

# **Travel: Branded Fares**

## **Travel Service Guide**

**Last Revised: May 19, 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 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
May 19, 2022	Updated Known Limitations section
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
August 13, 2020	Updated <i>Known Issues/Limitations</i> section
July 10, 2020	Major updates throughout
February 14, 2020	Updated the copyright; no other changes; cover date not updated
December 2, 2019	Updated links and screenshots for the Travelport subsection of the <i>Airlines Supported Using the New Strategy</i> section
November 8, 2019	Renamed <i>Travel Rules</i> to <i>Travel Policy</i> and updated the content under the <i>Configuration</i> section
August 13, 2019	Added Aegean Airlines to <i>Updated Airlines Supported Using Concur's Legacy Custom Solutions</i> section
June 20, 2019	Added Virgin Atlantic (VS) to the <i>Airlines Supported Using Concur's Legacy Custom Solutions</i> section
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
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May 13, 2019	Added a link to a page for pending development for Travelport
April 2, 2019	Updated: <ul style="list-style-type: none"> <li>• <i>Configuration</i> section               <ul style="list-style-type: none"> <li>◆ Travelport: Simple Branded Fares</li> <li>◆ Apollo/Galileo: Complex Branded Fares</li> </ul> </li> <li>• <i>Airlines Supported Using Concur's Legacy Custom Solutions</i> section</li> </ul>
March 10, 2019	Updated the copyright; no other changes; cover date not updated
March 3, 2019	Added information about WestJet
January 22, 2019	Updated Advanced Troubleshooting section Added a General FAQ
December 11, 2018	Removed information about the <b>Hand Baggage Only Fares</b> setting since it no longer required; British Airways has changed their process, so the setting is no longer needed
Older revision history has been removed.	

# Branded Fares

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## 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

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**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.

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Several airlines have introduced fare brands that include – or exclude – specific attributes. These fares reflect fixed services included in the price as well as different rebooking and refund conditions, so travelers can always choose the exact fare that best meets their needs and only pay for the services they actually want to use.

Using Lufthansa as an example, price-conscious travelers who are travelling with only carry-on baggage and do not require ticket flexibility will be able to travel more affordably with the **Light** fare. A piece of baggage as well as an advanced seat reservation may also be booked with the **Light** fare, for an added fee.

On the other hand, travelers who need to book a fare that provides the standard fare attributes can book the **Classic** fare, with many included services such as seat reservations and free baggage allowance.

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**NOTE:** If a traveler needs even more flexibility, such as free rebooking, the **Flex** fare is the perfect choice. 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.

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## **IMPORTANT!**

### ***All GDS***

While testing branded fares functionality in the GDS systems, SAP Concur has discovered discrepancies in certain fares and brands. SAP Concur reports these issues to the GDS partners and/or airlines, but it is important for customers to be aware that this is a newer concept for all involved; regular adjustments by the GDS systems, airlines (fare filing), or SAP Concur may be necessary.

## **Concur Travel's Strategy for Branded Fares Support**

Concur Travel has worked with our GDS and direct connect providers to support as many airlines' branded fares as possible.

When American Airlines and British Airways first introduced their branded fare structures in 2013 and 2014 respectively, Concur Travel built custom solutions to support these fare types. This work was complex and development resource-intensive. As other airlines started to adopt similar fare structures, it became clear that building custom solutions for each airline and each GDS is not scalable. Luckily, our GDS content providers delivered enhanced shopping products that provide branded fare information in a **standardized** format, allowing Concur Travel to support branded fares in a consistent manner.

In most cases, standardization was made possible because ATPCo (Airline Tariff Publishing Company) provides a fare-filing standard that is specific to branded fares.

For GDS support, Concur Travel's strategy is to support any airlines that use the ATPCo branding standard and/or are available via the GDS in the newest shopping methods available (such as Sabre's Bargain Finder Max product or the Amadeus' Airline Fare Families product).

The ATPCo branding standard allows technology providers like Concur Travel and the GDS systems to communicate and consume branded fare information, such as the brand name and fare attributes – if fare includes a seat, checked bags, etc. – in a structured format that can be programmatically interpreted. This provides greater accuracy and one universal method for Concur Travel to use to support branded fares for several airlines.

Customers and travel agency partners are encouraged to urge any preferred airlines to utilize the ATPCo branding standard to ensure their content is supported in Concur Travel as soon as possible.

