

Feature Comparison - Travel Configuration		Updated: February 22, 2021	
		The bright yellow cells indicate the changes since the last publication of this list. (There is no indication of deletions.)	
Feature	Standard Edition	Professional Edition	Comments
Available Countries			
Ability to support multiple countries in one instance	21 Countries	Unlimited	Available Standard Countries: Canada, U.S., UK, France, Germany, Australia, Mexico, Austria, Belgium, Czech Republic, Denmark, Ireland, Italy, Netherlands, New Zealand, Norway, Poland, Singapore, Spain, Sweden, Switzerland
Language Support - Setup Wizard	English, French, French Canadian, German, Latin American Spanish, Japanese		Not all languages are supported for translation of the Setup Wizard.
General Items			
Travel configuration	1 configuration	1 configuration	Standard: Can have up to 1 configuration per country for an additional fee (Additional Country/Configuration Setup) Professional: Can add configurations for an additional fee; no limit to number of configurations (Additional Country/Configuration Setup)
Travel class	2 per configuration by default; unlimited available	Unlimited	Standard: Two travel classes are automatically created for each configuration and will be named based on the configuration name. The default class will include "default" at the end. Admins can edit, delete, or add additional classes as needed.
Travel rules	Set list of default rules, but rule builder allows unlimited	Unlimited	Standard: List of predetermined rules are available to be assigned, but rule builder is now supported for custom rules. Professional: Unlimited number of rules, as well as multi-conditional rules, can be configured via the travel policy administration/travel rule builder.
Out of policy options	Notify Manager Passive Approval* Require Approval* Log for Reports Hide, Show but do not Allow and Allow (Allow for class of service only)	Notify Manager Passive Approval Require Approval* Log for Reports Show Message Hide and Show but do not Allow	Standard: We only offer the "Allow" option for class of service rules since we do not offer business or first class as a default on a site. They have to add a rule to "Allow" it. *Require Approval not commonly needed in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.
Trip approvals*	Within Concur Travel and via Email	Within Concur Travel and via Email	Standard: Customers can approve/decline trips via Concur Travel or via email (auto-on); Offline Approval available Professional: Customers can approve/decline trips via Concur Travel or via email (if enabled in the travel configuration); Offline Approval available *Trip Approval not commonly needed in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.
Offline Trip Approval	YES	YES	Standard: If Offline Approval is enabled, the default is Require Approval but Passive Approval can be enabled via Agency Settings step. Professional: If Offline Approval is enabled, the default is Require Approval but Passive Approval can be enabled
Government rates (air, car, hotel)	YES	YES	
Configurable message boards	Pre-defined list of default messages	Unlimited	Standard: Default options include Flight Search Criteria, Air Fare Shop Results, Hotel Search Criteria, Hotel Search Results, Car Search Criteria, Car Search Results

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Custom text	Pre-defined list of default options	Unlimited	Standard: Default options include Company Notes, Air Search, Air Fares, Air Schedule, Car Search, Car Results, Hotel Search, Hotel Results, Hotel Most Preferred Warning, Trip Details, Safe Harbor Text, Comments to Agent Warning (lives in travel configuration right now), Itinerary Text (lives in configuration right now), Manager Label (lives in configuration right now)
Custom trip fields	2 per configuration by default; Unlimited available	Unlimited	Standard: Manually created; database name already defined, admin can change label; can determine whether required or not, whether to show to user, and whether the user can edit
Custom profile fields	9 per site by default; Unlimited available	Unlimited	Standard: Manually created; database name already defined, admin can change label; can determine whether required or not, whether to show to user, and whether the user can edit
Travel Tools Administration	NO	YES	
Internet Fares	Customer Defined	Customer defined	All sites defaulted to OFF but can be enabled
Mixed Carriers Split Ticketing	From Schedule and Price Search, when split is cheaper.	Customer defined	Standard: Automatically enabled. Professional: Customer/TMC can define setting selection.
Dual Fare Display (Sabre only)	YES	YES	Automatically enabled for all Sabre configurations. Standard: To disable, contact SAP Concur support. Professional: To disable, use Company Settings.
User Permissions	Admin, Report User, Guest Booking, TripLink Travel Policy Administrator, Data Retention Admin	Customer defined	Standard: Defined via check boxes in User setup step
Ghost Cards	Unlimited	Unlimited	Standard: Now supports unlimited number of cards per configuration; also support determining which segment types can be charged as well as whether personal cards can be used; we allow assigning ghost cards by user, travel configuration, or org unit
Agency Invoice	GDS and SNCF	GDS and SNCF	Defaulted to OFF
AirPlus - Company Account	NO	YES	
AirPlus - Virtual Payment	NO	YES	
Conferma - Virtual Payment	NO	YES	
Passive Segments	Default to ON for all but can be TMC Defined	TMC Defined	
Express Checkout	NO	NO	Decommissioned with February 2021 Release.
Companion Travel (i.e. multiple people on single PNR)	YES	YES	Functionality is also dependent on TMC's ability to support
Trips On Hold	Auto-on*	YES	*Trips on Hold not commonly used in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.
Class of Service	Default to Lowest	Customer defined	Professional: Customer can decide whether to default to the highest or lowest
Carbon Emissions Tracking	YES	YES	Standard: DEFRA is auto-on Professional: Company can choose between DEFRA, CE, or a custom option
Add, modify and delete company locations	YES	YES	
Voids*	YES	YES	*Voids not commonly done in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.

