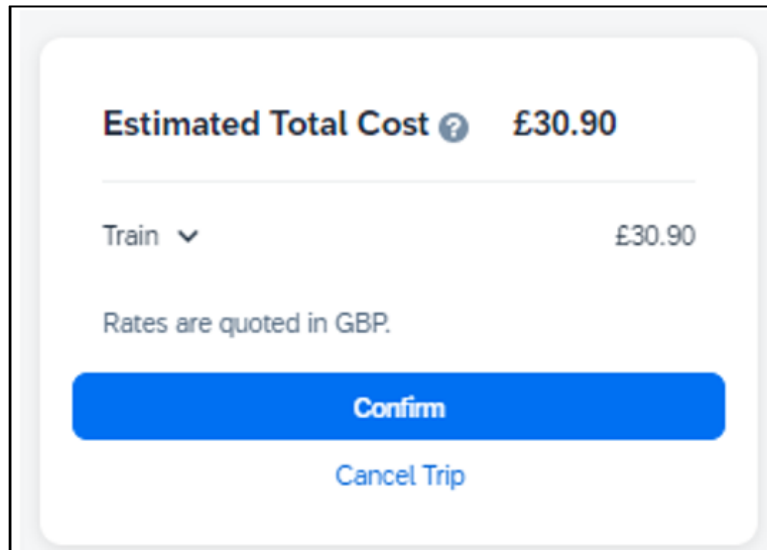
**Add to mobile**  
Access your ticket from your mobile device.  
Scan the QR code below to add this ticket to your digital wallet app.

**View Ticket**

[Download Ticket](#)

**NOTE:** The eTicket issuance might take longer. If the eTicket is not available during the booking process, the e-mail will be sent separately later.

The user clicks **Confirm** to complete the trip and is redirected to the **Trip Confirmed** page.



The user can open their trip by clicking on **View Trip Overview**.

## VIEW TRIP OVERVIEW

**Trip Overview** Back to Homepage Cancel Trip Edit Details

Trip Status	Trip Name	Date
Complete	Trip - Manchester	13 March, 2024

**Itinerary** | **Details**

**London Euston - Manchester Piccadilly** Ticketed  
 Wednesday, 13 March, 2024  
 Confirmation Number: 873260803979

2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO<sub>2</sub>e  
 • Avanti West Coast C87769  
 Seats: Car A, 28  
 Advance Single  
 Class: Standard

Ticket Delivery: eTicket [View Ticket](#)

**Note**  
 Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.  
 Reserved via: Corporate Account  
[Additional Travel Information](#)

**Estimated Total Cost** £30.90  
 Train £30.90  
 Rates are quoted in GBP.

**Would you like to book anything else?**  
[Add Accommodation](#) [Add Rental Car](#)

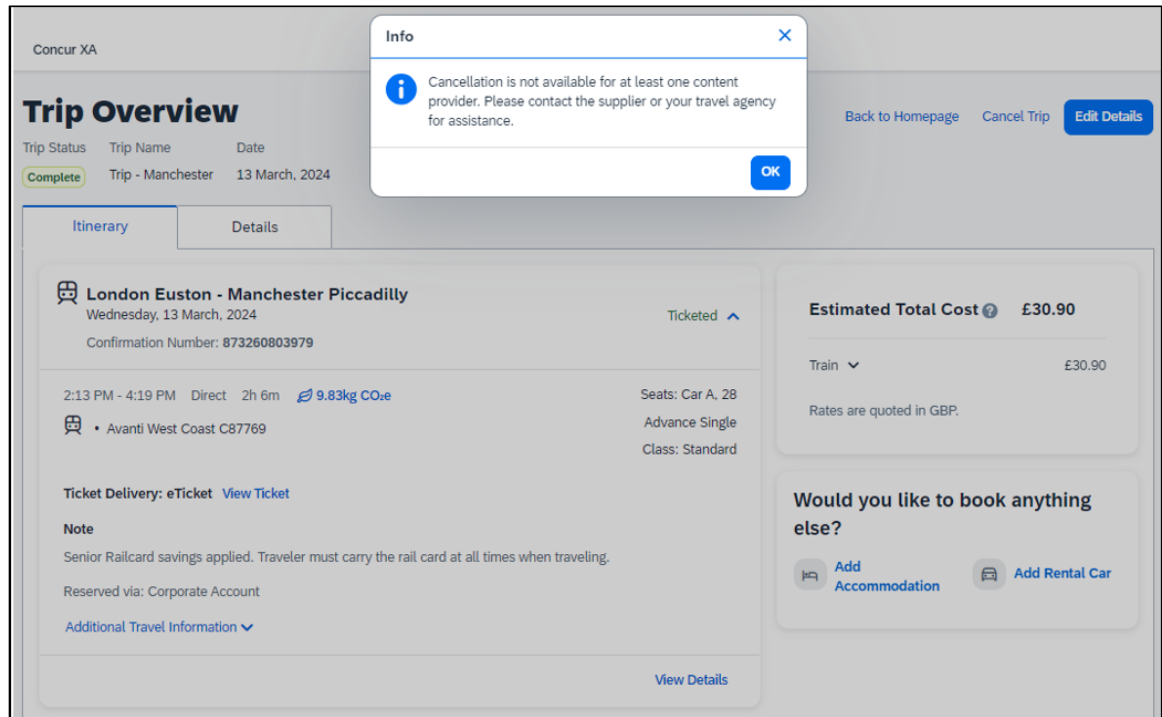
**Support Contact**  
 [Redacted] is your organization's travel management company.  
 Business Hours: 8:00 - 12:00 After Hours: 18:00 - 18:30  
 Phone Number: [Redacted] After Hours Phone Number: [Redacted]

If the client's travel agency has a support contact enabled, it then appears on the itinerary of the Trainline booking.

