



# Travel Incorporated

## 2016 Bullets! – Concur Travel Release Notes

February 2016

\*\*Coming Soon \*\*

### Seat Map Updates

Concur will make several updates to the seat map with the March release:

- Seats requiring payment to reserve will be noted and will not be available for selection.

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**NOTE:** To check the availability or reserve a paid seat, users/arrangers must contact their fulfillment travel agency or book via the airline's website.

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- Help text will be added for paid and preferential seating.
- Background color will no longer be used; it will be replaced with 508-compliant icons.
- Legend will be updated to note all the above changes.
- Changes will apply to seat maps regardless of the source (GDS, direct connect, etc).

### Shop by Schedule Updates

Concur will make several updates to the **Shop by Schedule** page with the **April** release:

- Name change for **Get Quote** and **Quote These Options** and **Quoted Fare**
- Radio buttons will be replaced with buttons
- Seat map icon will become the word Seats
- Preference level icons will be replaced with text
- Text and shading updates will be made

### View More Fares in Branded Fare View

With the **April** release, Concur will update the View More Air Fares view to match the Branded Fare look-and-feel that we released last year. The View More Air Fares feature allows a user/arranger to see multiple fare options for a given set of flights.

Changes include:

- If View More Air Fares is enabled in the travel configuration, the user will see a **View more fares** link in the sliver (collapsed view).
- If the user clicks the **View more fares** link, the section will expand to include all the fare options available for those flights.
  - ◆ Options will appear as individual lines with the **Select** button to the right.

- ◆ Columns will be included to call out whether the fare includes baggage, is refundable, and in policy.

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**NOTE:** If Branded Fare content is returned, then we will default to that display. For example, Lufthansa has Light, Classic, and Flex Fares.

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### User/Customer Benefit

We are continuing to roll out the new Branded Fares view for a consistent look and transparency around what the fare includes. View More Air Fares allows the user/arranger to see the lowest fare offered, as well as the lowest refundable fare, and lowest fare in higher cabins, if allowed via travel policy.

### What the User Sees

This is the proposed view:

Fare options	Free Checked Bags	Refundable	In Policy	
Light (K) <a href="#">Fare rules</a>   <a href="#">Details</a>	0	No	✓	€116.81 <a href="#">Select</a> ✓
Classic (K) <a href="#">Fare rules</a>   <a href="#">Details</a>	1	No	✓	€156.81 <a href="#">Select</a> ✓
Flex (K) <a href="#">Fare rules</a>   <a href="#">Details</a>	1	Yes	✓	€236.81 <a href="#">Select</a> ✓

## Support New Fare Structure for Lufthansa Group Airlines and Delta Air Lines

### Overview

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! **IMPORTANT:** We discovered an issue during testing that we are working diligently to resolve. For this reason, we are delaying release of this feature. Please watch release notes for further updates.

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The Lufthansa Group has introduced a new fare concept for Lufthansa (LH), Austrian Airlines (OS), and SWISS (LX). Delta Air Lines has also introduced a similar fare concept. **In a future release**, Concur will support these fares for our Sabre customers (remaining GDSs to follow in future releases).

When searching for flights in markets where Delta Air Lines operate, users will see multiple fare brands presented in the new fares display.