Any airline that files their branded fares in a way that would require custom development by Concur Travel would be assigned the lowest priority. Examples would be:

- Requiring the use of discount/account codes
- Requiring the use of passenger type codes

Development effort required to support brands for any airlines not using the ATPCo branding standard would be significant and would hinder our efforts to bring further innovation to the air shopping experience in Concur Travel.

## Section 3: End-User Experience

The following sections provide details around how branded fares appear to the booking user; all displays are now consistent across all GDS.

### Search Results

The user/arranger may click the **View Fares** button in the collapsed view to see richer, more immediate detail about refundability and checked bags in the fare matrix.

Collapsed view:

American Airlines	06:00a SEA → 04:14p LGA	1 stop CLT	7h 14m	<b>\$432.20</b>
	12:02p EWR → 07:17p SEA	1 stop CLT	10h 15m	

Price reflects company discount.

Preferred Airline for zTravel Product Management [Show all details](#)

After clicking **View Fares**, the user sees additional fares for the selected flight option.

Baggage allowance by number of pieces example:



American Airlines

06:00a SEA → 04:14p LGA 1 stop CLT 7h 14m

12:02p EWR → 07:17p SEA 1 stop CLT 10h 15m

**\$432.20**

[Hide Fares](#)

Price reflects company discount.

**Preferred Airline for zTravel Product Management** [Hide all details ^](#)

**DEPART**
✕ **Mon, Nov 16** – Seattle, WA to New York, NY / 31m layover in Charlotte, NC
[Flight details v](#)

**RETURN**
✕ **Fri, Nov 20** – Newark, NJ to Seattle, WA / 2h 39m layover in Charlotte, NC
[Flight details v](#)

Fare Options	Free Checked Bags	Refundable		
Main Cabin (O, O, V, V) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	Yes <small>Fees may apply</small>		<b>\$432.20</b>
First (I, I, D, D) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	2	No		<b>\$1,072.20</b>
Main Cabin Flexible (H) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	Yes <small>Fees may apply</small>		<b>\$1,619.20</b>
First Flexible (R) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	3	Yes <small>Fees may apply</small>		<b>\$2,177.20</b>

[View more fares](#)

Amadeus

Baggage allowance by number of pieces and weight example:


Lufthansa<sup>1</sup>

07:00a SEA  05:45a FRA    1 stop ORD    13h 45m

10:35a FRA → 12:20p SEA    Nonstop    10h 45m

<sup>1</sup> Lufthansa 7505 / 9153 operated by United

**\$2,841.94**

[Hide Fares](#)

**Preferred Airline for zTravel Product Management** [Hide all details ^](#)

**DEPART** ✕ **Mon, Dec 7** – Seattle, WA to Frankfurt, Germany / 1h 46m layover in Chicago, IL [Flight details v](#)

**RETURN** ✕ **Fri, Dec 11** – Frankfurt, Germany to Seattle, WA [Flight details v](#)

Fare Options	Free Checked Bags	Refundable		
Economy Standard (M) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	1 Up to 23kg (total)	No		<b>\$2,841.94</b>
Premium Eco Standard (Y, E, E) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	2 Up to 46kg (total)	No		<b>\$3,461.94</b>
Economy Flex (Y) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	1 Up to 23kg (total)	No		<b>\$4,806.94</b>
Premium Eco Flex (Y, G, G) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	2 Up to 23kg (total)	Yes <small>Fees may apply</small>		<b>\$5,306.94</b>

[View more fares](#)

Amadeus

Baggage allowance by weight only (without specifying the number of bags) example:

The screenshot displays a flight booking interface for Czech Airlines. At the top, it shows two flight segments: 09:45a CDG → 07:10p FRA (1 stop PRG, 9h 25m) and 09:10a FRA → 02:15p CDG (1 stop PRG, 5h 05m). The total price is \$320.40, with a 'Hide Fares' button. Below this, there are sections for 'DEPART' (Mon, Dec 7) and 'RETURN' (Fri, Dec 11), both with 'Flight details' links. The main section is 'Fare Options', which lists four fare types with their respective baggage allowances and refundability:

Fare Options	Free Checked Bags	Refundable	Price
Lite (V, W, W, V) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No	\$320.40
Plus (V, W, W, V) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	Up to 23kg (total)	No	\$433.40
Flex (V, W, W, V) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	Up to 23kg (total)	Yes Fees may apply	\$592.40
Business Lite (I) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	Up to 32kg (total)	No	\$1,077.01

At the bottom of the fare options section, there is a 'View more fares' link and the Amadeus logo.

