

SAP Concur Release Notes	
SAP Concur mobile app	
Month	Audience
Version 10.7 - Associated web release: January 2024 Initial Post: Monday, January 29, 2024	SAP Concur Client FINAL

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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 15.0 or greater – users will be able to upgrade to the current version
Google Android	Version 8.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

- Applicable for 10.2 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.
- If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

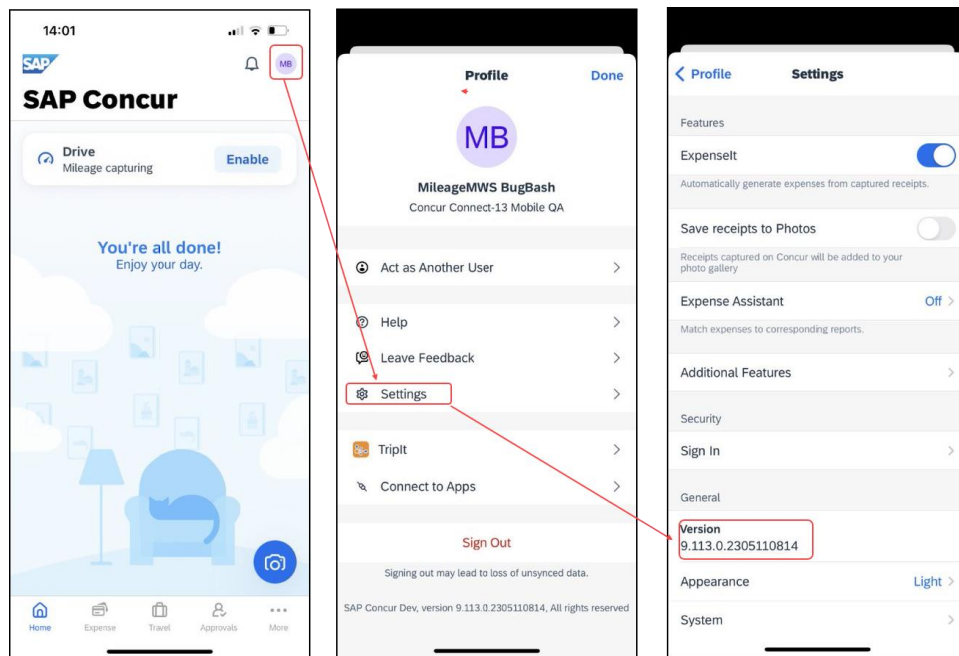
Version	Status	Action
10.2	Disabled	Update via App Store or Google Play
10.3	Disabled	Update via App Store or Google Play
10.4	Disabled	Update via App Store or Google Play
10.5	Deprecated	Update via App Store or Google Play
10.6	Supported	
10.7	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.7	Monday, January 29	Update via App Store
Android	10.7	Monday, January 29	Update via Google Play

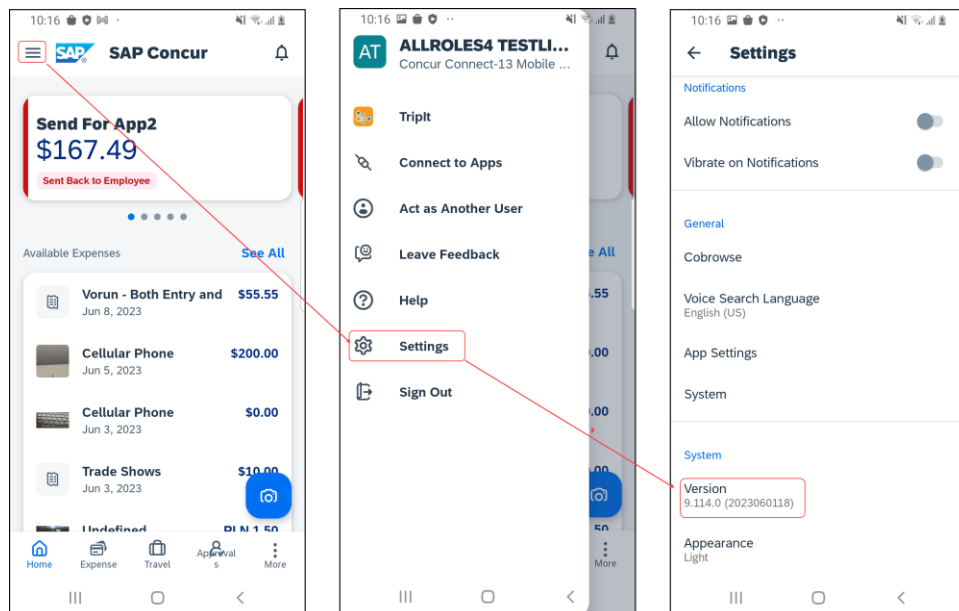
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights

Additions

There are no new additions with this release.

Release Notes

New Flight Experience: Preferred Airport Configuration

Overview

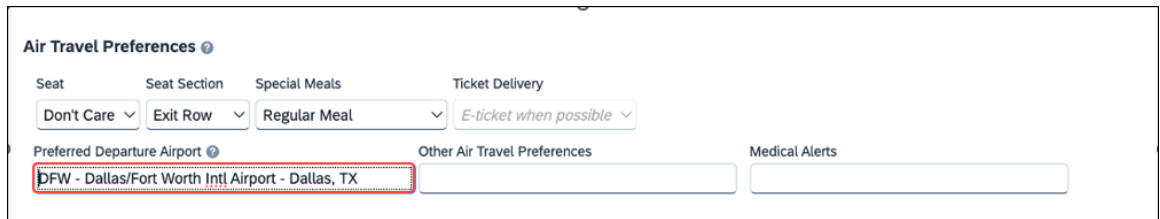
To provide an enhanced user experience in the Online Booking Tool, Concur Travel has introduced a new function that allows the user to set their preferred airport in their user profile. This is available on both mobile and web experiences.

USER/CUSTOMER BENEFIT

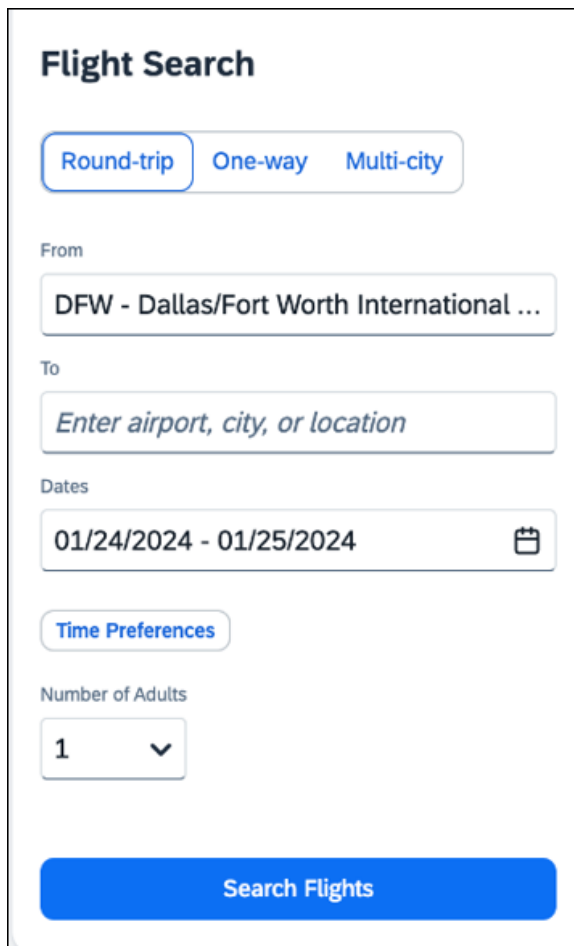
This is being introduced to promote feature parity between the new Concur Travel experience and the original Concur Travel experience.

End-User Experience

Once the user has selected a preferred airport, this airport will be auto filled in the **Departure** field while searching for flights.



The screenshot shows the 'Air Travel Preferences' section of a user profile. It includes dropdown menus for 'Seat' (set to 'Don't Care'), 'Seat Section' (set to 'Exit Row'), 'Special Meals' (set to 'Regular Meal'), and 'Ticket Delivery' (set to 'E-ticket when possible'). Below these is the 'Preferred Departure Airport' field, which is highlighted with a red box and contains the text 'DFW - Dallas/Fort Worth Intl Airport - Dallas, TX'. To the right of this field are two empty input fields labeled 'Other Air Travel Preferences' and 'Medical Alerts'.



The screenshot shows the 'Flight Search' form. It has three tabs: 'Round-trip' (selected), 'One-way', and 'Multi-city'. The 'From' field is filled with 'DFW - Dallas/Fort Worth International ...'. The 'To' field is empty with the placeholder text 'Enter airport, city, or location'. The 'Dates' field shows '01/24/2024 - 01/25/2024' with a calendar icon. There is a 'Time Preferences' button. The 'Number of Adults' is set to '1' with a dropdown arrow. At the bottom is a large blue 'Search Flights' button.

To set the preferred airport in the user profile:

- Select **Profile**
- Navigate to **Travel Profile Options**
- Select a **Preferred Airport**

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Planned Changes

****Planned Changes** New Hotel Experience**

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

****Planned Changes** New Hotel Experience: Configuration for Custom Hotel Sourcing**

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► To configure:

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel experience, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below it are sections for 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS', each with an 'Enable' checkbox and a 'Requestor ID' field. The 'HRS CHS' section also includes a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox, and a dropdown menu showing 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox, and a dropdown menu. There is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

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SAP Concur Release Notes SAP Concur mobile app	
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Version 10.8 - Associated web release: February 2024 Initial Post: Tuesday, February 27, 2024	SAP Concur Client FINAL

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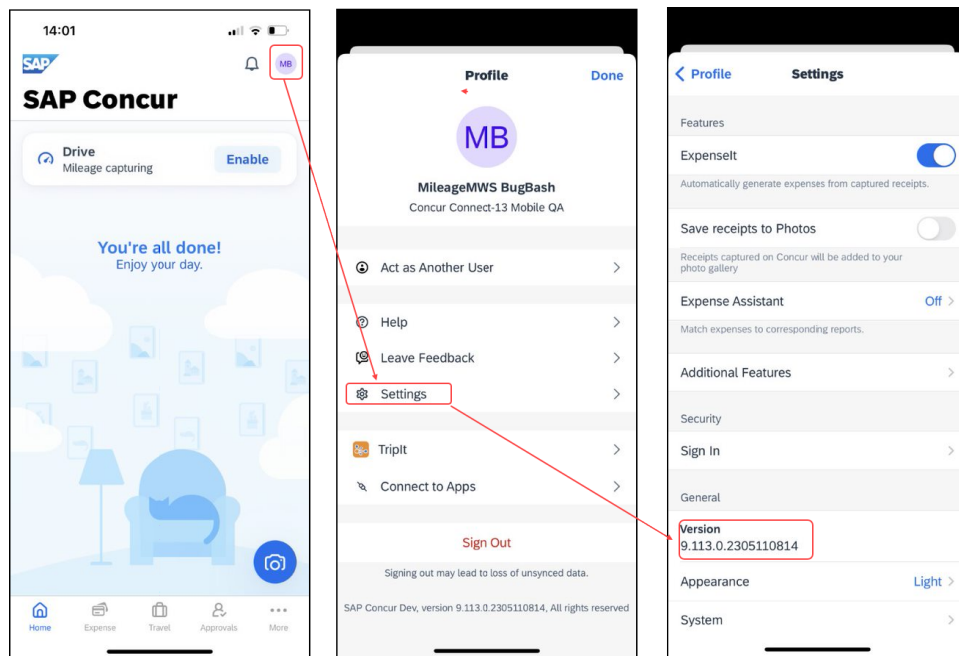
Version	Status	Action
10.3	Disabled	Update via App Store or Google Play
10.4	Disabled	Update via App Store or Google Play
10.5	Disabled	Update via App Store or Google Play
10.6	Deprecated	Update via App Store or Google Play
10.7	Supported	
10.8	Supported	

Latest Supported Mobile Versions

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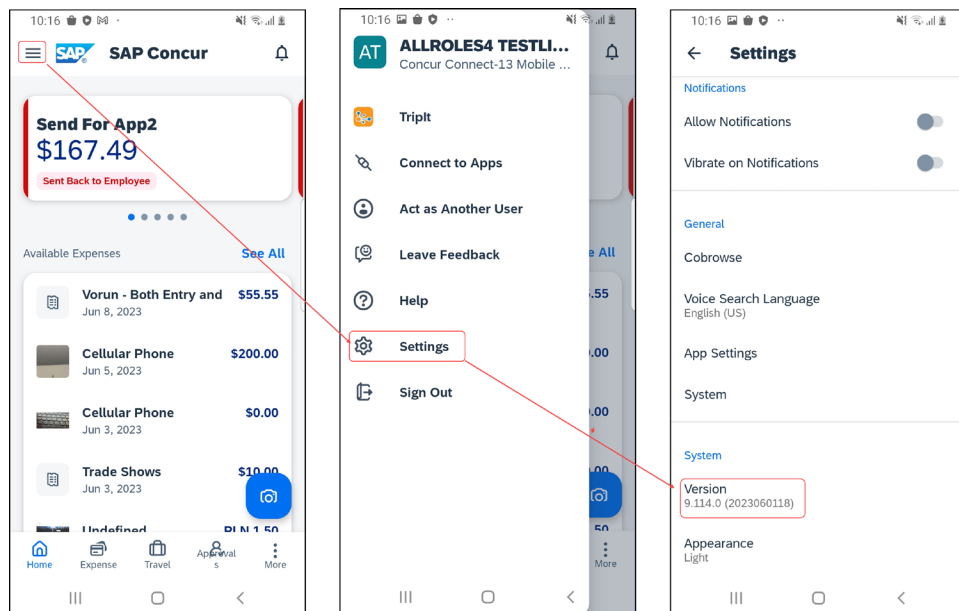
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Bug Fixes

Platform	OS	Highlights

Additions

There are no new additions with this release.

Release Notes

There are no new Release Notes this month.

Planned Changes

****Planned Changes** Hotel, Rail, Air**

****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
February 2024	--	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The last four digits of a traveler's credit card used to reserve a booking will display in the mobile app. This feature will be applied to all Hotel, Rail, and Air bookings made in the mobile app.

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) and Air	February 2024
Phase 2: Hotel	April 2024 (target date)
Phase 3: Renfe Rail customers in US Data Center	April 5, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

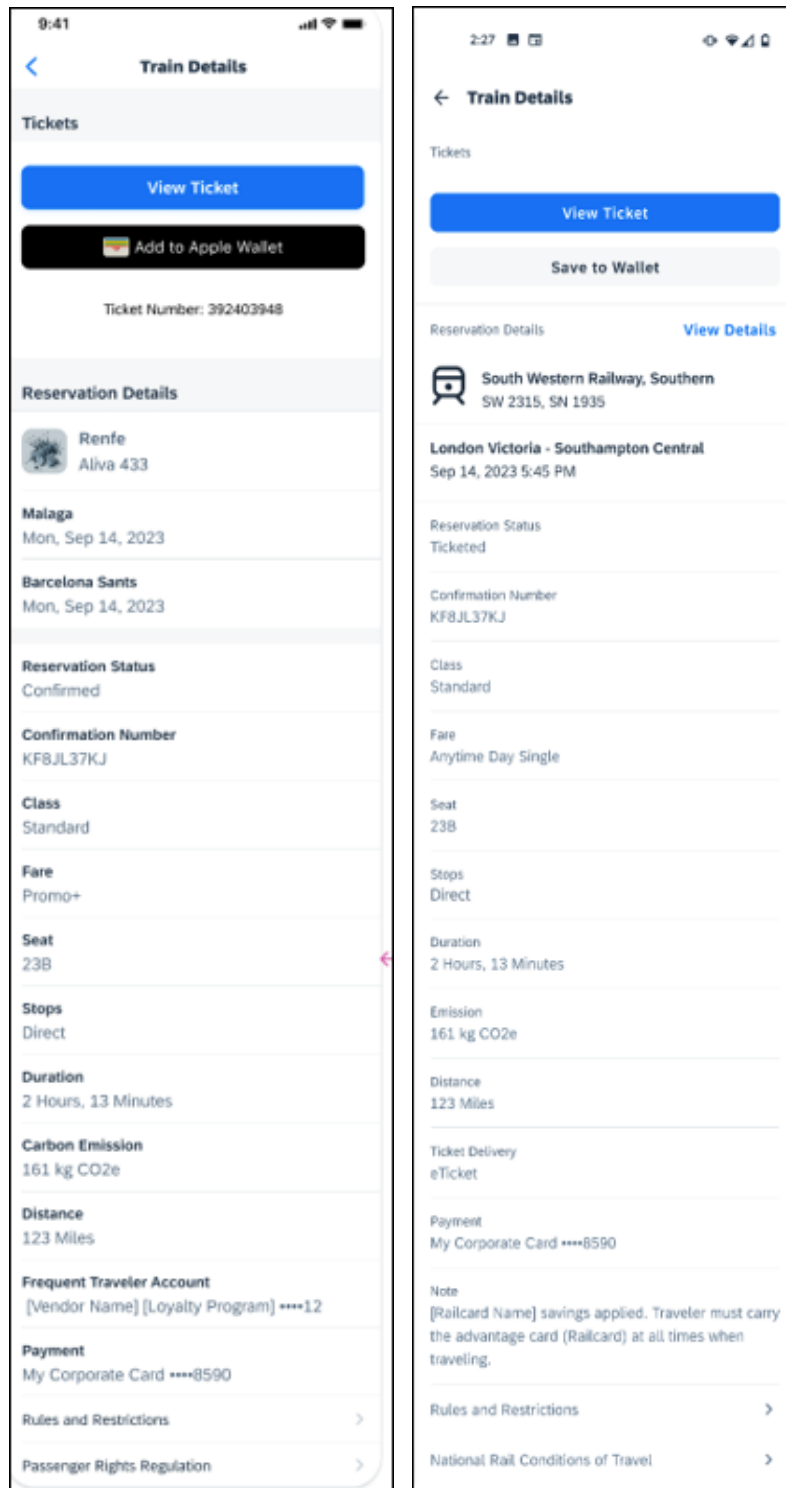
Display of credit card information for Car bookings will come in a later release.

USER/CUSTOMER BENEFIT

This update is being implemented to improve the customer experience and provide more complete information about their bookings.

End-User Experience

The last four digits of the user's credit card will display on the vertical **View Details** screen for each booking.



For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets from a kiosk.

Configuration for Professional and Standard Travel

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

****Planned Changes** Hotel**

****Planned Changes** New Hotel Experience: Configuration for Custom Hotel Sourcing**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	October 6, 2023	March 2024
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Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below this are four sections for different hotel networks: 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS'. Each section has an 'Enable' checkbox and a 'Requestor ID' text field. The 'HRS CHS' section also has a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' text field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' configuration page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu showing 'HSV4_TEST_VENDOR_2'. Below this is a link 'Add New Country Config'. At the bottom, there is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu. Below this is a link 'Delete country config'.

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TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

****Planned Changes** Flight**

****Planned Changes** New Flight Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow**

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

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 inform the user which rates and vendors will be available, 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

There are no new configuration steps. The feature is available by default.

****Planned Changes** New Concur Experience: Update to Round Trip Pricing**

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.		

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 more accurately. 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 both the inbound and outbound fares.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

****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
February 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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 on Mobile.

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.

9:41

<

Flight Search

Round Trip One Way

Departure*

MIA - Miami International Airport ↑↓

Arrival*

FRA - Frankfurt International Airport

Travel Dates*

Thu, Sep 8 - Mon, Sep 12

Time Preferences

Include Accommodation

Search

Flight Car Accommodation Rail

Round-trip 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

Destination
Frankfurt (FRA)

Check-in*
6/02/2024

Checkout*
6/12/2024

Distance
5 miles

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**. 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.

****Planned Changes** Miscellaneous**

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

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

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)	April 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	April 2024
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** screen.

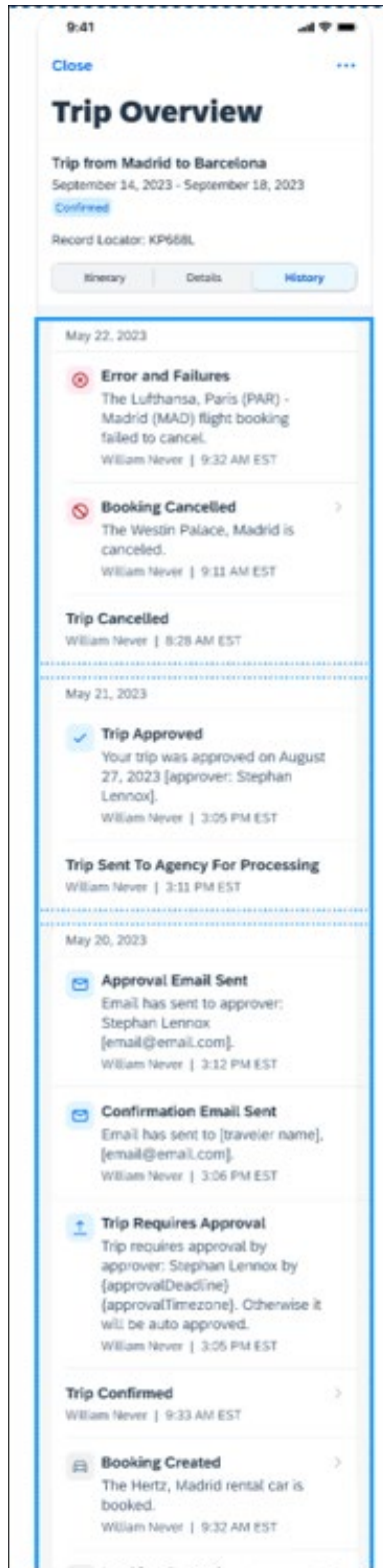
End-User Experience

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** screen, 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.



Configuration for Professional Travel

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

****Planned Changes** Rail**

****Planned Changes** New Rail Experience: UK Rail (Trainline) on Mobile**

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.		

Overview

Targeted for March, Concur Travel are planning to introduce UK Rail (Trainline) on Mobile. This will first start with migrated clients in Q1 and in Q2, it will expand to eligible clients.

USER/CUSTOMER BENEFIT

This change is being made to synchronize the web and mobile experience for users. Customers will be able to not only make Trainline bookings on web, but also on the Concur mobile app.

End-User Experience

The booking workflow will include search, book, and itinerary review.

Image to be included in subsequent update.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.9 - Associated web release: March 2024 Initial Post: Wednesday, March 27, 2024	SAP Concur Client FINAL

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Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 15.0 or greater – users will be able to upgrade to the current version
Google Android	Version 8.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

Applicable for 10.4 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.

If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

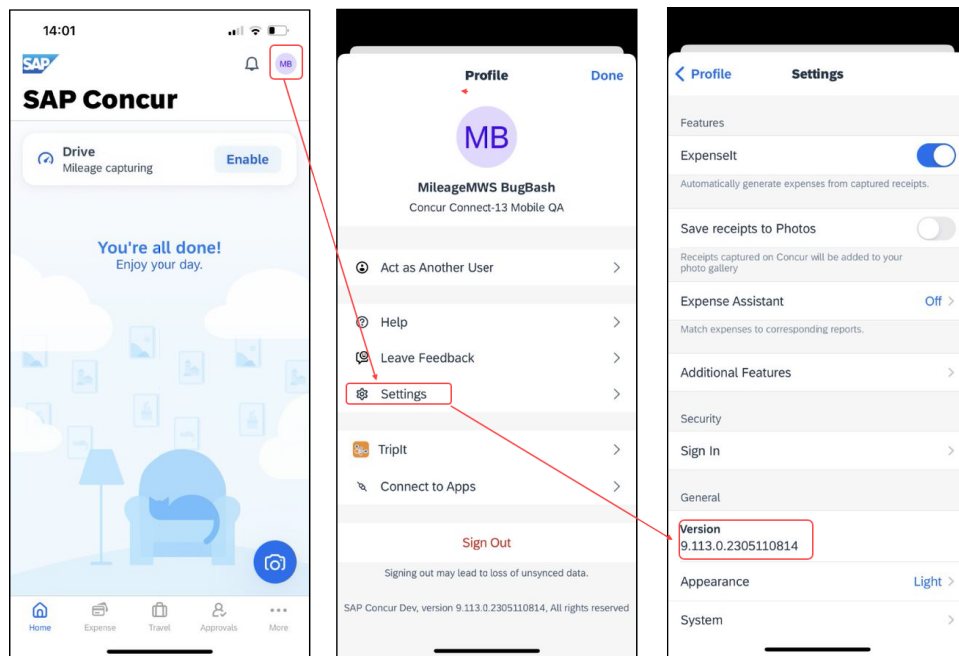
Version	Status	Action
10.4	Disabled	Update via App Store or Google Play
10.5	Disabled	Update via App Store or Google Play
10.6	Deprecated	Update via App Store or Google Play
10.7	Supported	Update via App Store or Google Play
10.8	Supported	
10.9	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.9	Wednesday, March 27	Update via App Store
Android	10.9	Wednesday, March 27	Update via Google Play

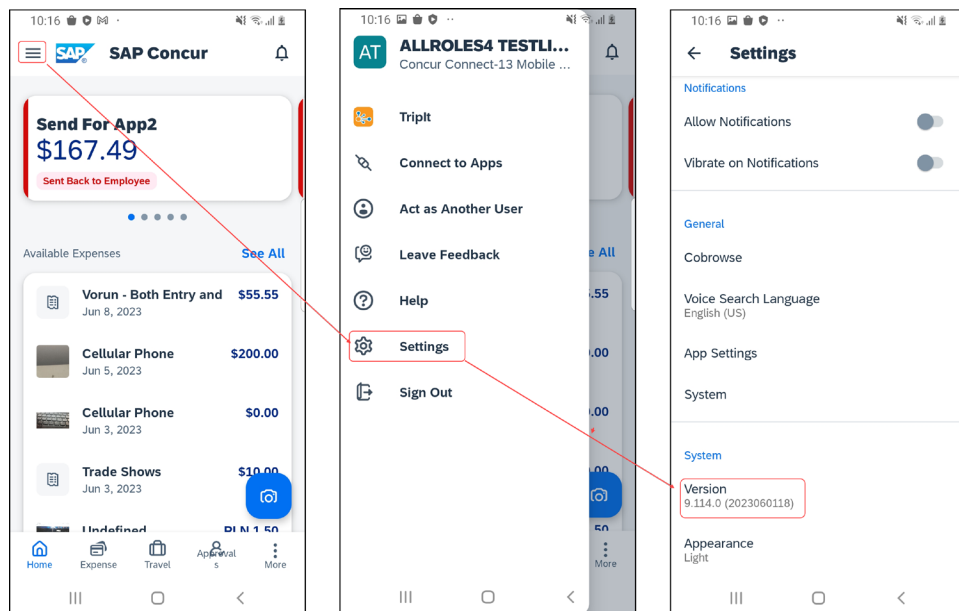
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights

Additions

There are no new additions with this release.