Price	Carrier	Depart	Arrive	Stops	Duration
<b>Starting From:</b> <b>\$464.20</b>	Delta	ATL	08:16 am → LAX	10:20 am	5h 4m
<a href="#">View fares</a>		LAX	04:50 pm → ATL	11:59 pm	4h 9m
<a href="#">Compare</a>			<a href="#">More like this</a>		<a href="#">Flight details</a>
<b>Outbound flight: Atlanta, GA (ATL) - Los Angeles, CA (LAX) Mon, Nov 16</b>					
Delta #110	<b>Hartsfield Intl Arprt (ATL)</b> Depart: Monday, 08:16 am	<b>Los Angeles Intl (LAX)</b> Arrive: Monday, 10:20 am			
Stops: 0 Duration: 5h 4m Basic Economy: E Boeing 737-900 756 lbs CO <sub>2</sub>					
<b>Return flight: Los Angeles, CA (LAX) - Atlanta, GA (ATL) Fri, Nov 20</b>					
Delta #1454	<b>Los Angeles Intl (LAX)</b> Depart: Friday, 04:50 pm	<b>Hartsfield Intl Arprt (ATL)</b> Arrive: Friday, 11:59 pm			
Stops: 0 Duration: 4h 9m Basic Economy: E Boeing 737-800 (winglets) 756 lbs CO <sub>2</sub>					
<b>Fare options</b>	Free Checked Bags	Refundable	In Policy		
Basic Economy (E) <a href="#">Fare rules   Details</a>	0	No		<b>\$464.20</b>	<a href="#">Select</a>
Main Cabin (L) <a href="#">Fare rules   Details</a>	0	No		<b>\$498.20</b>	<a href="#">Select</a>
First Or Business (L) <a href="#">Fare rules   Details</a>	0	No		<b>\$946.20</b>	<a href="#">Select</a>
Source: Sabre					

Clicking the **Details** links will provide the user with details about the fare.

Basic Economy:

Details
<p><b>Basic Economy (E)</b></p> <p>Included:</p> <ul style="list-style-type: none"> <li>• 1 Cabin bag</li> <li>• In flight entertainment</li> <li>• Seat assignment after check-in</li> <li>• Snack</li> <li>• SkyMiles</li> </ul> <p>At charge:</p> <ul style="list-style-type: none"> <li>• Internet access</li> <li>• Alcoholic drinks</li> <li>• Headset</li> </ul> <p>Not offered:</p> <ul style="list-style-type: none"> <li>• Priority boarding</li> <li>• Paid or complimentary upgrades</li> <li>• Ticket changes</li> </ul> <hr/> <p><b>Delta</b></p> <p>Ticket non-refundable - penalties may apply</p> <p>Change fee likely applies (plus fare difference, see fare rules)</p> <p>E-Ticketing Available</p>

## Main Cabin:

Details 

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**Main Cabin (U)**

Included:

- 1 Cabin bag
- In flight entertainment
- Prereserved seat assignment
- Snack
- SkyMiles
- Paid or complimentary upgrades

At charge:


- Internet access
- Alcoholic drinks
- Headset
- Priority boarding
- Ticket changes

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**Delta**

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

## First or Business:

Details 

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**First Or Business (L)**

Included:

- 1 Cabin bag
- 2 Free checked bags
- Priority boarding
- Priority check-in
- Priority baggage
- In flight entertainment
- Prereserved seat assignment
- Premium seats with ample legroom
- Premium snacks
- Alcoholic drinks
- Headset
- SkyMiles
- Paid or complimentary upgrades

At charge:

- Internet access
- Ticket changes

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**Delta**

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

For any of these branded fares (LH, LX, OS, DL), when the user reserves his/her flights, the Concur itinerary will display the brand name for reference. Concur will also add GDS PNR remarks to denote the brand that was purchased.

## RESERVATIONS

Tuesday, December 01, 2015



### Flight London, England (LHR) to Geneva (GVA)

SWISS 353

**Departure: 08:55 AM**

Seat: No seat assignment [Select Seat](#)

**Confirmation: A3GFNN**

Status: **Confirmed**

*We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.*

Heathrow (LHR)  
Terminal: 2

Duration: 1 hour, 40 minutes  
Nonstop

**Arrival: 11:35 AM**

Geneve Cointrin (GVA)  
Terminal: MAIN TERMINAL

#### Additional Details

Aircraft: Airbus A319  
E-Ticket

Distance: 468 miles

Emissions: 201.2 lbs CO<sub>2</sub>

Cabin: Economy Light (K)

Meal: Snack



[Add to your Itinerary](#)

Monday, December 07, 2015



### Flight Geneva (GVA) to London, England (LHR)

SWISS 348

**Departure: 03:50 PM**

Seat: No seat assignment [Select Seat](#)