## CANCEL TRIP

Cancellation of the Trainline booking is not supported. The user sees the following message when attempting to cancel the Trainline booking:

“Cancellation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance.”



### Configuration for Professional Travel

No additional steps are required by administrators to support this change.

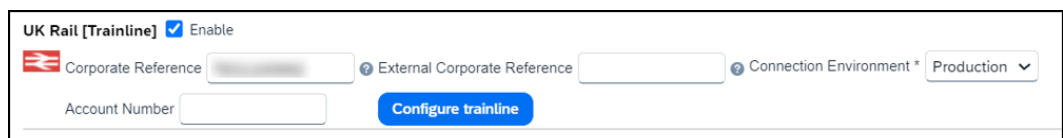
The enablement process for the UK Rail (Trainline) connector is described in the following section.

#### FOR GENERAL CONFIGURATION AND ACTIVATION

1. Go to **Administration > Travel > Travel System Admin** and access the desired client Travel configuration.

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

2. In the Rail Connectors section of the travel configuration page, locate UK Rail [Trainline].



3. Complete the appropriate fields.

Field	Required?	Description / Action
Enable	Required	Select this checkbox.
Corporate Reference OR External Corporate Reference	Required	<p>New clients should use <b>Corporate Reference</b> field to insert the corporate reference.</p> <p>Migrated clients will see the corporate reference that they used for the previous connection filled in the <b>External Corporate Reference</b> field.</p> <p><b>NOTE:</b> If both values are entered, the Corporate Reference will take precedence.</p> <p>In case of any update to the <b>Corporate Reference</b> or <b>External Corporate Reference</b>, save your changes and access the travel configuration again to review MI Questions mapping by clicking <b>Configure Trainline</b>.</p> <p>MI Questions mapping will be lost when the corporate reference is changed and will need to be set up again.</p>
Account Number	Required* Optional	<p>Clients having one account number should enter it in the Account Number field. The Account Number is sent to Trainline as <b>Account Name</b>.</p> <p>*For migrated clients who were using the Account Number field with the legacy API, the account number remains required.</p> <p><b>NOTE:</b> Clients having more than one account number should create a custom field and map it to the appropriate Trainline question under the <b>Configure Trainline</b> button. If the client using the <b>Account Number</b> value wants to set up a custom field for the <b>Account Name</b> instead, they must delete the <b>Account Number</b> value from the UK Rail (Trainline) configuration settings first and then save changes. Next, to access the travel configuration again, open Trainline MI Questions by clicking <b>Configure Trainline</b> and map the Trainline <b>Account Name</b> to their custom field created for this purpose to complete.</p>
Connection Environment	Required	Select Production. (TEST and MOCK environments are for internal use only)

**!** **Important:** Use **Configure Trainline** to map Concur Travel custom fields to Trainline custom fields. To prevent any issues during the booking flow, make sure that the custom fields' values set up in Concur Travel correspond to requirements set up with Trainline. Any discrepancy might lead to booking failures for users.

#### PROFESSIONAL EDITION – CLIENT AGREEMENT

Customers based in the UK using a Travel Management Company (TMC) that is also based in the UK, do not need to sign a commercial agreement with Trainline. However, an agreement between Trainline and their TMC is required.

TMCs based in the UK need to have a contract with Trainline to be able to fulfill tickets booked for UK Rail.

TMCs based outside of the UK need to have an international license-to fulfill UK Rail tickets. If the TMC does not have an international license and the client would like to book UK Rail from outside of the UK, the client should contact Trainline directly as the direct contract with Trainline would be required in such a case.

**NOTE:** A support case must be opened if a TMC does not support Trainline via Concur Travel but plans to in the future. The tenant ID needs to be added by SAP Concur before enabling the UK Rail (Trainline) connector for clients.

## New Concur Travel Experience: Renfe - Least Cost Logical Fare Support (Professional Edition Only) (April 8-10)

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

### Overview

With the release between April 8 and April 10, Concur Travel introduces the support of the Least Cost Logical Fare (LLF) for Renfe rail bookings in the new Concur Travel experience.

### USER/CUSTOMER BENEFIT

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options are highlighted as the best choices for the users to select during the train search.



## End-User Experience

If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF is also visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

## Configuration for Professional Travel

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration enables administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

Please define your Lowest Logical Fare (LLF):

Refundability Does Not Matter	Has Contract Does Not Matter	Number of Stops Does Not Matter	Time Window Does Not Matter
Airport Does Not Matter	Include Rail No		
Run Dedicated LLF Shop <input type="checkbox"/>			
<input type="checkbox"/> LLF per fare class of service (New Concur Travel Experience only)			

## Limitations

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user's chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare". Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.

- Enforce LLF based on user's chosen fare

- Show additional LLF screen if the user's chosen fare is out of policy
- The LLF screen display the user's chosen fare and the LLF option(s)

- **Enforce LLF based on hybrid:** Initially, Hybrid LLF is calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

**The Run Dedicated LLF Shop** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

**Mark LLF fare/s with icon** LLF configuration option is no longer supported in the new Concur Travel experience. The icon will always display.

**NOTE:** Travel administrators for configurations where Renfe rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

## Travel Operations / Technical Essentials

### Sabre Enhanced Form of Payment (FOP Wallet)

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

Sabre is decommissioning their legacy **5-Remarks Form of Payment Field** (5-\*VI4443332222111¥05/26) as of Q3 2024. All Sabre customers are required to migrate to Sabre’s Enhanced Form of Payment also known as **FOP Wallet (\*FOP)**. For compliance, Sabre is also anonymizing and removing credit card data from all non-compliant fields in the PNR. They are rolling this anonymization and removal process out in phases, with the final phase to be completed by December 2024. This change will also require a new process for sending credit card data to back-office systems.