Release Notes

Expense

eReceipts for Delegates

Overview

With this release, the ability to work with eReceipts will now be available when acting on behalf of another user.

USER/CUSTOMER BENEFIT

This change is being made to allow delegates to be able to work with eReceipts.

End-User Experience

With this change, delegates will now be able to work with eReceipts on behalf of another user. This allows delegates the ability to be able to complete more tasks.

Delegates will now be able see eReceipts and move them to reports from both lists and expense details.

NOTE: Delegates will not be able to edit eReceipts. With this change, they will only be able to see and move eReceipts.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Flight

New Concur Experience: Update to Round Trip Pricing

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 more accurately. 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 both the inbound and outbound fares.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

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

Overview

Users creating a trip itinerary can include flights, hotel, car and rail reservations, all within the same trip. With this release, a more streamlined approach is now available for trips with Air and Hotel bookings. When entering a flight search on the **Flight Search** tab, users can simultaneously include a search for accommodations.

USER/CUSTOMER BENEFIT

These changes to the Concur Travel user interface help minimize the number of steps required to complete the trip booking process on Mobile.

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 will update to display accommodations search options.

9:41

<

Flight Search

Round Trip One Way

Departure*

MIA - Miami International Airport ↑↓

Arrival*

FRA - Frankfurt International Airport

Travel Dates*

Thu, Sep 8 - Mon, Sep 12

Time Preferences

Include Accommodation

Search

Flight Car Accommodation Rail

Round-trip 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

Destination
Frankfurt (FRA)

Check-in*
6/02/2024

Checkout*
6/12/2024

Distance
5 miles

Search Flights

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 click **Book and Continue**. The user interface displays the **Finalize** screen where the user can confirm the trip with both bookings.

If the user edits their flight search query during this process, the results of the original accommodations query displays 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, 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
February 2024	--	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The last four digits of a traveler's credit card used to reserve a booking will display in the mobile app. This feature will be applied to all Hotel, Rail, and Air bookings made in the mobile app.

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) and Air	February 2024 (released)
Phase 2: Hotel	April 2024 (target date)
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

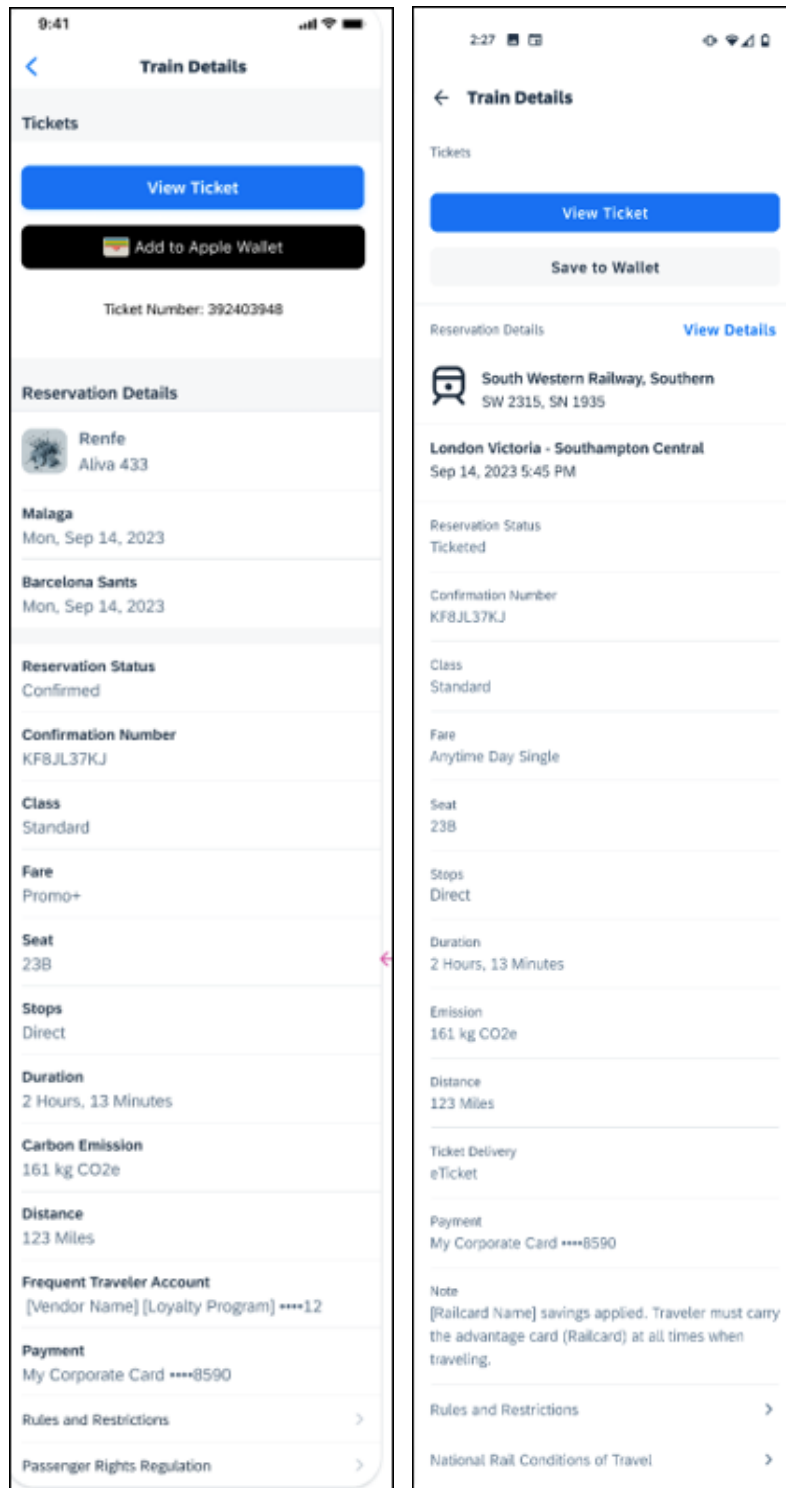
Display of credit card information for Car bookings will come in a later release.

USER/CUSTOMER BENEFIT

This update is being implemented to improve the customer experience and provide more complete information about their bookings.

End-User Experience

The last four digits of the user's credit card will display on the vertical **View Details** screen for each booking.



For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets from a kiosk.

Configuration for Professional and Standard Travel

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

****Rail**

New Rail Experience: UK Rail (Trainline) on Mobile (March 6)

Overview

With this release, Concur Travel is introducing UK Rail (Trainline) on Mobile. This will first start with migrated clients in Q1 and in Q2, it will expand to eligible clients.

USER/CUSTOMER BENEFIT

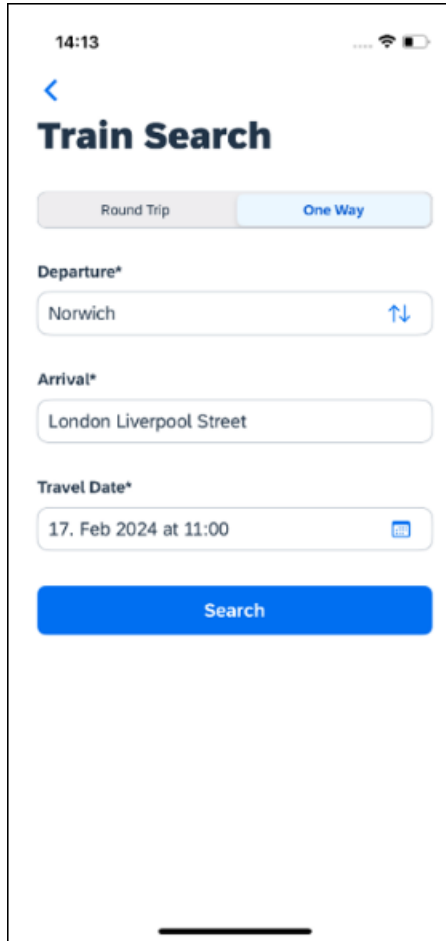
This change is being made to synchronize the web and mobile experience for users. Customers will be able to not only make Trainline bookings on web, but also on the Concur mobile app.

End-User Experience

The booking workflow includes search, book, and itinerary review.

Search

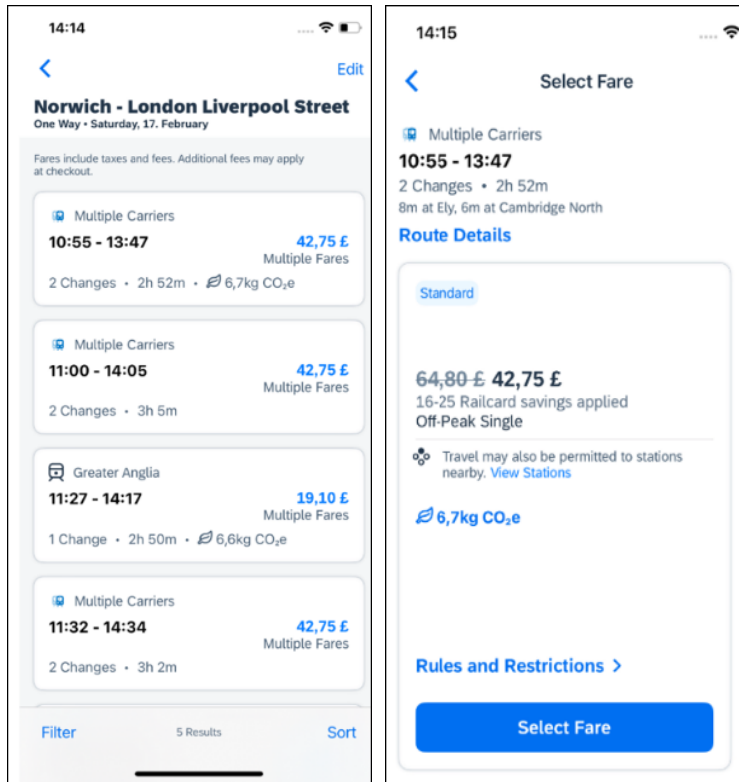
The user taps **Book a Trip** and selects **Train**. On the **Train Search** the options for **Round Trip** or **One Way** can be selected.. Enabling the **Open Return** option with **Round Trip** means that a specific return date and time does not need to be selected.

A screenshot of a mobile application interface titled "Train Search". At the top, there is a status bar showing the time "14:13" and icons for signal strength, Wi-Fi, and battery. Below the title, there are two toggle buttons: "Round Trip" (grey) and "One Way" (blue). Underneath, there are three input fields: "Departure*" with the text "Norwich" and a swap icon (two arrows), "Arrival*" with the text "London Liverpool Street", and "Travel Date*" with the text "17. Feb 2024 at 11:00" and a calendar icon. At the bottom of the form is a large blue button labeled "Search".

Clicking **Search** will display the results.

Select a Train

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 display.

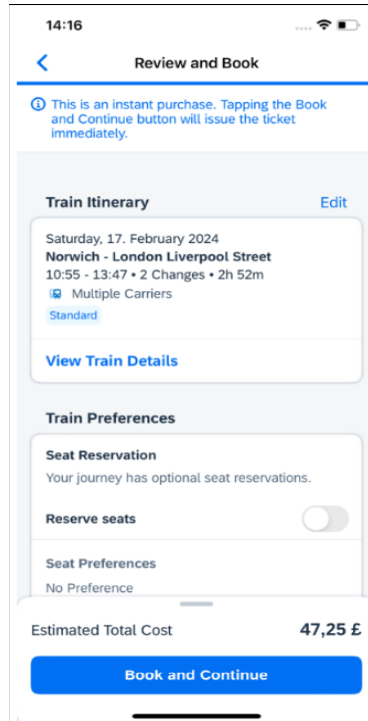


Clicking **Select Fare**, redirects to the **Review and Book** page.

Review and Book

The **Review and Book** page displays all relevant information to be reviewed before the booking is completed.

For more information on the **Train Itinerary**, see **View Train Details**. The **Train 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.

14:17

< Review and Book

ⓘ This is an instant purchase. Tapping the Book and Continue button will issue the ticket immediately.

Seat Preferences

No Preference

Ticket Delivery Preference

Delivery Option* >

eTicket

Traveller Information

Name on Reservation >

William Never

Frequent Traveller Account

None

Payment

Estimated Total Cost 47,25 £

Book and Continue

The **Form of Payments** that will display in the dropdown depend on the agreement between the client, travel agency and Trainline.

14:17

< Review and Book

ⓘ This is an instant purchase. Tapping the Book and Continue button will issue the ticket immediately.

William never

Frequent Traveller Account

None

Payment

Form of Payment* >

Corporate Account

☒ I have read and accept the rules & restrictions and policies.*

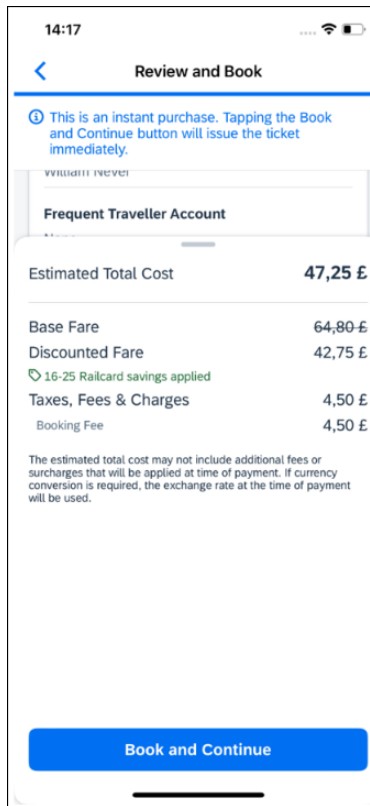
[Rules and Restrictions](#) >

[National Rail Conditions of Travel](#) >

Estimated Total Cost 47,25 £

Book and Continue

After the user confirms the rules and restrictions and clicks **Book and Continue**, they will be redirected to the **Finalize** page.

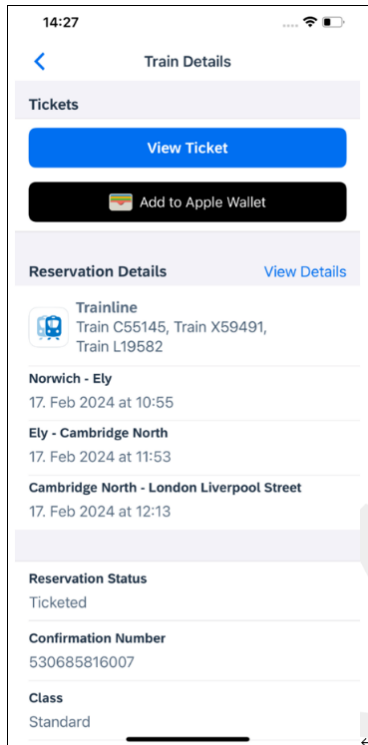


Finalise

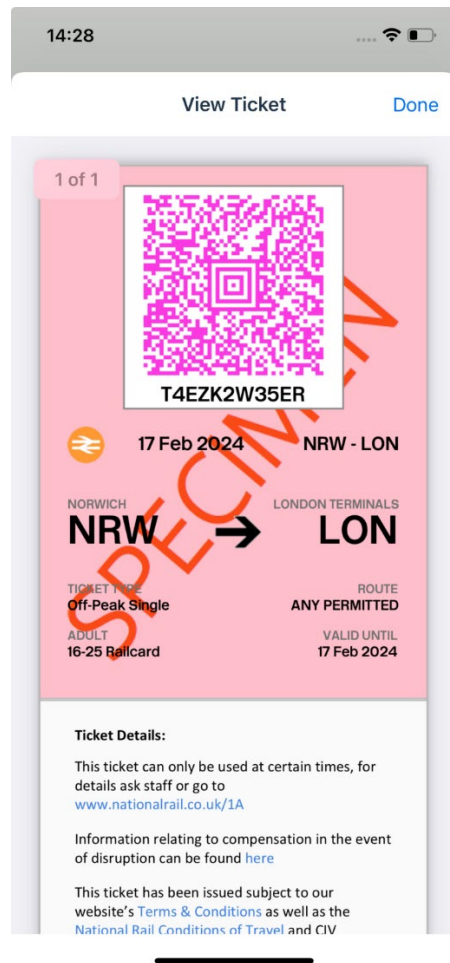
The **Finalise** page allows a user to update **Trip Name** or **Description**. It also provides the user with the overview of their UK Rail (Trainline) booking.

The screenshot shows the 'Finalise' page of the SAP Concur Mobile App. At the top, the status bar shows the time 14:27, signal strength, and battery level. Below the status bar, there is a 'Close' link and a three-dot menu icon. The main heading is 'Finalise'. Underneath, there is a 'Trip Overview' section. This section includes the date '17. February 2024', a 'Trip Name' field with a red asterisk, a text input field containing 'Trip - London Liverpool Street', and a '30/50 limit' label. Below this is a 'Trip Description' field with a text input field and a '0/250 limit' label. Further down, there is a section for the booking details, showing a train icon, the route 'Norwich to London Liverpool Street', the date '17. February 2024', the confirmation number '530685816007', and a 'Ticketed' status with a right-pointing arrow. At the bottom, there is a section for the 'Estimated Total Cost' of '47,25 £' and a large blue 'Confirm' button.

If the user selects the eTicket delivery option on the **Review and Book** page, the ticket will be available on the **Finalise** page. It can be accessed by clicking the arrow icon to show **Train Details**:

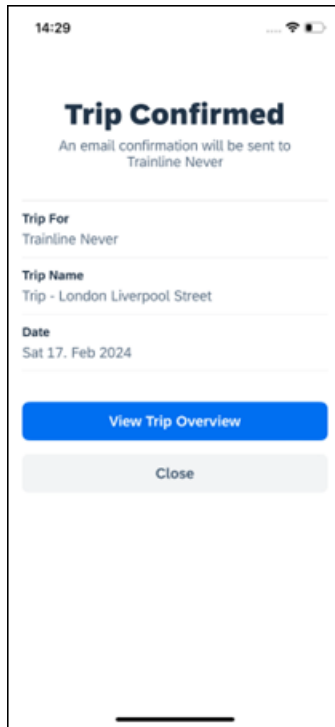


View Ticket



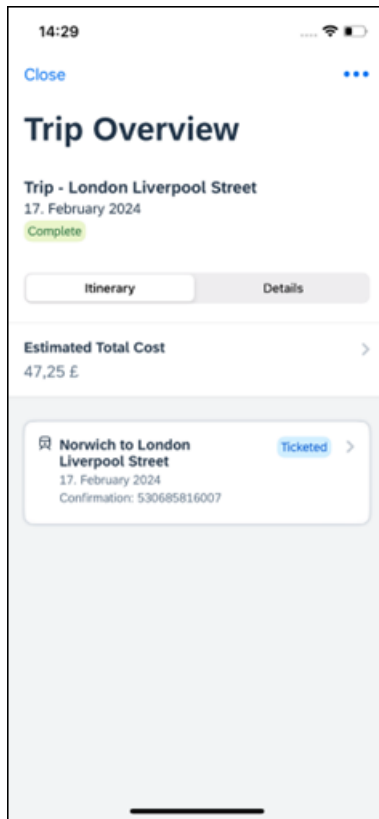
The user clicks **Confirm** to complete the trip and will be redirected to the **Trip Confirmed** page.

NOTE: The eTicket may not be issued immediately. If the eTicket is not available during the booking process, an e-mail will be sent separately later, containing the eTicket.



The user can open their trip by clicking on **View Trip Overview**.

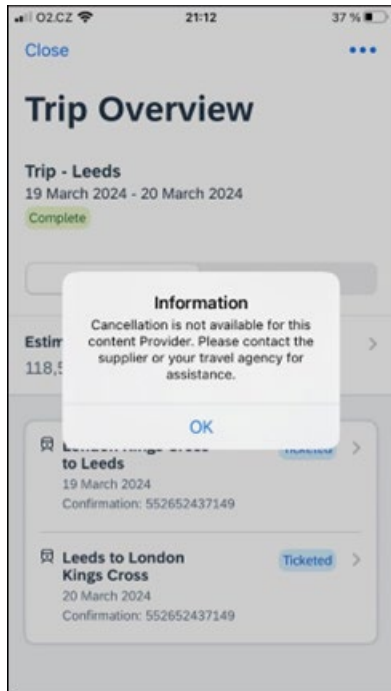
View Trip Overview



Cancel Trip

Cancellation of the UK Rail (Trainline) booking is not supported. The user will see the following message when attempting to cancel the Trainline booking:

"Cancelation is not available for this content Provider. Please contact the supplier or your travel agency for assistance.



Configuration for Professional Travel

There are no new configuration steps to enable UK Rail (Trainline) on mobile. The feature is available by default.

Planned Changes

****Planned Changes** Supported Mobile Versions**

****Planned Changes** Decommission of iOS 15**

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

Overview

Targeted for the April Mobile release (version 10.10), SAP Concur will remove support for iOS 15. This change will affect iPhone and iPad users.

SAP Concur solutions updates the minimum operating system regularly to ensure the best possible experience for mobile users. With the April release, SAP Concur solutions will update the minimum operating system to iOS 16.

The March (10.9) Mobile release was the final release for version 15 of the iPhone / iPad operating system. Please ensure that the operating system on all user devices have been updated to at least iOS 16. Be aware that users will not be forced to upgrade their device's operating system, but users on older operating systems will not be able to install versions of the SAP Concur mobile app with the release of 10.11.

NOTE: For SAP Concur solutions – and all other mobile apps – encourage your users to keep their operating system (And devices, if possible) current.

****Planned Changes** Hotel**

****Planned Changes** New Hotel Experience: Configuration for Custom Hotel Sourcing**

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

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► **To configure:**

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel experience, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot displays the 'Hotel Connectors' configuration page. It features a 'General' section with a checkbox for 'Use Detailed Passive Segment'. Below this, there are four connector sections: 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply Marketplace', and 'HRS CHS'. Each section has an 'Enable' checkbox and a 'Requestor ID' text field. The 'HRS CHS' section also includes a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an associated text field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' section. It includes a 'Country/Region' dropdown menu set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox (which is checked), and a dropdown menu for 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this, there is another 'Country/Region' dropdown menu set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu. A link 'Delete country config' is also present.

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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

Planned Changes Flight

Planned Changes New Flight Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow

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

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 inform the user which rates and vendors will be available, 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

There are no new configuration steps. The feature is available by default.

Planned Changes Miscellaneous

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

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

Overview

Targeted for the April 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)	April 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	April 2024
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 included bookings from both the legacy and new Concur Travel experience will be included only in the legacy **Trip History**, on the web application.

NOTE: Trips which included 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** screen.

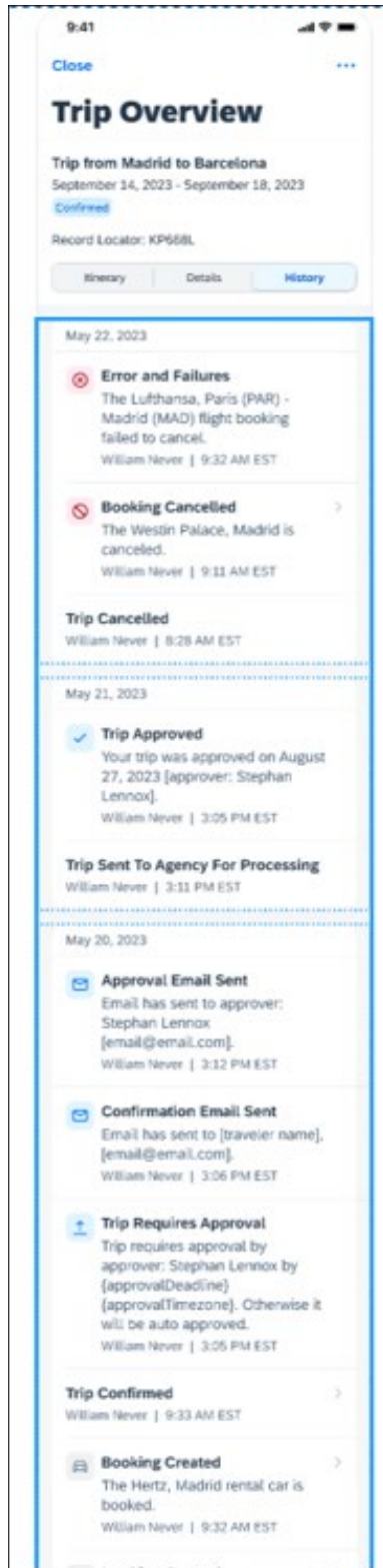
End-User Experience

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** screen, 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.



Configuration for Professional Travel

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

****Planned Changes** Rail**

****Planned Changes** New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Functionality Enhancements (Professional Edition Only) (April 8-10)**

Information First Published	Information Last Modified	Feature Target Release Date
March 2024	--	08-10 April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for April, there will be changes to the view of the Renfe user interface and travel policy behavior in alignment with enhancements introduced on web. These changes will affect the entire Renfe rail booking flow - Shop, **Review and Book**, **Finalize** and **Trip Overview** pages.