Fare information, such as Reservation Booking Designator (RBD, booking class, class of service) and the Fare Basis Code, is consistently available on-screen for both branded and non-branded fares. The Fare Basis Code is available via a tooltip. Hover the cursor over the **Rules** link to see the Fare Basis Codes:

This close-up shows the 'Rules' link for the 'Economy Flex (T)' fare. A mouse cursor is hovering over the 'Rules' link, which has triggered a tooltip displaying the fare basis code 'TFFCZ / TFFCZ'. Other elements visible include 'Benefits/Services' and 'View more fares'.

## Details

When the user/arranger clicks the **Benefits/Services** link, the following window appears, showing benefits and services available at the fare, such as:

- Free checked bags and carry-on bags
- Food and drink options
- Seat options
- Refundability / Changes / Standby
- Custom fare information

Flex | USD 592.40 ✕

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**Services**

 <b>Bags</b>	<input checked="" type="checkbox"/> Checked bags: Up to 23kg (total) <input checked="" type="checkbox"/> Carry-on bags: Up to 8kg (total)
 <b>Seat</b>	<input checked="" type="checkbox"/> Seat assignment
 <b>Food &amp; Drink</b>	<input checked="" type="checkbox"/> Snack Included

**Flexibility**

 <b>Changes</b>	<input checked="" type="checkbox"/> Refundable ticket (Fees may apply) <input checked="" type="checkbox"/> Changeable ticket (Fees may apply)
--	--

**More Details**

Flex  
INCLUDED  
Change Bef Departure  
Standard Seat  
Handbag 8kg/18lb Up To 46 Linear In/118 Cm  
Bag Up To 50lb/23kg 80 Linear In/203 Cm  
Snack

AT CHARGE  
Refundable Ticket  
Premium Seat  
Prepaid Bag  
Overweight Up To 32kg  
Executive Lounge In Prg  
Business Cls Meal

Rules for seats and boarding may differ by operating airline; please confirm with the airline that operates your flight.

[Close](#)

**!** **IMPORTANT:** The information displayed in the benefits/services popup is provided directly by the airline/GDS. The potential exists for discrepancies between the bulleted brand attributes and the **More Details** section due to the way the brand information is filed. Concur Travel has the ability to correct discrepancies in real time, as needed.

## Itinerary Display

If a user reserves a branded fare, their Concur Travel itinerary will display the brand name in the **Cabin** section of the air segment details.

This is an example of Delta Airlines.

### RESERVATIONS

Saturday, February 25, 2017

 **Flight** **Atlanta, GA (ATL) to Ft Lauderdale, FL (FLL)** [Change](#) | [Cancel all Air](#)

**Delta 1827**

**Departure: 11:05 AM**  
Seat: No seat assignment [Select Seat](#) **Confirmation: H3RUSB**  
Status: **Confirmed**

*We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.*

Hartsfield Intl Arpt (ATL)  
Terminal: S  
Duration: 1 hour, 54 minutes  
Nonstop

**Arrival: 12:59 PM**  
Fort Lauderdale Hollywood Intl Arpt (FLL)  
Terminal: 2

**Additional Details**  
Aircraft: Boeing 757-200 Distance: 582 miles  
E-Ticket  
**Cabin: Basic Economy (E)** Meal: No Meal Served

 [Add to your Itinerary](#)

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Tuesday, February 28, 2017

 **Flight** **Ft Lauderdale, FL (FLL) to Atlanta, GA (ATL)** [Change](#) | [Cancel all Air](#)

**Delta 1615**

**Departure: 05:55 PM**  
Seat: No seat assignment [Select Seat](#) **Confirmation: H3RUSB**  
Status: **Confirmed**

*We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.*

Fort Lauderdale Hollywood Intl Arpt (FLL)  
Terminal: 2  
Duration: 2 hours, 2 minutes  
Nonstop

**Arrival: 07:57 PM**  
Hartsfield Intl Arpt (ATL)  
Terminal: S

**Additional Details**  
Aircraft: Boeing 737-900 Distance: 582 miles  
E-Ticket  
**Cabin: Basic Economy (E)** Meal: No Meal Served

 [Add to your Itinerary](#)

## Section 4: What the TMC Sees

### GDS PNR Documentation

When a user books a branded fare, Concur Travel will add a remark to the GDS PNR to alert the fulfillment travel agency to the fact that the fare may have non-traditional restrictions or benefits.

GDS	Remark Type	Remark Format
Amadeus	RM	CB/FARETYPE/{Brand Name}
Sabre	5H	
Apollo	α;5	
Worldspan	5.Z	
Galileo	NP.	

