Travel Incorporated
2016 Bullets! – Concur Travel Release Notes

March Release

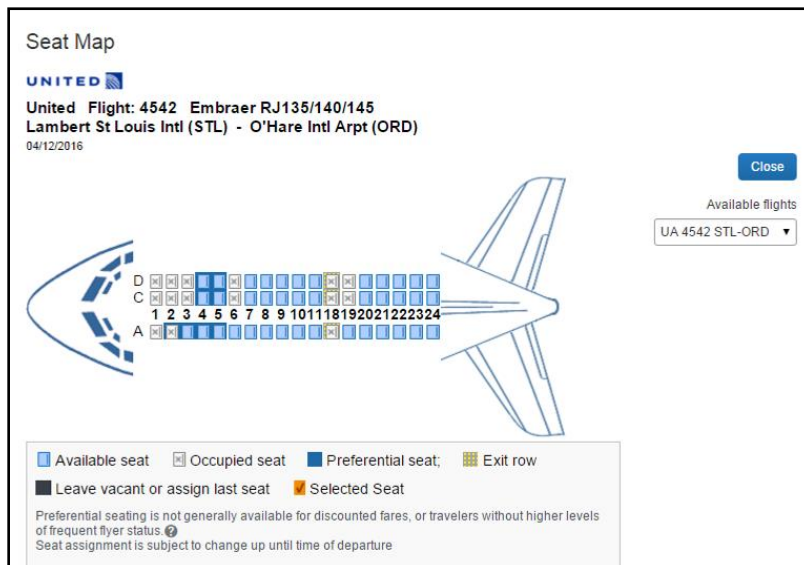### Admin

Gogo Wi-Fi Setting to Configuration Level

Concur has moved the Gogo Wi-Fi setting from the company level to the configuration level. Companies can configure groups of users who will have access to purchase Gogo Wi-Fi. Moving Gogo Wi-Fi to the configuration level allows for greater flexibility when configuring who gets access to purchase Gogo Wi-Fi. *Auto-on for Professional Only*

Air

Seat Map Updates - Concur has made several updates to the seat map:

- Seats requiring payment to reserve are noted not available for selection.
- Design and color schemes have been updated.
- Help text has been added for paid and preferential seating.
- Background color is no longer used. Replaced with 508-compliant icons.
- Legend has been updated to note all the above changes.

Before

After

The following changes have been made for direct connect vendors, such as Southwest Airlines, that do not support pre-assigned seating:

- Users no longer see seat map icons/buttons.
- Updated text on review page to show pre-assigned seating is not supported

Viewing a seat map for the following Travelfusion carriers, (RyanAir, EasyJet,…) the seat map provides the cost for reserving a seat:

Seat Map

ℹ **All seat selection incurs a fee.** If no seat selection is made, a seat will be automatically assigned to you at no charge.

Select Seat   Close

RyanAir #187 / Boeing 737-800 / Schoenefeld Arpt (SXF) - Koeln Bonn Arpt (CGN)

Seat assignment is subject to change up until time of departure

■ Available   □ Occupied or Unavailable   🪑 Selected   ≪ Exit row   ▨ No seating ⊘

When viewing a seat map as an arranger, traveler preferences are noted:

Seat Map

Available flights

AA 2632 JFK-SEA ▼

Select Seat   Clos

American #2632 / Boeing 737-800 / John F Kennedy Intl (JFK) - Seattle Tacoma Intl Arpt (SEA)

Traveler's preference: Seat: Aisle seat   Row: Front of plane

Seat assignment is subject to change up until time of departure

■ Available   □ Occupied or Unavailable   🪑 Selected   ≪ Exit row   ▨ No seating ⊘

▯ Preferential ⊘   ▯ Preferential

★ Paid preferential ⊘   ★ Paid preferential

Updates to Collapsed Results (Slivers) – Air/Rail

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.
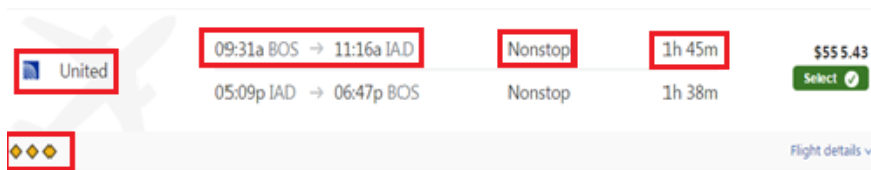
With this release, we are happy to announce several changes to the individual results (slivers) when they are in the collapsed view (not expanded) for air and rail.

