

Travel: Company Settings

Travel Service Guide

Last Revised: September 3, 2021

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 Overview section with note on SAP Concur UI themes; no other changes
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
September 3, 2021	Added Company Privacy Policy URL field.
April 19, 2021	Removed "Enable Gogo Wi-Fi purchases" from Setting Definitions section
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
February 14, 2020	Updated the copyright; no other changes; cover date not updated
September 13, 2019	Added warning to Enable Machine Translation module property under <i>Company-Wide Settings</i> section
August 29, 2019	Added High Security Account (HSA) and Mobile Authentication Lifetime module properties under <i>Company-Wide Settings</i> section
August 13, 2019	Updated description for Display National ID in <i>Setting Definitions</i> section
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May 23, 2019	Added Dual Fare Display (Sabre Only)
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July 31, 2018	Added a note about the Data Retention feature as it relates to Purge inactive profiles, days and Purge inactive profiles from GDS
May 29, 2018	General updates; initial publication in the new format

Company Settings

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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: Professional Travel Only

Company Settings are available only in Professional Travel.

Section 3: 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.

Use the **Company Settings** option to manage general company settings.

Section 4: Setting Definitions

Property Configuration (Rule Class) Level Settings

Here are all Company Settings for RandomVerbs.com

Property Config **Default Configuration**  Displaying Values affecting rule classes: *Default Travel Class, Executive Travel Class*

Company Wide

Default Configuration

Setting Name	Setting Value	Save Value
Allow Users To Add New Credit Cards?	<input checked="" type="checkbox"/>	
Mobile Phone Required?	<input type="checkbox"/>	
Display Drivers License?	<input type="checkbox"/>	
Display National ID?	<input type="checkbox"/>	
Display the APIS Required Fields?	<input checked="" type="checkbox"/>	
Display the optional second passport?	<input type="checkbox"/>	

Setting	Description/Action
Allow Users To Add New Credit Cards	If selected (enabled), the Add a Credit Card link appears in the user's profile.
Mobile Phone Required	If selected (enabled), the Mobile Phone field in the user's profile is required. DEPENDENCY: In order for this setting to work, the Profile Has Minimal Validation property setting must be set to <i>False</i> . Profile Has Minimal Validation is managed by SAP Concur; contact SAP Concur support for assistance.
Display Driver's License	If selected (enabled), the driver's license fields appear in the user's profile.
Display National ID	If selected (enabled), the National ID fields appear in the user's profile. The National ID Number field is masked on screen and displays with asterisks.
Display the APIS Required Fields	If selected (enabled), the government-required APIS ("The following information is now required...") fields appear in the user's profile. NOTE: The Gender and Date of Birth fields become required. DEPENDENCY: In order for this setting to work, the Profile Displays Passport Data property setting must be selected (enabled).
Display the optional second passport	If selected (enabled), the second passport ("If you can claim citizenship...") fields appear in the user's profile. DEPENDENCY: In order for this setting to work, the Profile Displays Passport Data property setting must be selected (enabled).

Setting	Description/Action
Employee ID Required	<p>If selected (enabled), the Employee Id field is required in the user's profile.</p> <p>DEPENDENCIES: In order for this setting to work:</p> <ul style="list-style-type: none"> The Profile Displays Employee ID property setting must be selected (enabled). The User-editable Employee Number property setting must be selected (enabled). <p>IMPORTANT: For Concur Travel & Expense clients (affected by user sync between Expense and Travel), this setting may have no effect.</p>
Hide Credit Card Air Default Checkbox Hide Credit Card Car Default Checkbox Hide Credit Card Hotel Default Checkbox Hide Credit Card Ground Service Default Checkbox Hide Credit Card Rail Default Checkbox	<p>If selected (enabled), hides the "default for" check boxes for user-defined credit cards in the user's profile.</p> <p>For an existing site, when enabled, this will prevent users from changing their default credit card(s) for air, car rental, hotel, rail, or ground (limo) reservation, since the option would no longer be present.</p> <p>For a new client site, the option is not available when adding a new credit card.</p> <p>NOTE: This feature assists automated data feed files, XML and GDS to profile synchronization, when data is passed from another source and not added by the traveler. In addition, this feature creates less confusion for travelers when a Corporate Credit card is in use for a specific travel segment, like air reservations only.</p>
Job Title Required	<p>If selected (enabled), the Position/Title field is required in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, the User-selectable Job Title property setting must be selected (enabled).</p>
Manager Required	<p>If selected (enabled), the Manager field is required in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, the User-selectable Manager property setting must be selected (enabled).</p>
Org Unit Required	<p>If selected (enabled), the Org. Unit/Division field is required in the user's profile.</p> <p>DEPENDENCIES: In order for this setting to work:</p> <ul style="list-style-type: none"> The Profile Displays Org Unit property setting must be selected (enabled). The User-selectable Org Unit property setting must be selected (enabled).
Passport Nationality Required	<p>If selected (enabled), the Passport Nationality field is required in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, the Profile Displays Passport Data property setting must be selected (enabled).</p>

