

– Agency Partners * GDS Worksheets – Reporting Requirements – Sabre April 1 2021

(applies to Professional and Standard Travel)

Overview

In order for Concur Travel to process offline bookings and updates to online bookings, specific information must be present in the PNR as specified below.

The presence of this info will allow Concur to:

- Gather accurate online adoption data
- Provide users with current information about all pending and past trips
- Report on trips

The following instructions describe the Concur Travel requirements for PNR import. These steps are relatively quick and need to be performed by the supporting fulfillment travel agency.

If you have any questions while setting this up, please contact your Concur implementation project manager.

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Company ID

GDS Format

Add an invoice remark to the company-level profile (Level 1 STAR) as a mandatory move line. The format should read as follows:

5.Z*CLIQCID-<Company_ID>

Where:

- **5.** is the Sabre command to make an invoice remark. Concur cannot accept the CLIQCID data in anything other than an invoice remark.
- **<Company_ID>** is the customer's site ID number, which should be provided to you by your Concur implementation manager.

Examples:

5.Z*CLIQCID-999

5.CLIQCID-999

Why Is It Needed?

Concur uses the company ID to match trips to the correct company.

Travel Configuration ID

GDS Format

Add an invoice remark to the user-level profile (Level 2 STAR) as a mandatory move line. The format should read as follows:

5.Z*CLIQCONFIGID-<TRAVEL_CONFIG_ID>

Where:

- **5.** is the Sabre command to make an invoice remark. Concur cannot accept the CLIQCONFIGID data in anything other than an invoice remark.
- **<TRAVEL_CONFIG_ID>** is the customer's travel configuration ID number, which should be provided to you by your Concur implementation manager.

Examples:

5.Z*CLIQCONFIGID-999999

5.CLIQCONFIGID-999999

This line should be configured:

- In the customer's associated Profile Template or Sabre Profiles Template if standard GDS profile synchronization is in use
- In the customer's associated PNR Finishing Template (using element User/CONFIGURATION_ID) in cases where:
 - ♦ The customer site utilizes more the "Choose Your Rule Class" feature – and/or –
 - ♦ The customer site is not using standard GDS profile synchronization with Concur Travel

Why Is It Needed?

Concur uses the travel configuration ID to match trips to the correct configuration.

This information will also be used to identify COMPLEAT-integrated customers. Without it, Concur Travel/COMPLEAT integration features will not be available for these customers.

Login ID

GDS Format

Add an invoice remark to the user-level profile (Level 2 STAR) as a mandatory move line. The format should read as follows:

5.CLIQUSER-<Login_ID>

Where:

- **5.** is the Sabre command to make an invoice remark. Concur cannot accept the CLIQUSER data in anything other than an invoice remark.
- **<Login_ID>** is the user's Concur Login ID

Example:

5.CLIQUSER-william.never@concur.com

NOTE: In Sabre, invoice remarks do not accept the @ sign; filters/parsers in templates should take this into consideration.

This line should be configured:

- In the customer's associated Profile Template or Sabre Profiles Template if standard GDS profile synchronization is in use
- In the customer's associated PNR Finishing Template in cases where the customer site is not using standard GDS profile synchronization with Concur Travel

Why Is It Needed?

Concur uses the login ID to match trips to the correct user.

Queue Configurations

Define and Assign Queues

In order for Concur to import offline PNRs or modifications into the system, the following queues must be defined and specified in the Concur Agency Configuration :

- **Report Queue:** This is a queue that Concur will query. All PNRs must be placed on this queue. Determine the preferred pseudo city code (PCC), queue number and prefatory; ***it cannot be used for anything else.***
- **Report Error Queue:** Concur will place PNRs that cannot be parsed into this queue. Fulfillment travel agencies should monitor this queue and re-place PNRs to the report queue as needed. Determine the preferred PCC, queue number and prefatory; again, ***it cannot be used for anything else.***

NOTE: Sporadic reports of user trips that do not import into their **Upcoming Trips** or **Trip Library** are likely caused due to a misconfiguration issue. If an agency has a PCC and **Reporting Queue** established in the US Data Center for one customer AND that same agency has the same PCC and **Reporting Queue** established in the EMEA Data Center for another customer, it breaks the PNR acquisition process.


Enable Automated Queuing

In order to ensure all PNRs are sent to Concur for import, your PCC should be set up so that all PNRs are automatically queued to the reporting queue whenever they are ticketed or whenever the reservation changes. Exactly how to do this will vary from agency to agency; one possibility is to interface with the QC system.

Another alternative that is possible, if there is only one customer assigned to the PCC, is to set up automatic queue placement within Sabre. Please work with your Sabre representative or refer to Sabre's Format Finder to configure this item.

If the PCC is shared by multiple customers and there is no way to automate this process, then queuing must be a manual step that an agent must perform during the booking process. In this situation, typically an agency will define a macro to perform the queue and assign it to a key for the agent to press each time. Unfortunately, the manual approach can be error-prone with agent bookings and changes possibly being missed at times by the agents. It is strongly preferred that an automated queuing technique be used whenever possible.