Please refer to the following Sabre SAN messages for more details:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

**USER/CUSTOMER BENEFIT**

Concur Travel will add the company default or traveler-selected form of payment chosen at the time of booking for every reservation type (Flight, Car, Hotel, and Rail) to the FOP Wallet in the Sabre PNR along with the appropriate Use Type code, for example, UAL=Air, UCR=CAR, UHL=Hotel, and URL=Rail.

---

**NOTE:** During this transition period, Concur Travel will also continue to add the Air and Rail FOP in the legacy format without a **Use Type** code to support existing mid-office processes. This applies only to PNRs with a live Air and Rail GDS reservation.

---

**End-User Experience**

**Example:** FOP Wallet

```
*FOP<
-----
FORM OF PAYMENT
 1. PAYMENT CARD TYPE
    *VI4111111111111111/0528      XN
 2. PAYMENT CARD TYPE
    VI4111111111111111/0528      XN
                                     UAL
 3. PAYMENT CARD TYPE
    CA5122291189070573/1024      XN
                                     UCR
 4. PAYMENT CARD TYPE
    AX373083796598998/1224      XN
                                     UHL
-----
```

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

This feature requires that a default company form of payment be defined, or the form of payment must be selected by the traveler on the **Review and Reserve** page for every reservation type, in order to be added to the Sabre FOP Wallet.



For more information on setting FOP requirements, refer to the *Form of Payment Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Sabre customers must self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR.

---

! Once the TJR setting is activated, it cannot be deactivated.

---

The form of payment updates will automatically be enabled by default in Concur Travel. If a Sabre customer has not yet activated the FOP Wallet, then Concur Travel will automatically revert to the legacy FOP field prior to Sabre's activation deadline.



For more information, refer to the *Form of Payment Travel Service Guide*.



Refer to the following Sabre SAN notifications:

- ◆ SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- ◆ SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- ◆ SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- ◆ SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

## New Concur Travel Experience: TMC Self-Service Report Enhancement for Client Opt Out Status (Professional Edition Only)

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

To accompany the Concur Travel configuration setting that allows administrators to opt out of the new Concur Travel experience, the TMC Self-Service report, "Evolution of Travel Opt Out Report", was also updated a few months ago to reflect those changes. The client name as well as the travel configuration name are included in the report.

### Configuration for Professional Travel

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

# Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement or change mentioned here.

**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the *Shared Changes Release Notes*.

## Flight

### \*\*Planned Changes\*\* New Concur Travel Experience: New CO2 Filter Added to Flight (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
April 19, 2024	--	May 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

Prof	Stan	◀ ◀ Edition	
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

Targeted for the May release, Concur Travel will add a filter to the Flight experience that sorts results based on CO2 emissions. This allows users to make more sustainable choices.

### **End-User Experience**

When booking flights, the user will be able to filter out results based on CO2 emissions. With a sliding filter, the user can adjust the results based on the emissions that they find acceptable.

When filtering results, the user will adjust the filter under **Emissions** to return more sustainable flights.



### **Configuration for Professional Travel**

This feature will be enabled by default. There are no configuration steps.

**\*\*Planned Changes\*\* New Concur Travel Experience: EDIFACT and NDC Content for Amadeus (Professional Edition Only)**

Information First Published	Information Last Modified	Feature Target Release Date
April 12, 2024	--	June 21, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

In an upcoming release, Amadeus EDIFACT and NDC will be enabled as the content source for Amadeus customers. The following is targeted for inclusion from the following airlines via Amadeus NDC:

- American Airlines
- United Airlines
- Air France
- KLM Royal Dutch Airlines.

Other airlines through Amadeus NDC will be supported in the future releases.



### Configuration for Professional Travel

A setting is required so administrators can enable or disable the NDC shopping and booking flow in the new Concur Travel Experience through a GDS. In Amadeus, the Office ID and IATA number must first be activated for an individual airline’s NDC. Then the toggle can be turned on to enable the NDC content source for flight shopping and booking.

This new setting will be added to Amadeus customers' Travel Configuration page, providing the ability to enable NDC content through a GDS. While this setting will only be applicable for Flight searching and booking in the new Concur Travel experience, the toggle will appear for all Amadeus configurations.

### \*\*Planned Changes\*\* New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	April 19, 2024	May 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X		<b>Other:</b> Refer to the release note below	
	X	<b>Does not apply to this edition</b>	
<b>Source</b>			
	GDS		
	Direct Connect		
<b>Other</b>			
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
<b>Affected Documentation</b>			
	TSGs		
	Fact Sheets		
	Admin Guides		
	Other	Concur Travel Professional Edition End User Help	

### Overview

Targeted for a future release, Concur Travel plans to display the **Corporate Rate** label and **Preferred Vendor** label for Flight. These changes will be visible on the **Review and Book, Finalize** and **Trip Overview** pages. These labels will also display on e-mails received once a booking is finalized.

**USER/CUSTOMER BENEFIT**

This change is being made to remind the user which type of rates and vendors were booked, and it will provide a more consistent user experience across the booking process.

**End-User Experience**

Once the search for flights is completed, the user will then see the **Corporate Rate** and **Preferred Vendor** labels on the last pages of the booking flow and in the post booking e-mails received. These labels will appear on the **Review and Book**, **Finalize** and **Trip Overview** pages.

