

Travel Incorporated

2015 Bullets! – Concur Travel Release Notes

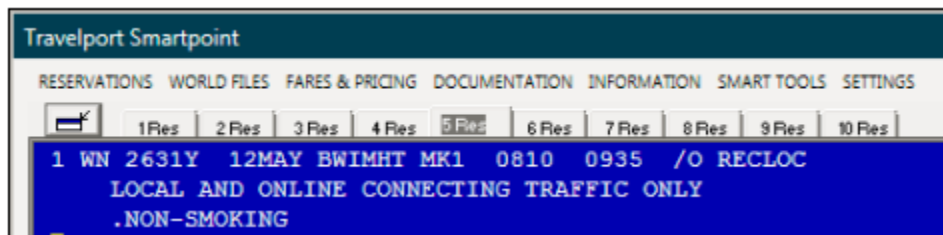
July Release

****COMING SOON**** *Calendar Integration Admin – Google Calendar*

Concur is happy to announce Google Calendar will be supported with the August 2015 release. For more details on Google Calendar benefits, [Click Here](#). Contact your Travel Inc. Account Manager if you are interested in setting up this feature when it becomes available.

****COMING SOON**** *Southwest (WN) Passive – Move from TVL Segments to Normal Airline Passive Segment in Worldspan GDS*

Worldspan now accepts normal passive air segments for Southwest (WN) Direct Connect bookings; for this reason, Concur will be updating our systems to no longer write TVL segments for Southwest with the September 2015 Concur Travel release. TMCs should use this time to make any needed automation or other operational adjustments to prepare for this change. Below is a sample of how the passive segment will appear in Worldspan GDS PNRs after this change has been made:



Air

British Airways Hand Baggage Only Fares Visual Change

To improve the user experience for British Airways segments that offer multiple-fare options (for example, Hand Baggage Only), there is a new visual layout. The new layout highlights the top three ancillary attributes for each fare option. They are:

- Free checked bag
- Refundability
- Policy compliance

The new visual layout is designed to quickly inform the traveler that he/she has fare options and to ensure that the features of a given fare meet his/her needs for the trip.

Starting From: **\$154.40** British Airways LHR 01:40 pm → CDG 03:55 pm 0 1h 15m
 CDG 06:05 pm → LHR 06:15 pm 0 1h 10m
 + 289 Pts

Compare More like this + Hide fares ^

Outbound flight: London, England, United Kingdom (LHR) - Paris, France (CDG) Mon, Oct 12

British Airways #314 Heathrow (LHR) Depart: Monday, 01:40 pm Charles De Gaulle Intl... (CDG) Arrive: Monday, 03:55 pm
 Stops: 0 Duration: 1h 15m Economy: O Airbus Industrie A320-100/200 113 lbs CO₂

Return flight: Paris, France (CDG) - London, England, United Kingdom (LHR) Tue, Oct 13

British Airways #323 Charles De Gaulle Intl... (CDG) Depart: Tuesday, 06:05 pm Heathrow (LHR) Arrive: Tuesday, 06:15 pm
 Stops: 0 Duration: 1h 10m Economy: Q Airbus Industrie A320-100/200 113 lbs CO₂

Fare options	Free Checked Bags	Refundable	In Policy		
Hand Baggage Only (O) Fare rules Details	0	No	✓	\$154.40	Select ✓ + 289 Pts
With Checked Bag (O) Fare rules Details	1	No	⚠	\$200.40	Select ⚠ + 289 Pts

Source: Sabre

Hide fares ^

Starting From: **\$154.40** British Airways LHR 01:40 pm → CDG 03:55 pm 0 1h 15m
 CDG 06:05 pm → LHR 06:15 pm 0 1h 10m

Details Close

Hand Baggage Only (O)
 Your baggage allowance with this fare:

- You are allowed to carry on one piece of hand baggage
- You are also allowed to carry on a laptop bag or handbag
- You are **not** allowed to check any bags



British Airways
 Ticket non-refundable - penalties may apply
 Change fee likely applies (plus fare difference, see fare rules)
 E-Ticketing Available

Change Symbol Used for "Operated by" and "Total Due Now"

Overview As part of our ongoing efforts to modernize our user interface, Concur has changed the symbols used for "Operated by" and "Total Due Now." Concur will use a superscript number or two asterisks instead of special characters to indicate that additional information is available in a footnote.

\$250.70 American Airlines¹ SEA 08:15 am → LAX 10:59 am
 Alaska Airlines² LAX 03:25 pm → SEA 08:18 pm
 + 216 Pts

¹ Operated by Alaska Airlines ² Operated by American Airlines

Compare  

Total Amount Due - Users will see ** to indicate there is additional information available about the "Total Amount Due":

REVIEW PRICE SUMMARY			
Description	Daily Rate	Dates	Total
Alamo Car Rental	\$50.42	Aug 03 - Aug 04	\$50.42
In-car GPS system			Price varies
Total Estimated Cost :			\$84.08*
			Total Due Now: \$0.00**

Air Canada Direct Connect – Implement New Seat Reservation flow

Air Canada has changed the workflow for seat reservations in Air Canada API. In order to manage some inconsistencies – especially for seat reservations for Tango fares and preferred seats – we have implemented some major changes in the seat reservation flow for Air Canada Direct Connect

For Air Canada Direct Connect, the user can make seat reservations only from the Seat Assignment section of the Review and Purchase Flight page.



Air Canada now offers seat reservation options as A La Carte options for Tango (normal and preferred seats) and for Flex (preferred seats). Once the user has selected a seat option for the selected fare, the fees for the seat will be added to the fare. Except for Tango fares, if the user does not select a seat from the seat map, then seats are automatically booked based on the user's profile preferences.

If the user selects one or more of the offered A La Carte seat options, he/she can select a seat from the seat map. The seat map can be accessed from the Review and Purchase Flight page.







Hotel

Travel Hotel Rules – Create Hotel Level Per Diem Rule

Concur currently offers the ability to call a hotel out-of-policy if its room rate prices do not correspond with a travel rule setup. For example, if a hotel room rate is higher than the hotel per diem for a given location, the room rate will be called outof-policy.

When a Travel & Expense user (using travel allowances) conducts a hotel search, the traveler searches for the hotel and sees the rate applicable to each hotel in the search results, based on the location of that individual property. For example, when searching Washington DC, hotels return from neighboring areas, such as Sterling and Herndon, which offer very different rates. Providing hotel-level per diem rates gives additional insight to the traveler on what is acceptable and what is not – when it comes to travel spend. This

information will state the rate for each part of the stay if the stay crosses different rate 'seasons' or effective rates.