**Confirmation: A3GFNN**

Status: **Confirmed**

*We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.*

Geneve Cointrin (GVA)  
Terminal: MAIN TERMINAL

Duration: 1 hour, 45 minutes  
Nonstop

**Arrival: 04:35 PM**

Heathrow (LHR)  
Terminal: 2

#### Additional Details

Aircraft: Airbus A319  
E-Ticket

Distance: 468 miles

Emissions: 201.2 lbs CO<sub>2</sub>

Cabin: Economy Light (K)

Meal: Snack



[Add to your Itinerary](#)

GDS PNR Remark:

H-CB/FARETYPE/LIGHT

## Air Canada Direct Connect – Multi-Segment Search Handling Available Again

Due to a system-wide performance issue when processing Air Canada Direct Connect multi-segment searches, we had to deactivate multi-segment searches for Air Canada Direct Connect with the January 2016 release.

We are working on the optimization of the message handling in order to reduce memory consumption so that multi-segment searches will no longer cause performance issues. Multi-segment searches for Air Canada Direct Connect will be available again shortly.

## Sunset of Aer Lingus Direct Connect, March 31 2016

Concur will sunset the Aer Lingus Direct Connect for B2B content by March 31 2016.

Aer Lingus B2B content has already been available via Travelfusion since February 2015 and is ready to be used with the same credentials as the Aer Lingus Direct Connect. The content and the air fares are exactly the same.

Additional benefits of Aer Lingus via Travelfusion are:

- Frequent flyer card support
- Future enhancements implemented by Travelfusion on their integration will be available automatically in Concur
- Better performance (response times)
- Faster problem solving in case of issues due to a simpler standard integration
- Very high priority of issue management on the Travelfusion side since Aer Lingus is a high-volume carrier for Travelfusion

**Clients and TMCs are asked to move client Aer Lingus B2B configurations from the direct connect section to the Travelfusion B2B section**

## Sunset of Interjet Direct Connect, April 30 2016

Interjet B2B content has already been available via Travelfusion since November 2015 and is ready to be used with the same credentials as for the Interjet Direct Connect.

Benefits of Interjet via Travelfusion are:

- Interjet (B2B) can be activated for clients who have an agreement with Interjet and have login credentials for Interjet. It will provide access to client-negotiated fares, promotional fares, and the lowest published available consumer fares.
- Interjet (no B2B suffix) can be activated for clients without an agreement with Interjet. For this connection, no login credentials are required. The lowest published consumer fare is available only.

Fare Type	Interjet	Interjet (B2B)
Lowest published consumer fare	yes	yes
Client negotiated fares	no	yes
Promotional fares	no	Yes (if available)

Example of **Interjet (B2B)** content:

	9:50 MEX > 12:50 CUN 17:15 CUN > 18:40 MEX	Nonstop Nonstop	3h 1h 25m	From <b>€167.78</b> MXN 3,550.88 <a href="#">View fares</a>
<a href="#">Flight details ^</a>				
Outbound flight: Mexico City, Mexico (MEX) - Cancun, Quintana Roo, Mexico (CUN) Tue, 8 Mar				
Interjet #2302	<b>Juarez Intl (MEX)</b> Depart: Tuesday, 9:50 Stops: 0 Duration: 3h Economy	<b>Cancun Aeropuerto Inte... (CUN)</b> Arrive: Tuesday, 12:50		
<input checked="" type="radio"/> Economy (V) €89.26 <input type="radio"/> Promotional (T) €92.98 <input type="radio"/> Negotiated (U) €92.98				
Return flight: Cancun, Quintana Roo, Mexico (CUN) - Mexico City, Mexico (MEX) Tue, 15 Mar				
Interjet #2305	<b>Cancun Aeropuerto Inte... (CUN)</b> Depart: Tuesday, 17:15 Stops: 0 Duration: 1h 25m Economy	<b>Juarez Intl (MEX)</b> Arrive: Tuesday, 18:40		
<input type="radio"/> Promotional (T) €78.52 <input checked="" type="radio"/> Negotiated (U) €78.52 <input type="radio"/> Economy (X) €89.26				
<b>Interjet - (Travelfusion)</b> Fare includes taxes and fees. <a href="#">Supplier Info</a> <a href="#">Flight Options</a> <b>Ticket non-refundable - penalties may apply</b> <b>Instant purchase fare:</b> the selected credit card will be charged and the ticket will be issued immediately.				
				<a href="#">Select</a>
<a href="#">Flight details ^</a>				