Setting	Description/Action
Prefix Required When User-Editable	If selected (enabled), the Title field is required if the name fields are editable in the user's profile. DEPENDENCY: In order for this setting to work, the User-editable Name Fields property setting must be selected (enabled).
Profile Displays Assistants	If selected (enabled), the Assistants and Travel Arrangers section appears. NOTE: If using Concur Request and if the Request site setting requiring synchronization of the Request delegate and the Travel arranger, then the Assistants and Travel Arrangers section does not appear for Request users.
Profile Displays Discount Preferences	If selected (enabled), the check boxes for discount travel rates/fare classes AAA, Government, Military, Senior/AARP appear in the user's profile.
Profile Displays Employee ID	If selected (enabled), the Employee Id field appears in the user's profile.
Profile Displays GPS	If selected (enabled), the In-car GPS system option appears in the user's profile.
Profile Displays Hotel Amenity Preferences	If selected (enabled), the I prefer hotel that has section appears in the user's profile.
Profile Displays Meal Preferences	If selected (enabled), the meal options appear in the Air Travel Preferences and the Rail Travel Preferences sections in the user's profile. If cleared (disabled), these fields are only visible in Cliqbook XA and therefore not to the traveler.
Profile Displays Org Unit	If selected (enabled), the Org. Unit/Division field appears in the user's profile.
Profile Displays Other Travel Preferences	If selected (enabled), the Other Air Travel Preferences field, the Message to Hotel Vendor field, and the Message to Car Rental Vendor field appear in the user's profile. NOTE: For sponsored guest users, the user admin can complete the Message to Hotel Vendor field – to inform hotels of special booking requests or constraints. This message can ensure that the company is not left with unexpected charges for hotel room upgrades. The Message to Hotel Vendor field is also in profile. If the company does not want sponsored guest users to change (or even see) the Message to Hotel Vendor field, the company should turn off this option.
Profile Displays Passport Data	If selected (enabled), the International Travel section appears in the user's profile.
User editable default cost center	If selected (enabled), the Cost Center field is editable in the user's profile.
User-editable Email1	If selected (enabled), the E-mail 1 field is editable in the user's profile.

Setting	Description/Action
User-editable Employee Number	<p>If selected (enabled), the Employee ID field is editable in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, the Profile Displays Employee ID setting must be selected (enabled).</p> <p>IMPORTANT: For Concur Travel & Expense clients (affected by user sync between Expense and Travel), this setting may have no effect.</p>
User-editable Job Title	<p>If selected (enabled), the Position/Title field is editable in the user's profile.</p>
User-editable Name Fields	<p>Used for Travel-only clients</p> <p>If selected (enabled), the following fields are editable in the user's profile:</p> <ul style="list-style-type: none"> • Title (name prefix) • First Name (marked as required) • Middle Name • Last Name (marked as required) • Name Suffix <p>DEPENDENCY: In order for this setting to work, the Limit Profile Editing setting must be selected (enabled). Limit Profile Editing is managed by SAP Concur; contact SAP Concur support for assistance.</p> <p>Best Practice: SAP Concur recommends that this setting is not selected for customers with automated data feeds.</p>
User-editable Name Prefix	<p>If selected (enabled), the Title field is editable in the user's profile.</p>
User-editable Name Suffix	<p>If selected (enabled), the Suffix field is editable in the user's profile.</p>
User-selectable Manager	<p>If selected (enabled), the Manager field is editable in the user's profile.</p>
User-selectable Org Unit	<p>If selected (enabled), the Org. Unit/Division field is editable in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, the Profile Displays Org Unit setting must be selected (enabled).</p>
Emergency contact details required	<p>If selected (enabled), the user/arranger cannot save the profile without completing all the emergency contact fields (except alternate phone).</p>

Company-Wide Settings


Company Settings

Below is a list of company settings that can be modified for your site.
To edit, change the value of the company settings and the Save options will appear.
Details on a given company setting are noted in the quick help text next to each module property name.