1. Holiday Inn Express 		 <p>1917 Bladensburg Rd NE Washington, DC 20002 3.48 miles view map</p> <p>★★★★☆ rate this hotel</p>	from \$180
<p>more info compare</p>			
Per diem limits: Apr 14-Apr 17: \$224			
2. Holiday Inn National Airport 		 <p>2650 Jefferson Davis Hwy Arlington, VA 22202 4.03 miles view map</p> <p>★★★★☆ rate this hotel</p>	from \$216
<p>more info compare</p>			
Per diem limits: Apr 14-Apr 17: \$224			
3. Holiday Inn Georgetown 		 <p>2101 Wisconsin Ave NW Washington, DC 20007 1.7 miles view map</p> <p>★★★★☆ rate this hotel</p>	from \$223
<p>more info compare</p>			
Per diem limits: Apr 14-Apr 17: \$224			

Rail

SNCF - Field Validation on Review and Reserve Page

Due to restrictions in the SNCF (Riva) interface, the name and address fields cannot exceed a certain length. In addition, certain characters cannot be used when booking SNCF tickets. To avoid the non-specific error messaging from the SNCF (Riva) system, we now provide validation checks in Concur Travel. If the name and address information is too long or if it contains invalid characters, Concur will provide assistance in the form of detailed field descriptions on the Review and Reserve page.

USER/CUSTOMER BENEFIT: The user will be informed about the exact field restrictions, allowing the user make changes before the booking.

Car

Car Size in Travel Policy

Concur allows travel policy rules for car classes. With this release, we are updating the logic since so many new car class types have been added. This update should help clarify for customers about what is considered in or out of policy based on car class.

Ground

Add Pick-Up and Drop-Off Locations Plus Time to Worldspan Passive PNR

On request of our ground suppliers, we have closed the gap with GDS concerning how we pass information to passive PNRs for ground transportation in Worldspan. We have added the following information to passive PNRs for ground transportation for Worldspan: • Pick-up location • Drop-off location

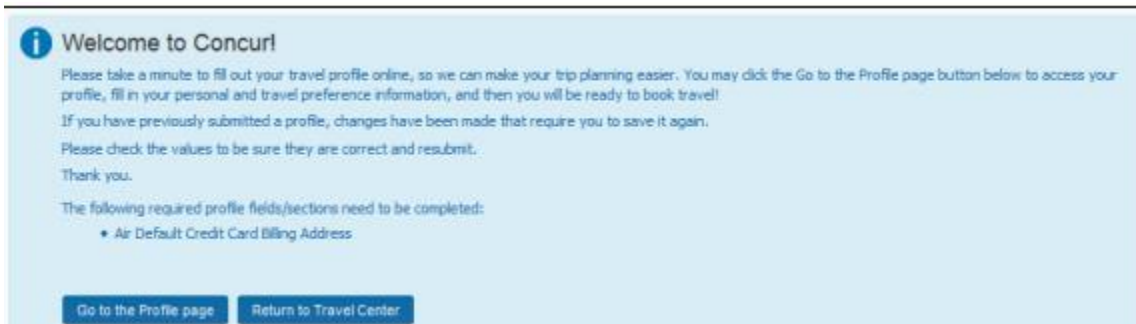
The passive PNR for Worldspan will be now sent in the following format: 1.1NEVER/WILLIAM*ADT 1 TVL ZZ MK1 LMO 13APR15/CF-CONCUR-TOUR-SEG/AN-CQB/DTD-13APR201 5/TD-0900/PUP-209 MADISON ST ALEXANDRIA VA 22314 US/DO-DCA AIRPORT /TN-LIMO SEGMENT/IC-USD 12.00/CRD-USD B12.00X0.00T12.00/DUE-USD B0.0 0X0.00T0.00/FF1-USD12.0 FLAT RATE/FF2-RID 10247818/FF3-PROVIDER ARLINGTON RED TOP/FF4-PROVIDER CONF NUM

Profile

Add Profile Validation for Missing Credit Card Billing Address

Concur has received customer feedback advising that in many cases, when a Southwest Direct Connect reservation is unable to be completed, it is due to a missing credit card billing address.

Upon attempting to make a booking in Concur Travel, users will see the following message if they have an air default credit card that does not have a billing address stored:



Welcome to Concur!

Please take a minute to fill out your travel profile online, so we can make your trip planning easier. You may click the Go to the Profile page button below to access your profile, fill in your personal and travel preference information, and then you will be ready to book travel!

If you have previously submitted a profile, changes have been made that require you to save it again.

Please check the values to be sure they are correct and resubmit.

Thank you.

The following required profile fields/sections need to be completed:

- Air Default Credit Card Billing Address

[Go to the Profile page](#) [Return to Travel Center](#)

Miscellaneous

Price Change for Gogo All Day Pass

Gogo has will change the price for the Gogo Wi-Fi All Day Pass from US \$14.00 to \$16.00 with effect of June 30 2015.



Don't forget your internet! **gogo**

GOGO WI-FI IS AVAILABLE ON SOME OF YOUR FLIGHTS: @

Type of pass	No. of Passes
All Day Pass \$16.00 each	1

- \$16.00 each (Retail price ranges up to \$24.00)
- 24-hours of continuous access on a single airline.
- Expires 1 year from purchase.

How would you like to pay?

Please choose a credit card. [Add credit card](#)

[Purchase Gogo Wi-Fi](#)

By clicking Purchase Gogo "Wi-Fi", you agree to our:
[Privacy & cookie policy](#)
[Terms of use](#)
[Promotional code and gift card usage policy](#)

* Indicates credit card is a company card

June Release

***Air** Southwest Direct Connect – Allow International Flights*

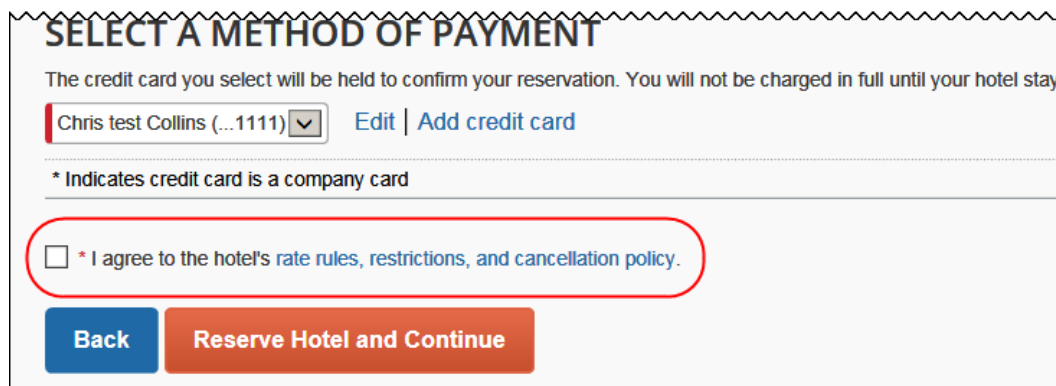
As of today, Early Bird check-in is not supported for International flights through Southwest Direct Connect. Southwest has plans to support this in the near future. We will provide release notes when it becomes available.

*Web Fares**COMING SOON** Air Canada Direct Connect – Implement New Seat Reservation Flow*

With the Air Canada ac4u API release, targeted for the end of July 2015, Air Canada will activate the new seat reservation workflow for Concur. We will provide all functions with our release July 10 and will activate the new flow by the end of July. The exact date and a detailed workflow description will follow.

***Hotel** **COMING SOON** Hotel Rules*

In the March release, Concur changed how hotel policies (like rules, restrictions, and cancellation policy) were presented to the traveler on the **Review and Reserve** page. Instead of presenting the entire policy text for the user to read, Concur moved the information to a clickable link in order to streamline the process.



SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Chris test Collins (...1111) Edit | Add credit card

* Indicates credit card is a company card

* I agree to the hotel's rate rules, restrictions, and cancellation policy.

Back Reserve Hotel and Continue

We have made additional enhancements with this release. Based on customer feedback, whether the rate details/cancellation policy link includes a **required** check box depends on a setting on the travel configuration page. There are 3 configuration options:

- **Require:** The check box always appears.
- **Skip unless deposit needed:** The check box appears if a hotel rate requires a deposit.
- **Always skip:** The check box never appears.

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
Comfort Inn Tulsa-Downtown West	\$76.49	Jun 25 - Jun 27	\$152.98
Total Estimated Cost : \$152.98 USD*			
Total Due Now: \$0.00 USD†			

* Does not include taxes or additional fees incurred during time of stay.
† Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Please choose a credit card. ▼ [Add credit card](#)

* Indicates credit card is a company card

*By completing the booking, you agree to the [rate rules, restrictions, and cancellation policy](#).

[Back](#)

[Reserve Hotel and Continue](#)

Hotel Service – Rakuten Travel

Concur is happy to announce support of the new Rakuten Travel as a new Hotel Service vendor via Concur Connect. Rakuten Travel has joined with Concur to offer direct access to hotel inventory for travelers booking through Concur. The key user for Rakuten Travel is one who visits Japan. Rakuten Travel is the largest online hotel booking site in Japan and offers more than 20,000 hotels throughout Japan, many of which are not available via the GDS.

Profile ****COMING SOON**** Add Profile Validation for Missing Credit Card Billing Address

Concur re-implemented the required profile fields validation feature in May 2015. This stopped users from completing a reservation if their profile was missing required data. Concur has received customer feedback advising that in many cases, when a Southwest Direct Connect reservation is unable to be completed, it is due to a missing credit card billing address. To minimize these issues – **in a future release** – the credit card marked as Air Default card in the user's profile will be checked for a billing address before allowing a user to make travel reservations.

Add Alert for Missing Credit Card Billing Address

Concur has received customer feedback advising that in many cases, when a Southwest Direct Connect reservation is unable to be completed, it is due to a missing credit card billing address.

In an attempt to help minimize these issues, Concur has implemented a new Alert on the Home page to advise users when they have a credit card stored in their profile that does not include a billing address.

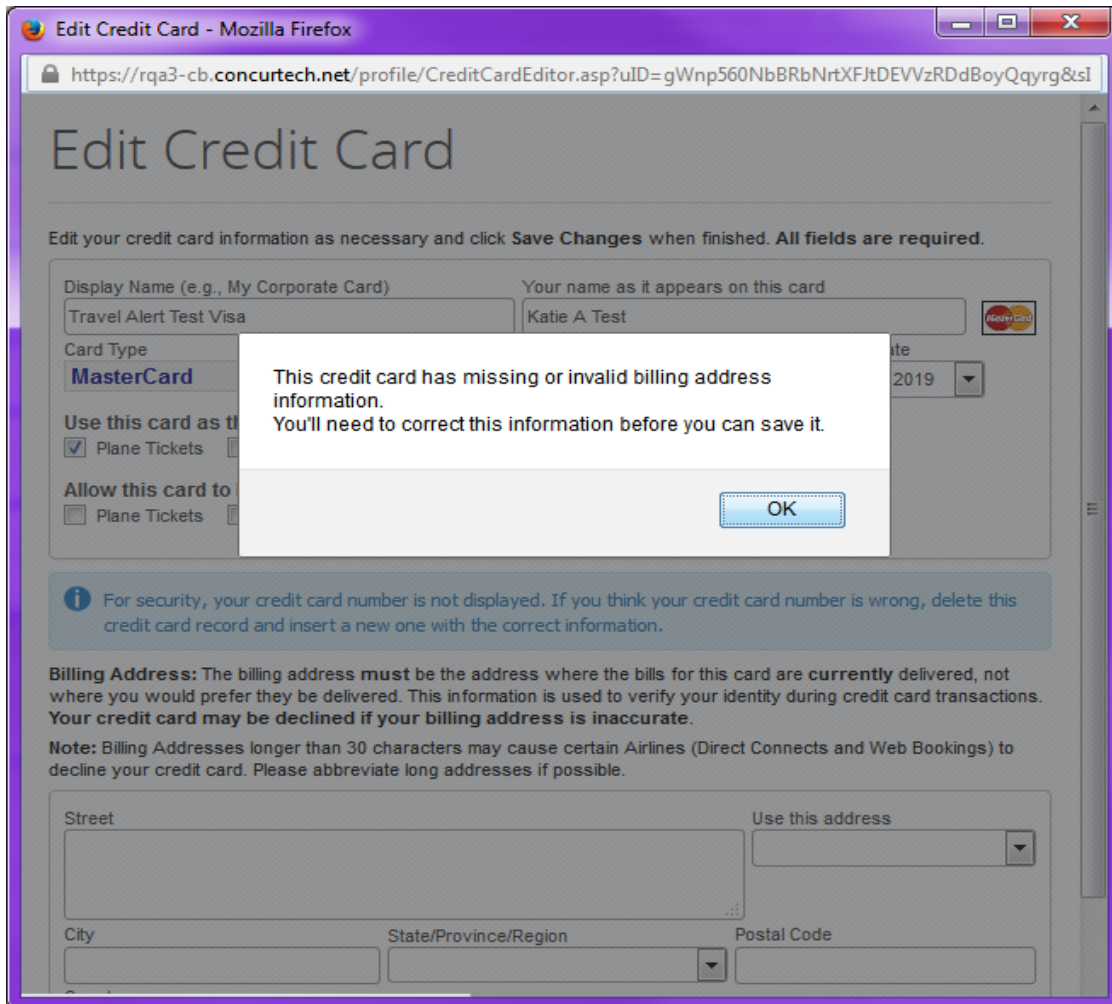
ALERTS

i Katie Prof CTE is giving **Triplt Pro** to all employees. [Activate Subscription](#) [No thanks](#)

! Your credit card **Travel Alert Test Visa** is missing the billing address. Some airline reservations cannot be processed without this information. [Edit](#)

i You haven't signed up to receive e-receipts. [Sign up here](#)

Clicking on the **Edit** button takes the user directly to the credit card editing popup window for that card, where billing address can be added and saved:



Clicking **OK** takes the user into the background window to complete the billing address fields.

Reporting "Recently Used" List Available in Travel Reports

New **Recently Used** section in the enhanced UI:

The screenshot shows the Concur Reporting interface. The top navigation bar includes 'CONCUR', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', and 'Reporting'. The 'Reporting' menu is active. Below the navigation bar, the page title is 'Travel Reports'. A red box highlights the 'Recently Used' section, which contains a list of reports: 'Concur Travel Credit Cards', 'Admin Password Changes', and 'Browser Report'. The 'Concur Travel Credit Cards' report is selected. To the right of the report list, there is a section for 'Concur Travel Credit Cards' with a 'Show this Report by default' link. Below this, there is a description of the report: 'This report displays details of employee's Travel credit cards in your company. If Name (or part of the name that it begins with), the Org. Unit/Division, and the St. This report displays the top 1000 records and the last 4 digits of the credit card exporting, it will not display the credit card numbers.' Below the description, there is a 'General' section with a list of links: 'Admin Password Changes', 'Assistants in Company', 'Browser Report', 'Concur Best Practices Dashboard', 'Concur Travel Credit Cards', and 'Employee Company Groups'. To the right of the links, there is a form for configuring the report. The form has two input fields: 'Last Name (Begins With)' and 'Status'. The 'Status' field is a dropdown menu with 'All' selected. Below these fields is an 'Export To' section with a dropdown menu set to 'HTML (display to Screen)' and a 'Submit' button.