USER/CUSTOMER BENEFIT

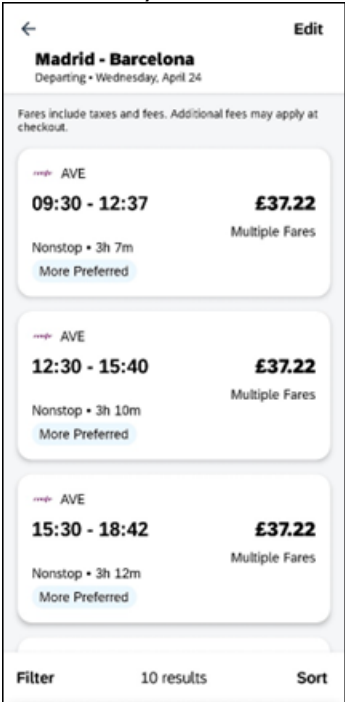
To provide a more consistent user experience, some Renfe pages will be updated to resemble Flight pages. Additional functionality related to policy and auto-cancellation will provide a consistent New Concur Travel experience to users and administrators. For details on the functionality changes, please review the release notes for web, where all details have been shared for each feature.

End-User Experience

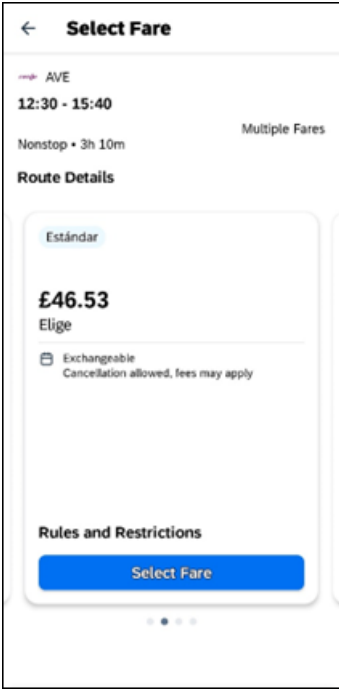
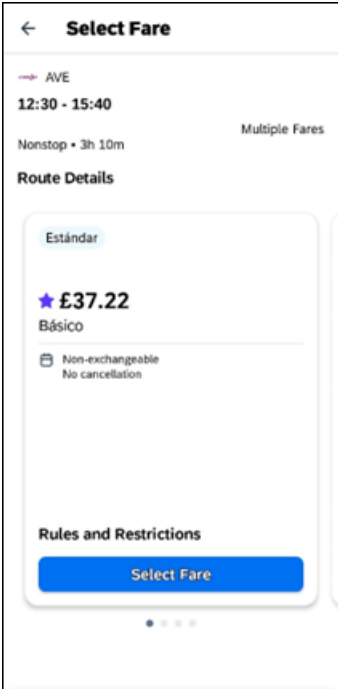
These updates will apply mostly to the search result and **Review and Book** pages, and the policy flows and functionality.

Changes to the search results display:

New display of the search results: Fares selection will display fares horizontally.



Select Fare:



Updated Filter options.

The screenshot shows the 'Filters' screen in the SAP Concur mobile app. At the top, there is a close button (X) and a 'Reset' button. The 'Class of Service' section includes four options: 'Any' (selected with a checkmark), 'Estándar', 'Confort', and 'Preferente'. The 'Price Limit' section shows a range from £37.00 to £184.00, with a slider bar. The 'Travel Policy' section includes two options: 'Least Cost Logical Fare' and 'In-Policy Fare'. At the bottom, there is a blue button labeled 'Show 10 Trains'.

Updated Sort options.

The screenshot shows the train results screen for the 'Madrid - Barcelona' route, departing on Monday, April 22. Two train options are listed, both priced at £37.22. The first train departs at 12:30 and arrives at 15:40. The second train departs at 15:30 and arrives at 18:42. A 'Sort by' menu is open at the bottom, showing seven options: 'Earliest Departure' (selected with a checkmark), 'Earliest Arrival', 'Shortest Duration', 'Latest Departure', 'Latest Arrival', 'Lowest Policy Violation Level', and 'Lowest Price'.

Support the display of following (if configured by administrators):

- Preference label
- Least Cost Logical Fare icon

Display of fares in the configured currency instead of vendor currency on the search result and **Review and Book** pages, subsequent pages will include both the configured currency and the vendor currency.

Changes to **Review and Book** page:

Updated display of itinerary:

← **Review and Book**

ⓘ This is an instant purchase. Tapping Book and Continue button will issue the ticket immediately.

Train Itinerary Edit

Monday, April 29, 2024
Madrid-Puerta De Atocha - Barcelona-Sants
12:30 PM - 3:40 PM • Nonstop • 3h 10m
AVE 03123

Estándar More Preferred

View Train Details

Train Preferences

Seat Preferences
No Preference >

Traveler Information

Name
[REDACTED] >

Frequent Traveler Account
None

Additional Information

PreBookNumber*
Enter text
0/5 Limit

Payment

Form of Payment*
Select a payment >

☐ I have read and accept the rules & restrictions and policies.*

Rules and Restrictions

Passenger Rights Regulation

Estimated Total Cost £37.22

Book & Continue

New display of **Estimated Total Cost** card to align with the display on following Trip pages and e-mail:

×

Finalize

⋮

Trip Description

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

Updated display of itinerary on **Finalize** and **Trip Overview** pages.



For more information on changes to Travel Policy, refer to the *Concur Travel release notes*.

Update will include feature parity with web release of new policy features and processes such as:

- Auto-cancel process
- approval process changes:
 - ◆ Standalone approval process (full support for Require Approval, Require Passive Approval type rules)
 - ◆ Approval deadline logic implementation
- New supported rules
- Train options turned down
- Multiple violation reasons
- Least Cost Logical Fare for Rail

NOTE: Of the new features available on web in April 2024, the following features will not be supported in the mobile application at the moment:

- Configurable message boards

- Rule Class Selection

Configuration for Professional Travel

For any features requiring configuration steps by administrators the are shared in the web release notes with each feature. General user interface changes will require no additional enablement.

 With the release of the enhanced experience for Renfe Rail on mobile, users must update the app to the latest version.

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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.10 - Associated web release: April 2024 Initial Post: Tuesday, April 23, 2024	SAP Concur Client FINAL

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Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 16.0 or greater – users will be able to upgrade to the current version
Google Android	Version 8.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

Applicable for 10.5 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.

If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

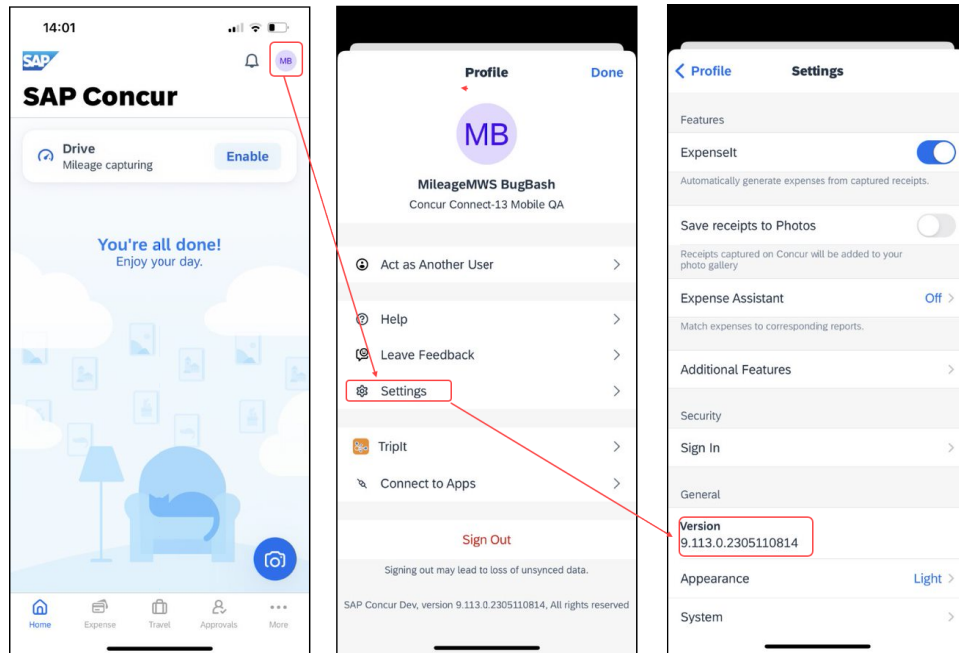
Version	Status	Action
10.5	Disabled	Update via App Store or Google Play
10.6	Disabled	Update via App Store or Google Play
10.7	Disabled	Update via App Store or Google Play
10.8	Deprecated	Update via App Store or Google Play
10.9	Supported	
10.10	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.10	Tuesday, April 23	Update via App Store
Android	10.10	Tuesday, April 23	Update via Google Play

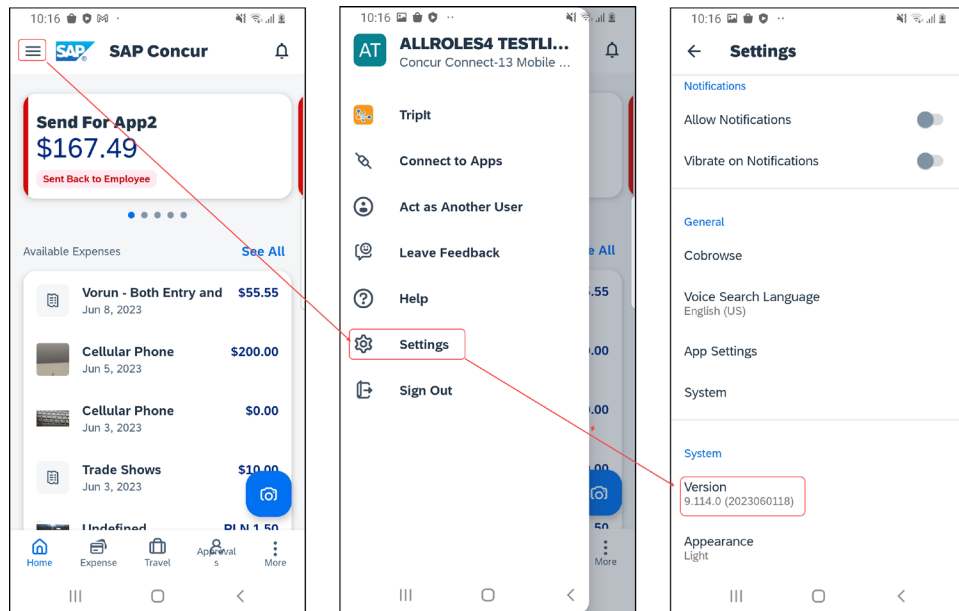
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights

Additions

There are no new additions with this release.

Release Notes

Supported Mobile Versions

Decommission of iOS 15

Overview

Targeted for the April Mobile release (version 10.10), SAP Concur will remove support for iOS 15. This change will affect iPhone and iPad users.

SAP Concur solutions updates the minimum operating system regularly to ensure the best possible experience for mobile users. With the April release, SAP Concur solutions will update the minimum operating system to iOS 16.

The March (10.9) Mobile release was the final release for version 15 of the iPhone / iPad operating system. Please ensure that the operating system on all user devices have been updated to at least iOS 16. Be aware that users will not be forced to upgrade their device's operating system, but users on older operating systems will not be able to install versions of the SAP Concur mobile app with the release of 10.11.

NOTE: For SAP Concur solutions – and all other mobile apps – encourage your users to keep their operating system (And devices, if possible) current.

Concur Travel - Flight

New Concur Experience: Update to Round Trip Pricing

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 more accurately. 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 both the inbound and outbound fares.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

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

Overview

Users creating a trip itinerary can include flights, hotel, car and rail reservations, all within the same trip. With this release, a more streamlined approach is now available for trips with Air and Hotel bookings. When entering a flight search on the **Flight Search** tab, users can simultaneously include a search for accommodations.

USER/CUSTOMER BENEFIT

These changes to the Concur Travel user interface help minimize the number of steps required to complete the trip booking process on Mobile.

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 will update to display accommodations search options.

9:41

<

Flight Search

Round Trip One Way

Departure*

MIA - Miami International Airport ↑↓

Arrival*

FRA - Frankfurt International Airport

Travel Dates*

Thu, Sep 8 - Mon, Sep 12

Time Preferences

→ Include Accommodation

Search

Flight Car Accommodation Rail

Round-trip 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

Destination
Frankfurt (FRA)

Check-in*
6/02/2024

Checkout*
6/12/2024

Distance
5 miles

Search Flights

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 click **Book and Continue**. The user interface displays the **Finalize** screen where the user can confirm the trip with both bookings.

If the user edits their flight search query during this process, the results of the original accommodations query displays 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.

New Concur Travel Experience: Pricing Added to Carrier Filter

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.

Configuration for Professional Travel

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

Concur Travel - 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
February 2024	--	February to April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The last four digits of a traveler's credit card used to reserve a booking will display in the mobile app. This feature will be applied to all Hotel, Rail, and Air bookings made in the mobile app.

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) and Air	February 2024 (released)

Phase	Date of Release
Phase 2: Hotel	May 2024 (target date)
Phase 3: Renfe Rail customers in US Data Center	April 8, 2024
Phase 4: Renfe Rail customers in EU Data Center	April 10, 2024

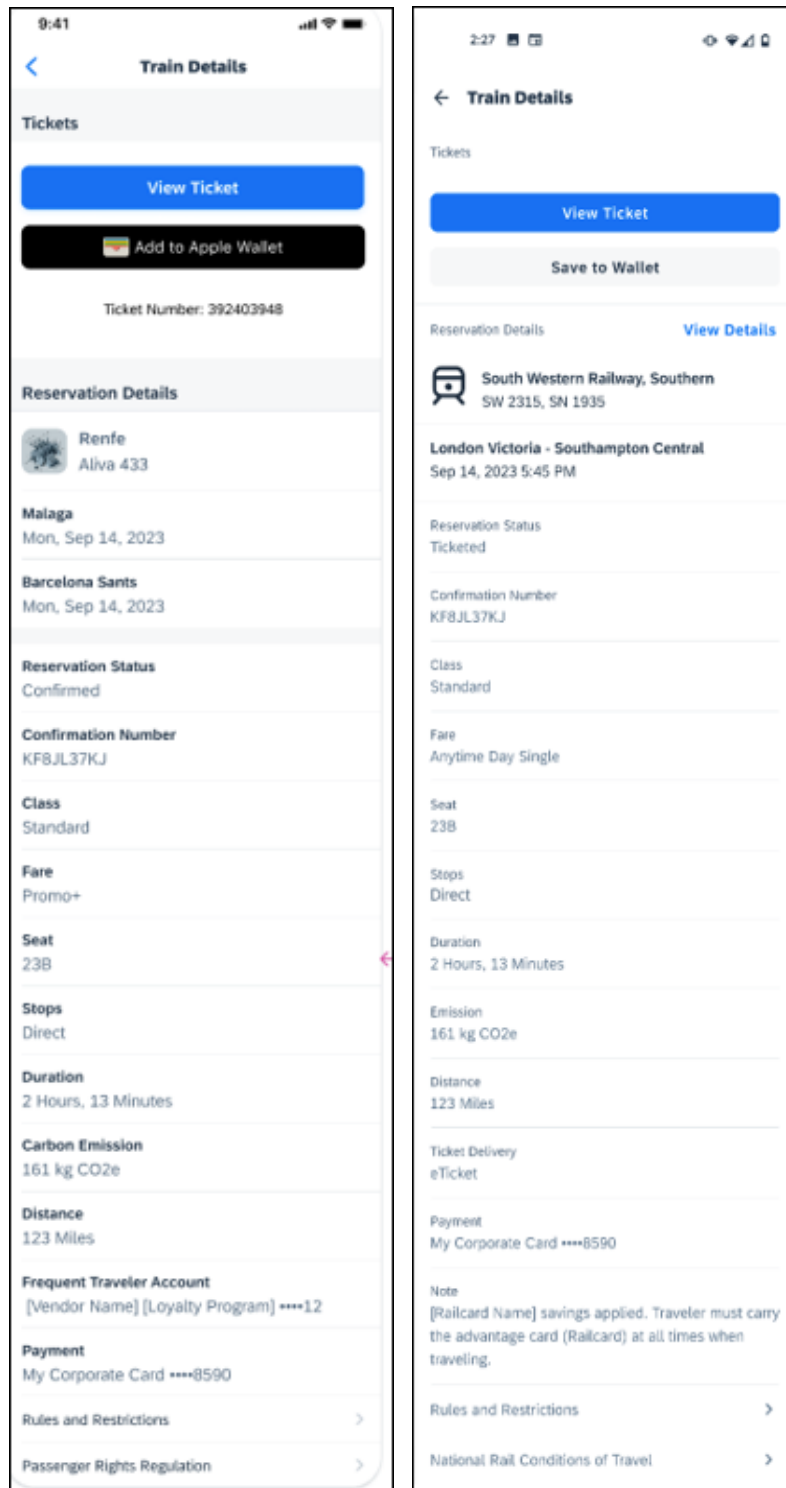
Display of credit card information for Car bookings will come in a later release.

USER/CUSTOMER BENEFIT

This update is being implemented to improve the customer experience and provide more complete information about their bookings.

End-User Experience

The last four digits of the user's credit card will display on the vertical **View Details** screen for each booking.



For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets from a kiosk.

Configuration for Professional and Standard Travel

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

Concur Travel – Miscellaneous

New Concur Travel Experience: Trip History (Professional Edition Only)

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

Overview

Targeted for the May 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)	May 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	Q3 2024
Phase 3: • Approvals via Request Integration • Additional events	Q3, 2024

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

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

NOTE: Trips which included 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** screen.

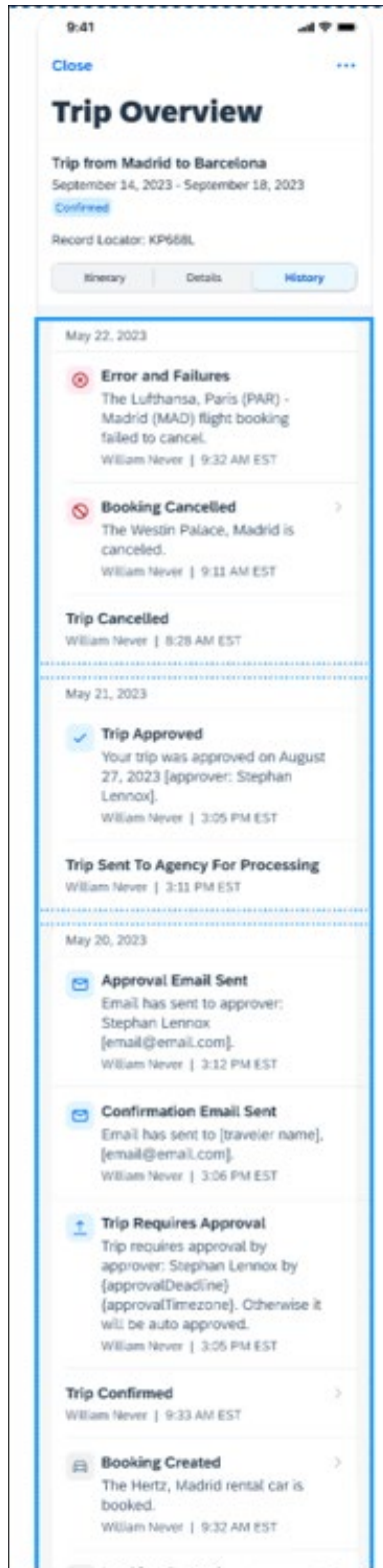
End-User Experience

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** screen, 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.



Configuration for Professional Travel

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

Concur Travel - Rail

New Concur Travel Experience: Renfe - User Interface Changes to Workflow Pages and Functionality Enhancements (Professional Edition Only) (April 8-10)

Overview

Since April 8 to April 10, changes were made to the view of the Renfe user interface and travel policy behavior in alignment with enhancements introduced on web. These changes affect the entire Renfe rail booking flow - Shop, **Review and Book**, **Finalize** and **Trip Overview** pages.

USER/CUSTOMER BENEFIT

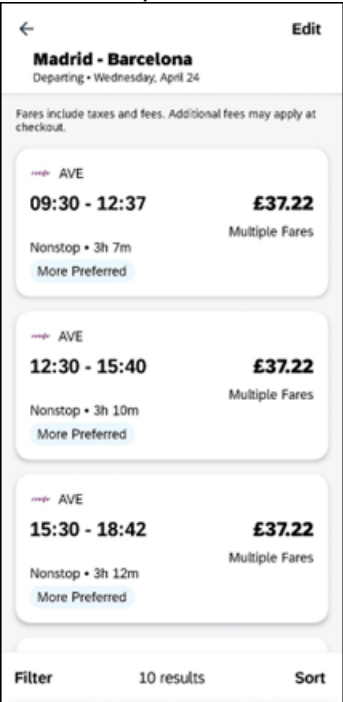
To provide a more consistent user experience, some Renfe pages are updated to resemble Flight pages. Additional functionality related to policy and auto-cancellation provides a consistent New Concur Travel experience to users and administrators. For details on the functionality changes, please review the release notes for web, where all details have been shared for each feature.

End-User Experience

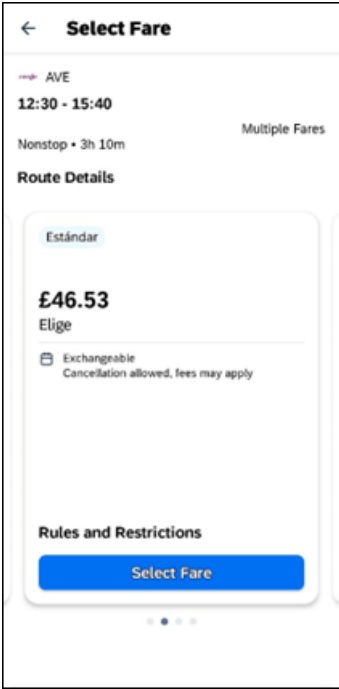
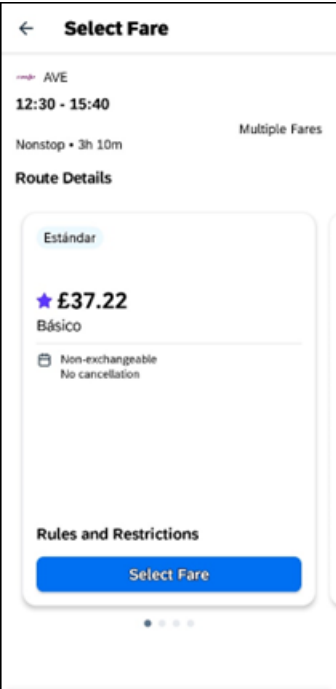
These updates apply mostly to the search result and **Review and Book** pages, and the policy flows and functionality.

Changes to the search results display:

New display of the search results: Fares selection display fares horizontally.



Select Fare:



Updated Filter options.

The screenshot shows the 'Filters' screen in the SAP Concur mobile app. At the top, there is a close button (X) and a 'Reset' button. The 'Class of Service' section includes four options: 'Any' (selected with a checkmark), 'Estándar', 'Confort', and 'Preferente'. The 'Price Limit' section shows a range from £37.00 to £184.00, with a slider bar. The 'Travel Policy' section includes two options: 'Least Cost Logical Fare' and 'In-Policy Fare'. At the bottom, there is a blue button labeled 'Show 10 Trains'.

Updated Sort options.

The screenshot shows the 'Sort by' menu in the SAP Concur mobile app. The menu is open, displaying several sorting options. The first option, 'Earliest Departure', is selected with a checkmark. The other options are 'Earliest Arrival', 'Shortest Duration', 'Latest Departure', 'Latest Arrival', 'Lowest Policy Violation Level', and 'Lowest Price'. The background shows a list of train options for the route 'Madrid - Barcelona' on Monday, April 22. The first train option is 'AVE' departing at 12:30 and arriving at 15:40, priced at £37.22. The second train option is 'AVE' departing at 15:30 and arriving at 18:42, also priced at £37.22. Both options are labeled 'Multiple Fares'.

Support the display of following (if configured by administrators):

- Preference label
- Least Cost Logical Fare icon

Display of fares in the configured currency instead of vendor currency on the search result and **Review and Book** pages, subsequent pages includes both the configured currency and the vendor currency.

Changes to **Review and Book** page:

Updated display of itinerary:

← **Review and Book**

ⓘ This is an instant purchase. Tapping Book and Continue button will issue the ticket immediately.