Examples:   CB/FARETYPE/LIGHT  
              CB/FARETYPE/ECONOMY FLEX

## Section 5: Configuration

Branded Fares are available in Concur Travel by default. In some cases, there are technical requirements on the GDS side to support these fares. They are described below.

### Amadeus – Professional and Standard Travel

Concur Travel supports Airline Fares Families for customers using Master Pricer Expert. This means branded fares will be available for Amadeus customers without additional configuration.

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**NOTE:** SAP Concur still recommends the use of Master Pricer Travelboard, as this product provides more results than the Master Pricer Expert product.

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In addition, best practice is for Amadeus customers to have the following Amadeus products enabled to search for and reserve branded fares in Concur Travel:

- Master Pricer Expert
- Master Pricer Travelboard



For more information about the Amadeus products noted above, refer to the *Amadeus Product Requirements & Descriptions* Fact Sheet, available on the Concur Support Portal or in Travel Administration online help.

## Sabre – Professional and Standard Travel

Bargain Finder Max must be enabled in the Sabre Pseudo City (PCC) and in the Concur Travel customer configuration. Additionally, while not mandatory, recommended best practice for optimal shopping results is to utilize the “200” option for the **Max Search Results** setting.

**Air Search Options**

Default Search Window (Domestic): 8 | Default Search Window (International): 8 | Minimum Window: 2 (recommended) | Maximum Window: 12

Use the domestic and international Default Search Windows for the Travel Policy Time Windows.  Use domestic default search window for intra-region flights

Travel Policy Time Window (Domestic): 2 | Travel Policy Time Window (International): 5 (recommended)

Default Search Type: Always default to Search by Schedule

Access to Guaranteed Ticketing carriers: Allow unless manager approval is required

Use Bargain Finder Max Search | Max Search Results: 200

Company uses Air France Abonnement

Air bookings via Concur Mobile enabled

Hide Multiseg Air/Rail Search Option

Hide Propeller Planes Filter

## Travelport – Professional and Standard Travel

There are no branded fares-related requirements for any of the Travelport GDSs (Apollo, Galileo, Worldspan).

## Travel Policy

The **Flight** and **Flight – View More Fares** rule categories contain rule part **Airline is [CarrierList] and brand name is [BrandedFareNameList]** that can be used in combination with other rule parts to support policy specific to branded fares content.

## Section 6: Scan Impact

For Sabre, no additional GDS scans are required to retrieve branded fares.

For Amadeus and Travelport, additional “upsell” (pricing) scans are needed to obtain all non-lowest brands - when you see “checking for more fares” after clicking **View Fares**:

The screenshot displays a flight booking interface for Lufthansa. It shows two flight options: one departing at 06:10a from CDG to FRA (3h 30m) and another at 06:15a from FRA to CDG (4h 15m). The total price is \$378.06. Below the flight details, there are sections for 'DEPART' and 'RETURN' with their respective dates and layover information. A 'Fare Details' section shows 'Classic (S)' fare with 1 free checked bag (up to 23kg total) and non-refundable status. A 'Checking for more fares...' message is highlighted with a red box, indicating an Amadeus upsell process.

## Section 7: Known Issues / Limitations

### Policy Application for GDSs that use an Upsell Process

As described in the previous section, Travelport and Amadeus branded fares functionality in Concur Travel utilizes an upsell process to display all branded fares for a given flight option. Since the upsell pricing call is not made until the user clicks the **View Fares** button or the **Show all details** link, the rules engine can only apply travel policy to the lowest fare initially. For this reason, customers must consider the enforcement level(s) assigned to their branded fares rule(s). The following is an example for clarity.

#### Assumptions:

- Customer is on Apollo GDS
- Customer does not want their travelers to book Air Canada Standard fares
- Customer has the **Exclude Unbundled Economy Fares** configuration setting enabled (this setting removes Air Canada’s Basic fares)

- Customer enables the following rule: One or more fare basis codes contain TG and Marketing airline is in Air Canada – Hide Results

This rule will hide Standard fares returned from Air Canada, but since Standard would be the lowest brand/fare returned, the system will hide those results, as designed.



Changing the level of enforcement on this rule from **Hide Results** to **Show, but Do Not Allow** will permit those flight options to be shown in the shopping results.

