

Travel: American Airlines AirPass

Travel Service Guide

Last Revised: July 15, 2022

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

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Revision History

Date	Revision Notes/Comments
July 24, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
July 15, 2022	Multiple updates to <i>Configuration – Professional Travel</i> section.
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
June 8, 2021	Updated <i>To Test AirPass</i> , <i>Configuration – Professional Travel</i> , and <i>FAQ</i> sections
May 25, 2021	Updates throughout, major revisions to <i>Configuration – Professional Travel</i>
February 24, 2021	Initial Publication

American Airlines AirPass

Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

Section 2: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

AirPass is an all-inclusive, pre-paid membership offered by American Airlines that provides members the freedom and flexibility to fly across American Airline's expansive network with hundreds of destinations across the globe.

AirPass fares remain constant throughout the membership term, offering predictability and control over travel spend. Fares can easily be calculated using the AirPass pricing tool.



If you are interested in learning more about the AirPass program, contact your American Airlines account manager, or visit the [American Airlines AirPass website](#).

Professional Travel

Concur Travel supports shopping and booking AirPass fares for Professional Travel companies that participate in the American Airlines AirPass program.

Standard Travel

AirPass is not supported for Standard Travel.

Section 3: How It Works

AirPass utilizes full-fare inventory, offering last-seat availability and flexibility, and is tied to a traveler's AAdvantage membership number. The following options will be made available in Concur Travel:

- **AAnytime®**: Members who make their travel arrangements at the last minute can enjoy last-seat availability by booking in unrestricted First (F), Business (J), or Coach (Y); one-way or round-trip without change fees.
- **Instant Upgrade Fares (UP Fare)**: If an UP fare is available in the market, it can be booked using AirPass. All fare rules must still be followed.

The AirPass program:

- uses GDS filed fares, which incorporate the burn rates that traditionally required special faring logic in Concur Travel.
- uses traditional GDS ticketing processes, instead of requiring ticketing by American Airlines directly.
- requires the use of a dedicated UATP card for ticket fulfillment.

Eligibility

To view and book AirPass fares, the following conditions must be met:

- users must have a valid American Airlines Advantage number saved in their Concur Travel profile.
- users must be assigned to the AirPass feature, either at the configuration or profile level.
- the AirPass feature must be properly configured with an American Airlines AirPass Discount code, provided in the **Discount** administration section.

Fulfillment

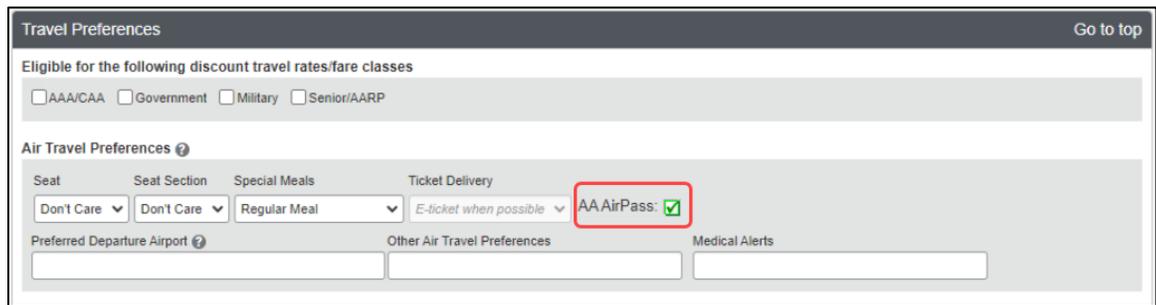
Fulfillment of the AirPass program happens the same way as any other GDS booking. Upon confirmation, Concur Travel sends the AirPass PNR directly to the agency fulfillment partner for ticketing. The agency is responsible for providing necessary Form of Payment (UATP CARD) issued to the customer specifically for AirPass Fares.

! Transmission of the UATP card by Concur Travel will not be supported. This payment method needs to be managed by the agency to ensure non-AirPass forms of payment are still present for car and hotel reservations which cannot be charged to the UATP card.

Section 4: End-User Experience

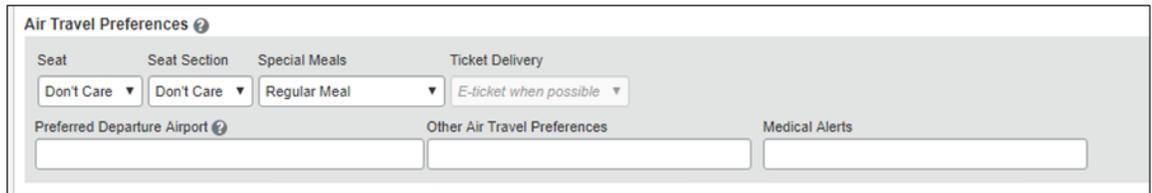
Profile

When all eligibility requirements are met, the user will see an AirPass indicator in their profile:



