

Travel: Form of Payment

Travel Service Guide

Last Revised: March 22, 2024

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
March 22, 2024	Removed yellow highlight throughout. Updated <i>Configuration</i> section.
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
April 26, 2023	Finalized information on new car experience
January 30, 2023	Added draft information on new car experience.
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
May 20, 2021	Added <i>Allow Form of Payment API Access – Corporate Ghost Cards</i> section
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March 25, 2021	Added <i>Deletion of Recently Expired Credit Cards</i> section
May 14, 2020	Updated <i>Configuration</i> and <i>How it Works</i> sections.
February 14, 2020	Updated the copyright; no other changes; cover date not updated
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March 1, 2019	Clarified Agency Invoice and Processing Fees
November 19, 2018	Added a note about the new CVV facts sheets
January 2, 2018	Updated the copyright; no other changes; cover date not updated
October 5, 2015	Changed the Agency Invoice Form of Payment to Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations and added more description
April 14, 2015	Initial publication

Form of Payment

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

The various forms of payment (FOP) are highly configurable in both Professional Travel and Standard Travel. This guide provides information about different types of FOP, how they may affect each other, and configuration points to watch.

This guide contains information that describes the new Concur Travel experience for Car, Hotel, and Air. This information will be displayed in notes or indicated with "new experience" as these features are released.

Section 3: Agency Invoice and Processing Fees

How It Works

Professional and Standard Travel

AGENCY INVOICE

Setting up agency invoice for either GDS air or SNCF allows all travel billings to be sent over to the travel agency for billing. Normally, the billing will be compiled together in month or quarter increments. After a predetermined time period, the TMC will bill the customer for all travel that has occurred.

PROCESSING FEE

The processing fee involves the form of payment that we add into the PNR for payment for the agency fees when there is no air on the reservation. This option is beneficial when users make non-GDS air or land-only reservations that may require a different form of payment (for example, for guarantee purposes) than the one that should be used for agency processing fees.

Configuration Points to Consider

General:

- If agency invoice is set up for air or SNCF, it will override all other forms of payments offered. For example, if a client has required a corporate ghost card to be used for air **and** if agency invoice is enabled at the same time, agency invoice will be the only option provided to the traveler.

Arrangers:

- If agency invoice is enabled at the configuration level, then all FOP will default to invoice.

Booking for a guest:

- Agency invoice set up does not currently support Guest travel bookings. Concur Travel has a Solution Suggestion (SS-0000006342) opened on this issue.

Configuration

Professional Travel – Agency Invoice

► **To enable:**

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. On the travel configuration page, locate the **Form of Payment Options** section.

Form of Payment Options		
<input checked="" type="checkbox"/> Use agency invoice for GDS Air	Agency Invoice Data: <input type="text"/>	
<input checked="" type="checkbox"/> Use agency invoice for SNCF	Agency Invoice Data:* <input type="text"/>	
<input type="checkbox"/> Use agency invoice for government-only airfare		
Government-only Airfare Ghost Card		
Card Type	Card number	Expiration (MM/YYYY) - optional
<input type="text" value="No travelconfig ghost card"/> ▼	<input type="text"/>	<input type="text"/>

3. Make the desired selections.

Option	Description / Action
Use agency invoice for GDS Air	<ol style="list-style-type: none">1. Select (enable) this check box. The Agency Invoice Data field appears.2. For the Agency Invoice Data field, note the following:<ul style="list-style-type: none">♦ For Sabre: If the Use agency invoice for GDS Air check box is selected (enabled), then CASH is the FOP. Anything entered in the Agency Invoice Data field is ignored.♦ For Amadeus:<ul style="list-style-type: none">– If the Use agency invoice for GDS Air check box is selected (enabled), then CASH is the FOP. Anything entered in the Agency Invoice Data field is ignored.– Exception: For French PCC, EC can be entered in the Agency Invoice Data field and used as the FOP. In all markets <i>other than</i> France, EC is ignored.♦ For Galileo/Apollo: S (cash) and CK (check) are supported as described in the quick help.