May Release

Admin – Calendar Integration

Concur will be supporting calendar integration with multiple vendors in the near future and has renamed this feature from Directory Server Admin to Calendar Integration Admin. Concur currently integrates with these calendars:

- Microsoft Exchange (2007, 2010)
- Microsoft Exchange Web Services (2007, 2010)

Air - Airline – La Compagnie

Concur is pleased to announce support of all-business-class airline La Compagnie (B0). La Compagnie offers service from New York to Paris and London.

Policy Clarifications

Air

In the March release, Concur changed how air, hotel, and car policies (like rules, restrictions, and cancellation policy) were presented to the traveler on the **Review and Reserve** page. Instead of presenting the entire policy text for the user to read, Concur moved the policies behind a clickable link in order to streamline the process. See example below:

! This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).

[Back](#) [Reserve Flight and Continue](#)

Hotel

Hotel Policy Clarifications

Concur requires user to agree to the hotel rules and restrictions set by the individual selected property. In a future release, Concur will enhance the current hotel fare and fee information (for example, deposit required) presentation in a way that the traveler can quickly understand and acknowledge the terms without impeding the travelers productivity and checkout process.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

[Edit](#) | [Add credit card](#)

* Indicates credit card is a company card

* I agree to the hotel's [rate rules, restrictions, and cancellation policy](#).

[Back](#) [Reserve Hotel and Continue](#)

Ground

Filter Credit Cards as Defined by Supplier

With the release, we now show only those credit card types that are accepted by the ground supplier at the time of booking (based on information sent to us by the ground supplier). Prior to this release, Concur displayed all of the user's profiled credit cards and ghost cards on the **Review and Reserve Ride** page whether accepted by the ground supplier or not.

Coming Soon Adding additional Pick-Up and Drop-Off information

In larger metropolitan areas (especially in Latin America) the same address may exist multiple times but in different neighborhoods. To ensure that a driver does not drive to the wrong address or must call the client for clarification, we now send the neighborhood – in addition to the address – to the ground supplier.

Rail

Rail Search Results Update

Concur is removing the review popup that travelers encounter when booking a train ticket within Concur. The popup is unnecessary since the **Review and Reserve Rail** page contains the same information.

Amtrak Direct Connect Update – Concur Removes filter for Trains 63,64,68 and 69.

Due to special TSA regulations, we do not provide border crossing Amtrak train connections between the US and Canada. All border-crossing Amtrak trains are filtered out. As part of the filter, some US domestic connections were also filtered when the train has started or ended in Canada. The user will now see more connections between New York, Albany, and Buffalo.

With this release, we have included the following Amtrak connections:

- Train 63: New York – Albany – Buffalo
- Train 64: Buffalo – Albany – New York
- Train 68: Albany – New York
- Train 69: New York – Albany

Profile

Re-Release to Prevent Booking if Required Profile Fields are Not Populated.

May 2015 release, Concur will again require the user/arranger to complete any required profile fields before being able to complete a booking in Concur Travel.

Concur is already doing this when a new user logs into the system for the first time. This feature adds validation for the following scenarios:

- New required profile field added to the site
- Edit of existing profile field to now be required
- Module property to make a field required
- Travel configuration setting to make section required (such as the passport section)

April 2015

Air

Support New Airline – OneJet

OneJet. OneJet offers nonstop daily service between Indianapolis (IND) and Milwaukee (MKE). For more information on OneJet, please visit their website: <http://www.onejet.com/>

Webfares

Cleartrip – Add Air Costa

Concur has partnered with Cleartrip to provide access to low-cost carrier content for the domestic India market place, much of which is not available through the GDS. Air Costa offers connections within domestic India. This provides customers more options on domestic flights in India.

Travelfusion – Add All Nippon Airlines (ANA) ANA - All Nippon Airlines (NH) offers web fares that can be significantly cheaper than fares offered in the GDS. ANA will be available via Travelfusion on domestic flights within Japan and on international flights.

Travelfusion – Air New Zealand (NZ) Air New Zealand (NZ) offers web fares that can be significantly cheaper than fares offered in the GDS. Air New Zealand will be available via Travelfusion.

Hotel

****COMING IN MAY** New Travel Rule for Hotel Level Per Diem** Concur currently offers the ability to call a hotel out-of-policy if its room rate prices do not correspond with a travel rule setup. For example, if a hotel room rate is higher than the hotel per diem for a given location, the room rate will be called out-of-policy.

1. Holiday Inn Express

	1917 Bladensburg Rd NE Washington, DC 20002 3.48 miles view map	◆◆◆◆ ★ ★ ★ ★ ★ ○ ○ ○ ○ ○ rate this hotel	from \$180
more info compare			choose room ▶

Per diem limits: Apr 14-Apr 17: \$224

2. Holiday Inn National Airport

	2650 Jefferson Davis Hwy Arlington, VA 22202 4.03 miles view map	◆◆◆◆ ★ ★ ★ ★ ★ ○ ○ ○ ○ ○ rate this hotel	from \$216
more info compare			choose room ▶

Import Hotel Discounts

Completed!!


The following columns are no longer supported: **BreakfastFee, InternetFee, ParkingFee, WirelessFee**

Working on: 1 - BW 38777 Hilton Garden Inn Tribeca
Import successful. --


Working on: 2 - YX 50501 Hilton something something
Import successful. --

What the User Sees

Customers currently see notes (as shown below: *Shuttle services offered, inquire at hotel for details*) as well as fee information (as shown below: *Internet Fees: FREE*) just above the hotel rates.

1. Hyatt Regency Tulsa		from \$92
	100 East Second St Tulsa, OK 74103 0.1 miles view map	★★★★★ ○○○○○ rate this hotel
more info compare		hide rooms ▾
Shuttle services offered, inquire at hotel for details.		
Internet Fees: FREE		
Wireless Fees: FREE		
\$92	Concur Rate 1 King Bed - Overlooks Downtown Area: 1 King Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)	▲
\$119	Concur Rate 2 Queen Bed - Overlooks Downtown Area: 2 Queen Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)	▼
Rate details / Cancellation policy		

Going forward, the fee information will be removed; the notes will remain.

1. Hyatt Regency Tulsa		from \$92
	100 East Second St Tulsa, OK 74103 0.1 miles view map	★★★★★ ○○○○○ rate this hotel
more info compare		hide rooms ▾
Shuttle services offered, inquire at hotel for details.		
\$92	Concur Rate 1 King Bed - Overlooks Downtown Area: 1 King Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)	▲
\$119	Concur Rate 2 Queen Bed - Overlooks Downtown Area: 2 Queen Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)	▼
Rate details / Cancellation policy		

This feature is auto-on. There are no configuration steps.