The screenshot shows a 'Travel Preferences' form. At the top, it says 'Eligible for the following discount travel rates/fare classes' with checkboxes for AAA/CAA, Government, Military, and Senior/AARP. Below this is the 'Air Travel Preferences' section. It has four columns: 'Seat' (Don't Care), 'Seat Section' (Don't Care), 'Special Meals' (Regular Meal), and 'Ticket Delivery' (E-ticket when possible). To the right of the Ticket Delivery dropdown is a red-bordered box containing the text 'AA AirPass: [checked]'. Below these are three input fields: 'Preferred Departure Airport', 'Other Air Travel Preferences', and 'Medical Alerts'.

When any of the eligibility requirements isn't met, the user will not see any AirPass indicator in their profile:



The screenshot shows the 'Air Travel Preferences' section of the form. It has the same four columns as the previous screenshot: 'Seat' (Don't Care), 'Seat Section' (Don't Care), 'Special Meals' (Regular Meal), and 'Ticket Delivery' (E-ticket when possible). However, the 'AA AirPass: [checked]' indicator is not present. Below these are three input fields: 'Preferred Departure Airport', 'Other Air Travel Preferences', and 'Medical Alerts'.

Shop and Book

Search Results

When searching in a market where AirPass fares are applicable, users can see an AirPass indicator on the collapsed view of a flight option. Upon clicking the **View Fares** button, the standard branded fares are displayed, as well as the AirPass fares. A tooltip is available to help AirPass users understand when AirPass fares should be used for their business travel.

2 stops 177 results	351.62 52 results	417.60 122 results	-	334.61 3 results	-	-
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Shop by Fares Shop by Schedule

Flight Number Search Sorted By: Policy - Most Compliant Display Previous

AirPass Program Information

Flyers seeking an elevated travel experience can enjoy many benefits with AirPass, such as no cancellation or change fees and fixed-rate fares. With AirPass, no matter when you book or how many changes you make, fares remain consistent.

11:45a ORD → 02:08p DFW Nonstop 2h 23m

AirPass available

Most Preferred Airline for QA_Feature_Travel_RQA3 [Hide all details ^](#)

DEPART Wed, Dec 16 - Chicago, IL to Dallas, TX [Hide details ^](#)

Wed, Dec 16 11:45a ORD → 02:08p DFW 2h 23m American Airlines 1106 [View seats](#)
Boeing 737-800 / 344 lbs CO₂

Fare Options	Free Checked Bags	Refundable		
Main Cabin Flexible (O) Rules Benefits/Services	0	Yes <small>Fees may apply</small>	<input checked="" type="checkbox"/>	\$182.12
AirPass First (I) Rules Benefits/Services	2	Yes <small>Fees may apply</small>	<input type="button" value="i"/>	\$500.70

POLICY APPLICATION

When a rule is triggered, users can see accurate policy violation indicators, as they relate to the AirPass fares.

The screenshot displays an American Airlines flight booking interface. At the top, it shows the airline logo and flight details: 09:08a MCI → 12:30p CLT (Nonstop, 2h 22m) and 07:30a CLT → 08:57a MCI (Nonstop, 2h 27m). The total price is \$278.70, with a 'Hide Fares' button and an 'AirPass available' indicator. Below this, it identifies the airline as the 'Most Preferred Airline for QA_Feature_Travel_RQA3'. The itinerary is split into a DEPART leg (Mon, Mar 29 - Kansas City, MO to Charlotte, NC) and a RETURN leg (Tue, Mar 30 - Charlotte, NC to Kansas City, MO). Each leg shows the flight number (American Airlines 1616), aircraft type (Airbus Industrie A319), and CO2 emissions (347 lbs). The 'Fare Options' section lists three choices: Main Cabin (N) for \$278.70 (marked with a green check), First (D) for \$1,007.10 (marked with a yellow warning triangle), and Main Cabin Flexible (Y) for \$2,364.70 (marked with a yellow warning triangle). A 'Warning' dialog box is overlaid on the First (D) option, stating: 'This option triggers one or more company travel rules. We will notify your manager if you choose to purchase it. ⚠️ Airfare is greater than LLF + US\$300. ⓘ Cabin classes allowed: First class, Business class'. A 'Fees may apply' note is visible at the bottom right of the fare options.

REVIEW AND RESERVE PAGE

An AirPass fare indicator is shown in the **Review Price Summary** section.

The user can select a credit card at this point, but it is not intended for use in AirPass fare ticketing. Agency fulfillment partners must ticket AirPass fares using the UATP card issued to the customer for this purpose. The credit card selected at the time of booking is intended for non-AirPass charges, such as the addition of a car or hotel, agency transaction fees, or other incidentals.