Here are all Company Settings for




Property Config
Company Wide

Setting Name	Setting Value	Save Value
High Security Account (HSA) ?	<input type="checkbox"/>	
Mobile Authentication Lifetime ?	<input type="text" value="172799"/>	
Customer Privacy Policy URL ?	<input type="text"/>	
Enable Total Trip Cost ?	<input checked="" type="checkbox"/>	

Setting	Description/Action
High Security Account (HSA)	If selected (enabled), it provides the option to prevent the encryption key to be stored on the user's mobile device. Because of this, users will be required to create an additional application password that will decrypt their data in memory.
Mobile Authentication Lifetime	If selected, it allows admins to set timeouts - anywhere from 15 minutes to 120 days (172,799 minutes) - to a user's account. When the user's account times out, they must re-authenticate their account.
Customer Privacy Policy URL	Enables the administrator to enter the URL for their company privacy policy. If populated, a link to the customer privacy policy appears in the footer of the SAP Concur solutions site.
Enable Total Trip Cost	If selected, the Total Estimated Cost amount appears at the bottom of the itinerary and on each availability page.
Dual Fare Display (Sabre Only)	If selected, it expands the capabilities of the Shop by Fares tab to show the two lowest bookable branded fares, side by side. This feature is limited to Sabre customers at this time.
Allow Sponsored Users	If selected (enabled), the Sponsored Users feature is available.  Refer to the <i>Sponsored Guest User Travel Service Guide</i> .
Allow Sponsored Users to add credit cards for travel booking	If selected (enabled), the guest user can add their own credit card(s) to the SAP Concur profile.
Allow sponsor to add new sponsored guest users	If selected (enabled), the Add a Sponsored Traveler link appears in the Sponsored Guest Users section of the sponsor's profile.

Setting	Description/Action
Allow sponsor to set/edit sponsorship termination date	If selected (enabled), the Terminate Sponsorship button appears and allows the sponsor to add or change the sponsorship termination date for their sponsored non-employees.
Allow Sponsor to view sponsored guest profiles	If selected (enabled), the View Profile link appears and allows the sponsor to view the profiles of their sponsored non-employees.
Enable Machine Translation	NOT RECOMMENDED FOR USE
Ghost Cards can be assigned by Cost Center	<p>If selected (enabled), the Cost Center field appears when adding or editing ghost cards (Administration > Company > Company Admin, then Corporate Ghost Cards in the Travel Administration section of the left menu).</p> <p>If so, the company administrator can assign a ghost card to all users who have the selected cost center.</p> <p>NOTE: This field is independent of the similar fields for org unit and custom attribute; they are not mutually exclusive.</p>
Ghost Cards can be assigned by Custom Attribute	<p>If selected (enabled), the Custom Attribute field appears when adding or editing ghost cards (Administration > Company > Company Admin, then Corporate Ghost Cards in the Travel Administration section of the left menu).</p> <p>If so, the company administrator can assign a ghost card to all users who have the selected custom attribute.</p> <p>NOTE: This field is independent of the similar fields for cost center and org unit; they are not mutually exclusive.</p>
Ghost Cards can be assigned by Org Unit	<p>If selected (enabled), the Org. Unit/Division field appears when adding or editing ghost cards (Administration > Company > Company Admin, then Corporate Ghost Cards in the Travel Administration section of the left menu).</p> <p>If so, the company administrator can assign a ghost card to all users who have the selected org unit/division.</p> <p>NOTE: This field is independent of the similar fields for cost center and custom attribute; they are not mutually exclusive.</p>
Limit Emails for Arrangers and Approvers to Email1	<p>If selected (enabled), email will be sent only to the email address in the E-mail 1 field even if other email addresses are listed in Profile. The affected emails include:</p> <ul style="list-style-type: none"> • Breaking a "notify manager" rule (approver) • Putting trips on hold (arranger) • Trip hold cancel (approver/arranger) • Trip approval (approver) • Breaking "require approval" or "require passive approval" rules (approver) • Cancellation emails (arranger) • Cancelled trips removed from approver's queue (approver)
Limit Self-Assigning Assistant to users within their org unit	If selected (enabled), self-assigning assistants cannot select users outside their own org units or users without assigned org units.