Option	Description / Action
Use agency invoice for SNCF	<ol style="list-style-type: none"> 1. Select (enable) this check box. The Agency Invoice Data field appears. 2. Then: <ul style="list-style-type: none"> ♦ The form of payment automatically becomes S (for Cash). ♦ For Amadeus in the French market, enter <i>EC</i>. <p>NOTE: If this field is empty or contains any value other than <i>EC</i>, Concur Travel sends CASH as the form of payment to the PNR.</p>
Use agency invoice for government-only airfare	Select (enable) this check box to use agency invoice. If you select this check box, the Government-only Airfare Ghost Card section is <i>not</i> displayed.
Government-only Airfare Ghost Card	This section appears if the Use agency invoice for government-only airfare check box is not selected.
Zip Code	For United States customers the Zip Code format is now accepted.

Standard Travel – Agency Invoice

► To enable:

1. In the Travel Setup Wizard, click the **Agency Settings** setup step.
2. Locate the **Agency Invoice** section.

When to send TSA-required data to air carriers
Only for travel to, from, connecting in and flying over the USA

Agency Invoice ?

☐ Use agency invoice for GDS Air ?

☐ Use agency invoice for SNCF ?

Save

3. Make the desired selections:

Option	Description / Action
Use agency invoice for GDS Air	<ol style="list-style-type: none"> 1. Select (enable) the check box. 2. For the field to the right, note the following: <ul style="list-style-type: none"> ♦ For Sabre: CASH is the FOP. Anything entered in the field is ignored. ♦ For Amadeus: <ul style="list-style-type: none"> – CASH is the FOP. Anything entered in the field is ignored. – Exception: For French PCC, EC can be entered in the field and used as the FOP. In all markets <i>other than</i> France, EC is ignored. ♦ For Galileo/Apollo: S (cash) and CK (check) are supported.
Use agency invoice for SNCF	<ol style="list-style-type: none"> 1. Select (enable) the check box. 2. Then: <ul style="list-style-type: none"> ♦ The form of payment automatically becomes S (for Cash). ♦ For Amadeus in the French market, enter <i>EC</i>. <p>NOTE: If this field is empty or contains any value other than <i>EC</i>, Concur Travel sends CASH as the form of payment to the PNR.</p>

Professional and Standard Travel – Processing Fees

► To enable:

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. On the travel configuration page, locate the **Form of Payment Options** section.

Form of Payment Options

☒ Use agency invoice for GDS Air
Agency Invoice Data:

☐ No travel coming from card

Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations
 Always write user selected card (default)

3. In the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** field, select one of these:

Option	Description / Action
Always write user selected card (default)	<p>Regardless of the segment booked, the card selected will be written.</p> <p>This will write the last card selected, which could be a car or hotel card.</p> <p>If the user does not actively select a credit card during the booking (for example, car-only booking with a car vendor that does not require a guarantee), no form of payment will be written.</p> <p>NOTE (for new Car experience): This feature is supported for the new Car experience.</p>
Always write user selected air/rail card	<p>The user/arranger-selected air/rail form of payment is written.</p> <p>If air/rail are not booked, then nothing is written.</p>
Always write air/rail ghost card	<p>Regardless of the segment booked, the designated air/rail ghost card is written.</p> <p>If multiple cards exist, the one selected is written.</p> <p>If multiple cards exist and the user/arranger does not book air/rail, nothing is written.</p> <p>If none exist, nothing is written.</p>
Always write air/rail profiled card	<p>Regardless of the segment booked, the designated air/rail card in the user's profile is written.</p> <p>If multiple cards exist, the one selected is written.</p> <p>If multiple cards exist and the user/arranger does not book air/rail, nothing is written.</p> <p>If none exist, nothing is written.</p>
Always use this card	<p>Regardless of the segment booked, this card is written.</p> <p>Once added, the fields will be masked.</p> <p>Clicking Clear Card removes the card information and leave the fields blank.</p>
None	No card is written.

New Car Experience: Car Bookings

For the new Car experience, only the following options for Processing fees will be supported:

Option	Description / Action
Always write user selected card (default)	When a car segment is booked, the card selected by the traveler will be written. When this option is set, the user will be forced to select a credit card as form of payment. The user may choose between existing personal cards or Corporate Ghost cards which are allowed for Car. If other segments are booked, then the last card selected by the traveler will be used.
None	No card is written for the purpose of processing fees.

Section 4: Allow Personal Card Choice

How It Works

Professional and Standard Travel

This configuration option allows users to choose a personal card even if they have a corporate card. The user of personal cards can be restricted to:

- Air and rail
- Hotel only

Users are always offered the ability to choose a personal form of payment.