Review and Reserve Flight

REVIEW FLIGHTS

DEPART ✕ Mon, Mar 29 – Kansas City, MO to Charlotte, NC [Hide details ^](#)

Mon, Mar 29 09:08a MCI → 12:30p CLT 2h 22m American Airlines 1616
Airbus Industrie A319

RETURN ✕ Tue, Mar 30 – Charlotte, NC to Kansas City, MO [Hide details ^](#)

Tue, Mar 30 07:30a CLT → 08:57a MCI 2h 27m American Airlines 1616
Airbus Industrie A319

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. ⓘ

Primary Traveler [Edit](#) | [Review all](#)

Name: Richard Williamson **Phone:** 000000000000

Frequent Flyer Programs [Add a Program](#)

For American Airlines

SELECT SEATS

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
AA 1616 First (D)	Select a seat
AA 1616 First (D)	Select a seat

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
 AirPass Airfare	\$968.40	\$18.70	\$1,007.10
Total Estimated Cost: \$1,007.10			
Total Due Now: \$1,007.10			

SELECT A METHOD OF PAYMENT

How would you like to pay?

[Edit](#) | [Add credit card](#)

* Indicates credit card is a company card

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).

[Back](#)

[Reserve Flight and Continue](#)

ITINERARY VIEW

All Itinerary view pages (Travel Details, Trip Confirmation, etc.) denote AirPass flights with the AirPass icon:

RESERVATIONS

Monday, April 12, 2021

Flight Charlotte, NC (CLT) to Dallas, TX (DFW) 

American Airlines 0430
Operated by: American Airlines

Departure: 06:00 AM
Charlotte Intl Airport (CLT)
Duration: 2 hours, 43 minutes
Nonstop

Arrival: 07:43 AM
Dallas/Fort Worth Intl Airport (DFW)

Confirmation: MHGRKK
Status: **Confirmed**
Air Frequent Flyer Number: AA-██████████

Seat: 8C (confirmed)

Additional Details
Aircraft: Airbus A321
E-Ticket
Cabin: Economy (Y)
Distance: 937 miles
Meal: Food for purchase

2 hr, 52 min layover at Dallas/Fort Worth Intl Airport (DFW)

Flight Dallas, TX (DFW) to Kansas City, MO (MCI) 

American Airlines 2486
Operated by: American Airlines

Departure: 10:35 AM
Dallas/Fort Worth Intl Airport (DFW)
Duration: 1 hour, 37 minutes
Nonstop

Arrival: 12:12 PM
Kansas City Intl Airport (MCI)
Terminal: TERMINAL BUILDING C

Confirmation: MHGRKK
Status: **Confirmed**
Air Frequent Flyer Number: AA-██████████

Seat: 8C (confirmed)

Additional Details
Aircraft: Boeing 737-800
E-Ticket
Cabin: Economy (Y)
Distance: 460 miles

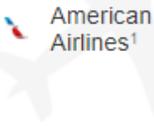
Tuesday, April 13, 2021

DUAL FARE DISPLAY

! The AirPass feature is only supported when Dual Fare Display feature is disabled.

MULTI-SEGMENT (SHOP BY SCHEDULE)

! AirPass fares will only display on **Multi-segment by Schedule**. On **Multi-segment by Price**, no AirPass fares will display.



American Airlines¹

07:00a MCI → 10:35a CLT	Nonstop	2h 35m	
07:15a CLT → 12:42p ORD	1 stop DFW	6h 27m	
07:15a ORD → 01:05p MCI	1 stop CLT	5h 50m	

¹ American Airlines 4796 operated by REPUBLIC AIRWAYS AS AMERICAN EAGLE

Remove ✕

\$679.70

[Hide Fares](#)

available 

Preferred Airline for Concur Product Management Test [Hide all details](#) ^

DEPART ✕ **Thu, Feb 18** – Kansas City, MO to Charlotte, NC [Hide details](#) ^

Thu, Feb 18	07:00a MCI → 10:35a CLT	2h 35m	American Airlines 4796 View seats <small>Embraer E-175 / 312 lbs CO₂</small> <small>Operated by REPUBLIC AIRWAYS AS AMERICAN EAGLE</small>
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DEPART ✕ **Fri, Feb 19** – Charlotte, NC to Chicago, IL / 57m layover in Dallas, TX [Hide details](#) ^

Fri, Feb 19	07:15a CLT → 09:18a DFW	3h 03m	American Airlines 524 View seats <small>Airbus Industrie A319 / 381 lbs CO₂</small>
	<i>Layover in Dallas, TX</i>	57m	<i>Dallas/Fort Worth Intl Airport</i>
	10:15a DFW → 12:42p ORD	2h 27m	American Airlines 1979 View seats <small>Boeing 737-800 / 309 lbs CO₂</small>