Changes include:
- Spacing, background color, and font updates
- Better delineation between departure and arrive time
- More separation between flights
- Removal of headers
- New background color
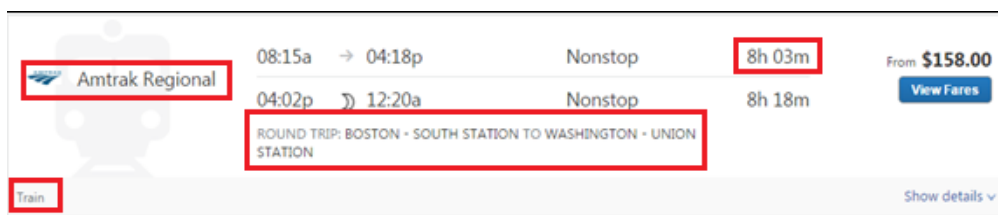- New train and airplane watermarks

Air:
- Airplane watermark
- Departure/arrival, number of stops, and duration clearly noted
- Preference level now in lower-left corner

Rail:
- Rail watermark
- Train notation
- Departure/arrival, number of stops, and duration clearly noted
- Route called out below as well as notation on whether round trip or one way

Flight Matrix Enhancements

In addition to the sliver updates, Concur has also enhanced the Air/Rail matrix, for both search by price and search by schedule views. These changes will provide a consistent and clear user interface for car, hotel, and ground reservations.

Changes include:
- Spacing, background color, and font updates
- Placement of policy violation icon
- Preference level icons replaced with text
- Icon/Text updated when multiple carriers for a given leg are returned

COMING SOON Sunset of Interjet Direct Connect, April 30 2016

To further improve quality, Concur plans to consolidate their direct connect content to one source where they have redundancies. For this reason, Concur has decided to sunset the Interjet Direct Connect for B2B content by April 30 2016. Interjet will be available via TravelFusion.

Air Canada Direct Connect – Multi-Segment Search Available Again

Due to a system-wide system performance issue when processing Air Canada Direct Connect multi-segment searches, Concur had deactivated the multi-segment searches for Air Canada Direct Connect with the January 2016 release. With this release, multi-segment searches for Air Canada Direct Connect are available.

COMING SOON Shop by Schedule Updates

Concur will make several updates to the **Shop by Schedule** page for air/rail with the *May* 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
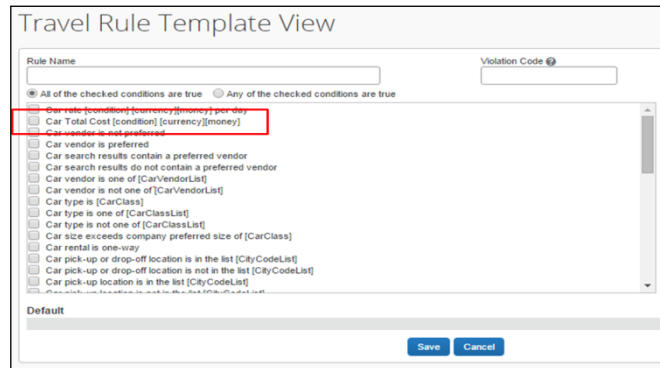
What the User Sees:

The user does a search by schedule and the search results appear. The user selects his/her preference for each leg by clicking **Quote for Price**. With those results, the user clicks **Price these options**. The user clicks **Select** to go to the **Review and Reserve** page

Car

New Rule Parts for Car Total Cost

Concur has added a new car policy rule that takes into consideration the total daily cost of the car (including taxes and fees).
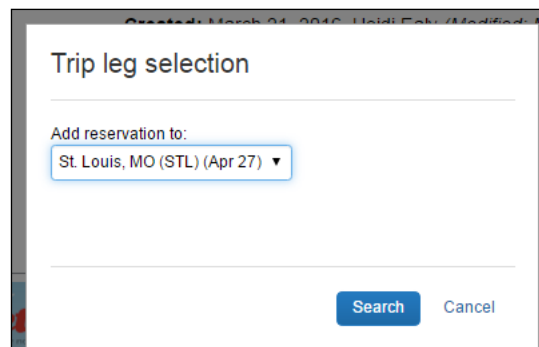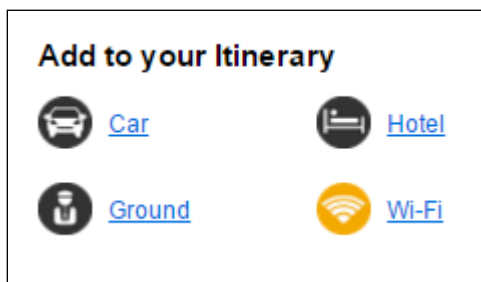
By configuring policy around total cost, travel spend can be more closely controlled.

Remove Default Time for Ground Reservations

Prior to this release, Concur was pre-populating a pick-up time for ground reservations when booked in conjunction with a trip (*not* a ground-only reservation). With this release, the pick-up time is blank and the user must add it.

The user/arranger clicks **Ground** from the itinerary and selects the associated leg:

All of the user's data is pre-populated where possible – except the pick-up time. The departing flight information is also noted so the user does not have to go back to check when the flight departs. If the user/arranger does not pick a time, he/she will be reminded.