- ▶ **Pro Tip:** Using the brand rule described in the previous section may be easier to maintain, since brand names change less frequently than fare basis code patterns. Example: Airline is Air Canada and brand name is Standard – Show, but Do Not Allow

Using **Show, but Do Not Allow** in this scenario highlights an additional user interface limitation; since the lowest fare is not allowed and that is the only fare received from the GDS at this point, it looks as though the flight is not allowed at all. If the user clicks the **Show all details** link, the upsell call is sent to the GDS, and additional in-policy fares are shown, with the prohibited fare deprioritized in the fare display.



The screenshot displays an Air Canada flight itinerary with the following details:

- Carrier:** Air Canada
- Flight 1:** 09:00a YUL → 10:19a YYZ, Nonstop, 1h 19m
- Flight 2:** 11:00a YYZ → 12:14p YUL, Nonstop, 1h 14m
- Total Price:** \$193.49
- Preferred Airline for Pfizer:** (with a 'Hide all details' link)
- DEPART:** Wed, Jul 29 – Montreal, QC, Canada to Toronto, ON, Canada (with a 'Flight details' link)
- RETURN:** Thu, Jul 30 – Toronto, ON, Canada to Montreal, QC, Canada (with a 'Flight details' link)

The 'Fare Options' section is as follows:

Fare Options	Free Checked Bags	Refundable	Status	Price
Flex (K) Rules Benefits/Services	1	No	✓	\$193.49
Comfort (K) Rules Benefits/Services	1	Yes Fees may apply	✓	\$223.39
Latitude (B) Rules Benefits/Services	1	Yes	⚠	\$933.93
Standard (K) Rules Benefits/Services			⚠	\$164.75 <b>Not Allowed</b>

An error message is displayed over the Standard (K) fare option:

**Not allowed** ✕

This option triggers one or more company travel rules that prevent it from being selected.

⚠ Airline is Air Canada and brand name is Standard

This user interface limitation will be addressed in the future; until then, best practice would be to utilize the text customization or configurable message board features to inform users to click the **Show all details** link to see additional in-policy fares.

## Shop by Schedule

For Sabre, Apollo, Galileo, and Worldspan, the Shop by Schedule process still uses legacy pricing messages that do not support branded fares. Customers may add custom text to advise travelers to use Search by Price to obtain the correct fare/brand.

## Section 8: FAQ

**Q.** I am booking flights that should have branded fares, but I do not see the multiple fares display. Why?

**A.** There are a few possible reasons this could occur:

- ◆ If the GDS returns only one fare for a given itinerary, the new fares display will not be used.
- ◆ Branded fares are not always available on codeshare flights.
- ◆ Today, branded fares are not yet supported for mixed carrier itineraries, even if branded fares are supported for all carriers in the itinerary.

**Q.** Does Concur Travel support the ability to purchase ancillary services, such as lounge access or checked baggage?

**A.** No, this is a future roadmap item. Two large projects must be completed before ancillary services purchasing can be supported in Concur Travel:

- ◆ Upgrade our GDS messaging for all supported GDS systems
- ◆ Back-end work to support branded fares for additional airlines, as described in the Strategy section in this guide.

In the meantime, users should work with their travel agency or the airline to secure these services.

**Q.** Why do some fares show a number or weight in the **Free Checked Bags** column and other fares show a link to the airline's website?

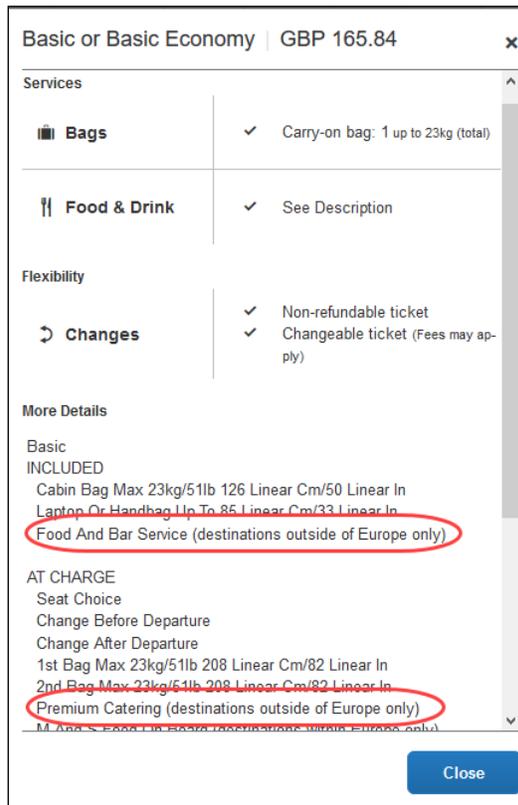
**A.** If Concur Travel does not receive clear baggage allowance data from the source providing the flights and fares (GDS or DC), Concur Travel reverts to displaying a link to the airline's website.