Train Itinerary Edit

Monday, April 29, 2024
Madrid-Puerta De Atocha - Barcelona-Sants
12:30 PM - 3:40 PM • Nonstop • 3h 10m
AVE 03123

Estándar More Preferred

[View Train Details](#)

Train Preferences

Seat Preferences
No Preference >

Traveler Information

Name
[REDACTED] >

Frequent Traveler Account
None

Additional Information

PreBookNumber*

0/5 Limit

Payment

Form of Payment*
Select a payment >

☐ I have read and accept the rules & restrictions and policies.*

Rules and Restrictions

Passenger Rights Regulation

Estimated Total Cost **£37.22**

[Book & Continue](#)

New display of **Estimated Total Cost** card to align with the display on following Trip pages and e-mail:

×

Finalize

⋮

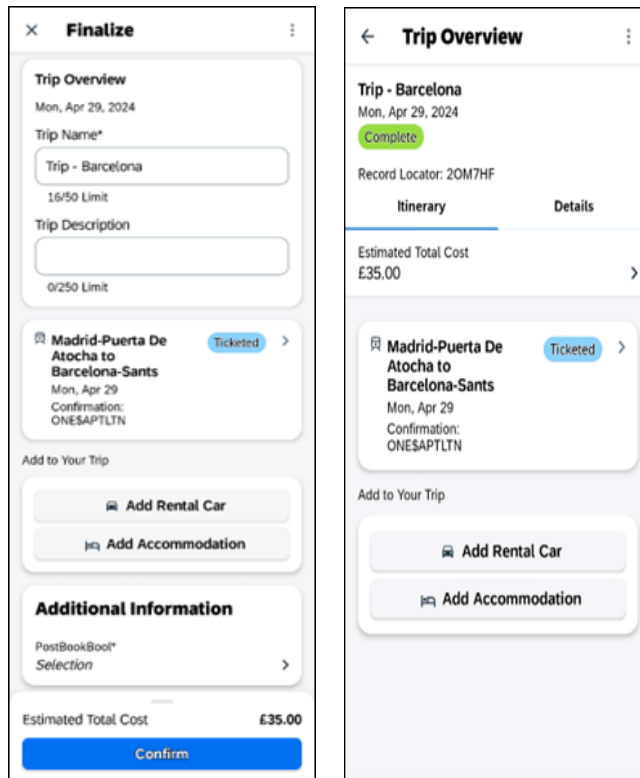
Trip Description

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

Updated display of itinerary on **Finalize** and **Trip Overview** pages.



For more information on changes to Travel Policy, refer to the *Concur Travel release notes*.

This update will include feature parity with web release of new policy features and processes such as:

- Auto-cancel process
- approval process changes:
 - ◆ Standalone approval process (full support for Require Approval, Require Passive Approval type rules)
 - ◆ Approval deadline logic implementation
- New supported rules
- Train options turned down
- Multiple violation reasons
- Least Cost Logical Fare for Rail

Of the new features available on web in April 2024, the following features will not be supported in the mobile application at the moment:

- Configurable message boards
- Rule Class Selection

Configuration for Professional Travel

For any features requiring configuration steps by administrators the are shared in the web release notes with each feature. General user interface changes will require no additional enablement.

 With the release of the enhanced experience for Renfe Rail on mobile, users must update the app to the latest version.

Planned Changes

Concur Travel - Hotel

****Planned Changes** New Hotel Experience: Configuration for Custom Hotel Sourcing**

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

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► To configure:

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel experience, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below this are four sections for different hotel networks: 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS'. Each section has an 'Enable' checkbox and a 'Requestor ID' text field. The 'HRS CHS' section also has a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' text field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' configuration page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu showing 'HSV4_TEST_VENDOR_2'. Below this is a link 'Add New Country Config'. At the bottom, there is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu. Below this is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

Concur Travel - Flight

****Planned Changes** New Flight Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow**

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

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 inform the user which rates and vendors will be available, 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

There are no new configuration steps. The feature is available by default. © 2024
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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.11 - Associated web release: May 2024 Initial Post: Thursday, May 23, 2024	SAP Concur Client FINAL

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Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 16.0 or greater – users will be able to upgrade to the current version
Google Android	Version 9.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

Applicable for 10.6 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.

If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

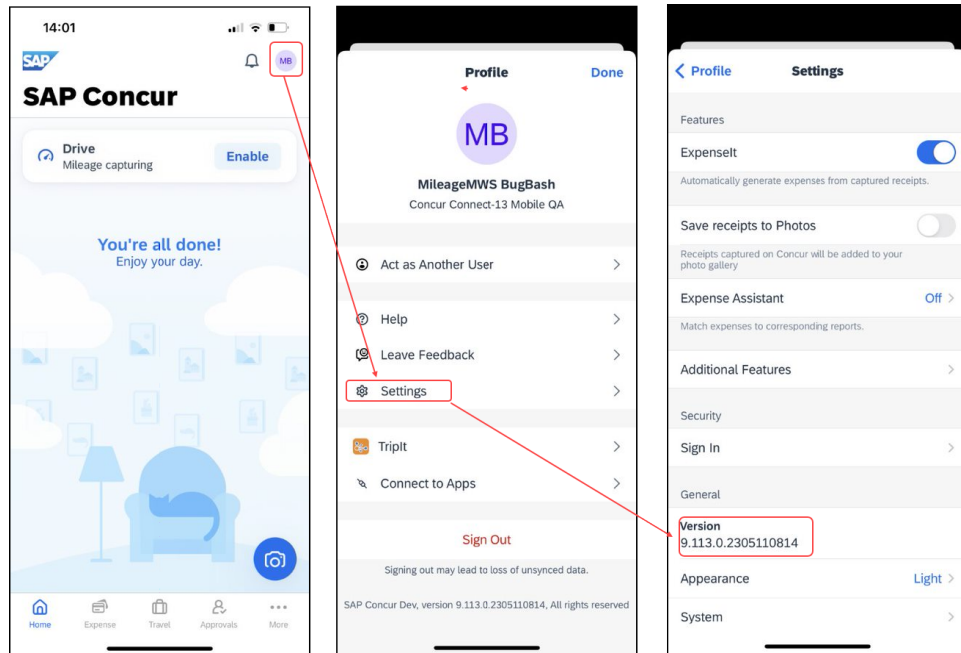
Version	Status	Action
10.6	Disabled	Update via App Store or Google Play
10.7	Disabled	Update via App Store or Google Play
10.8	Disabled	Update via App Store or Google Play
10.9	Deprecated	Update via App Store or Google Play
10.10	Supported	
10.11	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.11	Thursday, May 24	Update via App Store
Android	10.11	Thursday, May 24	Update via Google Play

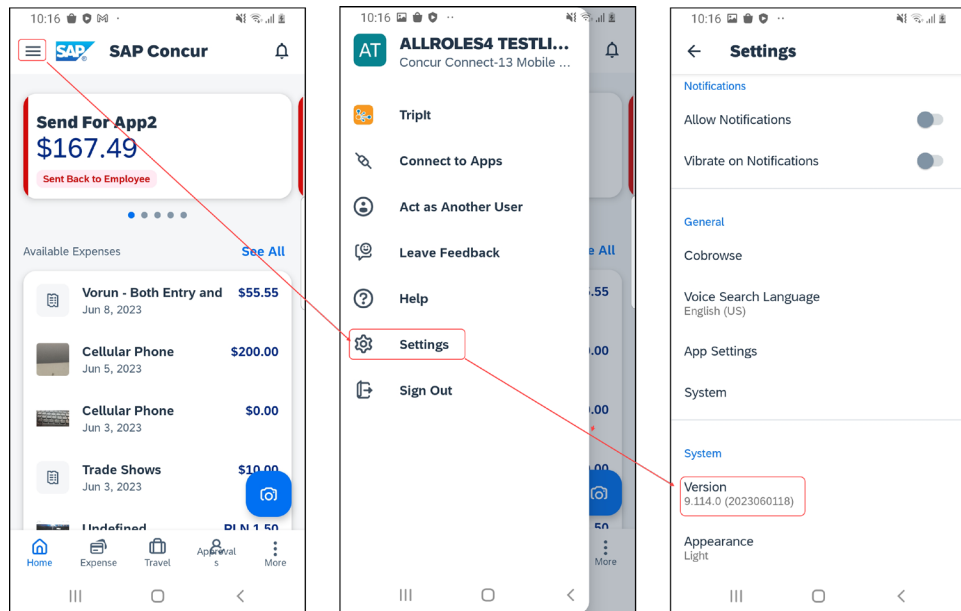
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights

Additions

There are no new additions with this release.

Release Notes

Concur Mobile app Android

Operating System Update

SAP Concur updates the minimum operating system regularly in order to ensure the best possible experience for mobile users. With the May (10.11) Mobile release, SAP Concur will update the minimum operating system to v9.0 (Oreo, API 28). The April release (10.10) was the final release for versions v8.0 (Android Oreo API 26/27) of the Android operating system.

Please ensure that the operating system on all user devices has been updated to at least v9.0 (Oreo, API 28). Be aware that users will not be forced to upgrade their device's operating system, but users on older operating systems will not be able to install versions of the SAP Concur mobile app with v10.11

NOTE: For SAP Concur – and all other mobile apps – encourage your users to keep their operating systems (and devices, if possible) current

Concur Expense

Smart Matching Expenses for iOS and Android

Overview

With the May release, SAP Concur are enhancing smart matching within the SAP Concur mobile app. Smart matching searches for matching expenses within that same report. If any potential matches are found, the user is prompted on what action to take.

End-User Experience

Any expenses created manually in a report that have exact or near matches in available **Expenses** will be identified by smart matching.

Once a match is identified, the user will be prompted to **Combine Expenses** or **Do Not Combine Expenses**. The user can also **Confirm All**, **Decline All** or assess each match individually.



For more information please refer to *Mobile App User Guide Concur Expense* for Android, iPhone and iPad.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Company Bill Statements Available in Reports

Overview

With this release, Concur Expense aims to improve the usability and functionality of the Company Bill Statements in the SAP Concur mobile app. Targeted for the May release, Concur Travel and Expense users can now access the Company Bill Statements (CBS) in the mobile app. Previously only approvers had access to these types of reports.

End-User Experience

With this change, the following will be applicable:

1. Only CBS expenses can be moved to a CBS report.
2. Non CBS expenses cannot be moved to a CBS report.
3. Allow visualization of CBS reports on iOS (already available on Android).
4. Implement rules to prevent users from submitting reports before selected date.
5. Display proper errors to users when they try to perform actions that they are not allowed to perform.
6. Prevent creation of report entries inside CBS reports.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Concur Travel – Miscellaneous

New Concur Travel: Confirm Button Renamed on Finalize Page (Professional Edition Only)

Overview

Targeted for the May release, changes will be made to the **Finalize** screen to provide a more cohesive experience.

End-User Experience

This change has been made to provide clearer guidance for users on the last workflow step. Previously, when booking a trip, users clicked the **Confirm** button to finalize the workflow. With this change, the **Confirm** button will be renamed to **Finalize Trip**.

Android:

2:27

✕ Finalize

Trip Overview

September 14, 2023 - September 18, 2023

Trip Name*

Trip from Madrid to Barcelona

25/50 limit

Trip Description

0/250 limit

✈ Miami, FL (MIA) - Frankfurt (FRA) Confirmed >

Day, Month DD, YYYY

Confirmation: 00000000

🏨 Westin Hotel, Frankfurt Confirmed >

Day, Month DD, YYYY

Confirmation: 00000000

🚗 Herts, Frankfurt Confirmed >

Day, Month DD, YYYY

Confirmation: 00000000

Add to Your Trip

✈ Add Flight

🏨 Add Accommodation

🚗 Add Rental Car

Estimated Total Cost \$1,136.77

Finalize Trip

iOS:

9:41

Close

Finalize

Trip Overview

September 14, 2023 - September 18, 2023

Trip Name*

Trip for Madrid to Barcelona

Hint text 5/10

Trip Description

Hint text 0/10

✈️ **Miami, FL (MIA) - Frankfurt (FRA)** Confirmed >

Day, Month DD, YYYY
Confirmation: 00000000

🏨 **Westin Hotel, Frankfurt** Confirmed >

Day, Month DD, YYYY
Vendor Confirmation: 0000000
Provider Confirmation: 000000

🚗 **Hertz, Frankfurt** Confirmed >

Day, Month DD, YYYY
Confirmation: 00000000

Add to Your Trip

✈️ Add Flight

🏨 Add Accommodation

🚗 Add Rental Car

Estimated Total Cost **\$1,136.77**

Finalize Trip

Configuration for Professional Travel

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

Planned Changes

Concur Expense

****Planned Changes** Preferred Name for Concur Mobile**

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

Overview

Targeted for the June release, Concur Mobile is introducing the functionality that preferred name can be selected for users. If a preferred name is set in Concur Expense on web, it will be visible on Concur Mobile. Preferred names will be available for new attendees, delegates, reports and report approvers.

If a user with approver permissions has specified a preferred name, this preferred name will display to users submitting expenses, when selecting an approver, or when viewing the timeline for an expense report.

End-User Experience

Preferred names will be visible for the following:

- New attendees
- Delegates
- Reports and report approvals

Preferred names are not supported for:

- Travel request
- Invoice
- Existing attendees
- Budget

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Concur Travel - Hotel

****Planned Changes** New Hotel Experience: Configuration for Custom Hotel Sourcing**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	October 6, 2023	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► To configure:

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below it are sections for 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS', each with an 'Enable' checkbox and a 'Requestor ID' field. The 'HRS CHS' section also includes a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox, and a dropdown menu set to 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox, and another dropdown menu. There is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

Concur Travel - Flight

****Planned Changes** New Concur Travel: Enhanced Search Experience with Cabin Selection Feature**

Information First Published	Information Last Modified	Feature Target Release Date
May 2024	--	June 21, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release on June 21, a cabin-selection option will be added on the **Flight Search** page. This new feature is tailored to enhance the search experience by filtering search results based on the cabin type.

End-User Experience

This feature is being introduced to improve the search experience for the end user by returning more refined results:

- When a specific cabin is selected, the search results are refined to show the offers available for that cabin, along with offers in other cabins such as Business or First Class.
- If no cabin is selected, the search results default to all cabins.

Users can select from **Any Cabin, Economy,** and **Business/First Class** to refine their search results.

LIMITATIONS

There are some restrictions regarding the cabin selection feature:

- **Policy Restrictions:** The cabin selection feature is dependent on policies set by the company administrator. Some users may experience restrictions based on these policies, limiting the availability of certain cabin classes.
- **System Variabilities:** The quantity of offers in higher cabins may vary depending on the GDS.

Configuration for Professional Travel

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

****Planned Changes** New Flight Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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 inform the user which rates and vendors will be available, 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

There are no new configuration steps. The feature is available by default.

Concur Travel – Miscellaneous

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

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release in Q3, 2024, the **Trip History** feature will be available for the new Concur Travel. 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)	Q3 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	Q3 2024
Phase 3: • Approvals via Request Integration • Additional events	Q3, 2024

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

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

NOTE: Trips which included bookings from only the new Concur Travel 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** screen.

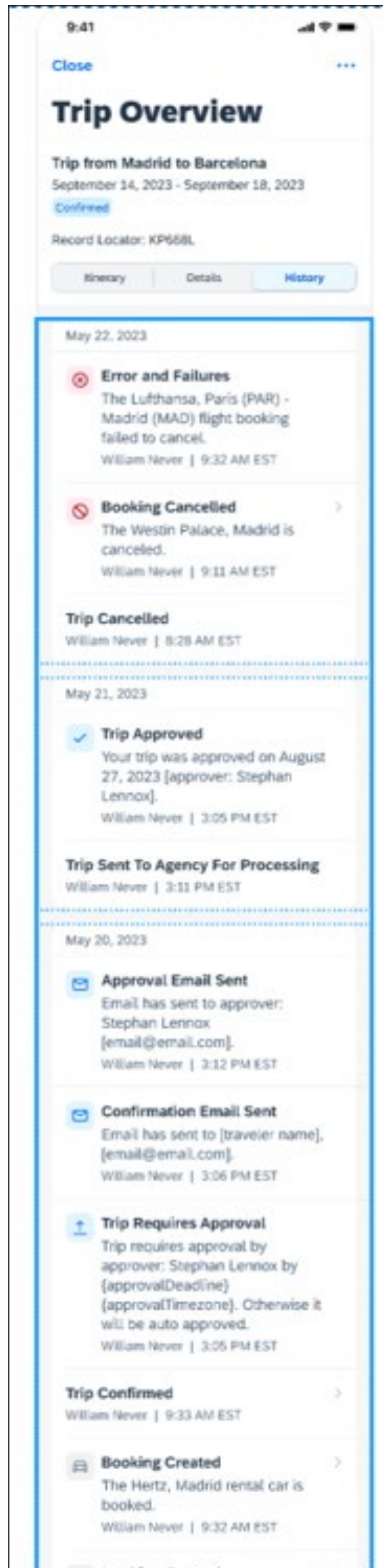
End-User Experience

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** screen, 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.



Configuration for Professional Travel

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

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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.12 - Associated web release: June 2024 Initial Post: Tuesday, June 25, 2024	SAP Concur Client FINAL

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Version Information

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Supported Mobile Versions

Note the following:

- Applicable for 10.7 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.
- If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

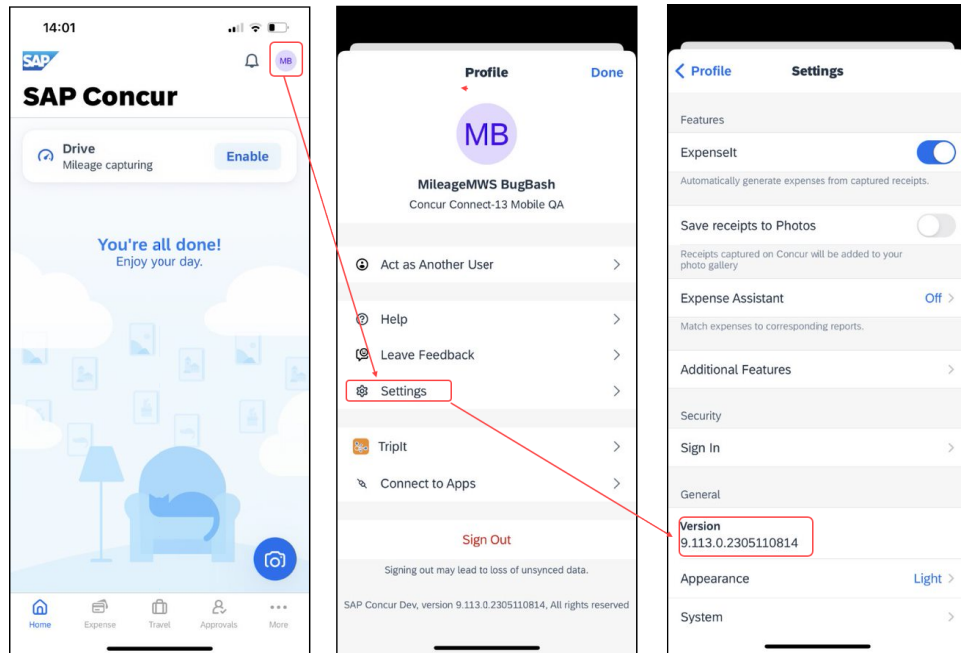
Version	Status	Action
10.7	Disabled	Update via App Store or Google Play
10.8	Disabled	Update via App Store or Google Play
10.9	To be disabled soon	Update via App Store or Google Play
10.10	Deprecating	Update via App Store or Google Play
10.11	Supported	
10.12	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.12	Tuesday, June 25	Update via App Store
Android	10.12	Tuesday, June 25	Update via Google Play

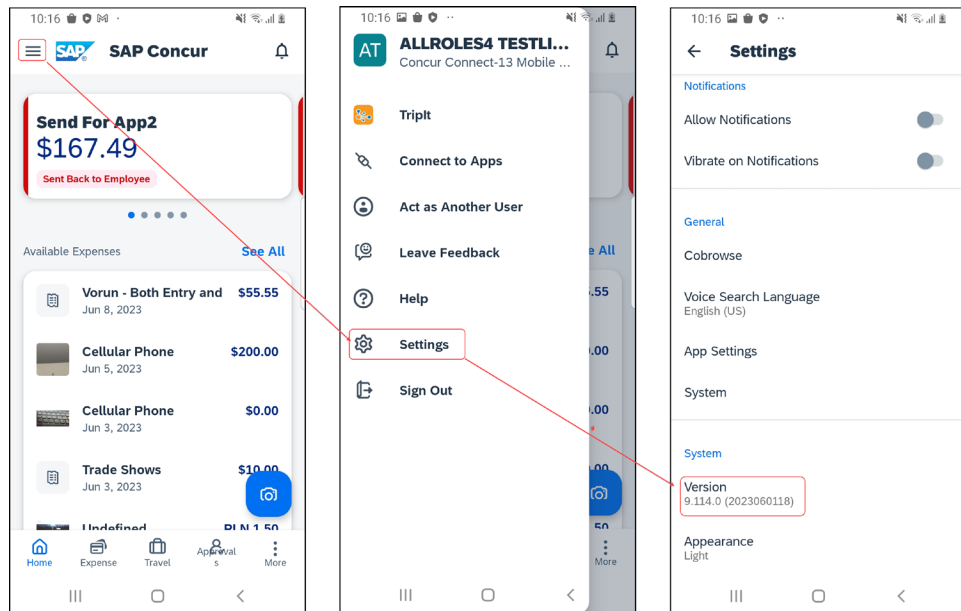
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights

Additions

End User Agreement Acceptance

To use the SAP Concur mobile app, users will need to accept the End User License Agreement (EULA) when signing into or downloading the app.

When the user first downloads the app or signs in again, the **Terms & Conditions** page will display. Here, the user can view the conditions of the **End User Agreement**.

Release Notes

Concur Expense

Preferred Name for Concur Mobile

Overview

With this release, Concur Mobile is introducing the functionality that preferred name can be selected for users. If a preferred name is set in the user profile in Concur Expense, it is now visible on Concur Mobile. Preferred names are available for new attendees, delegates, reports and report approvers.

If a user with approver permissions has specified a preferred name, this preferred name displays to users submitting expenses, when selecting an approver, or when viewing the timeline for an expense report.

End-User Experience

Preferred names are visible for the following:

- New attendees
- Delegates
- Reports and report approvals

Preferred names are not supported for:

- Travel request
- Invoice
- Existing attendees
- Budget

Configuration / Feature Activation

There are no new configuration steps. The feature is available by default.

Quick Request for Concur Mobile

Overview

SAP Concur is expanding the functionality of users with a new, streamlined Concur Request that contains one total amount of anticipated spend and requires less details than a classic request.

With a total amount of planned spend users are now able to:

- Track by total spend amount for a simpler way to pre-approve and track travel or nontravel-related spend.
- Reduce the total remaining amount of expense reports created from those simpler requests.
- Use audit rules based on total and remaining amount of each request for cash advances and expense reports
- Request pre-approvals for a total expected amount
- Set pre-approval workflow with line managers, cost object, or authorized approvers

Admin Experience

Users can utilize this functionality once it is configured by the Administrator on Concur Request. Once the correct policy is selected, end users will see a limited request form with basic data.

Configuration / Feature Activation

There are no new configuration steps. The feature is available by default.

Default Travel Itinerary from Travel Plan

Overview

When the user creates a travel allowance itinerary for an expense report or a travel request, all travel details such as travel dates and destinations, are automatically populated based on a linked travel booking.

This change saves the user time as the information does not need to be manually populated a second time.

End-User Experience

When the user creates an expense report from a travel booking done in Concur Travel, an expense type with booking information will be included automatically into the expense report.

For a travel request, the user must add travel booking related expense types such as hotel reservation or air ticket.

When a travel allowance itinerary is added for expense report or travel request, the travel allowance itinerary is auto populated with the travel dates and destinations from those associated travel booking related expenses.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Concur Travel - Administration

New Concur Travel: Concur Travel and Request Integration Book Then Approve Support on Mobile

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 on Concur Mobile.

End-User Experience

To support feature parity with the legacy Concur Travel, 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 cancellation, the trip may or may not be cancelable. When the trip is not cancelable, Concur Travel will instead auto-complete the trip.

Limitations:

- Enforce Online/Offline will not be supported. The user will be re-directed to the legacy Concur Travel. 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 is not possible.
- Approve then Book will not be supported. The user will be re-directed to the legacy Concur Travel where possible.
- Offline PNR update support is limited to the support in new Concur Travel.
- Booking Switch is not currently supported for Concur Mobile but it is scheduled for a future release.

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:

- Mobile Gate is switched on.
- All verticals are enabled for **New Concur Travel Experience**. This integration only works for new Concur Travel trips.
- 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.

Once these rules are enabled for Concur Travel, they will be available for mobile users.

Concur Travel - Flight

****Ongoing** New Concur Travel: Flight - Hold a Trip Before Ticketing (Professional Edition Only)**

Overview

Over the June and July releases, Concur Travel will enable a new feature that will allow users to place a trip on hold for a configured period of time before it is ticketed.

This feature is available based on supplier support. Users or arrangers will be able to hold a trip and will be notified of the following when made available by the supplier:

- the user hold deadline (trip is on user hold),
- the approval hold deadline (trip is on approval hold), or
- the last ticket date that a ticket can be issued.

This feature will be available for:

- GDS Air
- Sabre NDC Air
- Amadeus NDC Air

NOTE: This feature is currently available on legacy Concur Travel for the web application. It has now been enabled for new Concur Travel Web application and mobile, with no differences in functionality. If you are switching from legacy Concur Travel to the new Concur Travel, the configuration settings for these fields will be applied to the new Concur Travel configuration.

End-User Experience

► To place a trip on hold:

1. Search, select, and confirm your trip.
2. To place the trip on hold, on the **Finalize** page, click **Hold Trip**.
3. If the trip is eligible for hold, the user interface will update to display a message in the header bar that the trip is on hold: "This trip is on hold. The deadline to finalize this trip is <date> <time>. If auto-cancellation is active, your trip will be automatically cancelled on this deadline."

4. If the trip is not eligible for hold, an applicable message will be displayed.
 - ◆ Phase 1
 - If there is no ticketing deadline: "The content on your trip does not support hold."
 - If your ticket has already been finalized, pending approval or sent to request: "Your trip has already been processed and can't be put on hold anymore."
 - ◆ Phase 2: The generic error message "Your trip has already been processed and can't be put on hold anymore" will be replaced with the applicable message:
 - If your ticket has already been finalized: "Your trip has already been finalized and can't be put on hold anymore."
 - If the approval status of your trip is unknown: "Your trip is already on hold waiting for your request to be approved."
 - If the approval status of your trip is Pending: "Your trip is already on hold waiting to be approved."

NOTE: Trips will be auto-canceled or auto-completed when the hold deadline has been met, as determined by user configuration.

Configuration for Professional Travel

Once this have been configured by the administrator on New Concur Travel, it will be available for Concur Mobile users with Travel enabled.