This feature is auto-on for all customers who have limo/ground enabled

Hotel
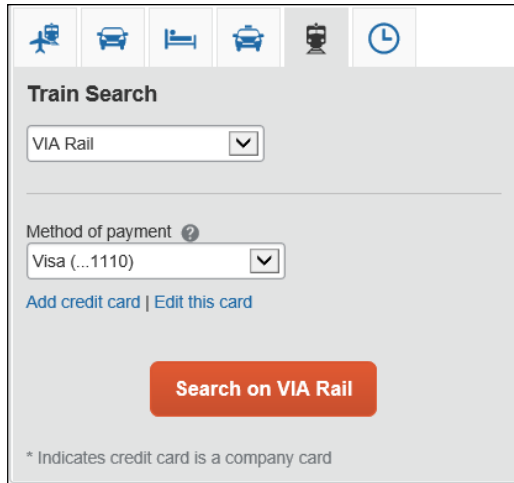
Hilton Hotels No Longer Providing E-Receipts

Concur is hopeful that this situation will be temporary as we are working with Hilton on alternatives. Further announcements will be made in subsequent release notes. This applies to all Hilton properties worldwide – not just Hilton Hotels

Rail

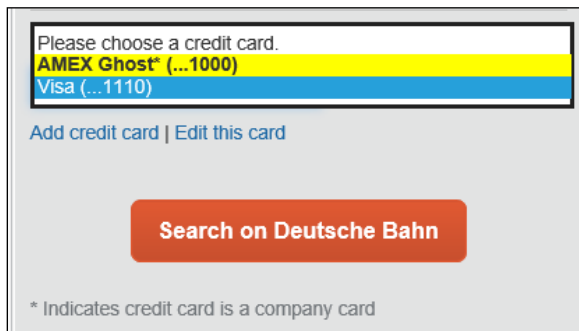## Rail Enhancements – Form of Payment

There have been several look-and-feel enhancements made to the **Train Search** (formerly **Rail Search**) tab and the **Mixed Flight / Train Search** (formerly **Air/Rail Search**) tab.With this release, there are several additional changes involving form of payment (FOP).

For VIA Rail, the user enters the FOP on the **Train Search** tab. The user clicks **Search on VIA Rail**. Concur passes the FOP information to VIA Rail

If the user is allowed to choose between forms of payment, then they appear in the list.

If the user cannot choose between forms of payment (for example, the user must use a corporate ghost card), then no options are available.

Miscellaneous

New Languages Available

Concur has added language support for several new languages. These languages are automatically available in Travel, and require activation in other Concur products. Travel companies will see both the static user interface (menus, page names, etc.) and the company's dynamic text (expense types, payment types, etc.) in the new language. The user interface is now provided in these languages:

- Czech
- Danish
- Finnish
- Korean
- Norwegian
- Polish
- Russian

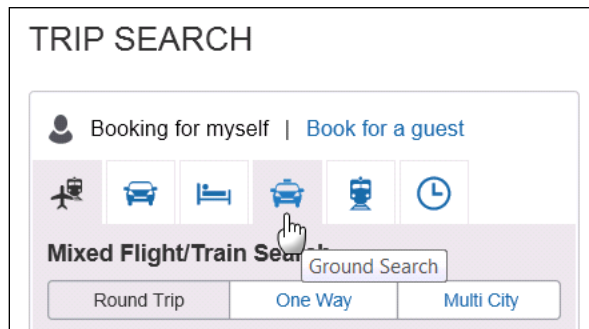In the March release, the new language(s) will appear in the **Change language** field on the sign in page.

The user will be able to select one of new languages in the **Default Language** field on the **System Settings** page of Profile.

Travel Icon Hover Text

Concur has added hover text to denote the various travel icons in the search widget:

- Mixed Flight / Train Search (If rail enabled)
- Flight Search (If Rail not enabled)
- Car Search
- Hotel Search
- Train Search
- Ground Search
- Check Flight Status

What the User Sees

COMING SOON MAY RELEASE –

Icons Replaced with Text

Concur will be reverting back to the icons with the April release and then converting to text as planned with the May release.

New Policy Violation Icons - *With the May release,* we will replace all of the policy violation icons. The change will affect all of the results pages (air/car/hotel/rail/ground).

Changes include:

- ***Show but do not Allow*** will appear with <mark>*a red exclamation point and no button*</mark>.   Remember it this way: Red means you CAN'T BOOK IT.
- ***Log for Reports*** and ***Notify Manager*** will appear as <mark>*a yellow warning icon.*</mark>
- ***Require Approval*** and ***Require Passive Approval*** will appear as <mark>*a yellow warning icon and will include the following text: This fare requires manager approval.*</mark>
- *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.*