**Configuration for Professional Travel**

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

**Hotel****\*\*Planned Changes\*\* New CSL Segment Format for Sabre Hotels**

Information First Published		Information Last Modified		Feature Target Release Date	
March 8, 2024		April 12, 2024		May 31, 2024	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	← ← Edition			
		<b>On:</b> Impacts <b>end users</b> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)			
		<b>Available for use:</b> No impact to <b>end users</b> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)			
X	X	<b>Other:</b> Refer to the release note below			
		<b>Does not apply to this edition</b>			
Source					
GDS		Sabre			
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

SAP Concur completed development to support Sabre's Content Service for Lodging (CSL) platform in 2021. Since that time Concur has continued to create the legacy segment for Sabre bookings using an indicator in the Enhanced Hotel Book API "bookGDSviaCSL=False". This is to support those customers whose third-party mid and back-office systems were not yet able to process the CSL HHX segment type that is generated in the Sabre Interface User Record (IUR) file, which supports travel agency back-office functions for Ticketing, Invoicing, and Itinerary type entries.

Sabre's latest CSL update via SAN 16384 states that Sabre will require all hotel bookings to be created using the new CSL hotel segment as of **May 31, 2024**. Please refer to Sabre SAN 16384 for complete details.

Concur Travel is ready for this change and will continue to be able to modify and cancel both legacy hotel segments as well as the new CSL hotel segment type from **May 31**. The API flag "bookGDSviaCSL" will continue to be set to "False" which means that starting March 26, 2024, hotel bookings will be created using the new CSL segment type, but the legacy IUR format will be sent for back-office processing.

Sabre has not indicated when the legacy IUR will be sunset, so whilst some customers will continue to use this for the foreseeable future, other Concur Travel customers may be ready to migrate to the new CSL HHX IUR segment type. As Concur Travel does not have visibility into which customers have migrated, a new Agency Configuration setting is being introduced so clients who want to use the new CSL IUR format can do so. This new configuration setting will be called **Create Content Services for Lodging Interface User Record (IUR)**.

The default for this setting is unchecked which means the legacy IUR will continue to be created.

---

**NOTE:** This setting only applies to users working with the new Concur Travel experience. Customers using the current OBT platform will not be able to use the new IUR.

---

## TMC Experience

TMCs will see the new configuration setting, **Create Content Services for Lodging Interface User Record (IUR)**.



If the customer wants to create a new IUR record, they will need to update the new configuration setting for this.



For more information, refer to the *Concur Travel Client Fact Sheet – Sabre Content Services for Lodging*.

## \*\*Planned Changes\*\* New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	April 12, 2024	May 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Recently, SAP Concur released the new Hotel booking experience for customers connected to Sabre and for 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 offers 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, a sustainability score, and carbon emissions data. Additional property filter options will include electric car charging stations and sustainability certifications to help users make more sustainable choices. Users will be able to sort properties based on their sustainability score and emissions.
- **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.

### **Configuration for Professional Travel**

#### **CUSTOM HOTEL SOURCE PROVIDERS**

For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

#### ▶ **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.

2. 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).
3. The administrator will be able to select the default connection type within the new section.

**Hotel Connectors**

**General**

Use Detailed Passive Segment

---

**TheHotelNetwork**  Enable  
Requestor ID:

**TripSource 2**  Enable  
Requestor ID:

**AmexGBT Supply MarketPlace**  Enable  
Requestor ID:   Share OrgUnit/Division

**HRS CHS**  Enable  
Customer Key:   Share OrgUnit/Division  Notify customer  
 Send notification to additional e-mail addresses Additional e-mail addresses:

---

**Hotel Connectors - Hotel Service v4** ⓘ

Country/Region : Default  Direct Connect HSV4\_TEST\_VENDOR ▼  
[Add New Country Config](#)

Country/Region United States of America ▼  Direct Connect : HSV4\_TEST\_VENDOR ▼  
[Delete country config](#)

## 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 feature 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** page.

**Miscellaneous**

**\*\*Planned Changes\*\* Share a Trip Via Microsoft Teams Integration**

Information First Published	Information Last Modified	Feature Target Release Date
April 12, 2024	--	Late April or May, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition	
		<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display)	
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)	
X	X	<b>Other:</b> Refer to the release note below	
		<b>Does not apply to this edition</b>	
Source			
	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 late April or May, for the Flight vertical, users will be able to share trips in Microsoft Teams. Once the SAP Concur app is installed by an administrator, users can select the app in their Teams conversation.

**NOTE:** To make this feature available in the Microsoft Teams store, it must first be reviewed and approved by Microsoft. After it is approved, an update will be published in next month’s release notes.