Example of **Interjet (public consumer content)**:

	9:50 MEX > 12:50 CUN 12:30 CUN > 13:55 MEX	Nonstop Nonstop	3h 1h 25m	<b>€153.00</b> MXN 3,238.00 <a href="#">Select</a>
<a href="#">Flight details ^</a>				
Outbound flight: Mexico City, Mexico (MEX) - Cancun, Quintana Roo, Mexico (CUN) Wed, 9 Mar				
Interjet #2302	<b>Juarez Intl (MEX)</b> Depart: Wednesday, 9:50 Stops: 0 Duration: 3h Economy	<b>Cancun Aeropuerto Inte... (CUN)</b> Arrive: Wednesday, 12:50		
Return flight: Cancun, Quintana Roo, Mexico (CUN) - Mexico City, Mexico (MEX) Fri, 11 Mar				
Interjet #3301	<b>Cancun Aeropuerto Inte... (CUN)</b> Depart: Friday, 12:30 Stops: 0 Duration: 1h 25m Economy	<b>Juarez Intl (MEX)</b> Arrive: Friday, 13:55		
<b>Interjet - (Travelfusion)</b> Fare includes taxes and fees. <a href="#">Supplier Info</a> <a href="#">Flight Options</a> <b>Ticket non-refundable - penalties may apply</b> <b>Instant purchase fare:</b> the selected credit card will be charged and the ticket will be issued immediately.				
				<a href="#">Select</a>
<a href="#">Flight details ^</a>				

Additional benefits of Interjet via Travelfusion are:

- Future enhancements implemented by Travelfusion on their integration will be available automatically in Concur
- Better performance (response times)
- Faster problem-solving in case of issues due to a simpler standard integration
- Very high priority of issue management on the Travelfusion side since Interjet is a high-volume carrier for Travelfusion

Clients and TMCs are asked to move client Interjet B2B configurations from the direct connect section of the travel configuration page

## Icons Replaced with Text

In the December 2015 release, Concur enhanced the **Shop by Fares** tab, giving it a cleaner, more consistent look and feel. This and other enhancements are part of our initiative to make the tab easier for travelers to use and to provide better accessibility (Section 508 Accessibility Guidelines).

**With the April release**, we will replace the preference level, LLF, and Wi-Fi icons with text. The change will affect all the results pages (air/car/hotel/rail/ground), except Flex Faring. Air search results inside the mobile app will continue showing the icons for the time being.

Text to be used:

- Text for Most Preferred will be: <Company name> Most Preferred Vendor
- Text for Preferred will be: <Company name> Preferred Vendor
- Text for Less Preferred will be: <Company name> Less Preferred Vendor
- The above will apply regardless of whether chain level or individual level for hotels.
- Text for E-Receipts will be: E-Receipt enabled
- Text for LLF will be: Least cost logical fare

We will also remove the ability to replace the preference level icons (diamonds) with a custom image and eliminating the ability to reconfigure the text for preference levels.

## New Policy Violation Icons

In the December 2015 release, Concur enhanced the **Shop by Fares** tab, giving it a cleaner, more consistent look and feel. This and other enhancements are part of our initiative to make the tab easier for travelers to use and to provide better accessibility (Section 508 Accessibility Guidelines).

**With the April release**, we will replace all of the policy violation icons. The change will affect all the results pages (air/car/hotel/rail/ground), except Flex Faring.

Changes include:

- *Show but do not Allow* will appear with a red exclamation point and no button.
- *Log for Reports* and *Notify Manager* will appear as a yellow warning icon.
- *Require Approval* and *Require Passive Approval* will appear as a yellow warning icon and will include the following text: *This fare requires manager approval.*
- *Message When Matched* will appear with one of the icons noted above but will also include hover text.
- *Show Message* will appear as an information icon with hover text.