Planned Changes

Concur Travel - Hotel

****Planned Changes** New Hotel: Configuration for Custom Hotel Sourcing**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	October 6, 2023	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► **To configure:**

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below it are sections for 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS', each with an 'Enable' checkbox and a 'Requestor ID' field. The 'HRS CHS' section also includes a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox, and a dropdown menu set to 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox, and another dropdown menu. There is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

Concur Travel - Flight

****Planned Changes** New Concur Travel: Change Trip Feature for Sabre (Professional Edition Only)**

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

Overview

Targeted for the July release, new Concur Travel will be introducing a **Change Trip** feature to allow users to adjust the dates for their bookings.

NOTE: In a first phase, this feature will only be available for changes to ticketed flights for users with a Sabre configuration.

End-User Experience

On the **Trip Overview** page, the user can click the **Change Trip** link which will initiate a popup that allows them to select the bookings that need to be changed. Users will need to choose new dates and from there the **Change Flights** page opens, where they can **Select Fare** from a list of options. Once selected, the **Review and Change** page will allow them to select seats and review fare details and other policies.

Once reviewed, the user can choose to **Cancel Change** or **Confirm Change**. Both choices return them to the **Trip Overview** page, where they will be informed if the change has failed or if it has been successful. Users will also receive either a confirmation e-mail or an e-mail regarding the failure of the change.

Configuration for Professional Travel

The **Change Trip** link will only be displayed if setting **Allow Post-Ticketing Flight Changes** on the **Travel Configuration** page is enabled. Once enabled for Concur Travel, it will be available for the Concur mobile app users.

****Planned Changes** New Concur Travel: Enhanced Search Experience with Cabin Selection Feature**

Information First Published	Information Last Modified	Feature Target Release Date
May 2024	--	June 21, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release on June 21, a cabin-selection option will be added on the **Flight Search** page. This new feature is tailored to enhance the search experience by filtering search results based on the cabin type.

End-User Experience

This feature is being introduced to improve the search experience for the end user by returning more refined results:

- When a specific cabin is selected, the search results are refined to show the offers available for that cabin, along with offers in other cabins such as Business or First Class.
- If no cabin is selected, the search results default to all cabins.

Users can select from **Any Cabin, Economy, and Business/First Class** to refine their search results.

LIMITATIONS

There are some restrictions regarding the cabin selection feature:

- **Policy Restrictions:** The cabin selection feature is dependent on policies set by the company administrator. Some users may experience restrictions based on these policies, limiting the availability of certain cabin classes.
- **System Variabilities:** The quantity of offers in higher cabins may vary depending on the GDS.

Configuration for Professional Travel

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

****Planned Changes** New Concur Travel: Add Vendor Preference and Corporate Rate to Post Booking Flow**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q4 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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 inform the user which rates and vendors will be available, 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

There are no new configuration steps. The feature is available by default.

Concur Travel – Miscellaneous

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

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release in Q3, 2024, the **Trip History** feature will be available for the new Concur Travel. This feature will provide all access to events associated with each booked trip, visible to the traveler and the arranger. The data will be retained indefinitely, subject to Data Retention policies established by the customer or legal or compliance requirements.

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)	Q3 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	Q3 2024
Phase 3: • Approvals via Request Integration • Additional events	Q3, 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 will be visible only in the legacy **Trip History**, on the web application. Trips that contain bookings from the legacy Concur Travel cannot be show on mobile.

NOTE: Trips which included bookings from only the new Concur Travel will be included within the new Concur Travel **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** screen.

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** screen, 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.

X
Trip Overview
:

Trip from Madrid to Barcelona
September 14, 2023 - September 18, 2023
Confirmed
Record Locator: KP666L

Itinerary
Details
History

Trip History
For questions, please contact the supplier or the travel agency.

May 22, 2023

Error and Failures
This flight booking could not be canceled:
[vendor], [departureAirport] - [arrivalAirport]
William Never | 9:32 AM EST

Booking Canceled
Canceled accommodation: [vendor],
[city]
William Never | 9:11 AM EST

Trip Canceled
William Never | 8:28 AM EST

May 21, 2023

Trip Approved
Your trip was approved on [date] (approver name: [name]).
William Never | 3:05 PM EST

Trip Sent To Agency For Processing
William Never | 3:11 PM EST

May 20, 2023

Approval Email Sent
Email has sent to approver: Stephan Lennox [email@email.com].
William Never | 3:12 PM EST

Confirmation Email Sent
Email has sent to [traveler name], [email@email.com].
William Never | 3:06 PM EST

Trip Requires Approval
Your trip requires approval before [date/time] (approver name: [name]). Otherwise it will be automatically approved.
William Never | 3:05 PM EST

Trip Confirmed
William Never | 9:33 AM EST

Booking Created
Booked rental car: [vendor], [city]
William Never | 9:32 AM EST

Booking Created
Booked accommodation: [vendor], [city]
William Never | 9:11 AM EST

Booking Created
Booked flight: [vendor], [departureAirport] - [arrivalAirport]
William Never | 9:05 AM EST

3. To expand the content and see additional details, click the arrow icon next to the event.

 **Booking Created**

Booked flight: [Vendor], City (Airport Code) - City (Airport Code)
William Never | 8:28 AM EST

Reservation Details

 American Airlines
AA 3907

Miami (MIA) - Frankfurt (FRA)
Sep 14, 2023 5:45 PM

 United Airlines
UA 1203

Miami (MIA) - Frankfurt (FRA)
Sep 19, 2023 5:45 PM

Reservation Status
Ticketed

Confirmation
000000000000

Ticket Number
1802329029291, 12024352902921

Aircraft
Boeing Embraer E-175 Winglet

Stops
Nonstop

Duration
2 Hours 13 Minute

Payment
[Credit Card Display Name] ****1234

Configuration for Professional Travel

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

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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.13 - Associated web release: July 2024 Update 1: Friday, July 26, 2024	SAP Concur Client FINAL

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Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 16.0 or greater – users will be able to upgrade to the current version
Google Android	Version 9.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

- Applicable for 10.8 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.
- If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

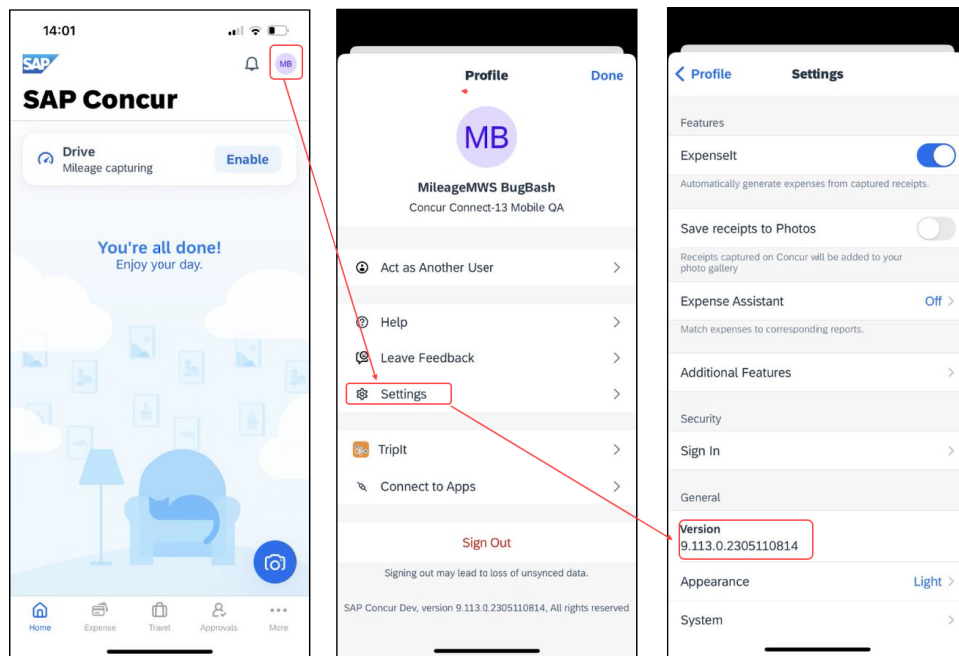
Version	Status	Action
10.8	Disabled	Update via App Store or Google Play
10.9	Disabled	Update via App Store or Google Play
10.10	To be disabled soon	Update via App Store or Google Play
10.11	Deprecating	Update via App Store or Google Play
10.12	Supported	
10.13	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.13	Thursday, July 25	Update via App Store
Android	10.13	Thursday, July 25	Update via Google Play

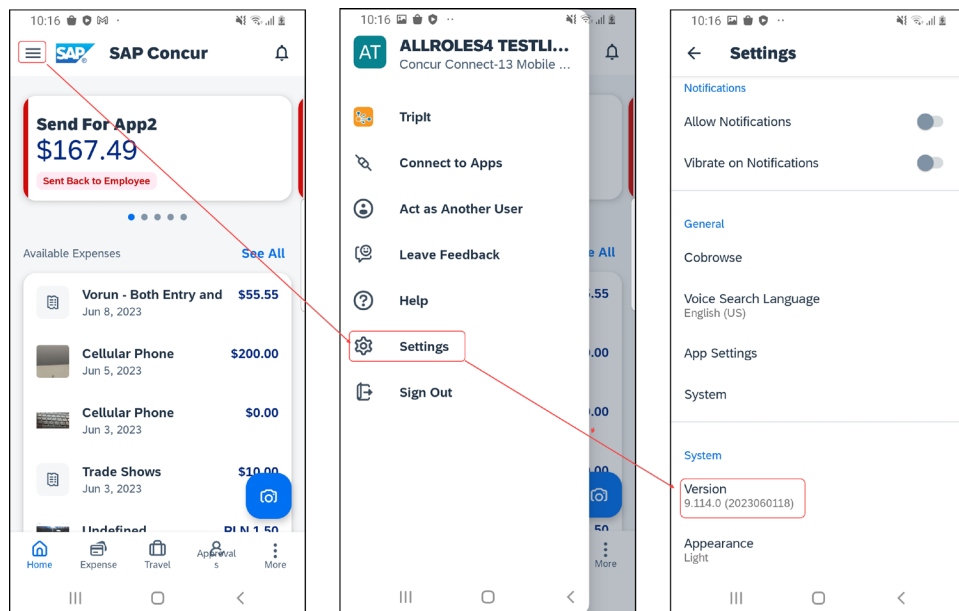
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights
Expense	Android	Incorrect date on expense entries in the Expenses page
Expense	iOS	[iOS] Allocation amount should NOT be automatically rounded up/down after saving allocations
Expense	Android	Drive Mileage not tracked after trip

Additions

There are no new additions with this release.

Release Notes

Concur Expense

ExpenseIt within Reports

Overview

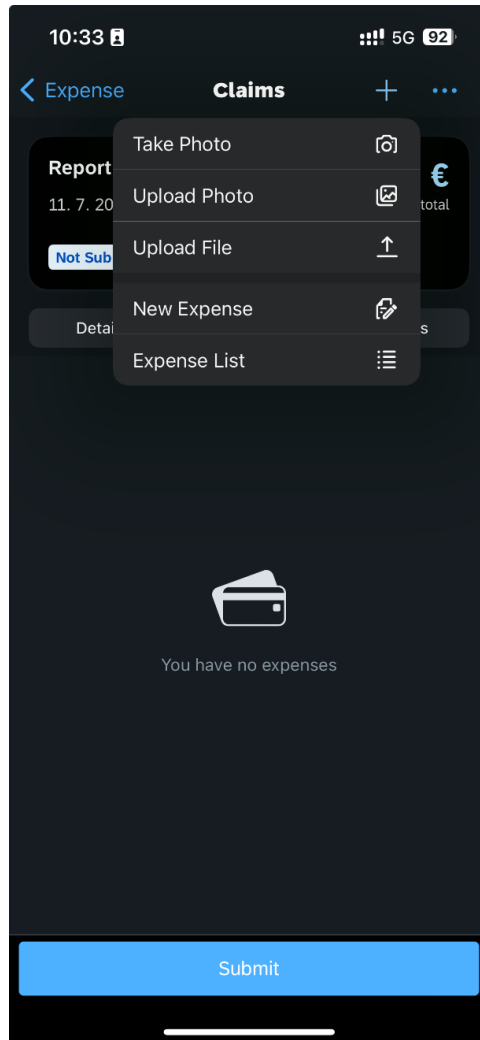
ExpenseIt currently only operates outside the context of a report, with newly created expenses landing in the **Expenses** list (or move to a report if Expense Assistant is enabled). With this enhancement ExpenseIt can be initiated and will operate within a report. ExpenseIt in reports is currently only supported for new report entries, not for already existing expense entries.

NOTE: ExpenseIt is not available for GRDC users.

End-User Experience

To create a new expense in a report:

- Open the required report from the **Reports** tab and tap the plus icon.
- The options to **Take Photo**, **Upload Photo** or **Upload File** displays. If **Take Photo** is selected, the **Camera** is accessed.
- User can take a picture of the expense.
- This image is processed by ExpenseIt.
- The newly created expense is added to the selected report.



Configuration / Feature Activation

This feature is enabled by default for clients that have ExpenseIt enabled. There are no configuration steps.

Concur Travel – Flight

New Popup Message for Mixed Fare Selection

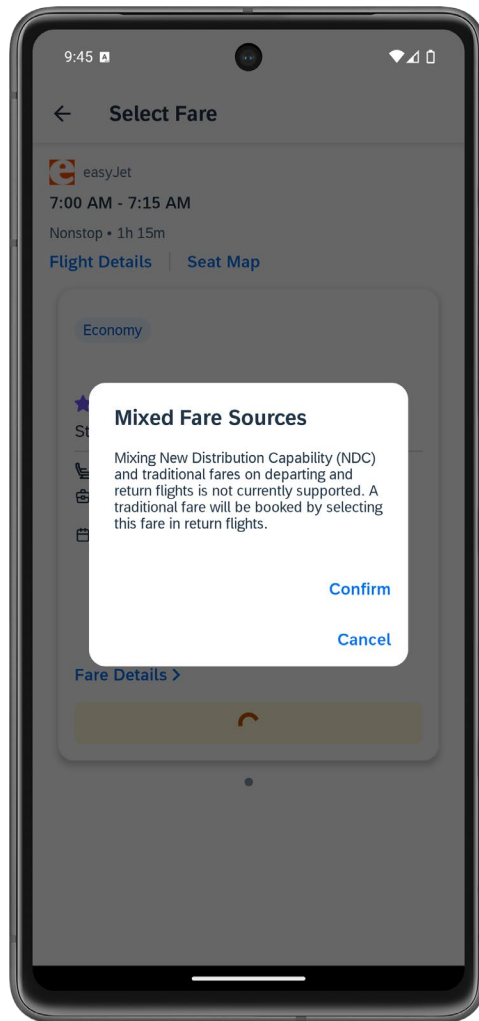
Overview

New Concur Travel currently does not support mixing NDC and traditional EDIFACT fare selection in departing and return flights. When a user selects an NDC fare in a departing flight, and selects an EDIFACT fare in a return flight, new Concur Travel will select an EDIFACT fare in both departing and return flight for the user. The fare selected in the return flight will determine if the round trip fare is NDC or traditional EDIFACT fare.

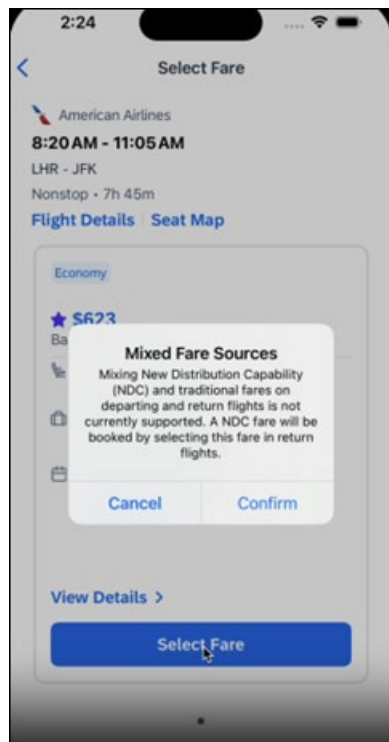
End-User Experience

When a user selects a fare from a return flight and the fare has a different source than the fare selected from the departing flight, a popup will display. The message will read **"Mixing New Distribution Capability (NDC) and traditional fares on departing and return flights is not currently supported. A traditional fare will be booked by selecting this fare in return flights."**

Android:



iOS:



Configuration for Professional Travel

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

New Concur Travel: Change Trip Feature for Sabre (Professional Edition Only)

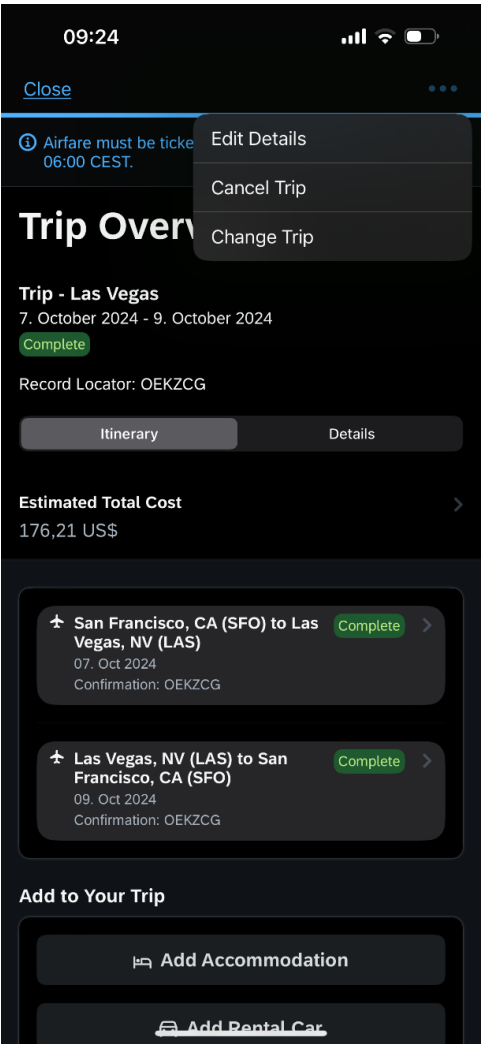
Overview

With this release, new Concur Travel is introducing a **Change Trip** feature to allow users to adjust the dates for their bookings.

NOTE: In the first phase, this feature will only be available for changes to ticketed flights for users with a Sabre configuration. Support for changes of hotel and car bookings are planned for a later phase.

End-User Experience

On the **Trip Overview** screen, the user has access to the **Change Trip** link.



A tap on this link initiates a popup that allows to select the bookings that need to be changed.

09:24

<

Change Trip

ⓘ Concur only allows changes to the flight date and time of your trip. For any other changes, please contact the travel agency or cancel and rebook your trip.

Your original bookings won't be changed until you confirm the change on the next workflow page.

Bookings*

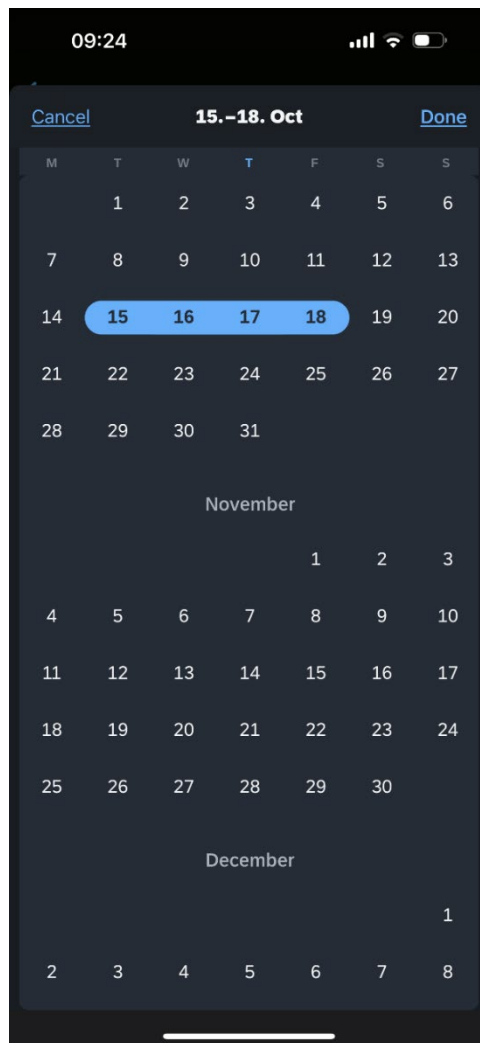
- San Francisco, CA (SFO) to Las Vegas, NV (LAS) ✓
07. Oct 2024
- Las Vegas, NV (LAS) to San Francisco, CA (SFO) ✓
09. Oct 2024

New Dates

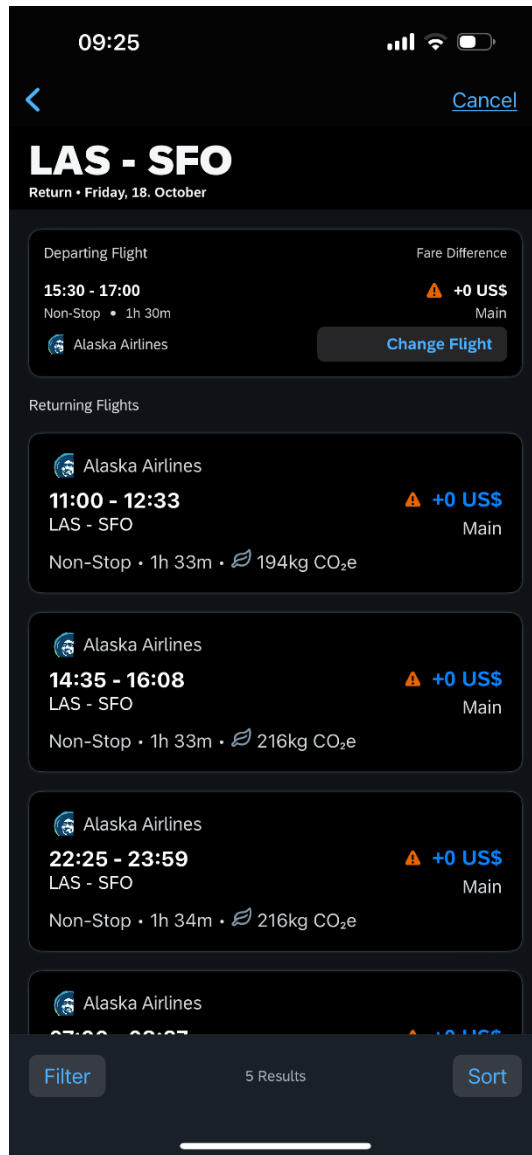
07. Oct - 09. Oct

Continue

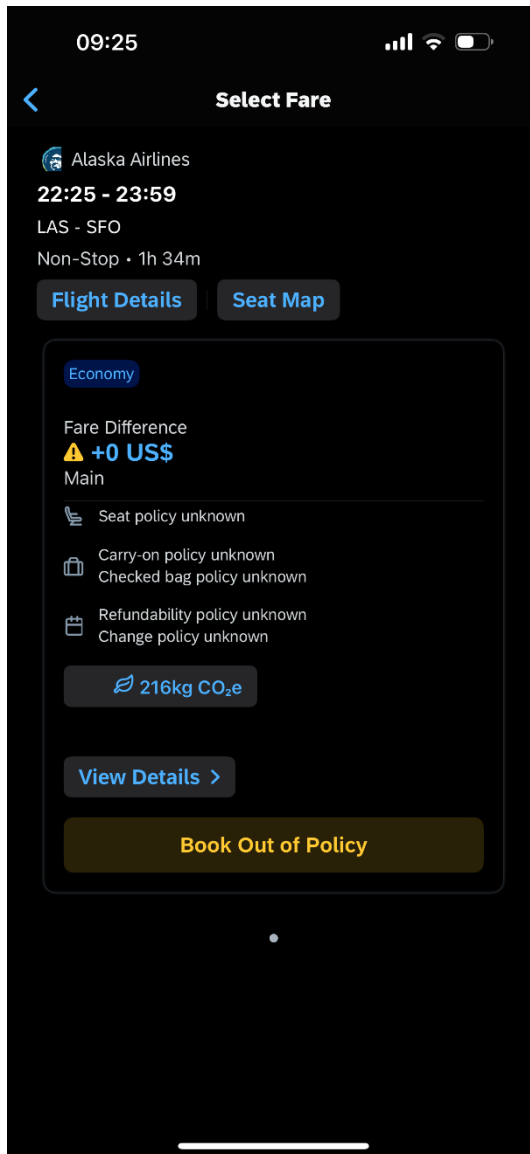
By tapping on the date picker next to **New Dates**, users can choose new dates.



