

– Concur Travel * Client Fact Sheet – Renfe RVR Service & Specification March 30, 2023

Overview

RVR (Registro de Ventas) is a Renfe's sale register which contains all the booking and cancellation details that TMCs need for invoicing purposes.

How is data captured?

The RVR service ensures that all ticket data is captured in a single file. If a booking contains two tickets (in case of a return trip), SAP Concur will generate two RVR files on the sell action; the same applies for cancellation.

How are the RVR Files created?

All RVR files created for a TMC's clients will be stored in a specific folder reflecting the TMC name. The files should be downloaded from the SAP Concur server and, once downloaded, the TMC should delete the files. If the TMC doesn't delete them manually, the files will be automatically removed after 180 days.

In order to ensure all files are captured correctly, SAP Concur will name the files by a ticket number:

The sell action will contain only the ticket number, for example:
7123456789012.RVR.

Cancellation files will start with the letter "A" followed by the ticket number, for example: A7123456789012.RVR.

What is the RVR file retention period?

RVR files will be available for a period of 180 days from the moment of creation. Should the TMC fail to collect the file within this time frame, SAP Concur will not be able to re-create a new file.

What are the requirements to start using the RVR service?

In order to start using the RVR service, SAP Concur requires that TMCs provide SAP Concur with a public SSH key.

Creating an SSH key pair

There are many ways to create an SSH key pair. On the macOS, Linux, or UNIX operating systems, TMCs can use the **ssh-keygen** command at the command line interface:

```
ssh-keygen -P "" -f key_name
```

The private key_name file should be securely stored by the TMC, while the public key_name.pub is provided to SAP Concur.

Online tutorials are available on the creation of SSH keys using PuTTYgen on Microsoft Windows.

SSH Key rotation

SAP Concur has no means to enforce regular key rotation but strongly recommends doing this on regular basis. TMCs will need to provide SAP Concur with the new SSH key 30 days in advance to ensure flawless switch.

What SAP Concur provides

SFTP Endpoint:

- EU2: rvr-eu2.concursolutions.com
- US2: rvr-us2.concursolutions.com

Username: A username is matched to the TMC company name, which appears in the Travel agency configuration under the TMC company. Please ensure all clients have this data correctly configured.

A screenshot of a web interface element. It features a light gray rectangular box. At the top, the text "TMC associated with this agency" is displayed in a blue font. Below this text is a white dropdown menu with a thin gray border. The word "None" is visible inside the dropdown, and a small downward-pointing arrow is on the right side of the menu.

Example of logging into the EU SFTP server:

```
SFTP -i key_name username@rvr-sftp.eu.travel.concursolutions.com
```