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Trip Cancel*	YES	YES	<i>*Trip Cancel not commonly needed in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.</i>
Pre-Ticket Change*	YES	YES	<i>*Pre-Ticket Change not commonly needed in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.</i>
Post-Ticket Change	Default to OFF for GDS airlines, but configurable Auto-on for Southwest direct connect	Customer/TMC defined	Standard: GDS post-ticket change is supported in Standard – for Sabre and Worldspan customers ONLY – but it is defaulted to OFF in the setup. If the client wants to enable it, the system admin must change the default setting during setup. Southwest Airlines has its own post-ticket change process via the direct connect and that setting is defaulted to ON for any client who enables the Southwest DC when setting up Standard. Professional: Post-ticket change is available for Sabre via Sabre Automated Exchanges (formerly known as QREX+), Apollo/Galileo via Rapid Reprice; not currently available for Amadeus
Unused Tickets	YES	YES	
Auto-Cancel*	YES	YES	<i>*Auto-Cancel not applicable in Australian market (domestic and trans-Tasman) due to instant purchase. International OK.</i>
TSA	YES	YES	Secure Flight information required by TSA for travel to/from the USA For traveler profile: show applicable fields on profile but do not require, prompt and require if missing, and give option to save. <i>Send TSA-required data to carriers only for travel to/from/connecting-in/flying over USA</i>
E-receipts	YES	YES	
Discounts	YES	YES	
HR Feed	NO	YES	
Org Unit	Unlimited	Unlimited	
Company Groups	NO	Unlimited	
Self-Registration	YES	YES	Note: Only available to Travel-Only customers.
Social Media (twitter, LinkedIn, Facebook etc)	NO	NO	
Sponsored Guest	NO	YES	
Calendar Integration	NO	YES	
Trip Sharing and Cloning	YES	YES	
Manifest/Multi-User Clone Options	NO	YES	
Travel Content			
Air France ABT Card	YES	YES	
View More Airfares	YES	YES	
Car Class Categories	All displayed	Customer defined	
Flex Faring	Auto-on for Canada and Australia	Customer defined	Standard*: Auto-on for Canada and Australia Professional*: Determined by customer; available for Canada, Australia, New Zealand, India, and European Nordic Countries (Sweden, Denmark, Norway, Finland) *Exemption: Flex Faring is not supported for Worldspan
American Airlines AirPass	NO	NO	
Limo/Ground	YES	YES	
User Supplied Hotels	YES	YES	
Travel Rule Builder	Unlimited	Unlimited	The Travel Rule Builder allows an administrator to create their own rules through available data points.
Lowest Logical Fare (Professional) / Benchmark Lowest Airfare (Standard)	Based on time window	Customer defined	Professional: Customer can decide whether based on time window or user's selected flights