Ground

GroundAPI – New Supplier SuperShuttle/ExecuCar

Concur now supports SuperShuttle/ ExecuCar as a Concur Connect Supplier.

SuperShuttle/ExecuCar is the nation's leading shared-ride airport shuttle service, providing door-to-door ground transportation servicing over 80 airports North America and Europe.

Supported transactions:

- Search and Book
- Cancel (cancellation number provided)
- Custom field/accounting data **is** supported

Supported forms of payment:

- Credit Card
- Central Billing (Direct Bill accounts must be set up with SuperShuttle/ ExecuCar)

NOTE: At this time, SuperShuttle/ExecuCar provides **only** ExecuCar black car content. SuperShuttle content will follow later this year.

USER/CUSTOMER BENEFIT

With an integrated Ground Direct Connect for ground services, no intervention of an agent is required. Concur Travel clients can access rates for chauffeured car service within the existing online travel booking experience.

What the User Sees

On the Travel Wizard, the **Ground Search** tab will be visible, and the user can search for Ground transport.

Vehicle type: Sedan

Pick-up date: 22.04.2015 9:00

Hourly Ride 2

Pick-up Location

Airport Company Location

Address Preferred Hotel

Airport

PHX - Sky Harbor Intl Arpt - Phoenix, AZ

Drop-off Location

Airport Company Location

Address Preferred Hotel

Street City

10 E Thomas Rd Phoenix

State/Province Zip

AZ 85012

Country

United States of America

Search

Here is how SuperShuttle/ExecuCar content appears in the search results.

PICKING UP AT: PHX ON WED, 22 APR 09:00
DROP-OFF AT: 10 E THOMAS RD, PHOENIX, AZ

[Print / Email](#)

Sorted By: [Price - Low to High](#) ▾

Displaying: 2 out of 2 results.

£35.40 Flat rate Confirm ✓	ExecuCar - ExecuCar Sedan Will Call (up to 4 guests) call upon arrival (SuperShuttle/ExecuCar) Maximum passengers: 4
£70.80 Flat rate Confirm ✓	ExecuCar - ExecuCar Sedan Service Meet and Greet (Up to 4 Passengers) (SuperShuttle/ExecuCar) Maximum passengers: 4

Displaying: 2 out of 2 results.

SuperShuttle/ExecuCar Ground itinerary:

Reservations

Monday, March 30, 2015



Ground Reservation at Sky Harbor Intl Arpt - Phoenix, AZ

[Cancel](#)

Renting from:



ExecuCar
Private Sedan Service

1 (800) 410-4444

Pick Up: Mon Mar 30

5:00 PM

Pick-up at: Sky Harbor Intl Arpt (PHX)

Pick-up Instructions: Pick me up.

Phone: 1 (800) 410-4444

Confirmation: 5029782

Status: Confirmed

Approximate cost: \$86.14 USD (Flat)

**Drop-off At: 8930 S Beck Ave Tempe, AZ,
85284 US**

Additional Information

Rate Disclaimers:

Base Fare \$73.00

Gratuity \$13.14

Total \$86.14

Cancellation Policy: <https://www.execucar.com/CancellationPolicy.aspx>

Meeting Instructions: Pick me up.

Special Instructions: Special me.

Passive segments and finishing data allow TMCs agency reporting and offline support.

Configuration for Professional Travel

SuperShuttle/ExecuCar does not require that a customer have an agreement to enable in Concur Travel.

****Coming Soon** Add Pick-Up and Drop-Off Locations Plus Time to Worldspan Passive PNR**

On request of our Ground suppliers, we will close the gap with GDS concerning how we pass information to passive PNRs for ground transportation. With the July 10 2015 Concur Travel release, we will add the following information to passive PNRs for ground transportation for Worldspan:

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Source: Travel Incorporated Online Travel Solutions

- Pick-up location
- Drop-off location

Until the July release, Worldspan passive PNRs for ground transportation will be set in the existing format:

```
1.1NEVER/WILLIAM*ADT 1 TVL ZZ MK1 LMO 13APR15/CF-CONCUR-TOUR-SEG/AN-CQB/DTD-13APR201 5/TD-0900/TN-LIMO SEGMENT/IC-USD 12.00/CRD-USD B12.00X0.00T12.00 /DUE-USD B0.00X0.00T0.00/FF1-USD12.0 FLAT RATE/FF2-RID 10247818/ FF3-PROVIDER ARLINGTON RED TOP/FF4-PROVIDER CONF NUM
```

With the July release, we will add additional information to the PNR and it will be sent in the following format:

```
1.1NEVER/WILLIAM*ADT 1 TVL ZZ MK1 LMO 13APR15/CF-CONCUR-TOUR-SEG/AN-CQB/DTD-13APR201 5/TD-0900/PUP-209 MADISON ST ALEXANDRIA VA 22314 US/DO-DCA AIRPORT/TN-LIMO SEGMENT/IC-USD 12.00/CRD-USD B12.00X0.00T12.00/DUE-USD B0.00X0.00T0.00/FF1-USD12.0 FLAT RATE/FF2-RID 10247818/FF3-PROVIDER ARLINGTON RED TOP/FF4-PROVIDER CONF NUM
```

****COMING SOON** Re-Release – Prevent Booking if Required Profile Fields Not Populated**

Shortly after the May 2015 release, Concur will again require the user/arranger to complete any required profile fields before being able to complete a booking in Concur Travel.

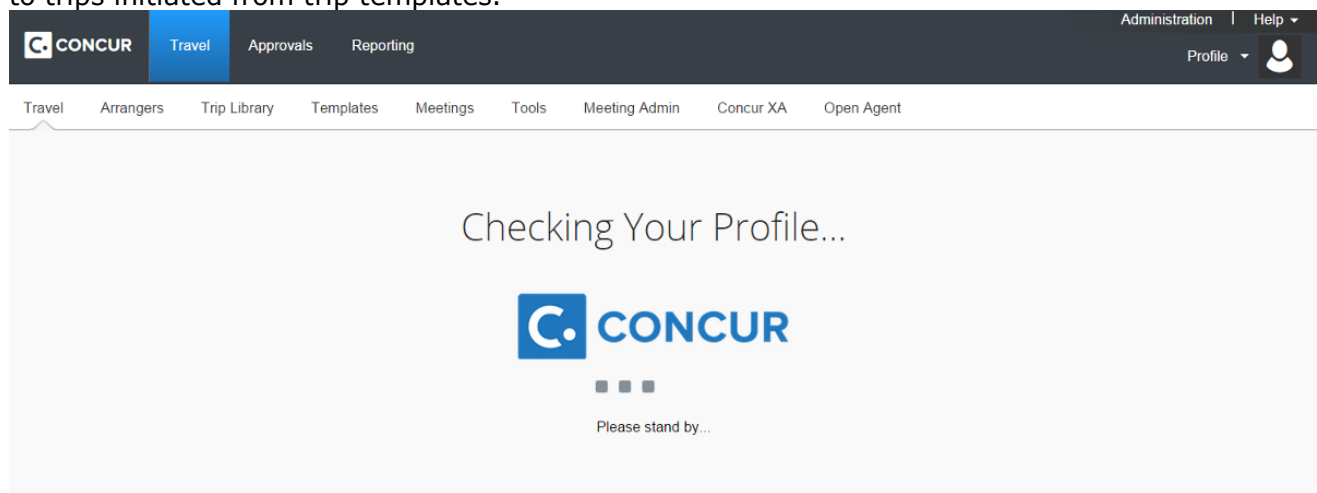
Concur is already doing this when a new user logs into the system for the first time. This feature adds validation for the following scenarios:

- New required profile field added to the site
- Edit of existing profile field to now be required
- Module property to make a field required
- Travel configuration setting to make section required (such as the passport section)

NOTE: This will not apply to profile fields set to required but not visible/editable by the user/arranger.