## User/Customer Benefit

In addition to the changes noted above for preference level text, this update will:

- Deliver a more accessible (508 compliance) solution
- Clearly communicate how policy applies to each selection (by using clear iconography with hover/click-enabled explanations)
- Communicate the difference between various levels of policy violations, calling out more severe ones with additional text
- Refine the search results and make it easier to scan, understand, and select options

## GDS (Reservations System) Upgrades

### Overview

As part of Concur's ongoing commitment to invest in our technology stack, Concur is upgrading all GDS integrations. These upgrades allow Concur to:

- Take advantage of the newest shopping technologies available from our GDS partners
- Optimize our own logic
- Support new features available in the GDS faster
- Reduce the amount of calls/scans/hits to the GDS

We want to ensure that all TMC partners are aware of these upcoming changes so preparations can start ahead of Concur's deployment of these upgrades. Concur is not able to provide timing for all changes yet, but will communicate via release notes as soon as additional information becomes available.

### *Travelport GDS Customers (Apollo, Worldspan, and Galileo)*

Travelport has provided its technology partners with a single connectivity platform for all Travelport GDS, called Universal API (uAPI). uAPI allows Concur to use a more efficient method of communicating with Travelport. This will allow Concur to implement new features for Apollo, Worldspan, and Galileo customers in a more coordinated fashion, bringing innovation to Concur Travel much faster!

At this time, there is no action needed by our Travelport TMC partners. Some requirements are still being evaluated by Concur and Travelport, so this may change in the future. Concur will communicate any changes in future release notes, as applicable.

**\*\*End Coming Soon \*\***

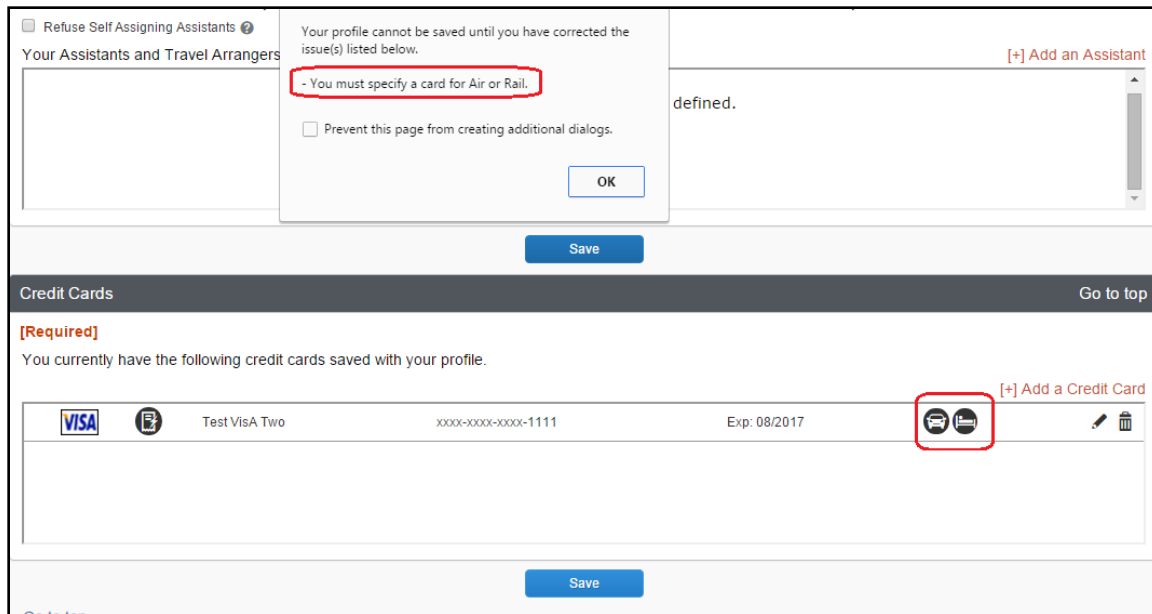
## Administrative **Credit Card for Air/Rail Required in Profile**