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$104.66	\$36.04	\$140.70

Total Estimated Cost : \$140.70 USD

Total Due Now: \$140.70 USD

SELECT A METHOD OF PAYMENT

How would you like to pay?

Please choose a credit card. ▼ [Add credit card](#)

* Indicates credit card is a company card

New Car Experience: Allow Personal Card Choice – for Car Bookings

For the new Car experience, all personal credit cards and Corporate Ghost cards will be shown as choices in the form of payment selection. The option listed above is not relevant to the new workflow.

Configuration Points to Consider

General:

- The user must be allowed to use a personal card if the client is using AirPlus A.I.D.A.
- This setting takes precedence over required settings for corporate ghost cards.
- If Agency Invoice is enabled, it will take precedence over all other FOPs.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section. However, Agency Invoice set up will not be applicable for Guest bookings.

Configuration

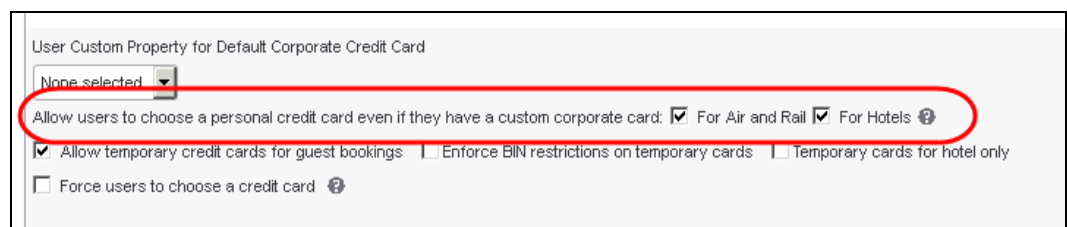
Professional Travel

► To enable:

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. On the travel configuration page, locate the **Form of Payment Options** section.



User Custom Property for Default Corporate Credit Card

None selected ▼

Allow users to choose a personal credit card even if they have a custom corporate card: ☒ For Air and Rail ☒ For Hotels ?

☒ Allow temporary credit cards for guest bookings ☐ Enforce BIN restrictions on temporary cards ☐ Temporary cards for hotel only

☐ Force users to choose a credit card ?

3. Select the **Allow users to choose a personal credit card even if they have a custom corporate card: For Air and Rail** ☐ **For Hotels** ☐ option.

Standard Travel

► To enable:

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Locate the **Payment Options** section.

This step allows you to define the form of payment options available to your users. Users are required to provide a personal form of payment unless a corporate ghost card is added.

- 1) Travel Policy
- 2) Travel Rules
- 3) Configurable Messaging
- 4) Custom Text
- 5) Organization Units
- 6) Policy Violation Codes
- 7) Company Locations
- 8) Form of Payment
- 9) Discounts and Travel Content
- 10) Custom Trip Fields
- 11) Custom Profile Fields
- 12) Unused Tickets

Corporate Card Administration

[+] Add Corporate Card

Payment Options

Please select the travel configuration you want to update.

sjl0311 (US) ▼

☐ Allow users to reserve hotels with a personal card ?

☐ Allow users to charge air and rail to a personal card ?

AirPlus Configuration ?

☐ Use A.I.D.A if Company Account is not accepted ?

☐ Show popup with A.I.D.A MasterCard for print during car and hotel reservations

☐ Send Confirmation Fax to Hotel ?

Save

3. Make the desired selections.

Section 5: Force Users to Choose a Credit Card

How It Works

Professional Travel

This configuration option forces the user to choose a credit card when on the **Review and Reserve** page for Air, Hotel, Car, Rail, and Ground.

Please choose a credit card is the default selection in the dropdown.

The screenshot shows a 'REVIEW PRICE SUMMARY' table with the following data:

Description	Fare	Taxes and Fees	Charges
Airfare	\$104.66	\$36.04	\$140.70

Below the table, it states 'Total Estimated Cost : \$140.70 USD' and 'Total Due Now: \$140.70 USD' (highlighted in green).

The 'SELECT A METHOD OF PAYMENT' section asks 'How would you like to pay?' and features a dropdown menu with 'Please choose a credit card.' selected, and an 'Add credit card' link.