**Q.** Why do some of the brand names look strange and/or the brand description does not appear to be accurate? For example:

The screenshot displays a flight search interface for British Airways. It shows two flight options: a departure on Monday, April 22, from London, United Kingdom to Frankfurt, Germany, and a return on Tuesday, April 23, from Frankfurt, Germany to London, United Kingdom. The fare is listed as \$213.51. Below the flight details, there is a table with columns for 'Fare Options', 'Free Checked Bags', and 'Refundable'. The fare option is 'Basic or Basic Economy (D, N)', which is circled in red. The 'Free Checked Bags' column shows '0' and the 'Refundable' column shows 'No'. There is a green checkmark icon and a blue button with '\$213.51' next to the fare option.

Fare Options	Free Checked Bags	Refundable
Basic or Basic Economy (D, N) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No

**A.** This is currently a known limitation. Some airlines are using the same brand IDs across different brands and geographic regions, with different brand attributes. In the current display, the most restrictive conditions will be shown in the tabular display, but additional clarification, even about geography, will be provided in the **More Details** section of the Benefits/Services popup as shown:



**Q.** Why are the supplemental fare details not available for all carriers?

**A.** As Concur Travel works through the branded fare changes, the amount of information will become more consistent among carriers.

**Q.** Is there a place where I can find specific brand details for an airline?

**A.** There is no comprehensive resource that Concur Travel has discovered yet. Customers should refer to each airline's website for specific information about that airlines fares and fare types.

**Q.** Why don't I see Finnair's Light fares on my Concur Travel site?

**A.** Concur Travel has learned that Finnair files their Light fares as private fares. This means that these fares are only available to fulfillment agencies that have been granted access to them. Finnair requires agencies to complete a special process for Light fares to be made available in Sabre/Apollo/Galileo Pseudo City Codes (PCCs), Amadeus Office IDs (OIDs), or Worldspan Subscriber IDs (SIDs). Finnair has confirmed that this is a one-time process that is applicable to all GDSs an agency supports.

There are no additional special GDS PNR requirements, such as OSIs or other PNR documentation.

Customers who wish to shop for and purchase Finnair’s Light fares should reach out to their fulfillment agency and request that this process be initiated by visiting the following URL: <https://www.finnair.com/us/gb/easy/finnair-light-fare-types>

**Q.** For Amadeus configurations, is Concur Travel using the Airline Fare Families product with flex faring view?

**A.** As of the May 2018 release, yes, but only for Air Canada. Concur Travel will continue to use Agency Fare Families for flex faring for other airlines for the foreseeable future.

## Section 9: Airlines Supported by GDS

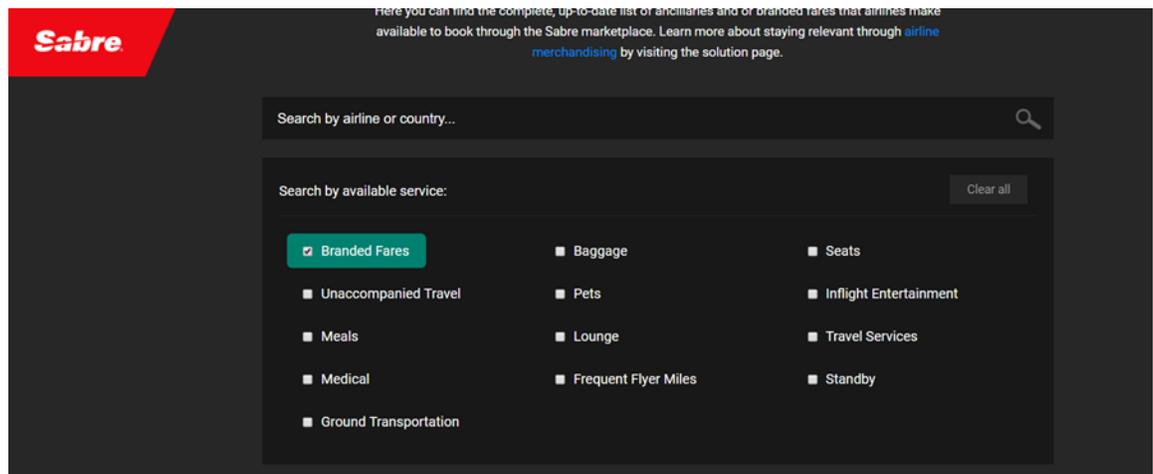
The GDS systems are constantly working with the airlines to support additional carriers, so the list changes frequently. Concur Travel does not maintain a list of supported carriers in this guide. The following GDS websites are available for public consumption and should be referenced.