What the User Sees

Just like when a user/arranger logs in for the first time, on subsequent logins, Concur will check the profile at the time the user/arranger clicks **Search** from the home page. This will also apply to trips initiated from trip templates.



If Concur finds that there are **required** fields that are not populated, the user/arranger will see the following message:

Welcome to Concur!

Please take a minute to fill out your travel profile online, so we can make your trip planning easier. You may click the Go to the Profile page button below to access your profile, fill in your personal and travel preference information, and then you will be ready to book travel!

If you have previously submitted a profile, changes have been made that require you to save it again.

Please check the values to be sure they are correct and resubmit.

Thank you.

[Go to the Profile page](#)

[Return to Travel Center](#)

The user/arranger should click **Go to the Profile page** to update the profile. Once he/she clicks **Save**, Concur will take the user back to the search, having remembered the original search criteria.

Reporting

"Expiring Credit Cards" Report Includes Email1, Login ID, and Employee ID Overview

The Expiring Credit Cards report lists all charge cards in user profiles that have either expired or will expire during the current month. In this release, the **Email1**, **Login ID**, and **Employee ID** columns have been added to the report.

When the Report User Sees

The new columns now appear.

Expiring Credit Cards

Show this Report by default

Export To
HTML (display to Screen)

Name	Email1	Employee ID	Login ID	Organization	Credit Card	Type	Expires
Never, William	william.never@testcompany.com	100123	william.never@testcompany.com		Alaska Airlines	VISA	4/2015
Bear, Vernon	vernon.bear@testcompany.com	100456	vernon.bear@testcompany.com		Corporate Amex	American Express	4/2015

Online Help – Admins

Users with an admin role can access Travel release notes, technical documents, and other resources using online help in Concur.

Administration | Help

- Training
- Travel Help
- Travel Administration Help
- Locate & Alert Help
- Expense Help
- Invoice Help
- Expense Administration Help

Travel Administration - Feature Documentation

Quick Links

Monthly release:

- Client Admin Release Summary - **What's New**
- Client Release Notes - All Products
- Release Calendar (color-coded, calendar format, all products)

Training:

- Concur Training Toolkit

Other Guides:

- Travel Service Guides
- Concur for Mobile

These documents are provided in English only

Permission to Duplicate / Permission to Copy / Proprietary Statement

Upgrade Now

Travel User Guides	Format	Last Revision Date
Travel System Admin	DOC -or- PDF	Dec 16 2014 for Oct, Nov, and Dec 2014
Company Admin	DOC -or- PDF	Dec 15 2014 for Oct, Nov, and Dec 2014
Additional useful guides for the Company Admin: <ul style="list-style-type: none">- User Admin User Guide (for Travel & Expense)- Best Practices Dashboard User Guide- Best Practices Dashboard FAQ		
Travel Reporting	DOC -or- PDF	Current through May 9 2014
Regions and Countries in Concur Travel	DOC -or- PDF	Apr 13 2010

March 2015

Air

Qantas – New Fare Bucket Mapping

Concur has updated the fare bucket mapping for Qantas Airlines to support the updated domestic fare structure Qantas has introduced. Users are able to see and book the most current Qantas fare types in Concur Travel.

Frontier - Became a Guaranteed Ticketing Carrier on March 7, 2015.

Frontier Airlines becomes a Guaranteed Ticketing Carrier - Concur updated their systems to make Frontier Airlines a guaranteed ticketing carrier in Concur Travel. This means:

- Travel policy rules using the "instant purchase" rule parts will also engage for Frontier Airlines.
- End users should not see any material difference, unless their travel configuration or travel policy prohibits booking guaranteed ticketing carriers. Instant ticketing carriers should not be used on trips that require approval.

Southwest - Adds San Juan Puerto Rico - San Juan Puerto Rico (SJU) is now available to be booked with Southwest Direct Connect. Other international destinations will follow in the near future.

- The user will now see flights from Southwest when requesting SJU as destination on routes Southwest serve.

Atlanta, GA To **San Juan, PR, Puerto Rico**
Sat, May 16 - Thu, May 21

Print / Email
Hide matrix

	All 131 results	Delta 2 results	Southwest 2 results	United 2 results	American Airlines	Multiple Carriers	US Airways	spirit Spirit Airlines
Nonstop 8 results	390.00 8 results	--	--	--	--	--	--	--
1 stop 122 results	459.26 12 results	414.40 12 results	487.51 10 results	300.00 18 results	300.00 43 results	300.00 26 results	327.98 1 results	
2 stops 1 results	--	--	--	--	--	--	327.98 1 results	

Baggage Fee Policies Show fare display legend

Shop by Fares Shop by Schedule Sorted By: Price - Low to High

Expand All Details
Displaying: 12 out of 131 results.

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From \$474.50	Southwest	ATL	01:45 pm → SJU	1	5h 10m
Fares		SJU	06:10 pm → ATL	1	5h 30m

Hotel

Hotel Search Results - Concur is increasing the default number of hotels presented to customers on the hotel search results page from 10 to 25. Travelers will be able to see additional search results on the hotel search results page so there will be less of a need to move to another page.

- If you wish to increase the number of priced hotels (shops) to match the number of default search results this can be done on the site configuration.

Hotel Amenities –Coming Soon - In April, hotel amenity fee information (for example, free Wi-Fi) will be described only within the rate description and via the Rate details / Cancellation policy link, which comes from the GDS not Concur.

- Currently see notes (as shown below: Shuttle services offered, inquire at hotel for details) as well as fee information (as shown below: Internet Fees: FREE) just above the hotel rates.

1. Hyatt Regency Tulsa

100 East Second St
Tulsa, OK 74103
0.1 miles | view map

★★★★☆
rate this hotel

from \$92

more info | compare hide rooms ▾

Shuttle services offered, inquire at hotel for details.
Internet Fees: FREE
Wireless Fees: FREE

\$92 Concur Rate 1 King Bed - Overlooks Downtown Area: 1 King Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)

\$119 Concur Rate 2 Queen Bed - Overlooks Downtown Area: 2 Queen Bed: 6pm Cancellation/local Office Transport, Free Wifi (Rate Code: XXXXXX) (SomeGDS)

Rate details / Cancellation policy

- Amenity information will continue to appear with the rates and via the rate/cancellation link.