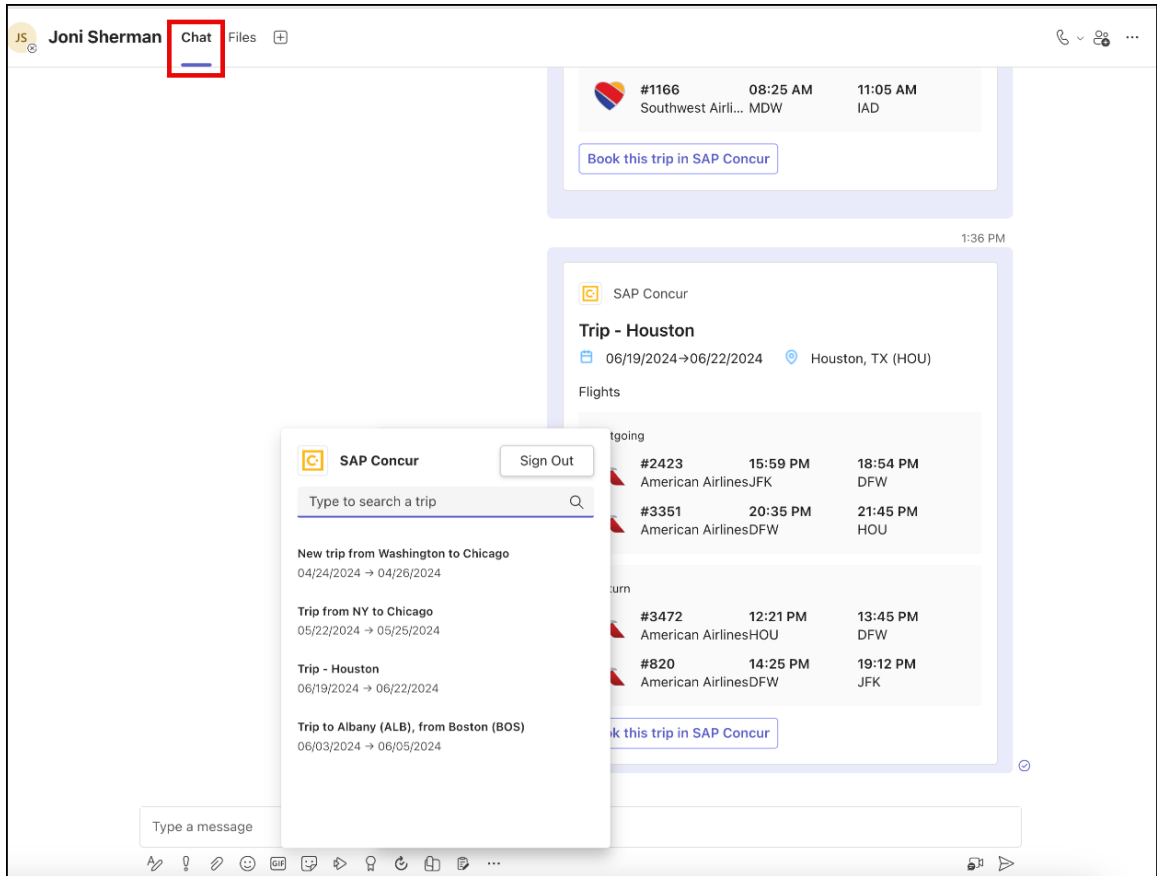
When used for the first time or after their session expires, users will be prompted to log in via single sign-on (SSO) or by entering their username and password.

**NOTE:** SAP Concur is investigating an issue that occurs when logging in via SSO with a link sent to the user's inbox.

Trips will then be automatically synced. Teams chat recipient participants can click the **Book this trip in SAP Concur** button that will re-direct them to Concur Travel where they can book a similar trip. The same trip destination will display, but the departure airport will reflect the one that is specified in their profile.


### End-User Experience



**Example:** Teams Chat window with Concur Travel shared itinerary, trip search, and trip booking functionality







**Example:** Book this trip in SAP Concur.

 SAP Concur  
**Trip - Houston**  
📅 06/19/2024→06/22/2024 📍 Houston, TX (HOU)  
Flights  
**Outgoing**  

	#2423	15:59 PM	18:54 PM
	American Airlines	JFK	DFW
	#3351	20:35 PM	21:45 PM
	American Airlines	DFW	HOU

  
**Return**  

	#3472	12:21 PM	13:45 PM
	American Airlines	HOU	DFW
	#820	14:25 PM	19:12 PM
	American Airlines	DFW	JFK

  
[Book this trip in SAP Concur](#)

### **Configuration for Professional Travel**

Administrators are required to install the SAP Concur app in the Microsoft Teams tenant to enable the integration. Users will also need to add the app to their Microsoft Teams once it was enabled by their administrators.

**\*\*Planned Changes\*\* New Fields Available in Online Order Form**

Information First Published	Information Last Modified	Feature Target Release Date
March 15, 2024	April 19, 2024	May 17, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

**Overview**

Targeted for release May 17, there will be changes to the **Online Order Form**. New fields will be available, while one is removed.

**USER/CUSTOMER BENEFIT**

This change is being initiated to support options that are billable to the client. It also ensures consistency between the order form and the Reseller Price List.

**End-User Experience**

The **Online Order Form** will be adjusted to allow for changes including new fields.

The **Enable TripLink** checkbox will be removed and will longer be available.

If a user chooses **New Professional Client** or **New Standard Client**, the **Additional Comments** input box will appear and will be retitled to **Additional Comments (Include implementation country)**.

**Feature Options**

<input type="checkbox"/> Single Sign-on \$\$\$	<input type="checkbox"/> Enable Security Keys for an existing SSO connection
<input type="checkbox"/> Travel Profile API \$\$\$ ?	<input type="checkbox"/> Concur Travel/Expense Integration \$\$\$
<input checked="" type="checkbox"/> No Cost/ No PM assigned/ Launch in 60 Days Setup ?	<input type="checkbox"/> Employee HR Feed <i>(not offered with Standard)</i> \$\$\$
<input type="checkbox"/> 3rd Party Meeting Integration <i>(not offered with Standard)</i> \$\$\$	

Additional Comments (Include implementation country)

i Once a new company is created, these fields are purely informational and can be changed only from within company administration for that company.

Under **Feature Options** there will be a new checkbox to enable **New Tier2 for Host Agency \$\$\$**.

**Feature Options**

<input type="checkbox"/> Single Sign-on \$\$\$	<input type="checkbox"/> Enable Security Keys for an existing SSO connection
<input type="checkbox"/> Travel Profile API \$\$\$ ?	<input type="checkbox"/> Concur Travel/Expense Integration \$\$\$
<input checked="" type="checkbox"/> No Cost/ No PM assigned/ Launch in 60 Days Setup ?	<input type="checkbox"/> Employee HR Feed <i>(not offered with Standard)</i> \$\$\$
<input type="checkbox"/> 3rd Party Meeting Integration <i>(not offered with Standard)</i> \$\$\$	
<input type="checkbox"/> New Tier2 for Host Agency \$\$\$	

When **Modify Existing Client > Agency Conversion – Incoming Agency** is selected, a new checkbox appears, titled **GDS/PCC Conversion (no agency change) \$\$\$**.

