

Product Update Notice

Product Update: Q3 2024 Release - New Concur Travel

As one of our valued customers, we are writing to announce the Q3 2024 release of new Concur Travel will be live beginning September 21, 2024. This latest update to Concur Travel will include many new features and content including:

- Expansion to new markets (all remaining EMEA markets): Bulgaria, Croatia, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Lichtenstein, Albania, Georgia, Azerbaijan, Montenegro, Serbia, Saudi Arabia, United Arab Emirates, Bahrain, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Egypt, Qatar, Turkey, Yemen, Cyprus, Palestine, and South Africa.
- Hotel Content for Travelport+ GDS for select markets
- Additional direct hotel content (Hotel Connector)
- Split ticketing for round trip itineraries
- Air matrix: Ability to quickly view a summary of airlines, stops, and prices on the results screen
- Trip Modify: Ability to modify Sabre GDS and NDC air bookings with Car and Hotel
- **Content and features released ahead of the Q3 product release, include:**
 - Air content with Travelfusion for limited low-cost carriers
 - Direct Hotel content release (Hotel Connector): HRS
 - Hold Trip for Sabre and Amadeus GDS and NDC content
 - Upgraded punch-out integration to Deutsche Bahn (German rail)
 - Trip Modify: Ability to modify Sabre GDS and NDC air bookings in Concur Travel

Market expansion

- Additional markets (see most recent release notes for details on additional market expansion in Q4 2024)
- Automatic Upgrades – As each Market and GDS experience matures, we will begin to automatically upgrade the use of the new experience and limit support of the legacy experience for select customers and markets.
 - **Note:** Starting on November 1, 2024, one or more of your travel configurations may be eligible for an automatic upgrade to the new Concur Travel experience. Please refer to the new Concur Travel migration FAQ for updates and more detailed information will be provided on this update for impacted customers closer to the change date.

What's in it for you?

The main outcomes your customers experience with the Q3 2024 release of new Concur Travel are the following:

- SAP Concur has reached another milestone in delivering new features and functionality the new Concur Travel with the recent releases in Q1 2024 and Q2 2024.
- We successfully expanded the end-to-end enhancements to the Air (EDIFACT and NDC) and Car rental booking experiences for qualifying customers using Amadeus Global Distribution System (GDS) from European points of sale in Austria, Belgium, Luxemburg, Netherlands, France, Germany, Italy, Denmark, Finland, Iceland, Norway, Sweden, Portugal, Spain, and Switzerland.
- **Expanding content and selected markets:** customers with Travelport+ can now utilize the new platform for their hotel bookings if they qualify and if their market is available.
- **Continue to build content for hotel providers** improving access to hotel providers and creating more robust content.

Resources

We encourage you to reach out to us with any questions you may have. As your travel management company (TMC), we are here to support you and the needs of your travelers. You can also check the following documentation to learn more about the evolution of Concur Travel and what's in it for you and your travelers:

- [Concur.com – New Concur Travel Page](#)
- [What's New in Product? – Concur Travel](#)
- [New Concur Travel Resource Center](#)
- [The new Concur Travel Resource Page](#)
- [New Concur Travel eligibility overview](#)
- [The new Concur Travel Support & Help documentation](#)
- [The new Concur Travel Rollout documentation](#), which includes information on eligibility & qualifications, roadmap & FAQ, release notes, and rollout preference settings
- Concur Travel [video](#) showing the end-to-end experience

Thank you for your continued partnership.