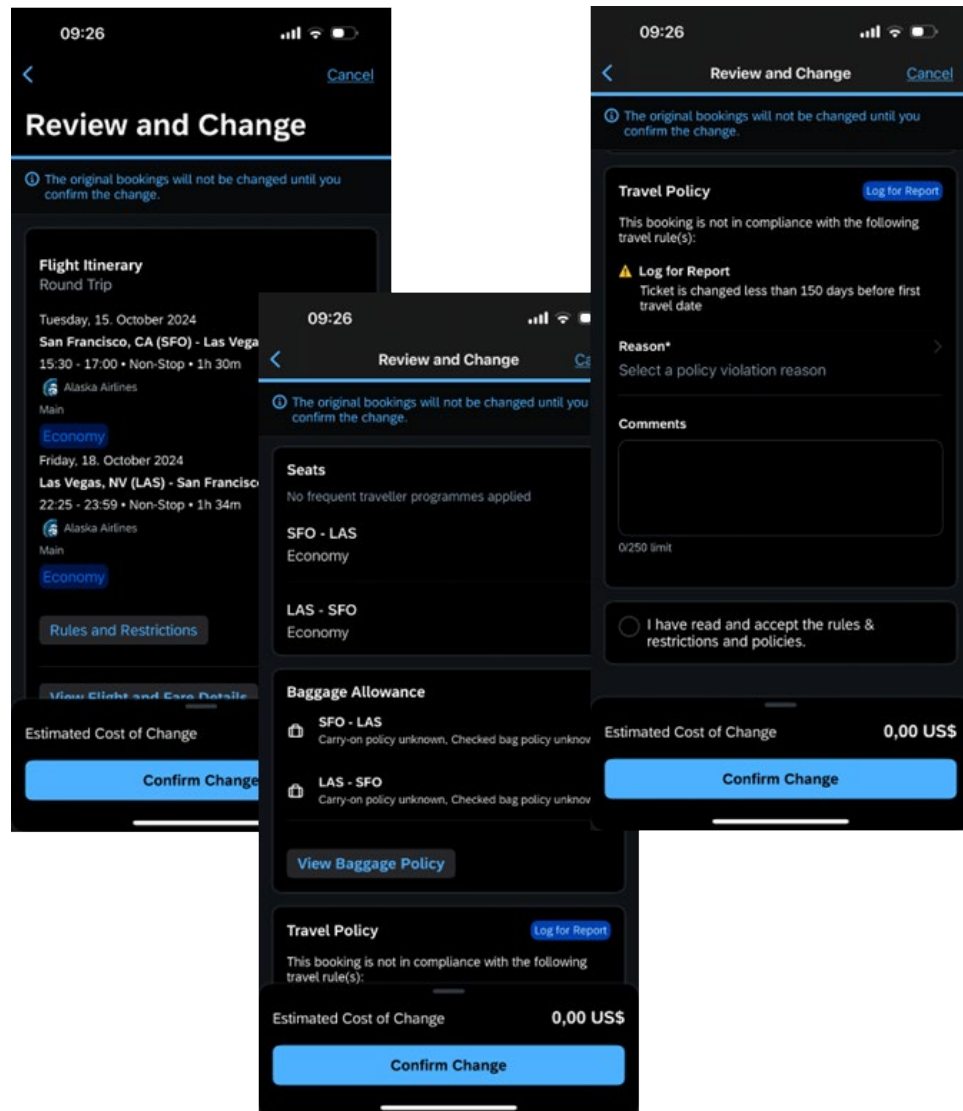
Tapping on **Continue** on the **Trip Change** modal redirects to the **Change Flights** screen.



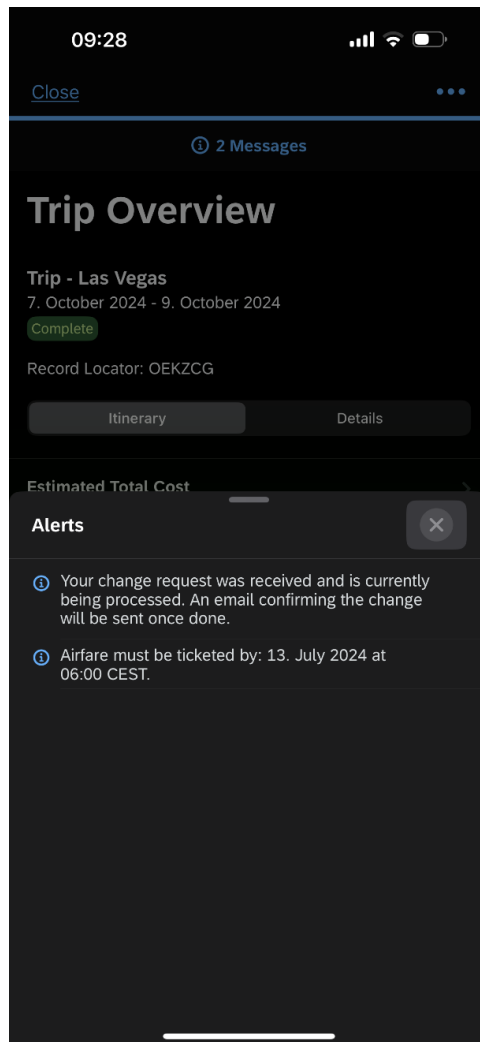
Tapping on one of the offered flights will allow to **Select Fare** from a list of options.



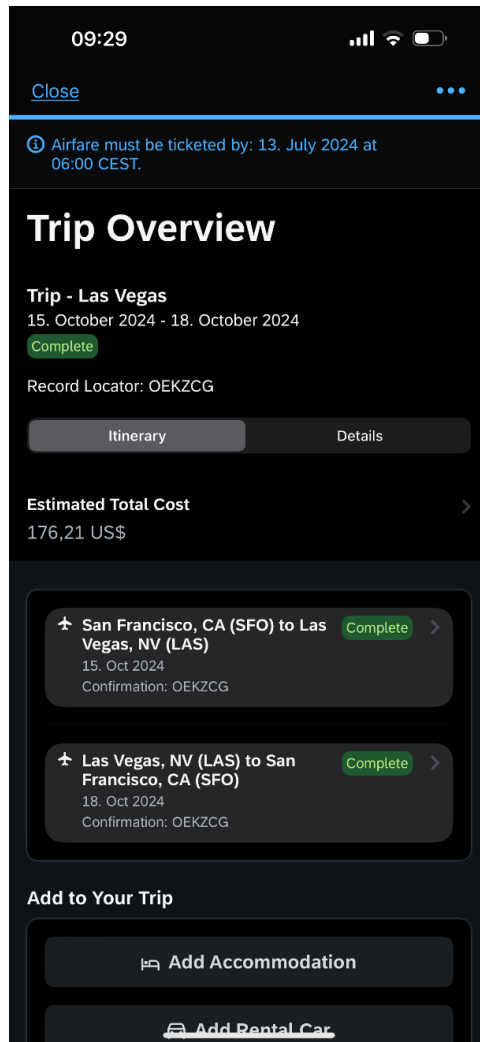
Once selected, the **Review and Change** screen allows to select seats and review fare details . Depending on setup, the screen may also show a travel policy violation section and / or section **Additional Information** in which the user can fill in custom trip fields.



Once reviewed, the user can choose to **Cancel** or **Confirm Change**. Both choices return them to the **Trip Overview** screen. In case of **Confirm Change**, the user will be informed if the change has failed or if it has been successful. Users will also receive either a confirmation e-mail or an e-mail regarding the failure of the change. If a response to the change request is not provided within a reasonable timeframe by the reservation system, the **Trip Overview** will display a message informing the user that the change request is being processed. The confirmation e-mail or e-mail regarding the failure of the change will be sent once a final status is provided by the reservation system.



Once the change operation is completed, the **Trip Overview** screen will indicate the new dates of the trip.



Configuration for Professional Travel

The **Change Trip** link only displays if the setting **Allow Post-Ticketing Flight Changes** on the **Travel Configuration** page is enabled. Once enabled for Concur Travel, it will be available for the Concur mobile app users.

New Concur Travel: Flight - Hold a Trip Before Ticketing (Professional Edition Only)

Overview

Over the June and July releases, Concur Travel will enable a new feature that will allow users to place a trip on hold for a configured period of time before it is ticketed.

This feature is available based on supplier support. Users or arrangers will be able to hold a trip and will be notified of the following when made available by the supplier:

- the user hold deadline (trip is on user hold),
- the approval hold deadline (trip is on approval hold), or
- the last ticket date that a ticket can be issued.

This feature will be available for:

- GDS Air
- Sabre NDC Air
- Amadeus NDC Air

NOTE: This feature is currently available on legacy Concur Travel for the web application. It has now been enabled for new Concur Travel Web application and mobile, with no differences in functionality. If you are switching from legacy Concur Travel to the new Concur Travel, the configuration settings for these fields will be applied to the new Concur Travel configuration.

End-User Experience

► **To place a trip on hold:**

1. Search, select, and confirm your trip.
2. To place the trip on hold, on the **Finalize** screen, click **Hold Trip**.
3. If the trip is eligible for hold, the user interface will update to display a message in the header bar that the trip is on hold: "This trip is on hold. The deadline to finalize this trip is <date> <time>. If auto-cancellation is active, your trip will be automatically cancelled on this deadline."
4. If the trip is not eligible for hold, an applicable message will be displayed.
 - ◆ Phase 1
 - If there is no ticketing deadline: "The content on your trip does not support hold."
 - If your ticket has already been finalized, pending approval or sent to request: "Your trip has already been processed and can't be put on hold anymore."

- ◆ Phase 2: The generic error message "Your trip has already been processed and can't be put on hold anymore" will be replaced with the applicable message:
 - If your ticket has already been finalized: "Your trip has already been finalized and can't be put on hold anymore."
 - If the approval status of your trip is unknown: "Your trip is already on hold waiting for your request to be approved."
 - If the approval status of your trip is Pending: "Your trip is already on hold waiting to be approved."

NOTE: Trips will be auto-canceled or auto-completed when the hold deadline has been met, as determined by user configuration.

Configuration for Professional Travel

Once this have been configured by the administrator on New Concur Travel, it will be available for Concur Mobile users with Travel enabled.

New Concur Travel: Enhanced Search Experience with Cabin Selection Feature

Overview

Since June, a cabin-selection option has been added on the **Flight Search** screen. This new feature is tailored to enhance the search experience by filtering search results based on the cabin type.

End-User Experience

This feature has been introduced to improve the search experience for the end user by returning more refined results:

- When a specific cabin is selected, the search results are refined to show the offers available for that cabin, along with offers in other cabins such as Business or First Class.
- If no cabin is selected, the search results default to all cabins.

Users can select from **Any Cabin, Economy,** and **Business/First Class** to refine their search results.

LIMITATIONS

There are some restrictions regarding the cabin selection feature:

- **Policy Restrictions:** The cabin selection feature is dependent on policies set by the company administrator. Some users may experience restrictions based on these policies, limiting the availability of certain cabin classes.
- **System Variabilities:** The quantity of offers in higher cabins may vary depending on the GDS.

Configuration for Professional Travel

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

Planned Changes

Concur Expense

****Planned Changes** Configuration to Block or Allow when adding Expense Entry to Addendum Reports**

Information First Published	Information Last Modified	Feature Target Release Date
July 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Addendum reports can be configured with option to block adding new report entry to addendum reports. Currently Concur mobile is not respecting the configuration. With this change, Concur mobile will hide the possibility to add and duplicate report entry if configured to block adding new report entry to addendum reports.

Configuration / Feature Activation

Click **Administration > Expense** (on the sub menu) > **Site Settings**.

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

When disabling **Allow users to add new expenses to addendum reports** users will not be able to add new report entries nor duplicate existing entries in an addendum report.

Concur Travel - Hotel

****Planned Changes** New Hotel: Configuration for Custom Hotel Sourcing**

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

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

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

► To configure:

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

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

2. 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.
3. When enabling a new connector in the new Concur Travel, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below this are four sections for different hotel networks: 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS'. Each section has an 'Enable' checkbox and a 'Requestor ID' field. The 'HRS CHS' section also has a 'Customer Key' field, a 'Share OrgUnit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' configuration page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox (checked), and a dropdown menu showing 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this is a table with two rows. The first row has 'Country/Region' set to 'Afghanistan', 'GDS' checkbox, 'Direct Connect' checkbox (checked), and a dropdown menu. There is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

Image to be included in subsequent update.

Concur Travel - Flight

****Planned Changes** Multi City Flight Searches**

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

Overview

Planned for the September release, the new Concur Travel will provide the ability to search and shop for itineraries up to four journeys. This will also include trips that are not a simple round trip such as travel from A to B and returning from B to C or returning from C to D.

This enhancement benefits travelers that require trips where more than one single stop is required allowing travel plans to be completed in one shopping session.

End-User Experience

When the user is searching for a flight, instead of selecting **One Way** or **Round Trip**, they should choose **Multi City**. There they will be redirected to a new tab, where they can select the flight options applicable to them.

On this tab, the search defaults to 2 journeys with the ability to book up to 4. The leg-by-leg workflow is similar to the round-trip workflow where users can select preferred cabins etc. but while the user is making up to 3 or 4 flight decisions.

Cancellations with refunds will be possible, as supported by every GDS

Limitations

For trips that require more than four journeys, the user will be redirected to the legacy experience.

Initially, multi-city trips will not support:

- Multiple GDS or Booking Sources.
- NDC works with up to two journeys, three or more journeys are not supported on NDC.
- Split tickets will only be supported for two journeys.
- Brand or cabin mixes will only be supported for two journeys. Three or more journeys won't mix brand or cabin.
- Post-ticketing changes limited to two journeys. Three or more journeys do not currently allow post ticketing changes.

Configuration for Professional Travel

This feature is enabled by default. There are no configuration steps. The administrator can disable the feature as done today.

****Planned Changes** New Concur Travel: Add Vendor Preference and Corporate Rate to Post Booking Flow**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q4 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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** screens. These labels will also display on e-mails received once a booking is finalized.

USER/CUSTOMER BENEFIT

This change is being made to inform the user which rates and vendors will be available, 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 screens 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** screens.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Concur Travel – Miscellaneous

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

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release in Q3, 2024, the **Trip History** feature will be available for the new Concur Travel. This feature will provide all access to events associated with each booked trip, visible to the traveler and the arranger. The data will be retained indefinitely, subject to Data Retention policies established by the customer or legal or compliance requirements.

PHASES

This feature will be released in phases:

Phase	Date of Release
Phase 1: New History tab on the Trip Overview screen. • Trip-level events (for example, Trip Created, Trip Cancelled, Trip Confirmed) • Stand-alone Approvals events (for example, Trip Approved, Trip Rejected)	Q3 2024
Phase 2: • Booking-Specific events (for example, Booking Created, Booking Cancelled, Booking Updated)	Q3 2024
Phase 3: • Approvals via Request Integration • Additional events	Q3, 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 will be visible only in the legacy **Trip History**, on the web application. Trips that contain bookings from the legacy Concur Travel cannot be shown on mobile.

NOTE: Trips which included bookings from only the new Concur Travel will be included within the new Concur Travel **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** screen.

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** screen, 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.

X
Trip Overview

Trip from Madrid to Barcelona
September 14, 2023 - September 18, 2023
Confirmed
Record Locator: KP666L

Itinerary
Details
History

Trip History
For questions, please contact the supplier or the travel agency.

May 22, 2023

Error and Failures
This flight booking could not be canceled:
[vendor], [departureAirport] - [arrivalAirport]
William Never | 9:32 AM EST

Booking Canceled
Canceled accommodation: [vendor],
[city]
William Never | 9:11 AM EST

Trip Canceled
William Never | 8:28 AM EST

May 21, 2023

Trip Approved
Your trip was approved on [date] (approver name: [name]).
William Never | 3:05 PM EST

Trip Sent To Agency For Processing
William Never | 3:11 PM EST

May 20, 2023

Approval Email Sent
Email has sent to approver: Stephan Lennox [email@email.com].
William Never | 3:12 PM EST

Confirmation Email Sent
Email has sent to [traveler name], [email@email.com].
William Never | 3:06 PM EST

Trip Requires Approval
Your trip requires approval before [date/time] (approver name: [name]). Otherwise it will be automatically approved.
William Never | 3:05 PM EST

Trip Confirmed
William Never | 9:33 AM EST

Booking Created
Booked rental car: [vendor], [city]
William Never | 9:32 AM EST

Booking Created
Booked accommodation: [vendor], [city]
William Never | 9:11 AM EST

Booking Created
Booked flight: [vendor], [departureAirport] - [arrivalAirport]
William Never | 9:05 AM EST

3. To expand the content and see additional details, click the arrow icon next to the event.

 **Booking Created**

Booked flight: [Vendor], City (Airport Code) - City (Airport Code)
William Never | 8:28 AM EST

Reservation Details

 American Airlines
AA 3907

Miami (MIA) - Frankfurt (FRA)
Sep 14, 2023 5:45 PM

 United Airlines
UA 1203

Miami (MIA) - Frankfurt (FRA)
Sep 19, 2023 5:45 PM

Reservation Status
Ticketed

Confirmation
000000000000

Ticket Number
1802329029291, 12024352902921

Aircraft
Boeing Embraer E-175 Winglet

Stops
Nonstop

Duration
2 Hours 13 Minute

Payment
[Credit Card Display Name] ****1234

Configuration for Professional Travel

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

****Planned Changes** New Concur Travel: Booking Switch Support (Professional Edition Only)**

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

Overview

Previously, Booking Switch was a limitation for the release of **Book then Approve** for Travel and Request Integration on Mobile. With the August mobile release, this feature will no longer be a limitation and will be supported, similar to the web experience.

End-User Experience

Based on predefined rules, if the trip is determined to be self-booked, the user is directed to Concur Travel. If the trip is determined to be agency-booked, the user is directed to Concur Request.

A message will pop up that says **Your company requires the use of Concur Request to start a booking process. Please create a new request.**

Example of new Request screen:

12:22

X SAVE

Request Name*

Request Policy*

Request Policy with Custom Fields Header & Allocations

Start Date
Jun 26, 2024

End Date
Jun 27, 2024

Purpose

Free text field - Constant cust1
cust1

Entity

Department

Cost Center

Configuration for Professional Travel

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

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SAP Concur Release Notes SAP Concur mobile app	
Month	Audience
Version 10.14 - Associated web release: August 2024 Initial Post: Tuesday, August 27, 2024	SAP Concur Client FINAL

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Version Information

Supported Phone OS

Device	Operating System
iOS (iPhone, iPad)	Version 16.0 or greater – users will be able to upgrade to the current version
Google Android	Version 9.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

- Applicable for 10.9 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.
- If you have a version of the app older than the last 2 versions on your mobile device, you will see an upgrade notice on the login page. If you have a version of the app older than the last 3 versions you will no longer be able to access the SAP Concur mobile app on your device and will need to update to login.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.



For more information on the retention policy, refer to this [FAQ](#).

Concur Mobile Version Status for Android and iOS

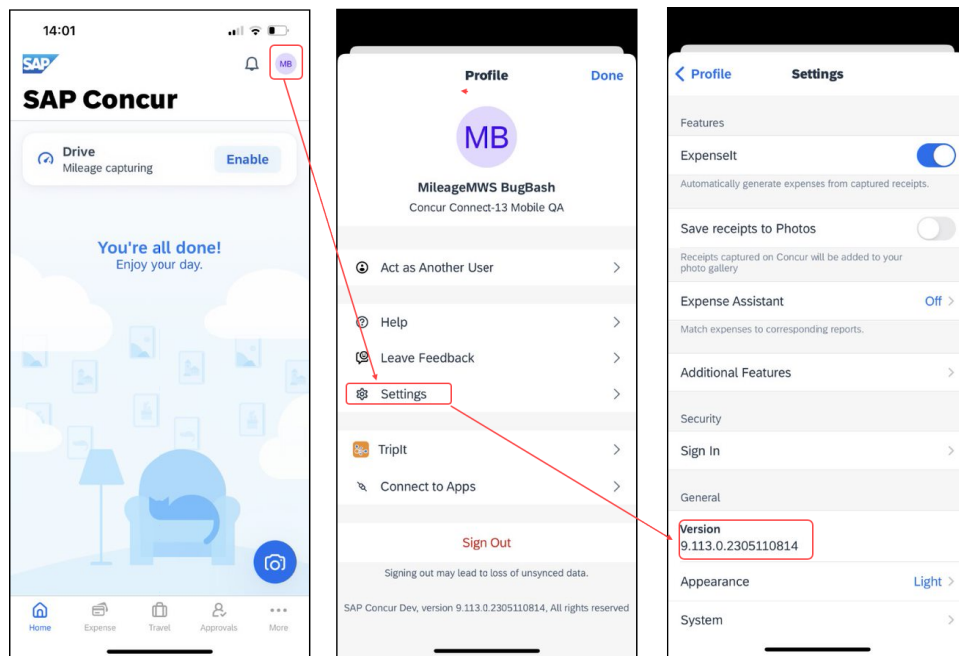
Version	Status	Action
10.9	Disabled	Update via App Store or Google Play
10.10	Disabled	Update via App Store or Google Play
10.11	To be disabled soon	Update via App Store or Google Play
10.12	Deprecating	Update via App Store or Google Play
10.13	Supported	
10.14	Supported	

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.14	Tuesday, August 27	Update via App Store
Android	10.14	Tuesday, August 27	Update via Google Play

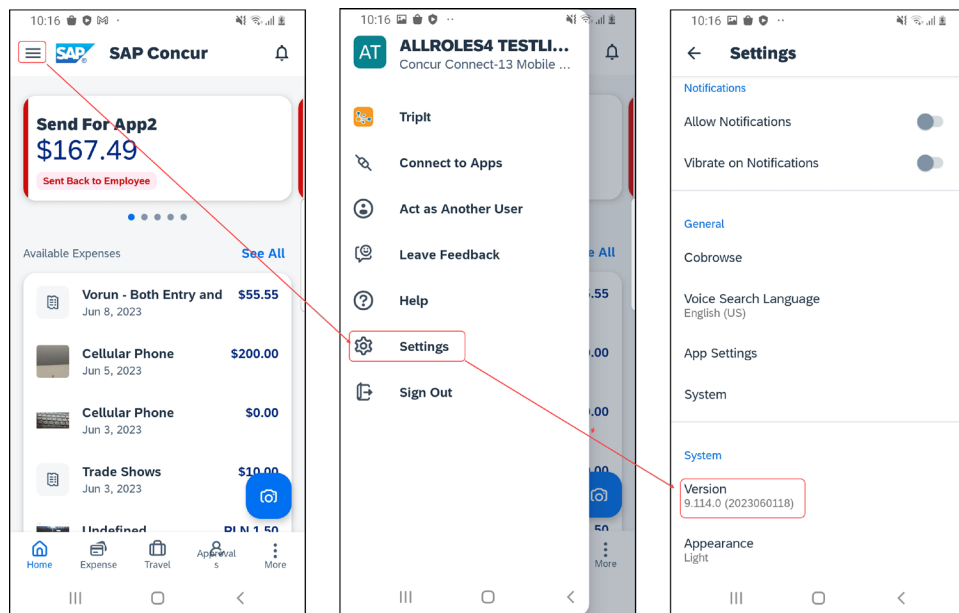
Locate Version Information on the iPhone

To check the version number on the iPhone:



Locate Version Information on the Android

To check the version number on the Android:



Bug Fixes

Platform	OS	Highlights
Expesne	Android	Error "e-Bunsho Not Compliant" on specific Android devices when capturing receipts
Expense	iOS	Custom VAT required field warning triggers after saving change made to any field of an entry already saved

Additions

Company Billed Statement (CBS) Reports Enhancement

From 10.14 mobile version, users can delete CBS reports or individual report entries from CBS report on SAP Concur Mobile App.

Operating System Updates

With this release, the SAP Concur mobile app will support the following:

- Full support for users of Android 14 (API 34), the latest mobile OS from Google.
- Full support for iOS 18, the latest mobile OS from Apple.

NOTE: For iOS there will be a delay in deployment and it will only be available once the iOS 18 update occurs (this is estimated to happen around the middle of September).

Release Notes

Concur Expense

Configuration to Block or Allow when adding Expense Entry to Addendum Reports

Overview

Addendum reports can now be configured to allow or block adding new expense entry to an addendum report. The SAP Concur Mobile app will respect the setting accordingly.

Configuration / Feature Activation

Click **Administration > Expense** (on the sub menu) > **Site Settings**.

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

When disabling **Allow users to add new expenses to addendum reports** users will not be able to add new report entries nor duplicate existing entries in an addendum report. Users are not allowed to copy an addendum report on SAP Concur Mobile app.

Support Global Receipt Digitalization and Compliance (GRDC) for Switzerland

Overview

Current support for GRDC includes Spain and France. With the 10.14 version, SAP Concur Mobile app will support also GRDC for Switzerland.

Configuration / Feature Activation

The following describes the configuration for SAP Concur Professional Edition:

- Click **Administration > Expense** (on the sub menu) > **Expense Admin > Group Configurations**
- Select the desired group
- Click **Modify**
- Click the **Digital Compliance Country Rule** dropdown list
- Options now include Switzerland among France and Spain
- Click **Save**

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



Concur Travel – Car

User Interface Changes and Added Functionalities for Car Workflow Screens on Mobile (Professional Edition Only)

Overview

With this release, all Car workflow screens on Concur Mobile will be updated with user interface enhancements. Some new functionalities have been added to the new screens such as Travel policy icons to display all rule class enforcement levels and full policy violation details on the Search Results screen.

End-User Experience

To ensure feature parity between the new Concur Travel web and the Concur Mobile app, several enhancements have been made to the user interface.

Search Screen:

Previously, dates and times were shown in one line. Now, they are displayed separately for better visibility.

NOTE: For iOS there will be a delay in deployment and it will only be available once the iOS 18 update occurs (this is estimated to happen around the middle of September).