## Online Order Form

Order Type *	Modification Requested *	Submitted by *	Email *
<input style="width: 100%;" type="text" value="Modify Existing Client"/>	<input style="width: 100%;" type="text" value="Agency Conversion - Incoming Agency"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

**Feature Options**

<input type="checkbox"/> Single Sign-on \$\$\$	<input type="checkbox"/> Enable Security Keys for an existing SSO connection
<input type="checkbox"/> Travel Profile API \$\$\$ ?	<input type="checkbox"/> Concur Travel/Expense Integration \$\$\$
<input checked="" type="checkbox"/> No Cost/ No PM assigned/ Launch in 60 Days Setup ?	<input type="checkbox"/> Employee HR Feed <i>(not offered with Standard)</i> \$\$\$
<input type="checkbox"/> 3rd Party Meeting Integration <i>(not offered with Standard)</i> \$\$\$	
<input type="checkbox"/> GDS/PCC Conversion (no agency change) \$\$\$	

If a user chooses **Modify Existing Client > Add Config to Existing Professional Site** or **Modify Existing Client > Add Config to Existing Standard Site**, two new checkboxes will appear. These are:

- **New GDS (assumes standard finishing) \$\$\$**
- **Additional Country \$\$\$** (this checkbox is accompanied by a dropdown list, where a country is selected).

**Feature Options**

<input type="checkbox"/> Single Sign-on \$\$\$ <input type="checkbox"/> Travel Profile API \$\$\$ ⓘ <input checked="" type="checkbox"/> No Cost/ No PM assigned/ Launch in 60 Days Setup ⓘ <input type="checkbox"/> 3rd Party Meeting Integration <i>(not offered with Standard)</i> \$\$\$ <input type="checkbox"/> New GDS (assumes standard finishing) \$\$\$ <input type="checkbox"/> Additional Country \$\$\$ <span style="border: 1px solid gray; padding: 2px;">United States of America</span> ▼	<input type="checkbox"/> Enable Security Keys for an existing SSO connection <input type="checkbox"/> Concur Travel/Expense Integration \$\$\$ <input type="checkbox"/> Employee HR Feed <i>(not offered with Standard)</i> \$\$\$
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Configuration for Professional Travel

This feature will be enabled by default. There are no configuration steps.

## \*\*Planned Changes\*\* Decommission of Two-Manager Approval Setting (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2023	January 19, 2024	TBD 2024
Any changes since the previous monthly release are highlighted <span style="background-color: yellow;">in yellow</span> in this release note.		

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

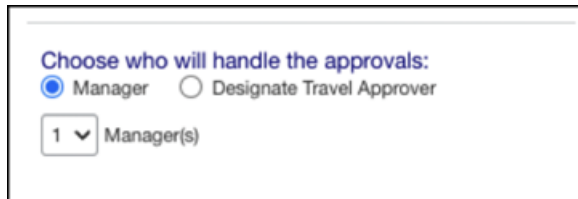
Targeted for a future release in the legacy Concur Travel experience, the two-manager approval flow will no longer be supported. In the legacy Concur Travel experience, all clients with a two-manager approval flow will be migrated to a one manager approval flow.

### USER/CUSTOMER BENEFIT

This change is being initiated to simplify and streamline the approval flow in the legacy Concur Travel experience. It also provides more options when working with Concur Request.

### End-User Experience

When choosing an approver, the user will only be able to request the approval flow be directed to one manager and not two.



Choose who will handle the approvals:

Manager  Designate Travel Approver

1 ▼ Manager(s)

### Configuration for Professional Travel

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

## Travel Operations / Technical Essentials

### **\*\*Planned Changes\*\* Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting**

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	April 12, 2024	December 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

#### Overview

Concur Travel is removing the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** configuration setting from **Travel Configurations**. Any credit card data that is stored in these fields will be removed.

#### USER/CUSTOMER BENEFIT

The GDS are making changes to the way credit cards are entered into the Passenger Name Record (PNR), resulting in several changes needed within Concur Travel. Form of payment (FOP) will need to be written in a specific format, depending on its use. This means that all FOP features require updating and reformatting. Based on these changes, SAP Concur is recommending that customers and TMCs work together on how to manage TMC service fees outside of the booking process. One benefit to this change is the avoidance of PNR template updates for a process that has no impact to the online booking process.

## End-User Experience

The previous setting will be removed from the **Travel Configurations** page and will no longer be visible. Configurations using the following options will have the setting automatically changed to **Always write user selected card (default)**:

- **Always write user selected air/rail card**
- **Always write air/rail ghost card**
- **Always write air/rail profiled card**
- **Always use this card**
- **None**



---

**NOTE:** Depending on the customer configuration settings, the user-selected FOP will be added to Amadeus, Apollo, Worldspan, and Travelport+ PNRs. For Sabre bookings, see the **\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)** in this document for Sabre specific FOP handling.

---

## Configuration for Professional Travel

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

## \*\*Planned Changes\*\* New Concur Travel Experience: Sabre Car Enhancements – Additional Elements (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	March 15, 2024	July 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

### Overview

Targeted for the July release, Concur Travel intends to release additional elements to the Sabre Rental Car experience. The elements that will be added are **Flight Information** and **Loyalty ID**.

### USER/CUSTOMER BENEFIT

SAP Concur wants to enhance the new Concur Travel experience for the end user by adding new elements.

### End-User Experience

With the July release, the following will be added:

- **Flight Information:** This is being added so the traveler’s arrival details can be provided to the rental car partners.
- **Loyalty ID:** To ensure that loyalty incentives are received, loyalty information will be added to the segment (ID-⌘XX). Sabre hides this information.