### Typical Use Case

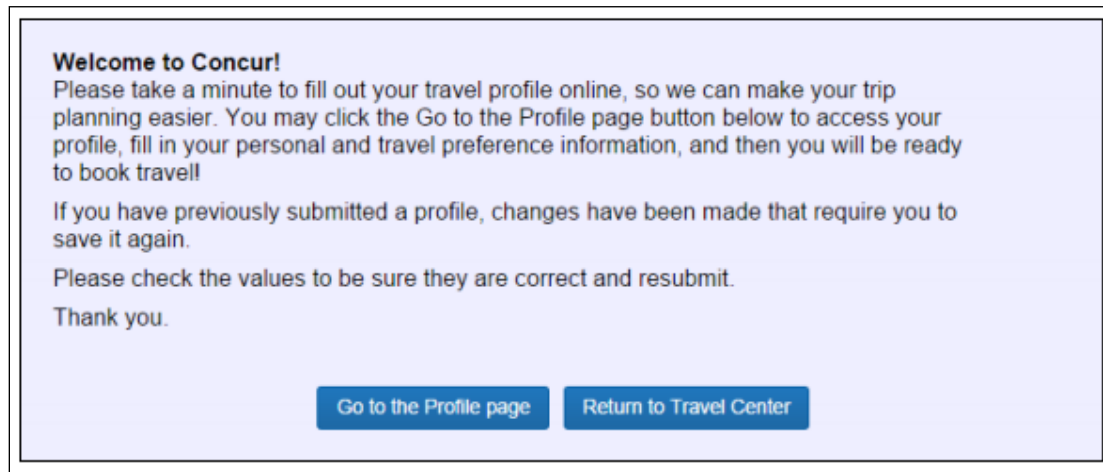
Customer ABC is rolling out a new corporate American Express card to their employees. In order to ensure their users are maximizing the benefit of the corporate card, they are mandating that a credit card be present in the Concur Travel profile.

### What the User Sees

If this setting is enabled and the user/arranger attempts to save his/her profile without providing a credit card defaulted to air/rail, he/she will receive the following error and cannot save the profile unless a credit card is provided:



If this setting is enabled and the user/arranger attempts to make a travel booking without providing a credit card defaulted to air/rail, he/she will receive the following message and be forced to go to the profile to add the card. The user/arranger clicks **Go to the Profile page** to update the profile. Once he/she clicks **Save** in the profile, Concur will take the user/arranger back to the search, having remembered the original search criteria.



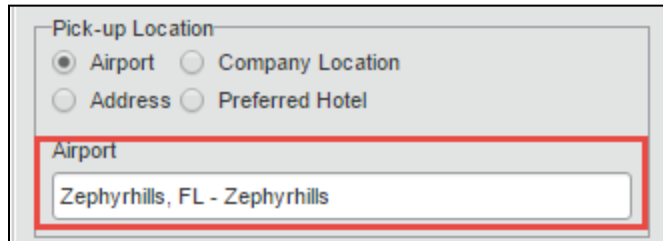
## Ground Add Configuration Option for Minor Airports

Many clients use minor airports (for example, Teterboro Airport NJ) to depart from or arrive from their business trips. Before this release, minor airports were excluded from the airport search for ground transportation. This way, clients who do **not** use minor airports would not see the search results for these ground vendors. Unfortunately, those clients who **do** use minor airports would not see the search results either – and could not book ground transportation to or from minor airports.

To meet the requirements of both groups of clients, we now provide a configuration option that allows including minor airports in the ground search for those clients who want it.

## What the User Sees

The user will see minor airports in the auto-complete box for airport search in the **Ground Search** tab in the search wizard for pick-up and drop-off location if minor airports are enabled in the travel configuration.