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Gogo Inflight Wireless Internet	Auto-on	YES	Flights equipped with Gogo Inflight Wireless Internet are identified in the air search results page. Users also have the option to purchase discounted coupons directly within Concur Travel for use on Gogo enabled flights. Standard: ON by default and is not configurable Professional: Can be determined by customer	
Direct Connects				
Capability to enable multiple booking sources in same PNR/reservation	Customer/TMC defined	Customer/TMC defined	The customer/TMC can enable the tool to allow both direct connect content and GDS content to be booked in a single PNR/reservation	
Air Canada	Direct Connect and GDS	Customer/TMC defined	All configuration options supported NOTE: Targeted for November 2019, Air Canada will be available only via Travelfusion.	
Southwest	Direct Connect and GDS	Customer/TMC defined	Standard: Direct connect supported with customer discounts; Southwest via primary GDS also supported; WN via Booking Builder (SWABIZ) and multi-GDS not supported; Early Bird check-in is ON by default and is not configurable Professional: All options supported	
Cleartrip (India)	Direct Connect	Customer/TMC defined		
Amtrak (US Rail)	Direct Connect only	Customer/TMC defined	Standard: Amtrak Direct Connect supported; E-tickets automatically offered; E-vouchers defaulted to allowed but other options available Professional: Amtrak DC and Amtrak from GDS supported	
SNCF (French Rail)	YES	YES		
Deutsche Bahn (German Rail)	YES	YES		
Via Rail (Canada)	YES	YES		
UK Rail (thetrainline.com, Evolvi)	YES	YES	Customer can choose between thetrainline.com and Evolvi	
Travelfusion (web content)	YES	YES		
SilverRail (Renfe and Swedish Rail)	YES	YES		
hotel.de	YES	YES		
HRS	YES	YES		
Hotel Connectors	YES	YES	Click here to see the list of providers: http://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/HotelService_TSG.pdf	
Sixt (Germany)	YES	YES		
Hertz	YES	YES		
Hilton	YES	YES		
AOT	YES	YES		
Limo/Ground Connectors	YES	YES	Click here to see the list of providers: http://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/Limo_Suppliers_TSG.pdf	
Park N Fly	YES	YES	Standard: ON by default and is not configurable	
User Interface				
Color Theme	Enhanced UI	Enhanced UI	The UI is not customizable	
Display Customer Logo	YES	YES	If customer uploads a logo, it appears in upper-left corner	
Display TMC Branding	YES	YES	TMCs may upload their logo in the lower-right corner	

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Triplt and Triplt Pro				
Integration to Triplt	YES	YES	This is a one-way synch: If a user chooses to link their Concur and Triplt accounts, travel itineraries booked in Concur will automatically feed into Triplt.	
Integration with Triplt Pro	YES*	YES	Available as an integral component of TripLink, which is sold at an additional fee. If a user chooses to link their Triplt Pro and Concur accounts, Concur-Travel-booked itinerary information will feed to Triplt, and open-booked itinerary information emailed to Triplt will automatically feed into Concur (both CT and CE). *Company-wide subscription only; Triplt Pro - User-Based Pricing is not available for Standard Travel-Only clients.	
Concur's mobile app				
Mobile app available for iPhone/iPad and Android	YES	YES	For a list of supported features, refer to the Feature List by Device	
Concur Travel Reporting (not Cognos)				
Standard Reports	Pre-defined list of canned reports	90+ reports	Standard: List of best practice reports available Professional: No custom reports available via Concur Travel reporting (this does not include Cognos reporting)	
Extended Services				
Intelligence	YES	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients	
Managed Reporting	YES	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients. Custom reports are only available for Concur Insight (formerly Intelligence/Cognos- reports--not Concur Travel reports.	
Invoice Processing	YES	YES	Additional fee applies	
Invoice Capture	YES	YES	Additional fee applies	
Service Administration	YES	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients	
User Support Desk	YES	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients	
Request (formerly Travel Request)	NO	YES	Additional fee applies	
Concur Locate (formerly Risk Management)	YES	YES		
Professional Services				
Advanced Travel Services - Integration Services				
Corporate Card Profile Data Interface	NO	YES	Additional fee applies; loads corporate card numbers to individual travel profiles to avoid employees making mistakes when entering their card number manually	
Profile API	YES	YES	With in the October 2016 release, XML Profile Sync moved into a deprecated state, which means Concur will address only mission-critical issues between January and June 2017. After June 2017, Concur will no longer support XML Profile Sync as a way to synchronize profile data with Concur. Concur will not turn off XML Profile Sync, but will no longer be investing in the feature. Concur recommends that all customers using XML Profile Sync move to Travel Profile API 2.0 at their earliest convenience.	
Automated ERP Import Interface (HR)	NO	YES	Additional fee applies; this option uses the customer's ERP system to partially build profiles in Travel; this option is available only to clients with Travel only (it comes standard for clients with both Travel and Expense)	
Third-Party Travel Integration	NO	YES	Additional fee applies; setup fee for a client using Concur Expense in conjunction with Amadeus e-Travel Management (AeTM); this option is for NA and SMB business units only; the EMEA business unit should use the product "Expense Integrated With Third-Party Travel" for this option	