A footnote states: '* Indicates credit card is a company card'.

Standard Travel

This feature does not apply to Standard Travel.

Configuration Points to Consider

General:

- If **Force users to choose a credit card** is selected, the required corporate ghost card will not be the default form of payment, but it will be added to all forms of payment listed in the dropdown.
- If **Force users to choose a credit card** is selected **and** if agency invoice is selected, then agency invoice will override the **Force users to choose a credit card** setting.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Force Users to Choose a Credit Card – for Car Bookings

Users will always be prompted to choose a credit card from allowed options, whenever a credit card form of payment is required. No option in the form of payment selection made by default.

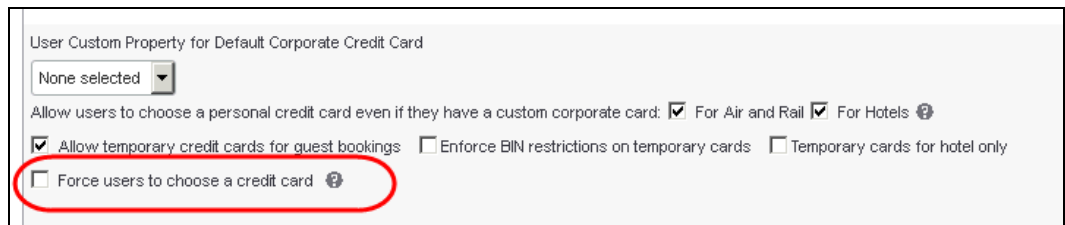
Professional Travel

▶ **To enable:**

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. Locate the **Form of Payment Options** section.



3. Select (enable) the **Force users to choose a credit card** check box.

Standard Travel

The option to force users to choose a card is not available in Standard Travel.

Section 6: Cleartrip Setup for Air/Hotel

How It Works

Professional and Standard Travel

This configuration option allows the traveler to see Cleartrip-based inventory and pay for it via a deposit account. Cleartrip air or hotel suppliers do not accept credit cards as a FOP.

The user will see the message "This purchase will be charged to your company directly."

REVIEW PRICE SUMMARY			
Description	Fare	Taxes and Fees	Charges
Airfare	£173.95	£26.70	£139.70
Total Estimated Cost : £139.70 GBP			
Total Due Now: £139.70 GBP			
METHOD OF PAYMENT			
This purchase will be charged to your company directly.			

Configuration Points to Consider

General:

- Cleartrip bookings must be purchased using a deposit account. Despite corporate cards or agency invoice settings, Cleartrip will use a deposit account to finalize the purchase.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional Travel

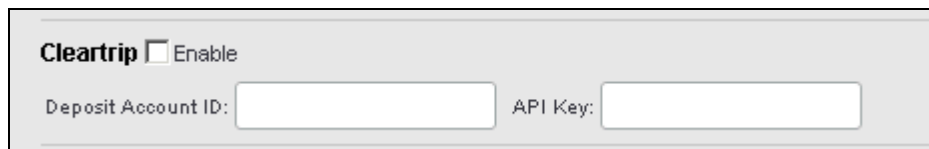
CLEARTRIP AIR

► **To enable:**

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 **Air Connectors** section, locate **Cleartrip**.

A screenshot of a web form for Cleartrip Air configuration. It features a 'Cleartrip' label followed by an 'Enable' checkbox. Below this, there are two input fields: 'Deposit Account ID' and 'API Key'.

For configuration details, refer to the *Cleartrip (Air) Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

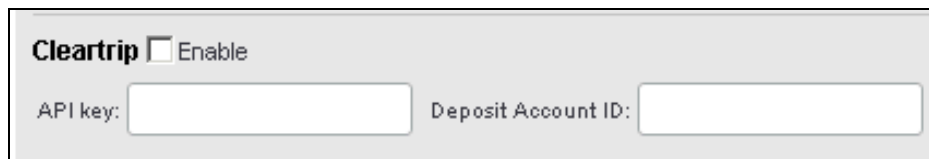
CLEARTRIP HOTEL

► **To enable:**

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 **Hotel Connectors** section, locate **Cleartrip**.

A screenshot of a web form for Cleartrip Hotel configuration. It features a 'Cleartrip' label followed by an 'Enable' checkbox. Below this, there are two input fields: 'API key' and 'Deposit Account ID'.