### Sabre

Use this link:

[https://www.sabretravelnetwork.com/airmerchandising/?utm\\_source=blog&utm\\_medium=manifesto&utm\\_term=content&utm\\_campaign=AirMerch](https://www.sabretravelnetwork.com/airmerchandising/?utm_source=blog&utm_medium=manifesto&utm_term=content&utm_campaign=AirMerch)

Select the Branded Fares service in the filter at the top of the page. You should see a list of all carriers currently supported with Branded Fares. Please pay special attention to see where Branded Fares are supported as some carriers are supported in only limited markets (see example 1 below) and some are supported globally (see the following example 2):



**EXAMPLE 1 :** Carrier only supported **regionally**.

AIR NEW ZEALAND

BAGGAGE SEATS UNACCOMPANIED TRAVEL PETS INFLIGHT ENTERTAINMENT MEALS

LOUNGE TRAVEL SERVICES MEDICAL FREQUENT FLYER MILES STANDBY GROUND TRANSPORTATION

POINT OF SALE  
AD, AU, AT, BH, BE, BM, CA, TW, CK, CZ, DK, FJ, FI, FR, GF, DE, GI, GR, GP, HK, HU, ID, IS, IN, IE, IL, IT, JP, KR, LI, LU, MO, MN, MY, MQ, YT, MX, MC, NA, NL, NZ, NO, OM, PH, PT, PR, QA, RE, RU, WS, IT, SG, SK, TH, TW, ZA, ES, SE, CH, TO, AE, UK, US, UY, VI

CARRIER CODE  
NZ

BRANDED FARES  
NZ

**EXAMPLE 2:** Carrier supported **globally**.

EMIRATES

BAGGAGE SEATS UNACCOMPANIED TRAVEL PETS INFLIGHT ENTERTAINMENT MEALS

LOUNGE TRAVEL SERVICES MEDICAL FREQUENT FLYER MILES STANDBY GROUND TRANSPORTATION

POINT OF SALE  
Global

CARRIER CODE  
EK

BRANDED FARES  
Global

# Amadeus

Use this link:

[http://merchandising.amadeus.com/search?Fare\\_Families=yes&service\\_search=yes](http://merchandising.amadeus.com/search?Fare_Families=yes&service_search=yes)

The screenshot displays the Amadeus website interface. At the top, there are navigation icons for HOME, EXPORT, and PRINT. The Amadeus logo is prominently displayed, followed by the tagline "Results time - Delivering real results through the world's largest travel network". Below this, there is a search bar with "SEARCH BY: Airline" and a "SERVICE MENU" link. A navigation breadcrumb shows "< back". The main heading is "Airlines offering: Fare Families". The page lists 36 airlines in a three-column grid, each with its logo and name: Adria Airways, Aegean Airlines, Aeroflot Russian Airlines, Air Berlin, Air Canada, Air France, Air Transat, American Airlines, Austrian Airlines, Avianca, Bangkok Airways, BMI Regional, British Airways, Brussels Airlines, Czech Airlines, Delta Air Lines, Emirates, Etihad Airways, Finnair, Hop!, Iberia, JetBlue Airways, KLM, Laca, LATAM Airlines Group, Latam Argentina, LATAM Colombia, LATAM Ecuador / AeroEC, LATAM Peru, LOT, Lufthansa, Luxair, Meridiana Fly, Niki, S7 Airlines, Scandinavian Airlines, SkyWork Airlines, Swiss International Air Lines, Taca International Airlines, TAP Portugal, United Airlines, and Utair. At the bottom, there is a footer with copyright information: "© 2016 Amadeus IT Group SA. www.amadeus.com" and a disclaimer: "DISCLAIMER: The information contained in this tool is subject to constant review in the light of changes in carriers and services implementations. Although every effort has been made to ensure accuracy, Amadeus shall not be held liable for any loss or damage caused by any inaccuracies of the contents hereof."

## Travelport

Use this link: <https://www.travelport.com/products/travelport-branded-fares-and-ancillary-services>

Near the middle of the page is a section for branded fares airlines by region. Click on the applicable region to find more information about participating airlines for that region.