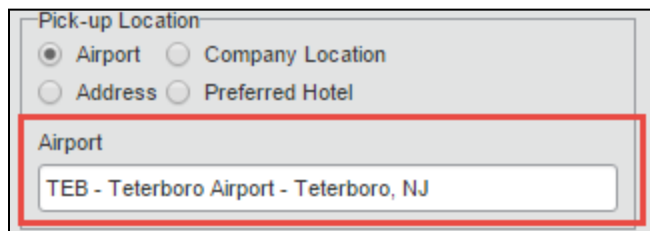
Pick-up Location

Airport  Company Location

Address  Preferred Hotel

Airport

Zephyrhills, FL - Zephyrhills



Pick-up Location

Airport  Company Location

Address  Preferred Hotel

Airport

TEB - Teterboro Airport - Teterboro, NJ

## Rail Enhancements in the Air/Rail Tab and the Rail Tab

With this release, there are several look-and-feel enhancements with the **Rail Search** tab and the **Air/Rail Search** tab.

### **Customer/TMC Benefit**

These enhancements give train trips more visibility in the booking process and create a more consistent experience for users.

There are several enhancements on the Travel Wizard involving air and rail:

- **Air / Rail Search:** The **Air / Rail Search** tab is now named **Mixed Flight / Train Search**.

**Mixed Flight / Train Search**

Round Trip | One Way | Multi City

From ?  
 Departure city, airport or train station  
Find an airport | Select multiple airports

To ?  
 Arrival city, airport or train station  
Find an airport | Select multiple airports

Outbound ?  
 depart  Morning  ± 3

Return ?  
 depart  Morning  ± 3

Pick-up/Drop-off car at airport  
 Automatically reserve this car  
 Find a Hotel

Class ? Search by  
 Economy class  Price

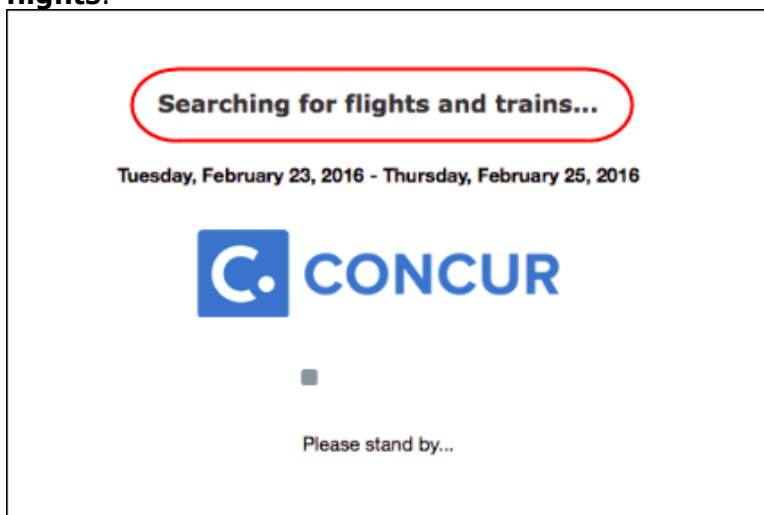
AirCanada Promotional Code:  
 (optional)