DEPART ✕ **Sat, Feb 20** – Chicago, IL to Kansas City, MO / 1h 06m layover in Charlotte, NC [Hide details](#) ^

Sat, Feb 20	07:15a ORD → 10:19a CLT	2h 04m	American Airlines 914 View seats <small>Airbus Industrie A321 / 378 lbs CO₂</small>
	<i>Layover in Charlotte, NC</i>	1h 06m	<i>Charlotte Airport</i>
	11:25a CLT → 01:05p MCI	2h 40m	American Airlines 2668 View seats <small>Boeing 737-800 / 312 lbs CO₂</small>

Fare Options	Free Checked Bags	Refundable		
Main Cabin (L, G, G, V, V) Rules Benefits/Services	0	No	i	\$679.70
 Main Cabin Flexible (Y) / Main Cabin Flexible (Y) / Main Cabin Flexible (Y) / First (D) / First (D) Rules	2	Yes <small>Fees may apply</small>	i	\$1,084.77
Main Cabin Flexible (Y, V, V, L, L) Rules Benefits/Services	0	Yes <small>Fees may apply</small>	i	\$1,727.70

[View more fares](#)

Sabre

Instant Upgrade Support

If an upgrade to a higher cabin is available, Concur Travel offers instant upgrade fares alongside regular AirPass fares in the same cabin. Administrators can use travel policy rules to control whether users should be allowed to book these fares.



American Airlines

10:40a MCI → 05:42p CLT 1 stop ORD 6h 02m

04:25p CLT → 11:40p MCI 1 stop MIA 8h 15m

\$266.90

[Hide Fares](#)

 AirPass available

Preferred Airline for Andromeda Team [Hide all details ^](#)

DEPART ✕ Thu, May 20 – Kansas City, MO to Charlotte, NC / 2h 13m layover in Chicago, IL [Hide details ^](#)

Thu, May 20	10:40a MCI → 12:22p ORD	1h 42m	American Airlines 543 View seats Airbus Industrie A319
	<i>Layover in Chicago, IL</i>	2h 13m	<i>Chicago O'Hare Intl Airport</i>
	02:35p ORD → 05:42p CLT	2h 07m	American Airlines 815 View seats Boeing 737-800

RETURN ✕ Fri, May 21 – Charlotte, NC to Kansas City, MO / 2h 53m layover in Miami, FL [Hide details ^](#)

Fri, May 21	04:25p CLT → 06:32p MIA	2h 07m	American Airlines 1200 View seats Airbus Industrie A321
	<i>Layover in Miami, FL</i>	2h 53m	<i>Miami Intl Airport</i>
	09:25p MIA → 11:40p MCI	3h 15m	American Airlines 1397 View seats Boeing 737-800

Fare Options [Rules](#) [Benefits/Services](#)

	Free Checked Bags	Refundable		
Main Cabin Flexible (G, G, S, S) Rules Benefits/Services	0	Yes <small>Fees may apply</small>		\$385.90
 AirPass Main Cabin Flexible (Y) Rules Benefits/Services	0	Yes <small>Fees may apply</small>		\$929.78
 AirPass First (D) Rules Benefits/Services	2	Yes <small>Fees may apply</small>		\$1,081.97

Sabre

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Section 5: Configuration – Professional Travel

The following groups are involved in the configuration process:

- **SAP Concur:** provides the Concur Travel online booking tool, which allows searching and booking of air content that includes AirPass fares.
- **UATP:** a provider or Corporate Forms of Payment (FOP). This is the only FOP that can be used for booking AirPass Flights.
- **American Airlines:** provides air content that includes AirPass fares. A contract with American Airlines is needed to book AirPass fares.
- **Agency Fulfillment Partners:** provide travel fulfillment and support services to travelers and they support Concur Travel instances and configurations for corporate customers.
- **Sabre Global Distribution System (GDS):** provides the necessary APIs for Concur Travel to access content.
- **Customers:** consumers of content via Concur Travel.

Provisioning Pre-Requisites (Work with Sabre First)

In order to use the AirPass feature in Concur Travel, certain changes are necessary in the Sabre Pseudo City Code (PCC) that houses the customer's AirPass fares.

New Sabre customers, and existing Sabre customers who wish to utilize a new PCC for AirPass, will first need to order and provision Bargain Finder Max (BFM) as described in the **TMC Reseller Toolkit > Requirements Gathering** section for Sabre.

NOTE: Existing Sabre customers who will use their existing Concur Travel PCC for AirPass do not need to order or provision Bargain Finder Max.