2:27 [Icons]

← **Rental Car Search**

Pickup*

Select Address or Location

Drop-off

Same Location

Dates*

11/20/2023 - 11/24/2023 [Calendar Icon]

Pickup Time

10:00 AM [Clock Icon]

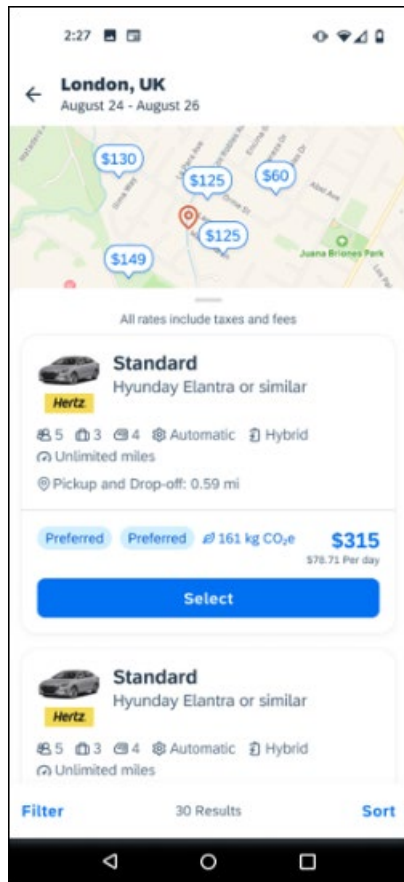
Drop-off Time

10:00 AM [Clock Icon]

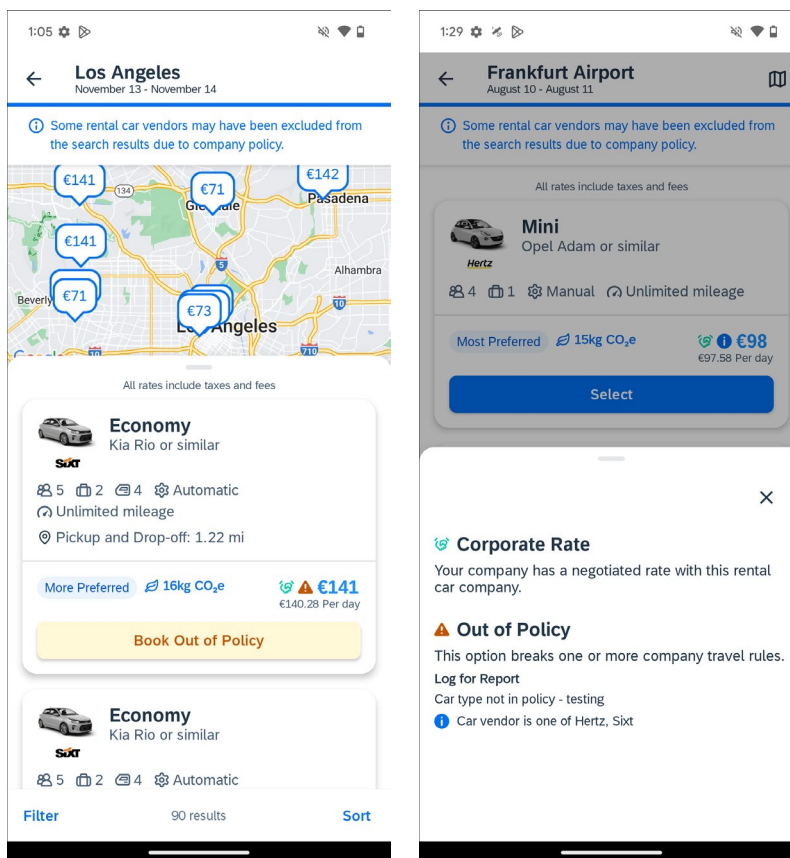
Search

Search Results Screen:

1. The map is no longer hidden. Clicking the rate on the map will scroll the results to the respective rate.



2. Previously, icons for policy rules and full policy violation rules were displayed on the **Review and Book** page. Now, these display on the results page.



3. Filters for **Category** and **Rental Company** can now be viewed in a separate screen. They were previously displayed all in one screen.

iOS:

2:19

Frankfurt Airport

Cancel

Filter

Reset

Closest Vendors Only

Category

Any

Type

Wagon

Passenger Van

Pick Up

SUV

Rental Company

Any

Specifications

Electric

Hybrid

Automatic

Manual

Show Results

Android:

1:06

×

Filters

Reset

Closest Locations Only

Category

Any

>

Type

SUV

Vendor

Any

>

Specifications

Manual

Hybrid

Electric

Automatic

Carbon Emissions

29kg CO₂

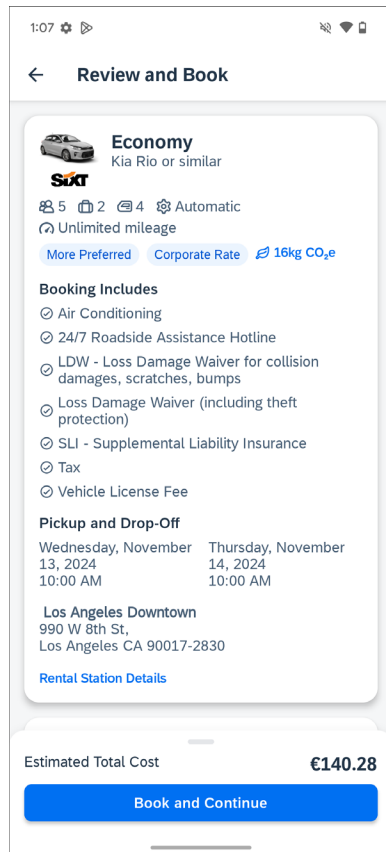
16

29

Show Results

Review and Book Page:

The link to display the **Rental Station Details** has been moved to the bottom of the **Review and Book** page. CO2 emissions information can now also be selected.



Configuration for Professional Travel

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

New Concur Travel: New Sort and Filter Options

Overview

With this release, a new sort option and filter for emissions has been added to Car Mobile Search result page to align feature parity to Concur Travel web. In addition a new filter for **Closest Locations Only** available on web was introduced to Car Mobile screen.

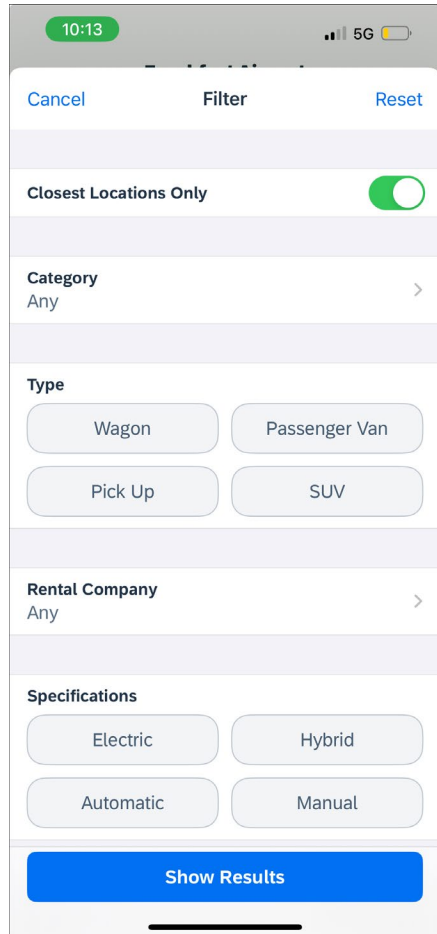
End-User Experience

Users will experience better feature parity and new enhancements while searching for a Rental Car.

CLOSEST LOCATIONS ONLY FILTER

The **Closest Locations Only** filter allows users to search for vendors closest to their location.

iOS:



The screenshot shows the iOS filter menu with the following options:

- Closest Locations Only:** A toggle switch that is currently turned on (green).
- Category:** A dropdown menu set to "Any".
- Type:** Four buttons: "Wagon", "Passenger Van", "Pick Up", and "SUV".
- Rental Company:** A dropdown menu set to "Any".
- Specifications:** Four buttons: "Electric", "Hybrid", "Automatic", and "Manual".
- Show Results:** A blue button at the bottom.

NOTE: For iOS there will be a delay in deployment and it will only be available once the iOS 18 update occurs (this is estimated to happen around the middle of September).

Android:

1:06 [status icons]

✕ Filters Reset

Closest Locations Only ☒

Category
Any >

Type
SUV

Vendor
Any >

Specifications
Manual Hybrid Electric Automatic

Carbon Emissions 29kg CO₂
16 ————— 29

Show Results

CARBON EMISSIONS – FILTER AND SORT OPTIONS

The **Carbon Emissions** filter allows users to filter their search options based on the CO₂ emitted by a car.

iOS:

2:17

Frankfurt Airport

Cancel Filter Reset

Type

Wagon Passenger Van

Pick Up SUV

Rental Company

Any >

Specifications

Electric Hybrid

Automatic Manual

Emissions 16.0kg CO₂e

Fewest ————— Most

Show Results

Android:

1:06 [Settings] [Share]

Filters [Reset](#)

Closest Locations Only ☒

Category
Any >

Type
SUV

Vendor
Any >

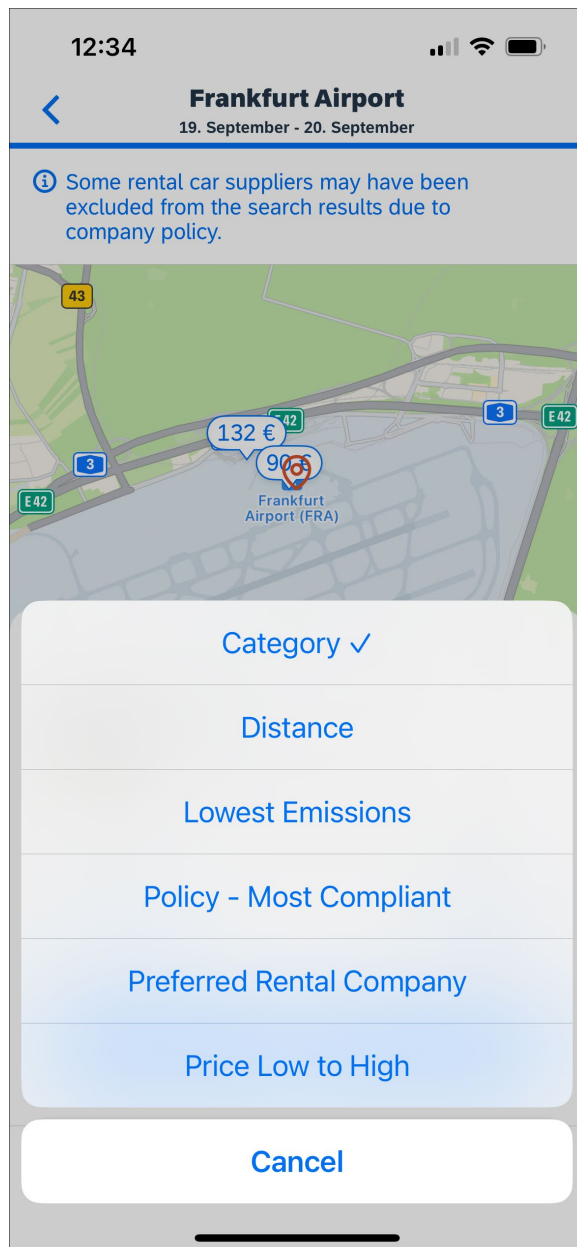
Specifications
Manual Hybrid Electric Automatic

Carbon Emissions 29kg CO₂
16 29

[Show Results](#)

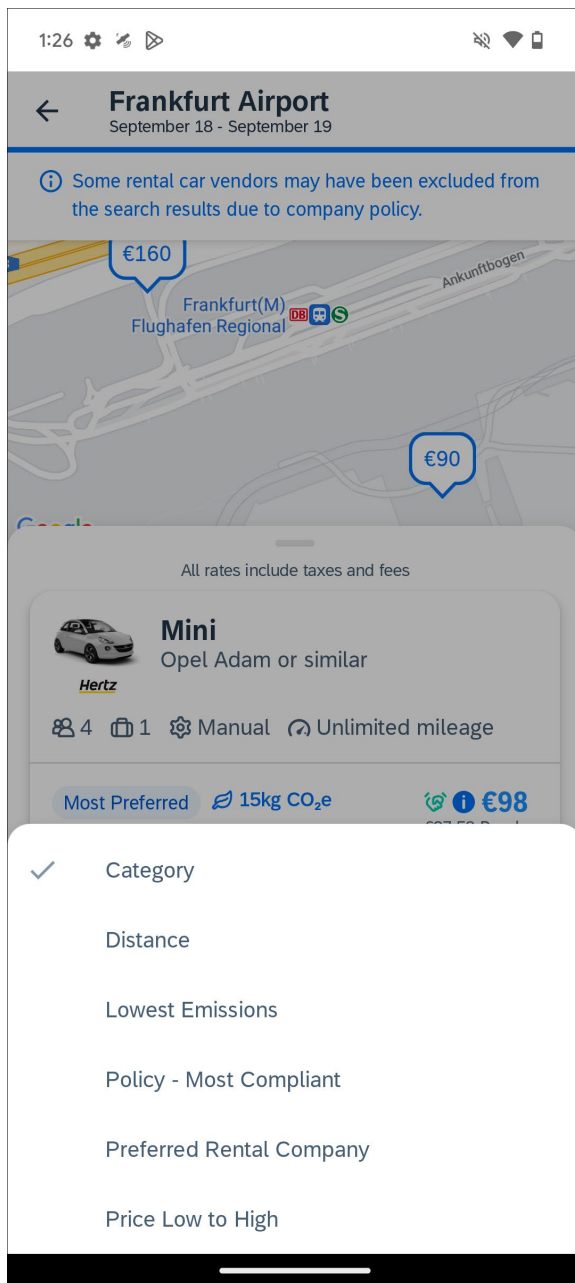
The sort option for **Lowest Emissions** brings the lowest CO2 emissions to the top of the search results page.

iOS:



NOTE: For iOS there will be a delay in deployment and it will only be available once the iOS 18 update occurs (this is estimated to happen around the middle of September).

Android:



Configuration for Professional Travel

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

New Concur Travel: Get Directions Feature for Concur Mobile

Overview

With this release, SAP Concur is introducing a new feature that allows users to get directions to a car rental station once a booking is confirmed.

End-User Experience

On the **Review and Book** screen and on the **Trip Overview** page, the user sees a new link to **Get Directions**. By tapping this link, the user is directed to the respective mobile map where they can navigate to the rental stations according to their booking. The airport navigation is defaulted to walking navigation, off-airport locations to public transport navigation, which can be adjusted by the user on the map if needed.

iOS:

09:54

TestFlight

Rental Station Details

Close

SIXT

Hebelstr. 1
Heidelberg 69115

Get Directions

Hours of Operation

Monday - Friday: 06:00 - 20:00

Saturday: 06:00 - 14:00

Sunday: 08:00 - 12:00

After Hours Return

If you want to return a vehicle when the branch is closed you must check with them when picking up your vehicle to determine if an after hours service drop box is available. Doing so will help you avoid additional charges.

Call +49-8966060060

About This Location

Rental information:

We're moving! From 01.04. we will welcome you in our Sixt branch at a new address Hebelstraße 1, 69115 Heidelberg.

From the city center:

Follow the signage in the direction of Heidelberg Rohrbach/Leimen on the B3. Turn Right at the Feuerbachstraße and follow the street for 200 meters. Then turn right again onto the Römerstraße. Our Sixt branch is located after 200m on your left-hand side.

From the motorway:

Follow the A656 in direction Heidelberg until B37. Then turn right in the direction Heidelberg main station. Pass the train station and turn right on the Römerstraße. The Sixt branch is located after 200m on the right hand side.

With public transportation:

12 minutes on foot from Heidelberg main station. Alternatively, you can take the S1 or S2 tram to Heidelberg Südstadt/Weststadt and then it is a 7 minute

10:24

SIXT

Flughafen

7 min Suggested

7 min Fewer turns

Directions

My Location

SIXT

Avoid

7 min

0.3 miles · Mostly flat

GO

7 min

09:54

SAP Concur

Heidelberg Hbf

Heidelberg-Weststadt/Südstadt

Kirchheim/Rohrbach

St. Ilgen/Sandhausen

Walldorf, SAP-Headquarters

Wiesloch-Walldorf, Bf

Bstg West2

24°

Directions

My Location

SIXT

Now

Prefer

51 min

Bus scheduled at 10:15

2 min 707 S2

7 min

GO

Last departure until 18:15

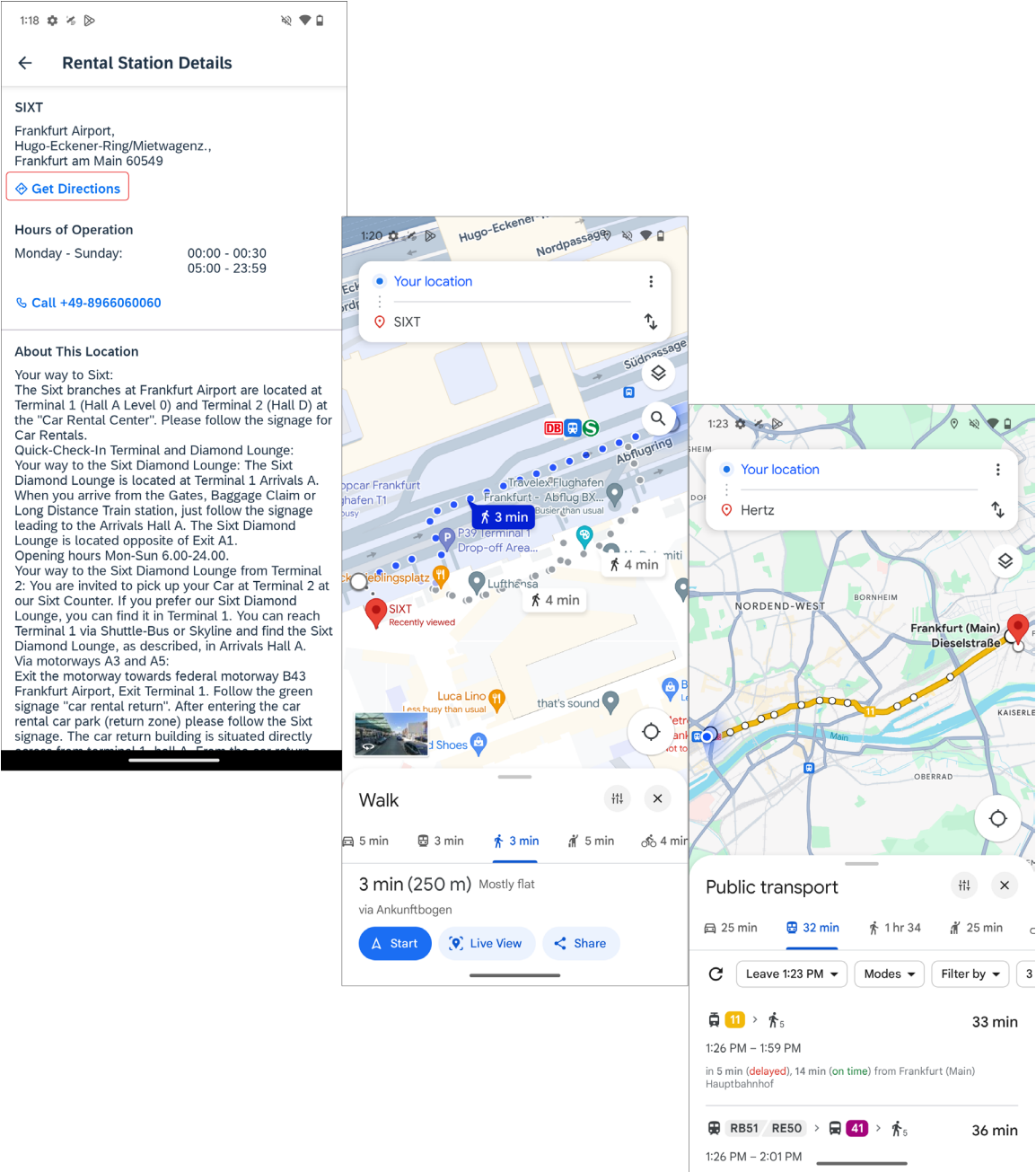
Station skipped on S2, S3, S4 and RE 73 between K...nnheim Hbf More

45 min

Bus scheduled at 10:15

NOTE: For iOS there will be a delay in deployment and it will only be available once the iOS 18 update occurs (this is estimated to happen around the middle of September).

Android



Concur Travel – Hotel

New Hotel: Configuration for Custom Hotel Sourcing

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

Hotel content will only be available from Custom Hotel Source providers. This requires re-enablement for customers who are interested in using these channels. If this has been configured for new Concur Travel on web, these features will appear on Concur Mobile.

► **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 screen may appear immediately after you click **Administration** or **Travel**.

2. 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.
3. When enabling a new connector in the new Concur Travel, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current legacy config needs to remain enabled on the current connector and also on HSv4 once migrated. The legacy connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:

The top screenshot shows the 'Hotel Connectors' configuration page. It has a 'General' section with a checkbox 'Use Detailed Passive Segment'. Below it are sections for 'TheHotelNetwork', 'TripSource 2', 'AmexGBT Supply MarketPlace', and 'HRS CHS', each with an 'Enable' checkbox and a 'Requestor ID' field. The 'HRS CHS' section also includes a 'Customer Key' field, a 'Share Org/Unit/Division' checkbox, a 'Notify customer' checkbox, and a 'Send notification to additional e-mail addresses' checkbox with an 'Additional e-mail addresses' field.

The bottom screenshot shows the 'Hotel Connectors - Evolution of Travel' page. It has a 'Country/Region' dropdown set to 'Default', a 'GDS' checkbox, a 'Direct Connect' checkbox, and a dropdown menu showing 'HSV4_TEST_VENDOR_2'. There is a link 'Add New Country Config'. Below this is another 'Country/Region' dropdown set to 'Afghanistan', a 'GDS' checkbox, a 'Direct Connect' checkbox, and another dropdown menu. There is a link '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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select **New Custom Hotel Source** in the list under **Defaults for Specific non-GDS vendors**. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

New Concur Travel: Hotel Updates for Mobile

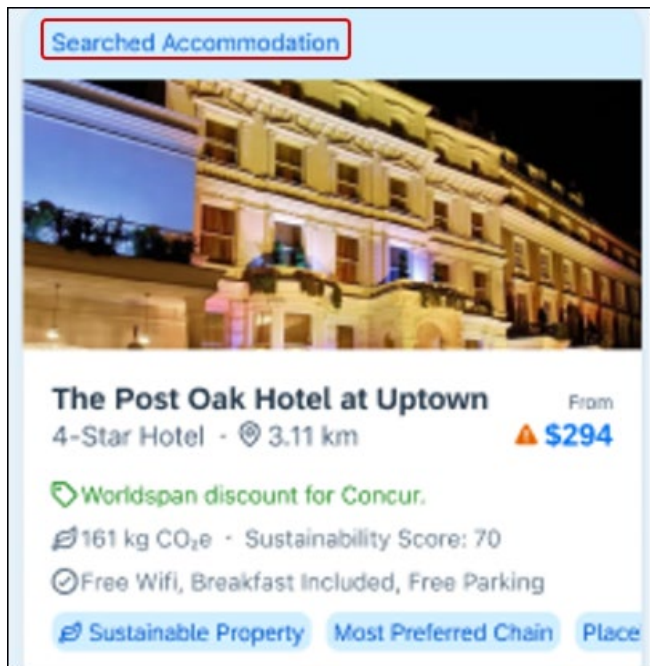
Overview

With this release, SAP Concur are making updates to ensure content and feature parity between Concur Travel web and the Concur mobile app.

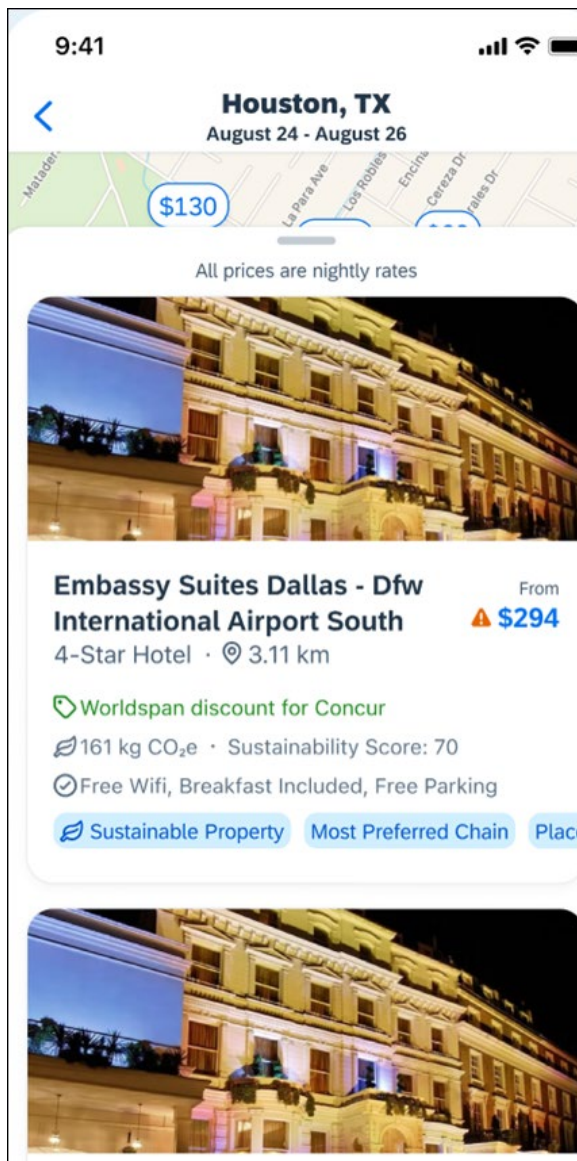
End-User Experience

To provide a consistent user experience, SAP Concur have extended the use of some features for Hotel in the Concur mobile app.

Searched Accommodation: When searching for specific accommodation, this is highlighted on the results screen to make it easier for the user to locate.



Updated Search Results: The Search results page has been redesigned to allow easier navigation between property list and full map view. Simply drag the property list down to expose the full map.



Per Diems: Per Diems are now supported in mobile and are displayed on the Search Results, **Hotel Details** and **Review and Book** pages , as well as on Trip pages.