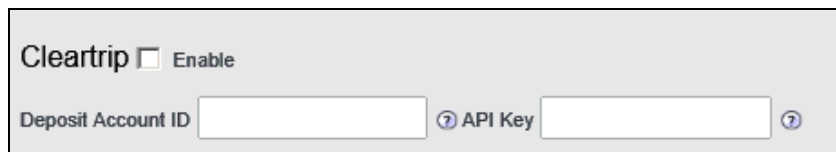
For configuration details, refer to the *Hotel Service Content Suppliers Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

Standard Travel

CLEARTRIP AIR

► To enable:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Click the **Direct Connect** tab.
3. In the **Air Connectors** section, locate **Cleartrip**.

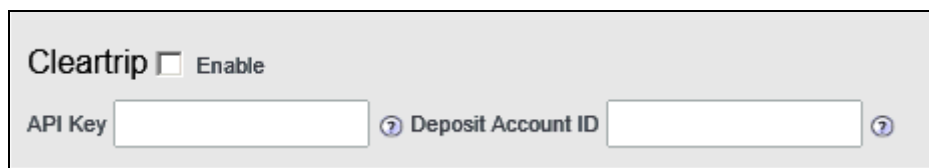


For configuration details, refer to the *Cleartrip (Air) Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

CLEARTRIP HOTEL

► To enable:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Click the **Direct Connect** tab.
3. In the **Hotel Connectors** section, locate **Cleartrip**.



For configuration details, refer to the *Hotel Service Content Suppliers Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

Section 7: Amex Direct Setup for Hotel

How It Works

Professional and Standard Travel

This configuration option allows the traveler to see Amex Direct inventory and optionally pay for it through a charge back.

If a ghost card is required for hotel, then that FOP will take precedence. The **Allow Central Charge Back Service as FOP** option allows the customer to choose *Central Charge Back* if no other card is required/forced.

If no corporate ghost card is assigned **and** if no personal FOP exists, then the charge back should be the default in the FOP dropdown.

The screenshot shows a web interface for reviewing a price summary and selecting a payment method. The 'REVIEW PRICE SUMMARY' section contains a table with the following data:

Description	Fare	Taxes and Fees	Charges
Airfare	\$104.66	\$36.04	\$140.70

Below the table, it states 'Total Estimated Cost : \$140.70 USD' and 'Total Due Now: \$140.70 USD' (highlighted in green). The 'SELECT A METHOD OF PAYMENT' section asks 'How would you like to pay?' and features a dropdown menu with the text 'Please choose a credit card.' and a button labeled 'Add credit card'. A footnote at the bottom states '* Indicates credit card is a company card'.

Configuration Points to Consider

General:

- If V Payment is enabled for Amex Direct, then V Payment should show in the dropdown but other logic (travel configuration and corporate ghost cards) should determine what the user is able – no required settings are present – to choose. The only caveat is if no card is loaded in the user's profile and no ghost card is assigned, V Payment is the default.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional and Standard Travel

For both Professional and Standard Travel, this feature is enabled in Travel System Admin.

▶ **To enable:**

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 **Hotel Connectors** section, locate **Amex Direct**.

Amex Direct <input type="checkbox"/> Enable		
DK Number:	<input type="text"/>	Subscriber ID: <input type="text"/>
<input type="checkbox"/> Allow Central Charge Back Service as FOP		



For configuration details, refer to the *Amex Direct Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

Section 8: Require for Air – Corporate Ghost Cards

How It Works

Professional Travel

The **Require for Air** option forces the traveler to use a specified ghost card for air travel even if the traveler has a defaulted card in their profile.

Using this configuration option, the traveler should be shown "Your trip will be billed to your company card" when booking.

Standard Travel

This feature is not available in Standard Travel.

Configuration Points to Consider

General:

- If the **Force users to choose a credit card** option is set on the travel configuration level, then the traveler will be shown *Please choose a credit card* in the FOP dropdown.
- If the **Allow users to choose a personal card even if they have a custom corporate card** is set on the travel configuration level, it takes precedence over the **Require for Air** option and forces the dropdown to default to the corporate card.
- If the **Allow GDS Air** option is selected, then the ghost card defined with **Require for Air** should still be the only card available to the traveler.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional Travel

▶ ***To enable – Company Admin:***

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.