Once BFM provisioning is completed, all customers will need to contact their Sabre account team to request the following additional changes to their AirPass PCC:

1. Multiple Fares Per Itinerary (MFPI or Flexible Fares) with Multiple Branded Fares (MBF) must be updated to work together with Bargain Finder Max.
2. Additionally, Sabre will require an estimate of the maximum daily number of AirPass shopping requests that will likely be processed.

To help customers determine this number, Concur Travel will use one of these specialized American Airlines shopping requests (MFPI or Flexible Fares) per flight search. For example, if a user searches JFK – ORD this generates one specialized American Airlines shopping request.

3. Please instruct the Sabre account team to follow the ordering instructions in the Sabre Product Directory under Bargain Finder Max.
4. Be sure to request this change for both CERT and PROD (CERT is used for troubleshooting and testing purposes).

Please note that these changes should have no effect for travel consultants using Sabre Red 360; customers can work with their American Airlines or Sabre account teams to confirm offline AirPass processing and fulfillment requirements.

Configuring AirPass for the First Time

▶ *To set up the AirPass program for the first time:*

1. Coordinate with American Airlines to obtain a Discount code and UATP card. The customer's travel manager will need to share the UATP card number with their agency contact for use when booking AirPass travel.

NOTE: American Airlines cannot provide this information directly to the agency.

2. Coordinate with your agency fulfillment partner to complete the [AirPass Filing Request form](#) for viewership into AirPass fares for all AirPass bookings. Agencies will need to have their IATA number, PCC, customer name and AirPass account number on hand. Viewership can take up to three business days to process after submission, so please plan accordingly. For further questions on the form, please coordinate with your American Airlines account manager.
3. Coordinate with your agency fulfillment partner to have the mid-office routines set up.
4. Once the Discount code and UATP card are available you can work with your implementation partner to set up the new AirPass account for first one user (if tests are required) and then for all users.

Migrating from AirPass Legacy Configuration

▶ *To migrate your existing AirPass program to the new version:*

1. Coordinate with American Airlines to obtain a Discount code and UATP card. The customer's travel manager will need to share the UATP card number with their agency contact for use when booking AirPass travel.

NOTE: American Airlines cannot provide this information directly to the agency.

2. Coordinate with your agency fulfillment partner to complete the [AirPass Filing Request form](#) for viewership into AirPass fares for all AirPass bookings. Agencies will need to have their IATA number, PCC, customer name and AirPass account number on hand. Viewership can take up to three business days to process after submission, so please plan accordingly. For further questions on the form, please coordinate with your American Airlines account manager.

3. Coordinate with your agency fulfillment partner to have the mid-office routines set up.
4. Coordinate with American Airlines for a cutover date and down time for program migration.
5. Disable the legacy AirPass feature on the cutover date.
6. Once American Airlines confirms that migration is done you can work with your implementation partner or site administrator to set up the new AirPass account for first one user (if tests are required) and then for all users.

Update Concur Travel Configuration

► **To update configuration for AirPass:**

NOTE: The following travel configuration settings should only be updated when American Airlines has provided the customer with all the necessary information to enable New American Airlines AirPass.

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. In the **Travel Configuration** page, **Wizard Options** section, locate the **AA AirPass Configuration** section. In the **Mile Rate in Dollars** field, enter any number, e.g., 1 and click **Save**.

NOTE: Due to an SAP Concur system limitation, changes made to the legacy AirPass configuration are necessary for **New AirPass** to be able to assign users' access to AirPass in the **Travel Preferences** page and for the AirPass indicator to be displayed in their profile.

AAirpass Options
 If you use American Airlines' AAirpass prepaid mileage program, you can enter your price per mile below. Once you've saved this information, you can use the AAirpass program.

Mile Rate in Dollars (e.g., 51)	AAirpass User Access	Rate Display	Allow
0.4	Test user profile automatically	Display AAirpass and normal fares; user may choose	Not

3. In the **Travel Configuration** page, **Wizard Options** section, locate the American Airlines **AirPass Configuration** section. Check the **Enable New AA AirPass** option and click **Save**.

AA AirPass Configuration?
 Enable New AA AirPass?

AAirpass Options
If you use American Airlines' AAirpass prepaid mileage program, you can enter your price per mile below. Once you've saved this information to
Mile Rate in Dollars (e.g., 51) AAirpass User Access Rate Display Allow Pla

Quick Help is provided for the **Enable New AA AirPass** section, as well as the setting itself:

Quick Help Close

An AirPass specific discount code must be configured in order for AirPass fares to be shown during the booking process. Only users with AA frequent traveler accounts associated to the AirPass will see AirPass fares. For this reason, the User General Information import must be used to assign AirPass access to Concur users and those users must have an AA frequent traveler account saved in their Concur Travel profile.