1. Hyatt Regency Tulsa

100 East Second St
Tulsa, OK 74103
0.1 miles | view map

★★★★☆
rate this hotel

from \$92

more info | compare hide rooms ▾

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Rate details / Cancellation policy

Ground

Deem Ground *Coming Soon * - As of May 15th, Concur will no longer be supporting the Deem Ground Direct Connect. Concur supports several global and regional suppliers including GroundSpan, offering many of the same connections to discounted ground transportation. More suppliers will also be available in the coming months.

GroundSpan: Offers over 3,000 vendors available globally

CURB - Concur now supports Curb as a Concur Connect Supplier. Curb, formerly Taxi Magic, is an online platform for booking taxis. Curb connects clients to safe, reliable rides from professional drivers and is available in 60 cities in the US. For details see: <http://gocurb.com/>

Restrictions with Curb

- Curb does not offer corporate discounts.
- Curb will only service ride requests that are at least one hour in advance.
- Curb will not service pick-ups at airports.
- Concur-booked Curb rides must be paid for in-car. Curb accepts credit cards, debit cards, and cash.
- Curb-enabled taxis are available in 58 US cities. For details go to: <http://gocurb.com/cities/>
- Curb provides taxis only. No matter which vehicle type will be selected for the ground search, Curb will always show Taxi in the search results. If other ground suppliers are enabled in addition to Curb, the requested vehicle type will be shown in the search results if supported by the vendors enabled.

Miscellaneous

Change Preferred Hotel Search Logic for Ground Services – Concur has changed the search logic for preferred hotels on the Ground Search tab. Before this release, an airport had to be entered to see the preferred hotel list close to the selected airport. This enhanced feature provides an improvement in the user experience for ground service searches and consistent behavior with hotel and ground search for company locations.

With this release, we provide the same logic as already available for company location search in the Ground Search tab.

The screenshot shows the 'Ground Search' section of the Concur interface. It includes fields for 'Vehicle type' (Sedan), 'Pick-up date', and 'Pick-up time' (9:00). There are radio buttons for 'Hourly Ride' (set to 2) and location selection. Under 'Pick-up Location', 'Company Location' and 'Preferred Hotel' are highlighted with red boxes. Under 'Drop-off Location', 'Preferred Hotel' is also highlighted. A search dropdown for 'Preferred Hotel' is open, showing a list of hotels including Hampton Inn & Suites in various locations like Phoenix, AZ, Dartmouth, Canada, and Dallas, TX. The search term 'Hamp' is entered in the dropdown.

Review and Reserve page enhancements – Concur had been displaying the fare rules and hotel rate information on the Review and Reserve page. This has now been removed and the rate information will now be available via a link directly above the Reserve button.

The screenshot shows the 'REVIEW PRICE SUMMARY' section with a table of charges and a 'SELECT A METHOD OF PAYMENT' section. The table includes columns for Description, Nightly rate, Dates, and Total. The total estimated cost is \$152.98 USD, and the total due now is \$0.00 USD. Below the table, there is a link for 'rate rules, restrictions, and cancellation policy' highlighted with a red box. At the bottom, there are 'Back' and 'Reserve Hotel and Continue' buttons.

Description	Nightly rate	Dates	Total
Comfort Inn Tulsa-Downtown West	\$76.49	Jun 25 - Jun 27	\$152.98
Total Estimated Cost : \$152.98 USD*			
Total Due Now: \$0.00 USD†			

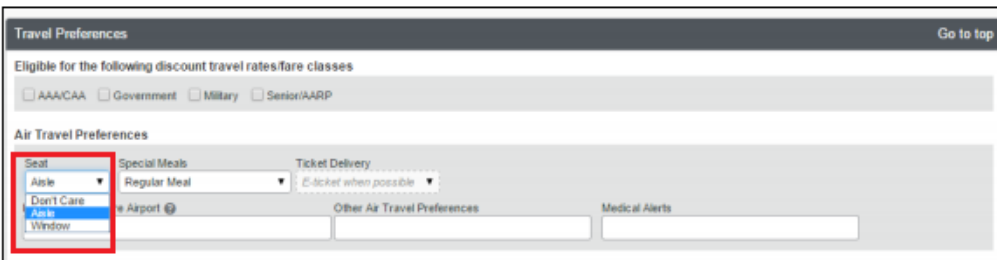
Reporting - Expiring Credit Cards" Report Includes Org and Can be Exported - The Expiring Credit Cards report lists all charge cards in user profiles that have either expired or will expire during the current month. In previous releases, this report was only able to be displayed on screen.

- In this release, the standard export formats (HTML, Excel, Access, csv, txt, XML, and PDF) are now supported.
- Organization column has been added to the report.
- In this release, the standard export formats (HTML, Excel, Access, csv, txt, XML, and PDF) are now supported.
- Organization column has been added to the report.

Profile

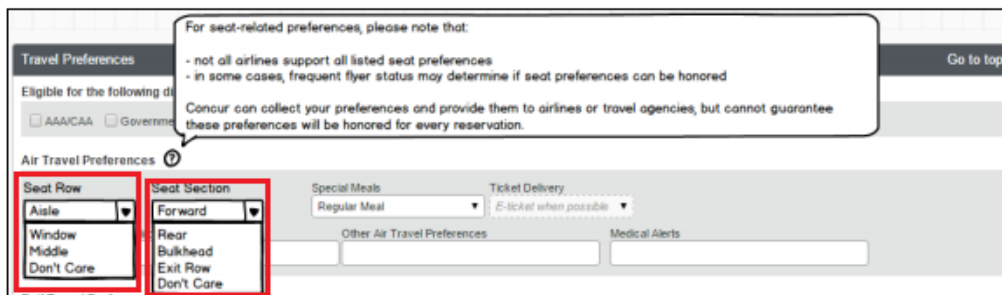
Coming Soon - Air Travel Preferences - Seat Options - Concur will be updating the Profile page to allow for further definition of the user's seat preference. Today, the user can choose aisle, window, or don't care. Concur is expanding to allow for row preference as well as section preference.

What the user sees today.



The screenshot shows the 'Travel Preferences' page. Under 'Air Travel Preferences', there is a 'Seat' dropdown menu with options: Aisle, Don't Care, Aisle, and Window. The 'Aisle' option is currently selected. Other fields include 'Special Meals' (Regular Meal), 'Ticket Delivery' (E-ticket when possible), 'Airport', 'Other Air Travel Preferences', and 'Medical Alerts'.

What the new enhancement will look like.



The screenshot shows the updated 'Travel Preferences' page. A callout box provides information: 'For seat-related preferences, please note that: - not all airlines support all listed seat preferences - in some cases, frequent flyer status may determine if seat preferences can be honored. Concur can collect your preferences and provide them to airlines or travel agencies, but cannot guarantee these preferences will be honored for every reservation.' The 'Air Travel Preferences' section now includes 'Seat Row' (Aisle, Window, Middle, Don't Care) and 'Seat Section' (Forward, Rear, Bulkhead, Exit Row, Don't Care) dropdown menus. Other fields remain the same as in the previous version.