3. In the **Credit Card Properties** section, select (enable) the **Require for Air** check box.

The screenshot shows the 'Credit Card Properties' section of a configuration interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these, the 'Credit Card Properties' section contains several settings. A red circle highlights the 'Require for Air (To allow instead of require, see ?)' checkbox, which is currently checked. Other visible settings include 'Allow GDS Air' (checked), 'Allow Instant Purchase Carriers' (checked), 'Allow Travelfusion Bookings' (set to 'Never'), 'Send Pre-Approved (Amadeus only)' (unchecked), 'Require for Rail' (unchecked), 'Require for Hotel' (unchecked), 'Allow Car' (unchecked), 'Allow Ground Bookings' (unchecked), and 'Enable E-Receipts' (unchecked). There is also a 'Do not send AirPlus card to GDS as guarantee for:' field and a 'Clear' button.

► **To enable – Travel System Admin:**

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 **Form of Payment Options** section, select (enable) the **Force user to choose a credit card** check box.

The screenshot shows the 'Form of Payment Options' section. At the top, there is a dropdown menu for 'User Custom Property for Default Corporate Credit Card' with 'None selected' chosen. Below this, there are several checkboxes. A red circle highlights the 'Force users to choose a credit card ?' checkbox, which is currently unchecked. Other visible settings include 'Allow users to choose a personal credit card even if they have a custom corporate card' (unchecked for Air and Rail, checked for Hotels), 'Allow temporary credit cards for guest bookings' (checked), 'Enforce BIN restrictions on temporary cards' (unchecked), and 'Temporary cards for hotel only' (unchecked).

Standard Travel

The option to force users to choose a card is not available in Standard Travel.

Section 9: Allow GDS Air – Corporate Ghost Cards

How It Works

Professional and Standard Travel

The **Allow GDS Air** option *allows* – but does not *require* – the user to choose the ghost card as a FOP.

Configuration Points to Consider

General:

- If the **Allow GDS Air** option is selected **and** if the **Force users to choose a credit card** option is selected at the travel configuration level, then the traveler should be able to pick from a list with the specified card in it.
- If the **Allow GDS Air** option is selected and the user has a default card selected in their profile, the corporate card should still be selected card.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional Travel

▶ **To enable:**

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.

3. In the **Credit Card Properties** section, select (enable) the **Allow GDS Air** check box.

Corporate Ghost Card Admin

Corporate Ghost Credit Card Name Owner

Credit Card Properties

Credit Card Number Card Type Expiration Date

All Travelers

☒ **Allow GDS Air**

☒ Require for Air (To allow instead of require, see [?](#))

☐ Require for Rail (To allow instead of require, see [?](#))

☐ Require for Hotel (To allow instead of require, see [?](#))

☒ Allow Instant Purchase Carriers

☐ Allow Car [?](#)

Allow Travelfusion Bookings: Never

☐ Allow Ground Bookings [?](#)

☐ Send Pre-Approved (Amadeus only)

☐ Enable E-Receipts

Do not send AirPlus card to GDS as guarantee for:

Standard Travel

► To enable:

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Click **Add Corporate Card**.

3. In the **Billing Properties** section, select (enable) the **Allow Air** check box.

Credit Card Detail for Company: sjl0311

To add a corporate ghost card, fill in the fields below. All fields are required. A corporate ghost card is a single card used by multiple employees to book travel.

Billing Information

Credit Card Number	Card Type	Expiration Date	Credit Card Name
<input type="text"/>	--	-- --	<input type="text"/>

Billing Address

Address

City State/Province/Region Postal Code
 --

Country
United States of America

Billing Properties

<input checked="" type="checkbox"/> Allow Air	<input type="checkbox"/> Allow Hotel ?	<input type="checkbox"/> Allow Instant Purchase	Allow Travelfusion/webfares: Never
<input checked="" type="checkbox"/> Allow Rail	<input type="checkbox"/> Allow Car ?	<input type="checkbox"/> Enable E-Receipts ?	

Assign users to this card by: --

Save Cancel

Section 10: User Custom Property – Corporate Ghost Cards

How It Works

Professional Travel

User custom fields are used to tie corporate credit cards to custom properties, such as cost centers or other IDs, which help tie costs to a predetermined value. The traveler will be able to choose a card that is tied to a custom property previously setup.