AA AirPass Configuration?
 Enable New AA AirPass?

Quick Help Close

When checked disables the legacy AirPass feature and hides the related configuration items.

AA AirPass Configuration?
 Enable New AA AirPass?

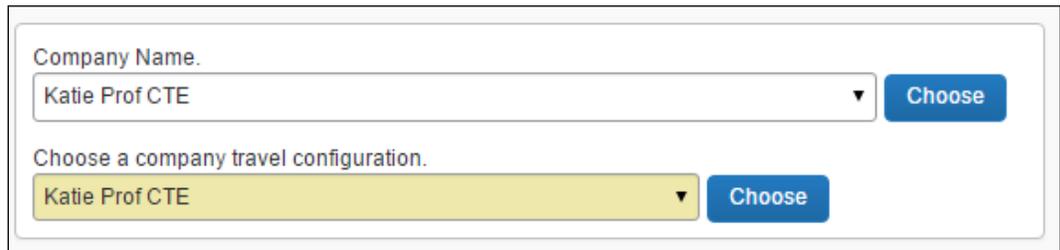
Add AirPass Code to Air Discount Administration

► **To add the AirPass code:**

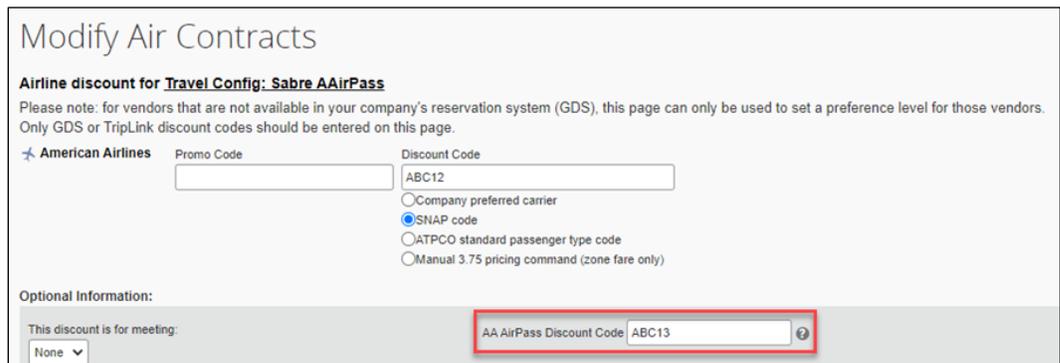
1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

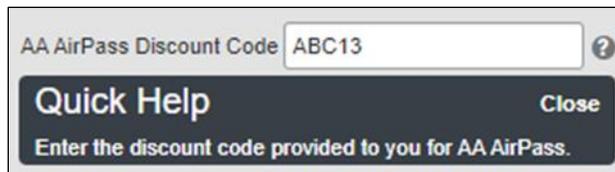
2. In the **Company-Specific Configuration** section of the left menu, click **Manage Corporate Discounts**.



3. Select the desired company and click **Choose**.
4. Select the desired configuration and click **Choose**.
5. Add or edit a discount for American Airlines as shown below:



Quick Help is provided for this setting as well:



Assign User Access / AirPass Assignment

To book an American Airlines AirPass reservation, the user must:

1. Include the American Airlines loyalty program in their Concur Travel profile.
2. Be assigned user access in the American Airlines AirPass portal.
3. Be assigned user access to AirPass in Concur Travel.

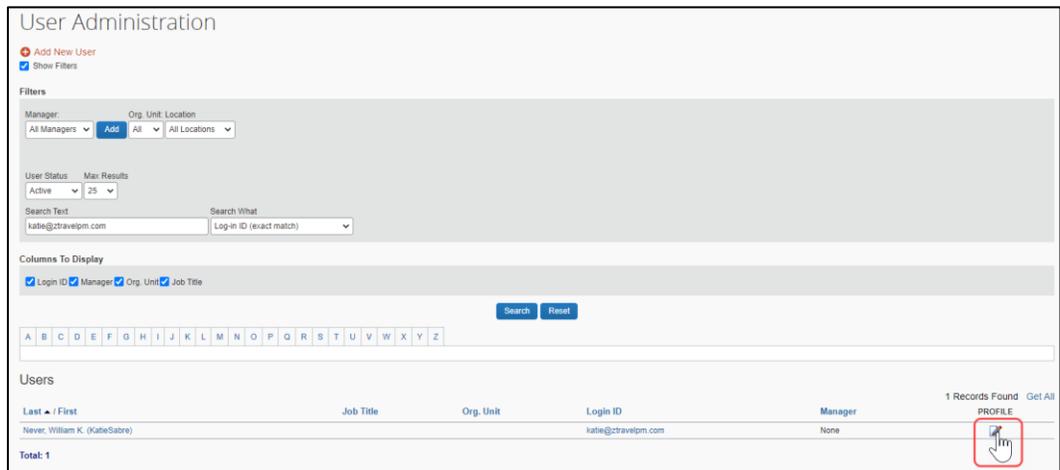
NOTE: When migrating configuration from Legacy AirPass, this section can be skipped if the assigned users to the AirPass program do not change.