The Post Oak Hotel at Uptown From
4-Star Hotel · 3.11 km ⚠️ \$294

📍 Worldspan discount for Concur

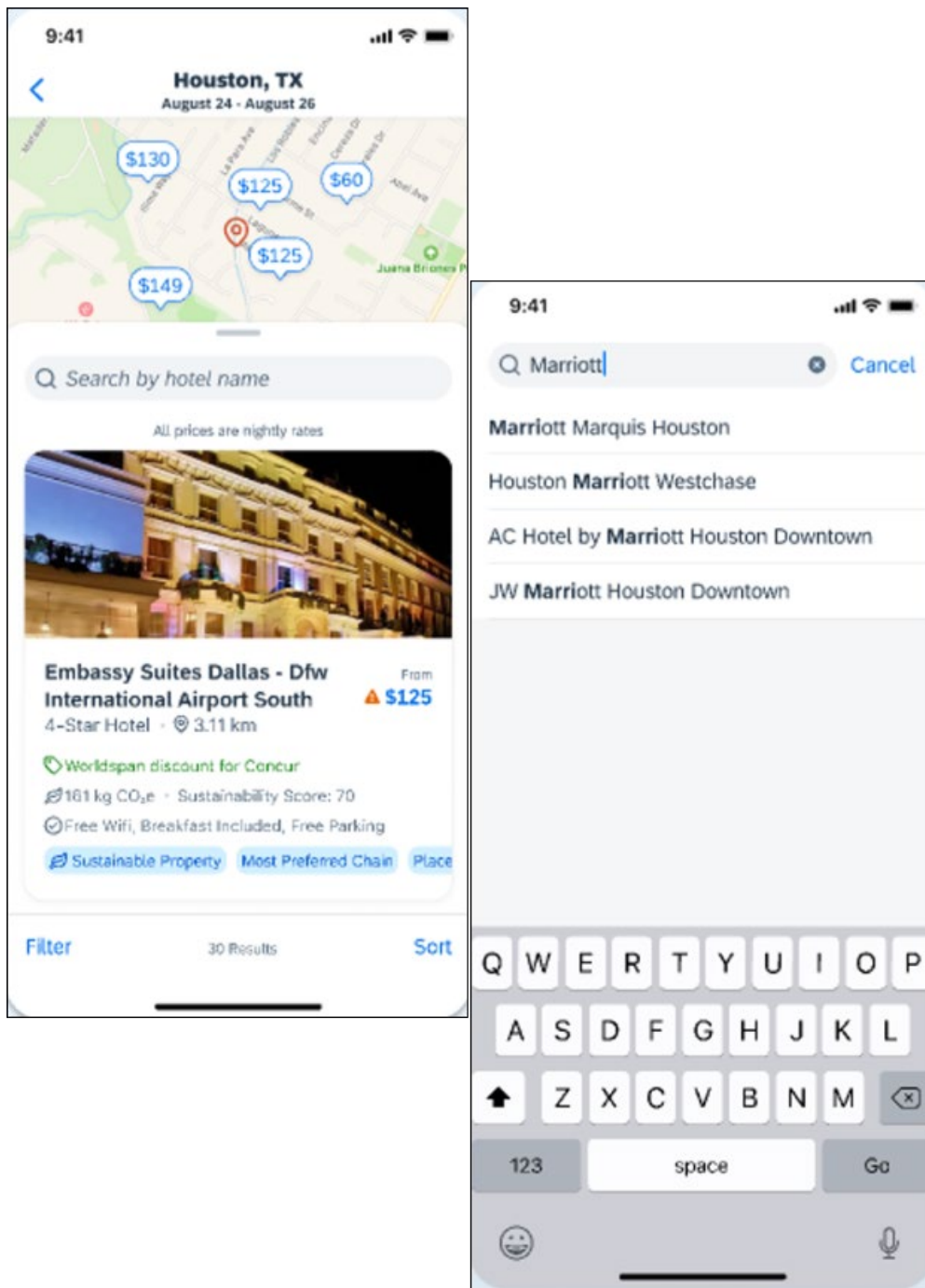
🌿 161 kg CO₂e · Sustainability Score: 70

✅ Free Wifi, Breakfast Included, Free Parking

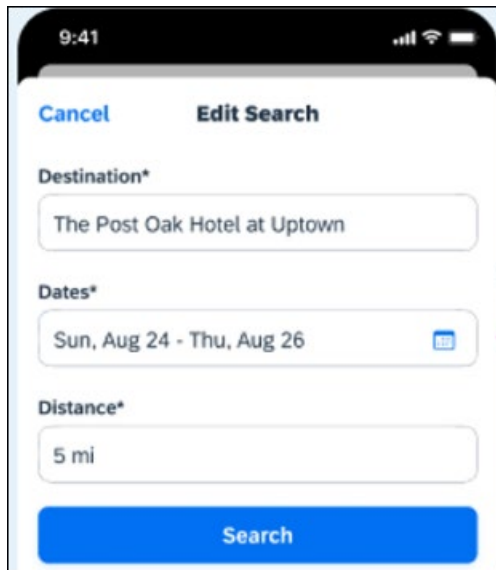
🌱 Sustainable Property Most Preferred Chain AAA

Per Diem Lodging Limits Nov 7 - Nov 11: \$89, Nov 12 - Nov 13: \$87

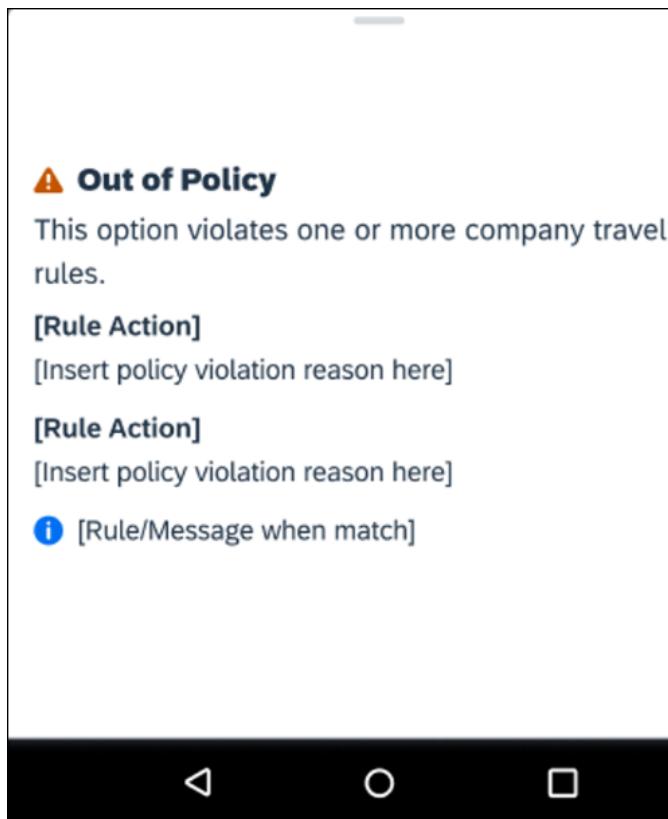
Search by Hotel Name: Once the Search results appear, users can enter the name of the specific property they are searching for and this will filter out all the other properties from the display.



Edit Search: When search results are returned, tapping the three dots on the top of the page, allows a user to edit their search fields without needing to navigate back to the **Search** page. When users enter new parameters and tap **Search**, updated results appear based on the edited search.



Policy Violations: Policy violations are now included in a separate popup when user selects a property name with the out of policy icon showing.



Configuration

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

Concur Travel – Rail

New Concur Travel: Deutsche Bahn - Changes in Orphaned Trip Handling (Professional Edition Only)

Overview

Previously, for orphaned trips using the Deutsche Bahn direct connect, Concur Travel neither auto-cancelled nor auto-finalized the trip. Targeted for the August release, Concur Travel will auto-finalize trips using Deutsche Bahn, similar to what currently happens with Trainline and Renfe trips.

In a situation where a trip is not cancelled or finalized, but the trip is instead auto-finalized through automation, some fields or changes required for fulfillment may no longer be included in the trip. This information may be required for fulfillment or to ticket a trip, in such cases such fields may need to be filled in manually.

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 and may contact you to obtain any uncaptured 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 new Concur Travel, users are redirected to the **Finalize** page where they can update the trip with the 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, or a Request is to be created, the user is not prevented from proceeding with these steps.

Configuration for Professional Travel

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

New Concur Travel: Deutsche Bahn - Auto-Cancel for Trips that Require Approval (Professional Travel Only)

Overview

In the legacy 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 fulfillment for certain booking sources where bookings are not fully refundable or cancellation isn't possible (for trips including Cleartrip, Travelfusion, Evolvi, Trainline, and Renfe bookings).
- Neither auto-cancelled nor auto-finalized, where the trip is left unactioned in Concur Travel (for trips including 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 August release, for trips booked entirely on the new Concur Travel, if **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 cancellation and refundability, regardless of the booking source.

If **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not act on the trip by the approval deadline, the trip is:

- Auto-finalized, allowing for trip fulfillment 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 Deutsche Bahn booking, as this content cannot yet be auto-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 Deutsche Bahn as a booking source, Concur Travel auto-finalizes the trip, allowing for trip fulfillment. Please note that this is a change from the previous experience where such trips were left unchanged.

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. More trips are auto-finalized due to improved awareness around the ability to cancel and refund.

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 Approso. 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


Concur
Travel

Travel
Arrangers
Trip Library
Templates
Meetings
Tools
Meeting Admin

This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Approvo. 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-PAzocha

Confirmed

Confirmation Number: RETSJCCUHO


9:30 AM - 12:37 PM

Básico, Estandar

Barcelona-Sants → Madrid-PAzocha

Car 1010, 65B

RENFE • MOCK TRAIN 03180 • 3h 7m

View Ticket


Train

Saturday, March 2, 2024 • Madrid-PAzocha → Barcelona-Sants

Confirmed

Confirmation Number: RETSJCCUHO


4:00 PM - 7:12 PM

Básico, Estandar

Madrid-PAzocha → Barcelona-Sants

Car 0096, 68C

RENFE • AVE 03193 • 3h 12m

View Ticket

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

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

Example: Trip Overview page after the approver rejects and the trip is auto-finalized:

Trip Overview

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

Trip Status	Record Locator	Trip Name	Date
Complete	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

renfe

RENFE • MOCK TRAIN 03180 • 3h 7m

Básico, Estandar

Barcelona-Sants → Madrid-P.Atocha

Car 1010, 05B

[View Ticket](#)

Train

Saturday, March 2, 2024 • Madrid-P.Atocha → Barcelona-Sants

Confirmation Number: RETSJCCUHO

4:00 PM — 7:12 PM

renfe

RENFE • AVE 03193 • 3h 12m

Básico, Estandar

Madrid-P.Atocha → Barcelona-Sants

Car 0006, 08C

[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

Fax Number: 1122334455

Address: Plaza del Emperador Carlos V28045

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](#)

SAP Concur Release Notes

Page 30

SAP Concur Mobile App

Version 10.14 - Associated web release: August 2024

SAP Concur Client FINAL

Initial Post: Tuesday, August 27, 2024

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

SAP Concur

Action Required

Travel Request Details

Trip requires your attention by August 10, 2024 9:57 AM CEST. Otherwise, it may be automatically canceled and a penalty fee may apply. View approval for details.

A travel rule applies to this trip:

Require Approval

All trips

Approve

Reject

View Approval

Trip Overview

Status: ConfirmedConfirmation: 00000000000000000000000000000000

DB

Thursday, October 10, 2024

Duisburg Hbf - Düsseldorf Hbf

12:06 PM - 12:18 PM

DB Fernverkehr AG • ICE 627

Sitzplatzreservierung, 2.
Klasse
Seat: Car 23 41

SAP Concur

Trip Confirmation

View Details

Trip Status:

Confirmed

Traveler:

Alice Lo

Date:

02/15/2024

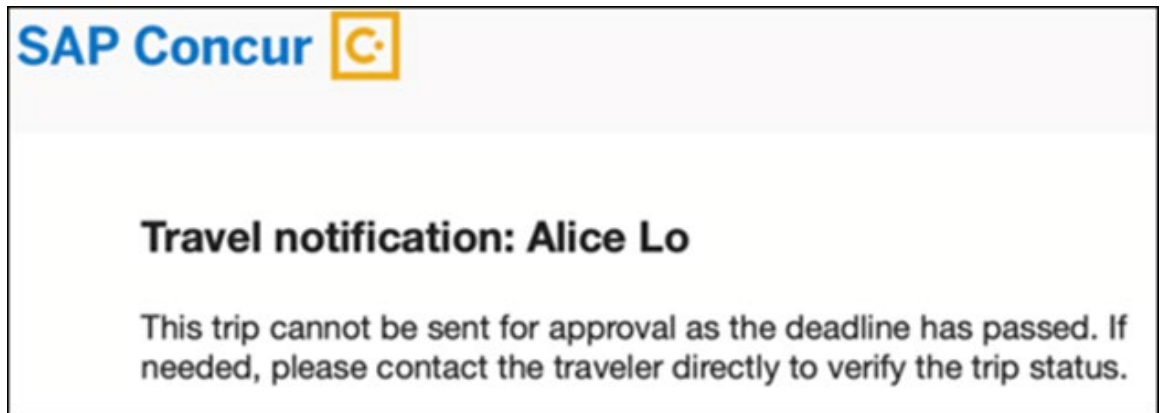
Record Locator:

45QMCD

Your trip cannot be sent for approval as the deadline has passed.

Please view the latest trip status. You can manually cancel your trip in case it doesn't get auto-canceled.

Example: Approver is notified email notification



Configuration for Professional Travel

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

Planned Changes

Concur Travel - Flight

****Planned Changes** Round Trip Split Ticket**

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

Overview

Targeted for release in September, Concur Travel plans to introduce more round-trip itinerary options that are not limited to a single ticket or a single booking. This enhancement allows users to select itineraries that may require multiple tickets due to restricted interline ticketing agreements, fare combinability restrictions, or corporate discount agreements.

With this change, more options will be offered to the user and will provide:

- Greater flexibility in flight selection.
- The ability to meet specific schedule needs without multiple bookings.
- Expanded carrier options for inbound flights.
- Seamless integration of split-ticket offers in search results.
- Potential cost savings through optimal fare combinations.

End-User Experience

When searching for a round-trip flight, the user will enter their search criteria as usual. The shopping experience will remain unchanged with round-trip options and multiple price points per flight itinerary. After selecting an outbound flight, the booking tool will generate:

- Traditional roundtrip offers based on the outbound selection.
- **Split-Ticket** offers.

All offers are integrated seamlessly into the results, with no visual difference to the user. Upon selecting any **Split Ticket** offer, the **Review and Book** page will display a cost summary that contains a price breakdown by journey and an estimated total cost for the combined tickets. **Finalize** and **Trip Overview** pages will feature by-journey price breakdown. No other changes are expected in any of these pages.

LIMITATIONS

The following limitations apply with this release:

- NDC is not supported.
- Mixing sources (such as NDC and EDIFACT or multiple GDS) is not supported.
- Post-ticketing changes support will not be available.
- Multi-city trips with more than two journeys will not be supported.

Configuration for Professional Travel

If this feature has been enabled for Concur Travel, it will be available on the Concur mobile app.

Planned Changes Multi City Flight Searches

Information First Published	Information Last Modified	Feature Target Release Date
July 2024	--	Q4, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Planned for a future release, the new Concur Travel will provide the ability to search and shop for itineraries up to four journeys. This will also include trips that are not a simple round trip such as travel from A to B and returning from B to C or returning from C to D.

This enhancement benefits travelers that require trips where more than one single stop is required allowing travel plans to be completed in one shopping session.

End-User Experience

When the user is searching for a flight, instead of selecting **One Way** or **Round Trip**, they should choose **Multi City**. There they will be redirected to a new tab, where they can select the flight options applicable to them.

On this tab, the search defaults to 2 journeys with the ability to book up to 4. The leg-by-leg workflow is similar to the round-trip workflow where users can select preferred cabins etc. but while the user is making up to 3 or 4 flight decisions.

Cancellations with refunds will be possible, as supported by every GDS

Limitations

For trips that require more than four journeys, the user will be redirected to the legacy experience.

Initially, multi-city trips will not support:

- Multiple GDS or multiple sources (i.e. mixing Edifact and NDC).
- NDC works with up to two journeys, three or more journeys are not supported on NDC.
- Split tickets will only be supported for two journeys.
- Brand or cabin mixes will only be supported for two journeys. Three or more journeys won't mix brand or cabin.
- Post-ticketing changes limited to two journeys. Three or more journeys do not currently allow post ticketing changes.

Configuration for Professional Travel

This feature is enabled by default. There are no configuration steps. The administrator can disable the feature as done today.

****Planned Changes** New Concur Travel: Add Vendor Preference and Corporate Rate to Post Booking Flow**

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q4 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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** screens. These labels will also display on e-mails received once a booking is finalized.

This change is being made to inform the user which rates and vendors will be available, 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 screens 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** screens.

Configuration for Professional Travel

There are no new configuration steps. The feature is available by default.

Concur Travel – Miscellaneous

****Planned Changes** New Concur Travel: Change Trip Feature for Sabre (Professional Edition Only)**

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

Overview

Targeted for the September release, new Concur Travel is planning to extend the **Change Trip** feature to allow users to adjust the dates of hotel and car bookings sourced from Sabre. In the first phase of this release, the **Change Trip** function was only applicable for changes to Flight bookings.

On the **Trip Overview** page, the user clicks the **Change Trip** link, which opens a popup that allows them to select the bookings that need to be changed.

NOTE: For configurations integrated with SAP Concur Request, once a request is submitted, users will have to recall the request before the option to change a trip becomes available. After a trip change, users must navigate to Request and manually resubmit the request. If the option to recall a request is not enabled, a trip related to an already submitted request will not be available for changes.

End-User Experience

Previously, when bookings were not available for change, they could not be selected and only ticketed flights could be changed. With the September release, it is planned that users will have the option to change hotel and car bookings from Sabre content

source on an itinerary both with a ticketed flight and independently of a ticketed flight.

Users are required to choose new dates and click **Continue**. . If a flight is contained in the bookings selected for change, the user will be redirected to the **Change Flight** page to select a new flight option and afterwards to the **Review and Change** page. If the user only selected car and/or hotel bookings for change, a click on **Continue** will redirect directly to the **Review and Change** page.

The **Review and Change** page allows to review new dates and updated cost details.

Once reviewed, the user can click **Cancel Change** or **Confirm Change**. Both choices return the user to the **Trip Overview** page. In case of **Confirm Change**, the user will be informed if the change has been successful or if it has failed. Users also receive either a confirmation e-mail or an e-mail regarding the failure of the change. If a response to the change request is not provided within a reasonable time by the reservation system, the **Trip Overview** will display a message to inform the user that the change request is being processed. The confirmation e-mail or e-mail regarding the failure of the change is sent once a final status has been provided by the reservation system.

For trips requiring approval, the approver is notified by e-mail after a trip change.

Configuration for Professional Travel

This feature is enabled by default. There are no configuration steps. Flight changes however are only possible if setting "Allow post-ticketing flight changes" is enabled. Otherwise the flights on an itinerary will not be selectable for change and the feature is only available for Sabre car and hotel content.

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

Information First Published	Information Last Modified	Feature Target Release Date
February 2024	--	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for release in Q3, 2024, the **Trip History** feature will be available for the new Concur Travel. This feature will provide all access to events associated with each booked trip, visible to the traveler and the arranger. The data will be retained indefinitely, subject to Data Retention policies established by the customer or legal or compliance requirements.

The following events will be included in the Mobile iOS and Android Apps in the initial release. Future enhancements to Trip History will have their own release notes entries.

Event	Details
Trip-level events • Trip Created • Trip Cancelled • Trip Confirmed • Confirmation E-mail Sent • Trip Sent to Agency for Processing	Time / Date with timezone for all events Who performed the action for all events Email address to which emails were sent (email events)
Stand-alone Approvals events • Trip Submitted for Approval • Email Sent to Approver • Trip Logged for Reporting • Manager Notified • Trip Approved • Trip Rejected • Approval Deadline Expired	Booking Confirmation Number / Record Locator (Booking events) Vendor information (booking events) Location information (booking events)
Booking-specific events: • Booking Created (all verticals) • Booking Failed (all verticals) • Booking Cancelled (Hotel, Car, Rail) • Booking Failed to Cancel (all verticals) • Booking updated (Hotel, Rail) • Booking Sent to Agency for Cancellation (Air only)	

There will be a detailed list of supported events. This information will be included in a later release note.

NOTE: Trips which include bookings from both the legacy and new Concur Travel will be visible only in the legacy **Trip History**, on the web application. Trips that contain bookings from the legacy Concur Travel cannot be shown on mobile.

NOTE: Trips which included bookings from only the new Concur Travel will be included within the new Concur Travel **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** screen.

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** screen, 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.

X
Trip Overview
:

Trip from Madrid to Barcelona
September 14, 2023 - September 18, 2023
Confirmed
Record Locator: KP666L

Itinerary
Details
History

Trip History
For questions, please contact the supplier or the travel agency.

May 22, 2023

Error and Failures
This flight booking could not be canceled:
[vendor], [departureAirport] - [arrivalAirport]
William Never | 9:32 AM EST

Booking Canceled
Canceled accommodation: [vendor],
[city]
William Never | 9:11 AM EST

Trip Canceled
William Never | 8:28 AM EST

May 21, 2023

Trip Approved
Your trip was approved on [date] (approver name: [name]).
William Never | 3:05 PM EST

Trip Sent To Agency For Processing
William Never | 3:11 PM EST

May 20, 2023

Approval Email Sent
Email has sent to approver: Stephan Lennox [email@email.com].
William Never | 3:12 PM EST

Confirmation Email Sent
Email has sent to [traveler name], [email@email.com].
William Never | 3:06 PM EST

Trip Requires Approval
Your trip requires approval before [date/time] (approver name: [name]). Otherwise it will be automatically approved.
William Never | 3:05 PM EST

Trip Confirmed
William Never | 9:33 AM EST

Booking Created
Booked rental car: [vendor], [city]
William Never | 9:32 AM EST

Booking Created
Booked accommodation: [vendor], [city]
William Never | 9:11 AM EST

Booking Created
Booked flight: [vendor], [departureAirport] - [arrivalAirport]
William Never | 9:05 AM EST

3. To expand the content and see additional details, click the arrow icon next to the event.

 **Booking Created**

Booked flight: [Vendor], City (Airport Code) - City (Airport Code)
William Never | 8:28 AM EST

Reservation Details

 American Airlines
AA 3907

Miami (MIA) - Frankfurt (FRA)
Sep 14, 2023 5:45 PM

 United Airlines
UA 1203

Miami (MIA) - Frankfurt (FRA)
Sep 19, 2023 5:45 PM

Reservation Status
Ticketed

Confirmation
000000000000

Ticket Number
1802329029291, 12024352902921

Aircraft
Boeing Embraer E-175 Winglet

Stops
Nonstop

Duration
2 Hours 13 Minute

Payment
[Credit Card Display Name] ****1234

Configuration for Professional Travel

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

****Planned Changes** New Concur Travel: Booking Switch Support (Professional Edition Only)**

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

Overview

Previously, Booking Switch was a limitation for the release of **Book then Approve** for Travel and Request Integration on Mobile. With the August mobile release, this feature will no longer be a limitation and will be supported, similar to the web experience.

NOTE: This feature will be available for Android users in August and for iOS users in September.

End-User Experience

Based on predefined rules, if the trip is determined to be self-booked, the user is directed to Concur Travel. If the trip is determined to be agency-booked, the user is directed to Concur Request.

A message will popup that says **Your company requires the use of Concur Request to start a booking process. Please create a new request.**

Example of new Request screen:

12:22

X SAVE

Request Name*

Request Policy*

Request Policy with Custom Fields Header & Allocations >

Start Date
Jun 26, 2024

End Date
Jun 27, 2024

Purpose

Free text field - Constant cust1
cust1

Entity >

Department >

Cost Center >

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.

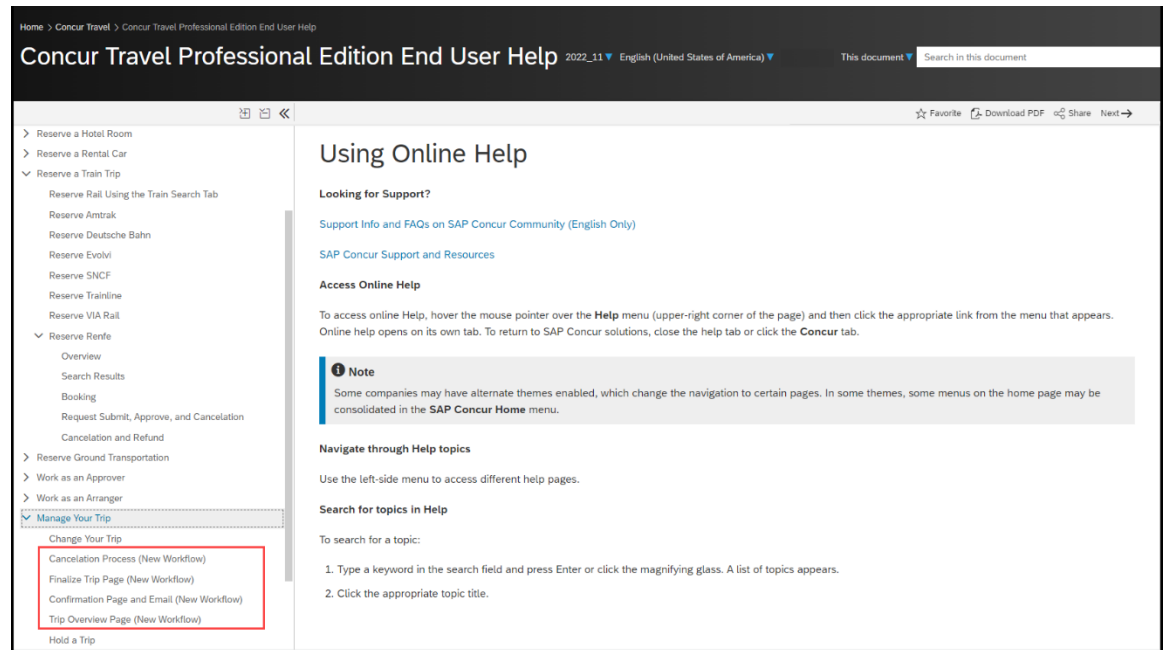
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

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

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](#).

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