See the list of airlines in each region that are currently providing branded fares on Travelport

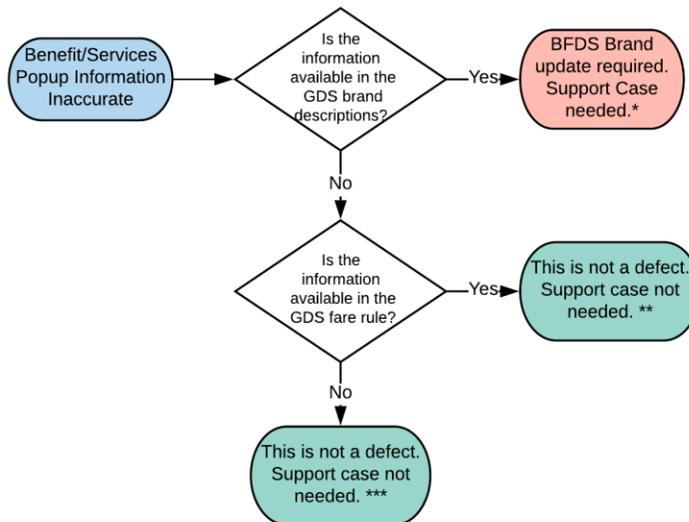
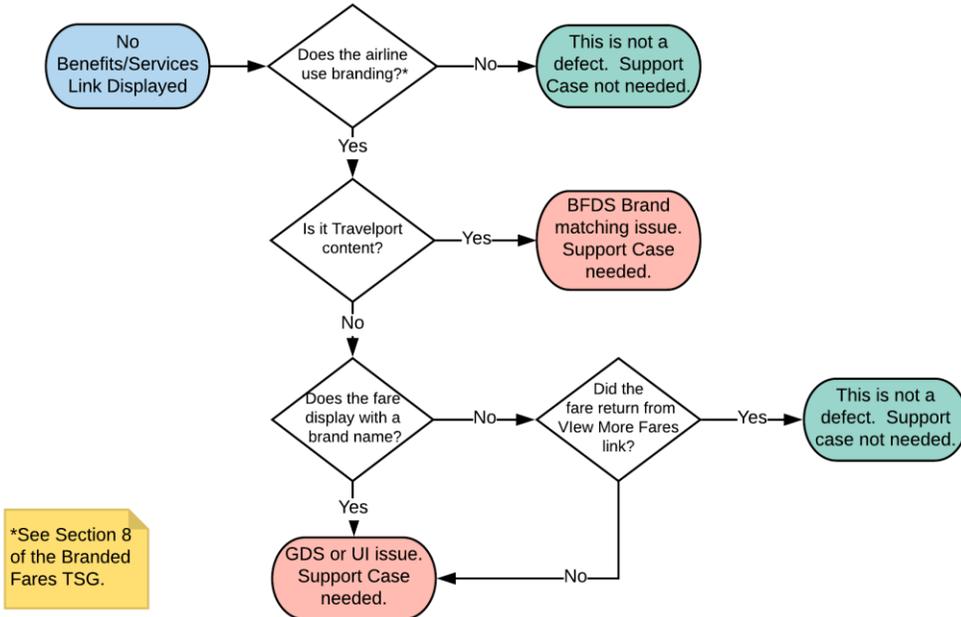
Travelport Branded Fares and Ancillary Services gives agencies more transparency of airline offers. Consultants can visualize, understand, compare and complete bookings with access to the most complete, reliable airline content available - including content from low cost carriers. Travelport provides full visualization with high resolution imagery, detailed marketing descriptions and fare family views (with upsell and add-sell options displayed) from over 200 airlines based in Europe, the Americas, APAC and MEA regions.

Airlines based in Asia-Pacific providing branded fares	<a href="#">↓</a>
Airlines based in Europe providing branded fares	<a href="#">↓</a>
Airlines based in North America and South America providing branded fares	<a href="#">↓</a>
Airlines based in the Middle East and Africa providing branded fares	<a href="#">↓</a>

A PDF document will be opened that provides airline information.

## Section 10: Advanced Troubleshooting

Following is a reference for troubleshooting specific issues relating to branded fares.



\*Support case should include GDS brand description screenshot (FQF in Amadeus, Brand Options in Sabre, etc.).

\*\*Concur Travel cannot use GDS fare rule information as:  
 1. there can be multiple penalties and fare restrictions within a single brand, and  
 2. fare basis codes and brand associations can change without notice.

\*\*\*Concur Travel cannot use brand information from airline websites as content and brand attributes can differ significantly.