There are two ways for users to be assigned access to AirPass:

1. Via the **Import Data administrative** tool: The user general information import template includes a **Travel Preferences** tab. On that tab is the are three AirPass columns. The **Has AAirpass** column can be used to assign AirPass access to individual users.

NOTE: Although the **AirPass Start Date** and **AirPass End Date** columns are present on the import template, these fields are intended to be used with the legacy AirPass program. They are not used for enabling or disabling the AirPass feature on the defined dates. To remove user permissions to book AirPass fares, Travel Managers must un-assign user access in Concur Travel before un-assigning user access from the American Airlines AirPass portal.

2. **Via User Administration:** when viewing a user profile that is associated to a travel configuration that has AirPass enabled, administrators will see an editable AirPass field in the profile.



The screenshot shows the 'User Administration' interface. At the top, there are links for 'Add New User' and 'Show Filters'. Below this is a 'Filters' section with dropdown menus for 'Manager' (set to 'All Managers'), 'Org. Unit' (set to 'All'), and 'Location' (set to 'All Locations'). There is also a 'User Status' dropdown set to 'Active' and a 'Max Results' dropdown set to '25'. A search bar contains the text 'katie@ctravelpm.com' and a 'Search What' dropdown set to 'Log-in ID (exact match)'. Below the search bar are 'Search' and 'Reset' buttons. A 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Org. Unit', and 'Job Title', all of which are checked. Below this is an alphabetical index from A to Z. The main area shows a table of users with the following data:

Last / First	Job Title	Org. Unit	Login ID	Manager	PROFILE
Never, William K. (KatieSabre)			katie@ctravelpm.com	None	

At the bottom left, it says 'Total: 1'. At the bottom right, it says '1 Records Found' and 'Get All'.

The screenshot shows the 'Travel Preferences' page. Under the 'Air Travel Preferences' section, the 'AAirpass' dropdown menu is open, showing 'Yes' as the selected option. Other options include 'No'. The page also includes checkboxes for 'AAA/CAA', 'Government', 'Military', and 'Senior/AARP', and fields for 'Seat', 'Seat Section', 'Special Meals', 'Ticket Delivery', 'Preferred Departure Airport', 'Other Air Travel Preferences', and 'Medical Alerts'.

Once access has been assigned, the user will see the customary AirPass indicator in their profile:

The screenshot shows the 'Travel Preferences' page with the 'AAirPass' indicator set to 'Yes' with a green checkmark. The page layout is similar to the previous screenshot, but the dropdown menu is closed, and the 'AAirPass: [checked]' text is visible next to the 'Ticket Delivery' field.

NOTE: If, despite all the eligibility conditions being met, you are not able to see the **AAirPass** dropdown in the **Travel Preferences** page, or if you're not able to see the AA AirPass indicator in the **User Profile**, please refer to the *Update Concur Travel Configuration* section.

Section 6: PNR and Finishing

Standard PNR Remarks

Concur Travel writes the following historical remarks for all AirPass PNRs:

```
5R#CONCUR TRAVEL STARTING FLIGHT SELL
5R#CB/FCN/NYC AA LAX813.02Y3CUPZNR AA NYC813.02Y3CUPZNR 1626.04
5R#CB/FCN/END ZP JFKLAX XFJFK4.5LAX4.5
5R#CB/AAIRPASS
```

Finishing Remarks

Customers migrating from the Legacy AirPass program, should re-evaluate their AirPass Finishing template remarks since the ticketing process is considerably different from the Legacy AirPass Program.

Examples of Finishing Template Lines

FLAGGING AIRPASS BOOKINGS

GeneralRemark (Ticketing) Test: /PNR./C.I.D./GenRmkInfo/Rmk[.='CB/AIRPASS'] Prefix: R✘
Fixed Text AIRPASS BOOKING

Test XPath:

/PNRFinishData
/CliqbookItineraryDisplay
/GenRmkInfo
/Rmk[.='CB/AIRPASS']

FLAGGING INSTANT UPGRADE BOOKINGS

GeneralRemark (Ticketing) Test: /PNR./C.I.D./Segments/FlightSeg/FlightClass For Each: C.I.D./S.
/F.S./FlightClass[(.='D') or (.='I') or (.='R')] Prefix: R✘

Fixed Text AIRPASS-UP FARE

Save Cancel Create... Clone... Delete Line

Test XPath:

/PNRFinishData
/CliqbookItineraryDisplay
/Segments
/FlightSeg
/FlightClass

For Each XPath:

CliqbookItineraryDisplay
/Segments
/FlightSeg
/FlightClass[(.='D') or (.='I') or (.='R')]

UPDATE NAME REMARK FIELD

```
NameRemark (Ticketing) Test: /PNR./C.I.D./GenRmkInfo/Rmk[.='CB/AAIRPASS']  
Element Filter: leftofatsignall  
User/LOGIN_ID_RAW
```

Test XPath

```
/PNRFinishData  
/CliqbookItineraryDisplay  
/GenRmkInfo  
/Rmk[.='CB/AAIRPASS']
```

ADD GHOST CARD INFORMATION

```
GeneralRemark (Ticketing) Test: /PNR./C.I.D./GenRmkInfo/Rmk[.='CB/AAIRPASS'] Prefix: -*  
Element  
GhostCards/GHOST_AIR_CREDIT_CARD_NAME  
Element Filter: datemm_yy Suffix: -XN  
GhostCards/GHOST_AIR_EXPIRATION_DATE
```

Test XPath:

```
/PNRFinishData  
/CliqbookItineraryDisplay  
/GenRmkInfo  
/Rmk[.='CB/AAIRPASS']
```

Section 7: To Test AirPass

SAP Concur strongly recommends that agency fulfilment partners confirm that they are seeing AirPass fares in the customer's Sabre PCC before enabling the AirPass in Concur Travel.

To confirm that AirPass fares are available in the customer's PCC you can:

- Search for an AA flight and sell it
- Execute a fare quote command, for example, FQDCADFW12AUG¥I[SNAP]¥PV-AA
- Where [SNAP] is the customer's AirPass account code.

The fare basis code returned should include /AIRNG. In this case, you can proceed to configure AirPass in Concur Travel.

If the response is "REPRICE - NO CORPORATE NEGOTIATED FARES EXIST" AirPass fares are not filed in your PCC. In this case, please work with Sabre to get the AirPass Fares filed in your PCC.

To test AirPass in Concur Travel, enable the new AirPass program by using the instructions provided in this TSG, and configure it for one user.

Section 8: Known Limitations

Topic	Supported?
PlanAAhead® fares (H class, 7-day advance purchase)	No
Transmission of the UATP card	No Agency fulfillment partners must ticket AirPass fares using the UATP card issued to the customer for this purpose. This payment method needs to be managed by the agency to ensure non-AirPass forms of payment are still present for car and hotel reservations which cannot be charged to the UATP card. The credit card selected at the time of booking is intended for non-AirPass charges, such as the addition of a car or hotel, agency transaction fees or other incidentals.
Multi-Segment Bookings	Supported on Multi-segment By Schedule only.

Section 9: FAQ

The Basics

- * Refer to SAP Concur support portal for fees.
- ** Applicable to Sabre fulfillment only when passive segments are written.

Topic	Supported?
GDS support	Sabre Only
Integrated display with air	Yes
CT Policy controlled	Yes
Trips on Hold via Concur	AirPass fares follow the same rules as regular GDS filed fares
Pre-ticket changes (exchanges)	Yes
Post-ticket changes (exchanges)	Post ticket changes are not supported by AirPass Program Traveler/arranger must cancel and rebook.

Topic	Supported?
Trip Cancels via Concur	Yes
Pre-Assigned Seating	Yes
Guest Booking Capability	No
Companion	No
TSA info generated to the airline	Yes
Dual Fare Display	No
Concur Mobile	No
Split ticketing	No
* Select Access Fee	N/A
** Sabre Convenience Fee	N/A

Questions

Q. Are AirPass details transmitted to Concur Expense?

A. Yes. Concur Travel sends the AirPass itinerary to the agency for ticketing. Concur Travel receives an updated status (ticketed) or ticket number, which is needed to export to Concur Expense and generate the e-receipt.

If you have a UATP feed configured in Concur Expense, please contact your Concur Expense representative to determine if changes are needed.

Q. My search does not return as many AirPass results as expected; what should I do?

A. If your search does not return as many AirPass results as you expect please set the **Use Bargain Finder Max** setting **Max Search Results** option to 200.

Q. My search results do not include American Airlines flights after configuring the new AirPass. What should I do?

A. If you have configured an **AA AirPass Discount** code as instructed in the section *Add AirPass Code to Air Discount Administration* before following the instructions in *Provisioning Pre-Requisites (Work with Sabre first)*, your search results will not return any American Airlines flights.

To search for AA flights and AirPass fares, contact Sabre to set the provisioning pre-requisites. In the interim, you can remove the **AA AirPass Discount** code so that your search results include American Airlines flights, however AirPass fares will not be included.