**Example:**

```
CAR ZE 30JAN T HK1 SEA/31JAN/ICAR/ARR-1000 DL1234/ID-#XX
/DCZEXXX9537/PH-206-277-2300/GVI4111111111111111EXP 08 26-TOBIAS/NM
#SKYE BLUE/RET-1000/RG#USD137.75 UNL DY XH46.83 UNL/AP-#USD189.87 UNL
1DY 0HR 52.12MC/BS-49640150/RC-RCUD1/CF-K6573 775956GOLD-
```

**Configuration for Professional Travel**

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

**\*\*Planned Changes\*\* Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates**

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	April 12, 2024	December 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
X	X	<b>On:</b> Impacts <i>end users</i> who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		<b>Available for use:</b> No impact to <i>end users</i> unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		<b>Other:</b> Refer to the release note below
		<b>Does not apply to this edition</b>
Source / Solution Suggestion		
GDS	Sabre, Amadeus, Apollo, Worldspan, Travelport+ (Galileo)	
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 GDS systems are changing how credit cards are managed in Passenger Name Records (PNRs), resulting in several changes needed within Concur Travel. One of the GDS-imposed changes is the anonymization and removal of credit card data in all areas of the PNR except for the designated **Form of Payment** (FOP) field or FOP Wallet. In preparation for this change, Concur Travel will be decommissioning **Profile and PNR Finishing Template** datapoints for credit card numbers and expiration dates.

## SABRE

- Profile Templates are not applicable to Sabre customers. Concur Travel securely synchronizes credit card data from the Concur profile to Sabre Profiles using Sabre Web Services today.
- Concur Travel will be migrating to Sabre's Enhanced Form of Payment (FOP Wallet) and will be adding the company default or traveler-selected form of payment for each booking type to the FOP Wallet (\*FOP) along with the applicable Use Type code. Refer to the *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* release note in this document for more information.
- Concur Travel will be decommissioning Sabre **PNR Finishing Template** datapoints for credit card numbers and expiration dates in December 2024. It is important to note this is the final extension of this feature. SAP Concur will retire this functionality in December 2024.

## AMADEUS AND TRAVELPORT

- Concur Travel will continue to transmit the user-selected credit card to the compliant form of payment field already in place in the PNR today.
- Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **Profile Template** datapoints for credit card numbers and expiration dates in December 2024. It is important to note this is the final extension of this feature. SAP Concur will retire this functionality in December 2024. Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **PNR Finishing Template** datapoints for credit card numbers and expiration dates in December 2024. It is important to note this is the final extension of this feature. SAP Concur will retire this functionality in December 2024.
- Concur Travel strongly recommends using the Travel Profile API for synchronizing Concur profile data with your GDS profiles. For more information, refer to the *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](#).
- SAP Concur is working closely with our GDS partners to ensure Concur Travel is utilizing the latest and most secure credit card processing for travel reservations.

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! Due to the highly customizable nature of PNR Finishing Templates, Concur Travel can only provide general guidance for making updates and cannot ensure that finishing will run successfully if these datapoints are not removed before their retirement.

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## USER/CUSTOMER BENEFIT

SAP Concur sees this as one of the first of many industry-wide efforts to better secure sensitive user data, creating higher confidence in the travel purchasing process and reducing financial risk for users and companies alike.

SAP Concur is recommending that customers and TMCs work together to identify any scenarios where the Profile or PNR Finishing templates are used to transmit credit card data to the GDS systems in non-compliant fields of the GDS profile and/or PNR. Customers who need credit card data transmitted to the IUR/A.I.R./MIR file for back-office processing will need to seek a mid-office solution to address their needs.

### **End-User Experience**

The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

#### **PROFILE TEMPLATE DATAPPOINT EXAMPLES**

The following is a list of profile template datapoints which include credit card numbers or expiration dates; this list may not be comprehensive. TMCs and customers should review their Profile Templates. If templates are using one of the credit card elements, these should be removed:

- Air\_credit\_card\_number car\_credit\_card\_number
- ghost\_air\_credit\_card\_number
- ghost\_car\_credit\_card\_number
- ghost\_hotel\_credit\_card\_number
- hotel\_credit\_card\_number
- personal\_air\_credit\_card\_number
- personal\_car\_credit\_card\_number
- personal\_hotel\_credit\_card\_number
- car\_expiration\_date
- ghost\_air\_expiration\_date
- ghost\_car\_expiration\_date
- ghost\_card\_expiration
- ghost\_card\_number
- ghost\_hotel\_expiration\_date
- hotel\_expiration\_date
- personal\_air\_expiration\_date
- personal\_car\_expiration\_date
- personal\_hotel\_expiration\_date
- ycal\_ghost\_card\_expiration
- ycal\_ghost\_card\_number

Example of a Profile Template line configured to transmit a credit card number:

### Profile Template Editor

Company: TMC Training Agency Site EU (50000607) Profile Template: Amadeus Default / Clone Reservation System: Amadeus Help Back To Listing

Line Definitions | Lookup Tables | Template Configuration | Testing Tools | Publishing

21	Last_Name	\ \ 1	
21	First_Name	PREFIX_NAME \ \ \ ID TraveL_Name_Remark	
101	PI CO-	Passport_Nationality \ Passport_Number \ Passport_Date_Issued \ Passport_Expiration \ PASSPORT_PLACE_ISSUED_COUNTRY	
3041	AIR_TRAVEL_COMPANY_CODE	\ air_account_number ++airprogram	
Count: 24			
10241	HOME_ADDR1	/ HOME_ADDR2	
10341	HOME_CITY	, HOME_ZIP HOME_COUNTRY	
20041	\ PAR	WORK_PHONE	
20141	\ PAR	ASST_WORK_PHONE ASST PHONE	
20241	\ M	CELL_PHONE_NUMBER	
20341	\ EMERGENCY	EMERGENCY_CONTACT_NAME / EMERGENCY_CONTACT_PHONE	
20841	\ EMAIL		
21041	\ CC	AIR_CREDIT_CARD_TYPE AIR_CREDIT_CARD_NUMBER AIR_EXPIRATION_DATE	
21241	\ AF	AIR_DISCOUNT_PROGRAM_NUMBER	

### PNR FINISHING TEMPLATE EXAMPLES

TMCs or customers should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed.

