

Scheduled Concur Outage for GDS System Update - 11/22/24 ^[1]

October 14, 2024 by [Staff](#) ^[2]

Beginning at **5 pm on Friday, November 22, 2024**, our online booking tool Concur Travel will be unavailable to all users while we update the Global Distribution System (GDS) that powers our travel bookings in Concur as well as direct bookings with our travel management company Christopherson Business Travel (CBT). This important update will enable significant future enhancements to our online booking tool, facilitating improved user experiences and functionality. The outage is expected to only last **24 hours** and the system should be restored for use on the evening of **Saturday, November 23, 2024**.

Please review the following key information in preparation for this brief system outage:

- Concur Travel will be unavailable beginning at 5pm on November 22, 2024 for 24 hours
- During this time, users will be unable to access the travel booking function in Concur
 - Users will be unable to make new travel reservations online
 - Users will be unable to view and/or modify existing travel reservations online
- Users will be able to reach a travel agent with CBT ^[3] to create new travel reservations or to modify or cancel existing reservations during the system outage
- The Internet Airfare ^[4] policy remains in effect during the business after-hours of the Concur Travel booking tool outage, as CBT agents will be available ^[3] for direct bookings for this entire period
- Users will continue to have access to Concur Expense, Concur Request and Approvals during this time

Following the successful update beginning on November 23, 2024, any employees with **existing airfare bookings scheduled before the update for travel after November 22, 2024** will still be able to view their flights in Concur under “My Trips” and the “Trip Library,” however they will be **unable** to make changes to those specific flights directly in Concur. Changes to these specific itineraries that were created before the update for travel after November 22 (including cancellations) will need to be made by contacting a CBT agent directly ^[3]. The PSC Travel Program will begin directly communicating reminders and other relevant information to those travelers/travel arrangers with one of these itineraries via email starting next week and continuing through the November 22nd update.

If you have any questions or concerns regarding this Concur update, please contact PSC@cu.edu ^[5].

[PSC Travel](#) ^[6], [Concur](#) ^[7]

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