Setting	Description/Action
<p>Purge Information: The "Purge inactive profiles, days" and "Purge inactive profiles from GDS" settings are related:</p> <ul style="list-style-type: none"> "Purge inactive profiles, days" is effectively the ON/OFF switch. <ul style="list-style-type: none"> If you enter a positive number, the feature is enabled and inactive profiles are purged from SAP Concur after that number of days. If you enter a negative number, the feature is disabled. "Purge inactive profiles from GDS": If "Purge inactive profiles, days" is set to a positive number and "Purge inactive profiles from GDS" is set to <i>True</i>, when the profile is purged from SAP Concur, it is also purged from the GDS via profile sync. <p>NOTE: SAP Concur manages the purge via profile sync even if the client had not enabled the profile sync feature. SAP Concur forces the sync. In addition, if a profile template is not defined, SAP Concur sends a blank template, effectively removing the profile information.</p>	
Purge inactive profiles from GDS	<p>This module property controls the purging of data in the GDS profile, but it is not supported in Galileo.</p> <p>If selected (enabled), a user's GDS profile is marked for purge when the user is deactivated in Concur Travel. The process for purging GDS profiles varies by GDS. SAP Concur flags the GDS profile for purge, but the specific GDS determines when exactly the profile is purged from the reservation system.</p> <p>This profile purge feature is dependent on the Account Termination Date set in the user's profile.</p> <p>DEPENDENCY: In order for this setting to work, enter a <i>positive</i> number in the Purge inactive profiles, days module property.</p>
Purge inactive profiles, days	<p>This module property controls the purging of data in the Concur Travel profile.</p> <ul style="list-style-type: none"> Enter a positive number: This action effectively enables the feature and defines the number of days. <p>If an inactive profile is older than this number of days, the Concur Travel profile data will be purged. In the SAP Concur database, all profile information is removed except for the user login ID, username, and trip information.</p> <ul style="list-style-type: none"> Enter a negative number: Enter a negative number in this field to disable the feature. <p>NOTE: Guest profiles that have not been used for more than 100 days will be automatically set to inactive.</p>
<p>IMPORTANT: <i>Using the Data Retention feature is the preferred method of removing profile data for inactive users or users who choose to be "forgotten." However, the Data Retention feature does not currently remove user information from the GDSs. Please continue to use these two module properties (the first option – profile – is required to use the second option – GDS) to remove user profile data from the GDSs.</i></p>	

Setting	Description/Action
Self-Registration Admin Emails	Enter the email address of the admin who will receive a copy of the registration email. For multiple addresses, separate with commas.  Refer to the <i>Self-Registration Travel Service Guide</i> .
Self-Registration Code	Enter a unique code. Generally, this is the name of the client or partial name of the client shortened to 5-10 characters. For example, SAP Concur may be CON1234. The default registration URL is : https://www.concursolutions.com/registration/register_form.asp?regcode=XXXX -where XXXX is the Registration Code  Refer to the <i>Self-Registration Travel Service Guide</i> .
Self-Registration Group	Indicate if there is a specific group to which the Self-Registration feature should be associated; otherwise, associate it with the ALL group.  Refer to the <i>Self-Registration Travel Service Guide</i> .
Session Idle Time	Select between 15 and 60 minutes. Select 0 to revert to the standard time-out settings. Click <i>Disable Timeout</i> to revert to the standard time-out settings.
Session Timeout	Enter between 30 minutes and 120 minutes. NOTE: After the timeout, the user is logged out of Concur Travel but will see a popup screen asking for a password for authentication. Once the user is authenticated, the user is redirected to the last page the user was on. If the user was filling in form fields, Concur Travel retains the text the user added.

IMPORTANT: Divisional View

If divisional view is enabled for the site, you will still see all options in the dropdown, but the options are grayed out (unavailable) if you do not have permission to edit.

Here is an example of what the admin sees if Divisional View is turned on but they do not have global admin rights; the admin cannot choose the *Company Wide* option:

Here are all Company Settings for Katherine Test Company.



Below is a list of module properties that can be modified for your site.

To edit, change the value of the module property and the Save options will appear.

Details on a given module property are noted in the quick help text next to each module property name.