**Credit Card Finishing Template Datapoints:**

```

Element:
-----
CreditCards
AIR_CREDIT_CARD_TYPE
AIR_CREDIT_CARD_NUMBER
AIR_EXPIRATION_DATE
AIR_NAME_ON_CARD
AIR_CREDIT_CARD_NAME
RAIL_CREDIT_CARD_TYPE
RAIL_CREDIT_CARD_NUMBER
RAIL_EXPIRATION_DATE
RAIL_NAME_ON_CARD
RAIL_CREDIT_CARD_NAME
CAR_CREDIT_CARD_TYPE
CAR_CREDIT_CARD_NUMBER
CAR_EXPIRATION_DATE
CAR_NAME_ON_CARD
CAR_CREDIT_CARD_NAME
HOTEL_CREDIT_CARD_TYPE
HOTEL_CREDIT_CARD_NUMBER
HOTEL_EXPIRATION_DATE
HOTEL_NAME_ON_CARD
HOTEL_CREDIT_CARD_NAME
AffinityPrograms
Trip
TRIP_NAME
    
```

Customers using Conferma Pay for hotel virtual cards should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed:

- Virtual\_Hotel\_Credit\_Card\_Number
- Virtual\_Hotel\_Expiration\_Date

**Configuration for Professional and Standard Travel**

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



Please refer to the following resources to help you prepare further:

- ◆ Sabre SAN 16331 - Payment Card Anonymization & Removal in PNR Fields.
- ◆ Amadeus Notification – PNR Core Product: Warning at end of transaction (EOT) time when a credit card is detected in an inappropriate PNR element
- ◆ The *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* release note in this document.
- ◆ The *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](#).

## **\*\*Planned Changes\*\* New Concur Travel Experience: Sabre's Price Quote - Enhancement to Provide More Accurate Fare at Booking**

Information First Published	Information Last Modified	Feature Target Release Date
November 3, 2023	January 12, 2024	June 30, 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

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

### **Overview**

SAP Concur plans to add Price Quote (PQ) modifiers into the new Concur Travel experience process for accuracy purposes.

### **USER/CUSTOMER BENEFIT**

This change will be implemented to enhance accuracy and reduce price jump situations such that the stored price always matches the price offered in the shopping response.

### **End-User Experience**

When storing the price quote, the following qualifiers will be added:

- **XO** (forced passenger type to avoid shifting to ADT when not using ADT),
- **P**(passenger type),
- **A** (validating carrier) and
- **ZZ** (fare basis)

In addition, SAP Concur will change the SNAP code qualifier from I to AC\*.

**New Pricing Command Line:**

WPAC\*GLD03¥S1\*BRMAINCABIN\*ZZXAVUA0ML¥S2\*BRMAINCABIN\*ZZXAVNA0ME¥RY/CA¥AUAYPA  
DT¥XO¥RQ

**New PQ Line:**

PQ 1  
AC\*GLD03¥S1\*BRMAINCABIN\*ZZXAVUA0ML¥S2\*BRMAINCABIN\*ZZXAVNA0ME¥AUAYPADT¥XO¥RQ

**Current PQ Line:**

WPIGLD03¥S1\*BRMAINCABIN¥S2\*BRMAINCABIN¥RQ

***Configuration for Professional Travel***

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

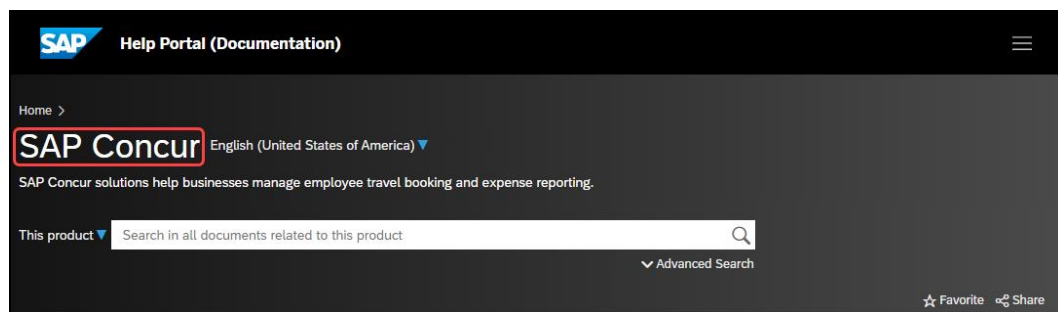
# Additional Release Notes and Other Technical Documentation

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## Online Help

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

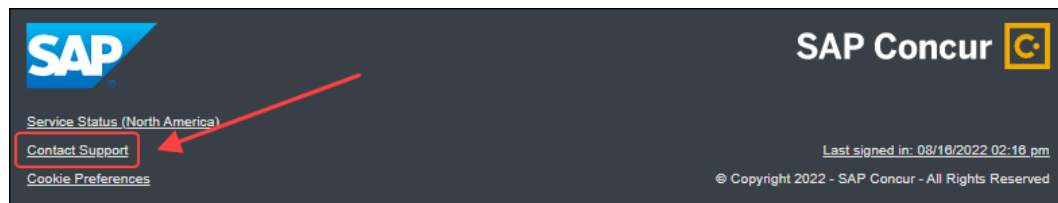
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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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