Specify a carrier ?  
 Refundable only air fares

**Search**

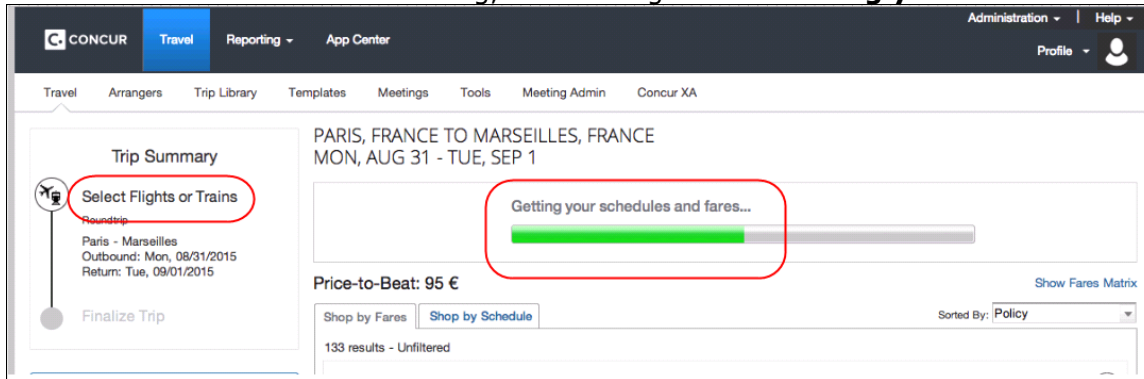
***"Please Stand By" Page***

After the user clicks **Search** on the **Mixed Flight / Train Search** tab, the "please stand by" page appears. The page now reads **Searching for flights and trains** instead of **Searching for flights**.



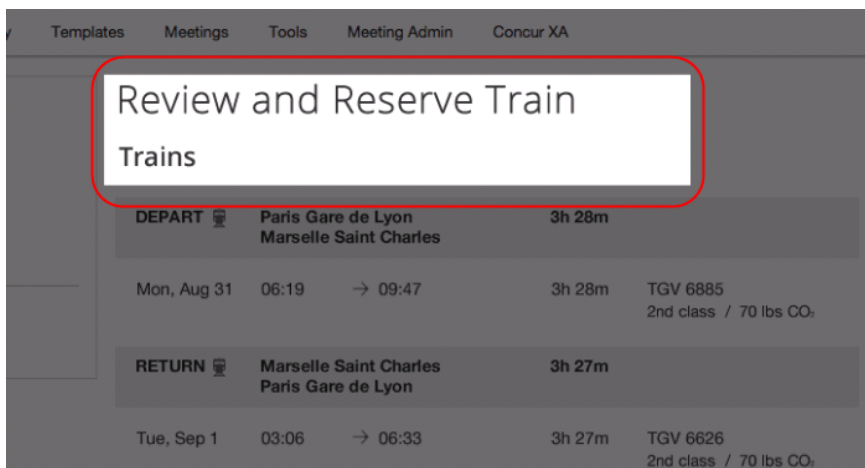
## Search Results Page

When the search results are loading, the message reads **Getting your schedules and fares.**





## Review and Reserve Page

After the user clicks **Select** on the search results page, the "review" page appears. The page is now named **Review and Reserve Train** instead of **Train Review Page**.



## Air New Flight Search Icons – Fly America and Quiet Car

In February, two new icons became available in the flight search results and on the associated legend.

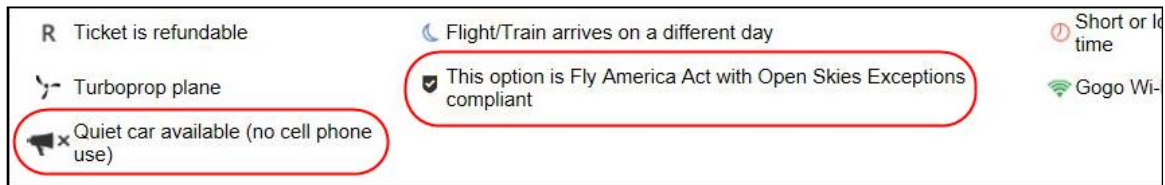
- The Quiet Car  icon is new and indicates that there is no cell phone use allowed in the area.
- The Fly America  icon has been updated.

## User/Customer Benefit

Icons in the search results help the user make the most informed decision about the requested flight.

## What the User Sees

On the search results page and in the legend, the user sees these icons.



## Car Sort Car Search Results by Total Cost

### Overview

In February, we introduced a new sort option for viewing car search results: "Total Cost". The user/arranger can now make car rental decisions based on the total overall cost versus the daily rate. This feature is auto-on.

### User/Customer Benefit

Though the daily rate is a good starting point, the fees and surcharges can significantly affect the overall car rental cost. Being able to sort by total cost gives the user a clearer picture of actual spend and the ability to make better informed decisions about cost. The new option is set to always sort from Low to High.

### What the User Sees

The user can select the new *Total Cost* option in the **Sorted By** list.