Default Configuration
Company Wide
Default Configuration
Galileo Config

rule classes: Default Travel Class, Amadeus, Sabre, Apollo, Worldspan, Gov, Travel Inc, Apollo 2VON, Apollo Ticketing

	Setting Value
Enable Total Trip Cost 	<input checked="" type="checkbox"/>
Ghost Cards can be assigned by Cost Center 	<input type="checkbox"/>

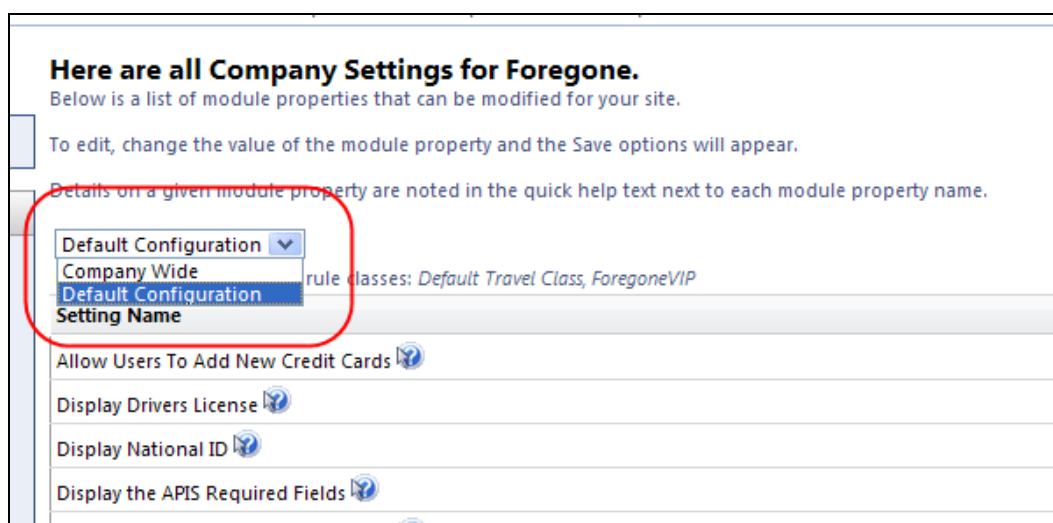
Section 5: Configuration

► To change the settings:

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

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

2. In the **Company Admin** section of the left menu, click **Company Settings**.
3. The list toward the top left side of the page lists the default configuration settings, the company-wide settings, and any other configurations. Click the desired option. The page refreshes to show the applicable options.



NOTE: If the company has defined divisional views, the admin can select only configurations defined in their divisional view.

4. Select (enable) or clear (disable) any check box.

Setting Name	Setting Value	Save Value
Enable Total Trip Cost	<input checked="" type="checkbox"/>	Save Changes
Ghost Cards can be assigned by Cost Center	<input type="checkbox"/>	

5. When you change a setting, the **Save Changes** link appears in the **Save Value** column. Click **Save Changes**.
6. Repeat for all changes.

Track Changes

To see the last 10 changes made on this page, click **Track Changes** at the bottom of the list.

Corporate Privacy Agreement Re-acknowledgement?
Emergency contact details required?
Track Changes

The information appears.

Last 10 Company Settings Changes	
Change	
Mobile Phone Required has been changed to false by Chris Collins on 03/16/2015 6:52 PM	
Mobile Phone Required has been changed to true by Chris Collins on 03/16/2015 6:52 PM	
Ghost Cards can be assigned by Cost Center has been changed to false by Chris Collins on 03/16/2015 6:50 PM	
Ghost Cards can be assigned by Cost Center has been changed to true by Chris Collins on 03/16/2015 6:50 PM	
User-editable Job Title has been changed to false by Chris Collins on 03/02/2015 1:14 PM	
User-editable Job Title has been changed to true by Chris Collins on 03/02/2015 1:11 PM	
Allow Sponsored Users to add a credit card has been changed to true by Terry Brown on 02/09/2015 1:30 PM	
Allow Sponsored Users has been changed to true by Terry Brown on 02/09/2015 1:30 PM	
Allow Sponsor to set/edit Sponsorship Termination Date has been changed to true by Terry Brown on 02/09/2015 1:30 PM	
Allow Sponsor to add new sponsored users has been changed to true by Terry Brown on 02/09/2015 1:30 PM	
Close Window	