Concur Implementation Guidance

 **Concur Implementation Manager:** Please verify that the reporting queue works, before configuring in System Administration.

Sabre Commands

EMULATE INTO AGENCY PCC

AAA{PCC}

ENTER QUEUE

Q/{Queue Number}

You should see a PNR in queue. If you get a message that the queue is empty, please ask the agency to place a PNR into the reporting queue. Once a PNR has been verified on queue:

EXIT QUEUE AND IGNORE

QXI

EXAMPLE

AAA6YB9

Q/139

Where:

- PCC is 6YB9
- Queue is 139

Branch Access and Queues

These guidelines affect your management of PNRs on a branch queue:

To access and manage PNRs on a branch location's queue, there must be full branch access between:

- ***your home PCC***
- ***the PCC that owns the queue***
– and –
- ***the PCC where the PNR shows secured***

To display a PNR on queue, you must have branch rights to the PCC that owns the PNR. Even if the system does not display a PNR to you, the PNR remains on queue.

To verify whether a PNR is on queue, display the queue list (see Sabre's Format Finder for specific format information).

To queue place your PNR to another agency, you must have given that agency branch access to your PNRs. To have a reciprocal queue place relationship with another location, you must have full branch access with that location.

Configure Queues in Concur

Assign Reporting Queue and Error queue in the **Queue Sets**, under your Agency Configuration. Next, check the **Reporting Enabled** box.

Queue Sets

Queue Set Name: ☒ Reporting Enabled ☐ Retrieve extra itineraries per queue reader run

Defined Queues (queue types in red required)

Queue Type	Queue To:	Pseudo City	Queue	Category/Prefatory
Ticketing		<input type="text" value="C7AC"/>	<input type="text" value="301"/>	<input type="text" value="11"/>
Approval hold		<input type="text" value="C7AC"/>	<input type="text" value="302"/>	<input type="text" value="11"/>
Cancel		<input type="text" value="C7AC"/>	<input type="text" value="303"/>	<input type="text" value="11"/>
In Process (Now Optional and SCAN Saver)		<input type="text"/>	<input type="text"/>	<input type="text"/>
Testing		<input type="text"/>	<input type="text"/>	<input type="text"/>
Report Queue		<input type="text" value="C7AC"/>	<input type="text" value="320"/>	<input type="text" value="11"/>
Report Error Queue		<input type="text" value="C7AC"/>	<input type="text" value="321"/>	<input type="text" value="11"/>
User Trip Hold		<input type="text" value="C7AC"/>	<input type="text" value="306"/>	<input type="text" value="11"/>

⚠ IMPORTANT: All PNRs must be sent to the reporting queue, regardless of where they are created; within Concur or directly with an agent. **The Report Queue must be accommodated within the Booking PCC of the Travel configuration.**

Travel Request ID

GDS Format

Add a general remark to the customer's associated PNR finishing template. The format should read as follows:

5R#TRAVELREQUESTID-<TravelRequestId>

Where:

- **5R#** is the Sabre remark type. Concur cannot accept the TRAVELREQUESTID data in anything other than a general remark.
- **<TravelRequestId>** is the ID number for the request associated with the trip. In the PNR finishing template, the following data point must be used: CteTravelRequest>TravelRequestId

Example:

5R#TRAVELREQUESTID-33HG

Why Is It Needed?

Concur uses the Request ID to match offline trips to the correct existing travel request.

Travel Request Agent Remark

GDS Format

Add a general remark to GDS agency scripts for Concur Request customers. The format should read as follows:

5R#MODIFIED BY AGENT

Where:

- **5R#** is the Sabre remark type. Concur cannot accept the agent remark in anything other than a general remark.

Why Is It Needed?

Concur uses the agent remark to update offline-modified trips properly. This remark triggers the following actions:

1. Updates the segments on the request to reflect the current itinerary segments
2. Advances the request to the next configured workflow step

Travel Request Policy Remark (Optional)

GDS Format

Add a general remark to GDS agency scripts for Concur Request customers. The format should read as follows:

5R#POLICYCOMPLIANT-N

Where:

- **5R#** is the Sabre remark type. Concur cannot accept the policy remark in anything other than a general remark.
- **Y/N** is the value Concur maps to the 0 – 100 scale value of the Policy Compliance request segment field. The value will be 0 (Y) if the itinerary is compliant or 100 (N) if the itinerary is not compliant.

Why Is It Needed?

Concur uses the policy remark to reflect in the segment in Request if the trip conforms to company travel policy. This can be used to conditionally trigger approval workflow. It can also be used to configure a warning message to the approver to indicate the trip is not policy compliant.

Offline Policy Capture

Refer to the [Offline Policy Capture TSG](#) for details on remark formats for **Comparison Fare** and **Violation Reason Code**.

Other Unmentioned Data Points

Any remark format not mentioned in this guide or other Travel Service Guides will not be imported into Concur Travel and will not be available in Intelligence, Analysis, or other reporting. This includes Custom Trip Fields and other data collected during a booking in Concur Travel.