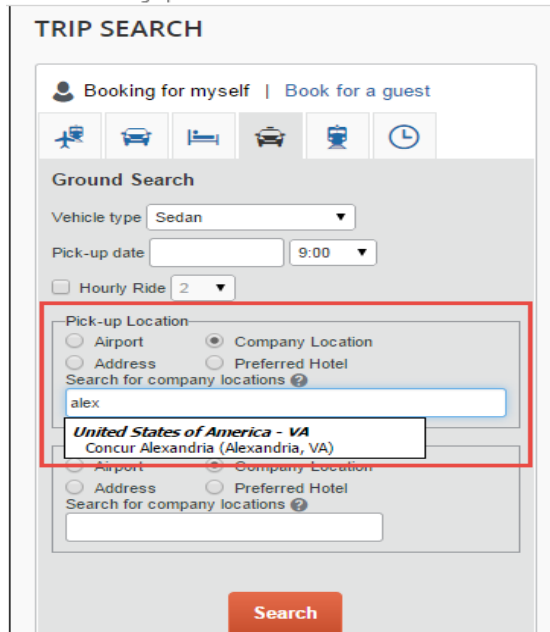
February 2015

Air

- ***Coming Soon*** Frontier Airlines will become instant purchase/ticketless carrier 3/7/2015

Ground

- Added feature to include Company Location search



TRIP SEARCH

Booking for myself | Book for a guest

Ground Search

Vehicle type: Sedan

Pick-up date: [] 9:00

Hourly Ride 2

Pick-up Location:

- Airport
- Company Location
- Address
- Preferred Hotel

Search for company locations ?

alex

United States of America - VA
Concur Alexandria (Alexandria, VA)

Airport Company Location

Address Preferred Hotel

Search for company locations ?


Search

- Deem Ground to be sunsetted by 5/5/2015. Travel Incorporated is using GroundSpan

Profile

- Privacy Agreement will be mandatory for all sponsored guest travelers (new feature).

What the User Sees When an end user attempts to login for the first time, he/she will be presented with Concur's Data Privacy Statement: The user must accept the agreement (click I Agree) in order to gain entry into Concur. If the user does not, he/she will be returned to the Login page.



Privacy Agreement

Concur Technologies, Inc. Privacy Policy

NOTICE OF CHANGES: Concur has made changes to its privacy policy in an effort to better describe how it collects, uses, and shares its information. Please contact us by emailing privacy-request@concur.com with any questions or concerns about these changes.

Last Updated: August 8, 2014

This Privacy Policy (Policy) summarizes the various ways that Concur Technologies, Inc. and its subsidiaries, and other affiliated and related companies ("Concur" or "we" or us) use the information you provide to us or we gather from you while you access or use the Web sites of Concur, including concur.com (collectively, "Sites") our mobile applications (App), and our related sites and online services (collectively, the (Services) (however accessed and/or used, whether via personal computers, mobile devices or otherwise "Device"). It is our goal to provide you with information that is tailored to your individual needs and, at the same time, protect respect your privacy. The United States Department of Commerce and the European Commission have agreed on a set of data protection principles and frequently asked questions to enable United States companies to satisfy the requirement under EU law that adequate protection be given to personal information transferred from the EEA to the United States (the "U.S.-EU Safe Harbor"). The United States Department of Commerce and the Federal Data Protection and Information Commissioner of Switzerland (FDPIC) have agreed on a similar set of principles and frequently asked questions to enable United States companies to satisfy the requirement under Swiss law that adequate protection be given to personal information transferred from Switzerland to the United States (the U.S.-Swiss Safe Harbor). Consistent with its commitment to protect personal privacy, Concur complies with the U.S.-EU Safe Harbor as set forth by the United States Department of Commerce and the U.S.-Swiss Safe Harbor (collectively the Safe Harbor Principles) regarding the collection, use, and retention of personal information from the EU and Switzerland. Concur's Safe Harbor certification can be found at

I Agree I Do NOT Agree

To view the Concur Privacy Statement <https://www.concur.com/en-us/privacy-policy>

January 2015

Admin

- Change Ghost Card expiration to last day of the month

Air

- Make all fares available for all Air Canada destinations

Air Canada offers seven different fare buckets: • Economy Class: Tango, Flex and Latitude • Premium Economy Class: lowest and flexible • Business Class: lowest and flexible. Customers now have access to all Air Canada fare buckets within Canada and for border crossing flights even if the Flex Faring feature is not enabled.

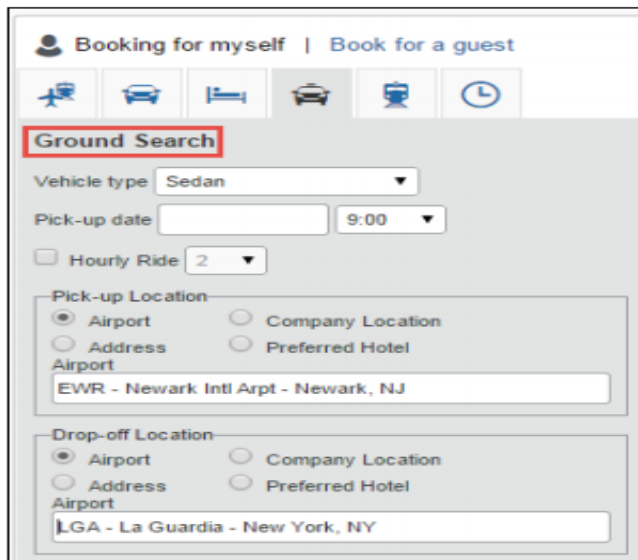
- United Q surcharge if United booked in one fare with other airlines and not first carrier

Example: Delta (DL) outbound from Atlanta GA – Chicago IL (ATL – ORD), and United (UA) return from ORD – ATL; the booking cost is \$250.00. Typically, a reservation like this would be validated on the first carrier in the itinerary (DL). With United's changes, this would cause the ticket price to increase automatically to \$350.00.

Ground

- “Limo” changed to “Ground”

Search Wizard:



The screenshot shows a 'Ground Search' form with the following fields and options:

- Booking for myself | Book for a guest
- Vehicle type: Sedan
- Pick-up date: [] 9:00
- Hourly Ride: 2
- Pick-up Location: Airport, Company Location, Address, Preferred Hotel. Text: Airport, EWR - Newark Intl Arpt - Newark, NJ
- Drop-off Location: Airport, Company Location, Address, Preferred Hotel. Text: Airport, LGA - La Guardia - New York, NY

Itinerary:

Reservations

Tuesday, 13 January, 2015

Ground Reservation at Newark Intl Arpt - Newark, NJ [Cancel](#)

Renting from: Gem Limousine (GS) +1 732 596 0900

Pick Up: Tue 13 Jan
9:00
Pick-up at: Newark Intl Arpt (EWR)
Phone: +1 732 596 0900

Confirmation: 5238043
Status: Confirmed
Approximate cost: £55.36 GBP (Hourly, 3 hour minimum)

Drop-off At: La Guardia (LGA)

Additional Information
Duration: 3 hours
Rate Disclaimers: Full disclaimer details are available on your Car Service confirmation email.

- For sites allowing taxi, the 'Taxi' vehicle type will display on Ground tab
- Taxi Magic is being retired. New offering will be called 'Curb' and will appear in a future release

Profile

- Concur will enhance their profile tool by adding/removing profile field options

New User Interface

- All sites on new UI as of 1/31/2015.