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Advanced Travel Services - Advanced Features & Configuration				
Corporate Travel Department Setup	NO	YES	Additional fee applies; setup fee for direct customers choosing to be a corporate travel department; this does not apply to clients using a third-party agency—only those who are <u>managing fulfillment internally</u>	
Additional Country/Configuration Setup	YES	YES	Additional fee applies; add a new country to current program and includes setting up agency fulfillment issuing tickets with a partner in that country Standard: This is available up to the maximum of the seven countries/configurations noted at the top of this document with one configuration per supported country; must include a <u>supported TMC</u>	
Travel Agency Conversion	YES	YES	Additional fee applies; change TMC or TMC fulfillment location when the customer is changing TMCs so their Concur Travel site and configuration remains the same from a customer perspective, but we need to change the agency data Standard: <u>Dependent on Concur-supported TMC</u>	
GDS Conversion	YES	YES	Additional fee applies; change global distribution systems and assumes standard agency profile and PNR formats are used Standard: <u>Dependent on Concur-supported TMC</u>	
Add New PNR Mapping Template	YES	YES	Purchase of new PNR mapping template (price is per template) when a new configuration is added that has different PNR mapping requirements; only available in conjunction with "GDS Conversion" Standard: <u>Via a supported TMC</u>	
Add New Profile Template	YES	YES	Additional fee applies; purchase of new profile template (price is per template) which is used to take data in the Travel profile and push it down to the GDS profile; only available in conjunction with "GDS Conversion" Standard: <u>Via a supported TMC</u>	
Reservation Management	YES	YES	Additional fee applies; travel fulfillment by Concur	
Offline Corporate Travel Dept. Flight Status	NO	YES	Additional fee applies	
Travel Setup Post Initial Implementation	YES	YES	Additional fee applies if Travel is implemented post-initial implementation; this includes 1) if a client buys T&E and decides to implement Travel at a later date, or 2) if a client buys and implements Expense and then later adds Travel	
Advanced Travel Services - Meetings				
Meeting Management	NO	YES	This feature is in the process of being discontinued for those clients who already have this functionality. For those who do not, it is no longer available.	
Meeting Management Custom Site/Configuration Setup	NO	YES	This feature is in the process of being discontinued for those clients who already have this functionality. For those who do not, it is no longer available.	
Meeting Management Custom Profile Setup	NO	YES	This feature is in the process of being discontinued for those clients who already have this functionality. For those who do not, it is no longer available.	
Third-Party meeting Registration - New Configuration	NO	YES	Additional fee applies; allows clients to add one of Concur's approved third-party meeting providers with a completely new service configuration	
Third-Party meeting Registration - Modified Configuration	NO	YES	Additional fee applies; allows clients to update an existing Concur-approved third-party meeting provider	
Systems Integration Services				

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Single Sign-On	YES	YES	Standard: Available for an additional fee NOTE: Single Sign-On is a specialized form of software authentication that enables users to authenticate once and gain access to multiple systems. With Single Sign-On, systems will verify users based on their windows login credentials. Single Sign-On is available for our agency fulfillment partners to use XML Sync in order to retrieve updates from the Concur Travel profile. An agency partner cannot push updates to Concur nor can a customer create a Single Sign-On from their own internal internet site to Concur.
Defined Extract File	NO	NO	Defined Extract File provides a client with an extract file with pre-defined extract definitions to update their financial systems with Concur Premier data
Custom Extract File	NO	NO	Custom Extract File is built for clients who cannot utilize the pre-defined extract definitions of a Defined Extract File and would like Concur to provide the client with a file or files based on their custom requirements.
Custom Connector	NO	NO	Custom Connector is built for clients whose requirements are too complex to use either a Standard or Custom Extract File or for those who wish to use web services and, in either case, would like Concur resources to build the integration on their behalf
Web Services	NO	NO	Web Services offer easy, reliable and secure methods to connect two or more different applications using the infrastructure of the web
FTP/PGP Setup Fee	YES	YES	Concur requires clients to use PGP to encrypt import files since FTP is an insecure transport mechanism; PGP is a strong, industry-standard, cross-platform key-based encryption application Standard: Additional fee applies; available for T&E clients only Professional: No fee if implemented with initial Professional implementation; additional fee applies if implemented after initial implementation
Training Services			
Custom Interactive Simulations	YES	YES	Additional fee applies; allows employees to practice critical tasks in a safe environment matching the client's configuration; can include supported language localization if needed
Custom Training Materials	YES	YES	Additional fee applies; development of any other custom training materials as defined and required by the client
Localized Training Materials	YES	YES	Additional fee applies; provides localized training material aligned with the supported languages of the client's solution
Custom Virtual Training	YES	YES	Additional fee applies
Custom Onsite Training	YES	YES	Additional fee applies
Travel & Expense Advanced Configuration Training	NO	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients
Project Team Jump Start Training - Travel & Expense	NO	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients
Travel & Expense Boot Camp	NO	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients
Consulting & Configuration Services			
Custom Consulting Services	NO	NO	
Custom Report Design	YES	YES	Additional fee applies; available for clients with both Travel and Expense; not available for Travel-only clients; custom reports are only available for Concur Insight (formerly Intelligence/Cognos) reports--not Concur Travel reports