Standard Travel

This feature is not available in Standard Travel

Configuration Points to Consider

General:

- None.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

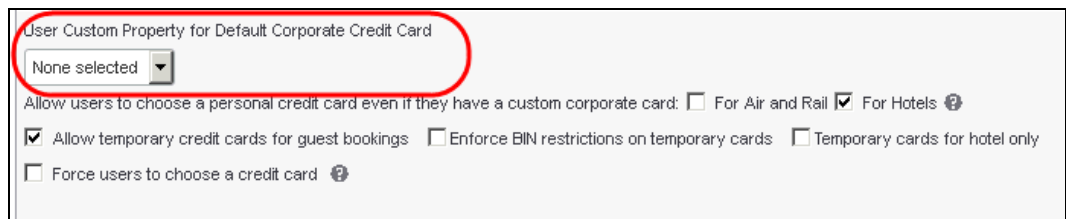
Professional Travel

► To enable:

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. Locate the **Form of Payment Options** section.



3. Select from the list.

Standard Travel

The custom property option is not available in Standard Travel.

Section 11: Allow Instant Purchase Carriers – Corporate Ghost Cards

How It Works

Professional and Standard Travel

The **Allow Instant Purchase Carriers** option allows the corporate ghost card to be used for Instant Purchase Carriers, which exist in GDS (for example, Spirit) as well as Travelfusion content sources (for example, Germanwings).

Configuration Points to Consider

General:

- None.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional Travel

▶ **To enable:**

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.

3. In the **Credit Card Properties** section, select (enable) the **Allow Instant Purchase Carriers** check box.

The screenshot shows the 'Corporate Ghost Card Admin' interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these is the 'Credit Card Properties' section. This section contains several fields and checkboxes: 'Credit Card Number', 'Card Type' (with a dropdown), 'Expiration Date' (with a date picker), 'All Travelers' (with a dropdown), 'Require for Air' (checked), 'Allow GDS Air' (checked), 'Allow Instant Purchase Carriers' (checked and highlighted with a red circle), 'Allow Travelfusion Bookings' (set to 'Never'), 'Send Pre-Approved (Amadeus only)' (unchecked), 'Require for Rail' (unchecked), 'Require for Hotel' (unchecked), 'Allow Car' (unchecked), 'Allow Ground Bookings' (unchecked), and 'Enable E-Receipts' (unchecked). At the bottom of the section, there is a field for 'Do not send AirPlus card to GDS as guarantee for:' and a 'Clear' button.

Standard Travel

► To enable:

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Click **Add Corporate Card**.

3. In the **Billing Properties** section, select (enable) the **Allow Instant Purchase** check box.

To add a corporate ghost card, fill in the fields below. All fields are required. A corporate ghost card is a single card used by multiple employees to book travel.

Billing Information

Credit Card Number	Card Type	Expiration Date	Credit Card Name
<input type="text"/>	--	-- --	<input type="text"/>

Billing Address

Address

City State/Province/Region Postal Code

Country
United States of America

Billing Properties

☒ Allow Air
 ☐ Allow Hotel ?
 ☐ Allow Instant Purchase
 Allow Travelfusion/webfares: Never

☒ Allow Rail
 ☐ Allow Car ?
 ☐ Enable E-Receipts ?

Assign users to this card by:

Section 12: Allow Travelfusion Bookings – Corporate Ghost Cards

How It Works

Professional and Standard Travel

The **Allow Travelfusion Bookings** option allows the corporate ghost card to be used for Travelfusion-based carriers, such as Germanwings (GER) and Spirit (US).

The options are:

Option	Description
Never (default)	Never allow FOP to be used for Travelfusion bookings
CVV is not required	The FOP can only be used when a CVV is not required by Travelfusion
Always	Always allow the FOP to be used for Travelfusion bookings



For more information about CVV codes in general or as they relate to Travelfusion, refer to these fact sheets, which are available on the SAP Concur support portal or in Travel Administration online help: *CVV Codes - General Information Fact Sheet* and *CVV Codes and Travelfusion Fact Sheet*

Configuration

Professional Travel

► **To enable:**

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.
3. In the **Credit Card Properties** section, from the **Allow Travelfusion Bookings** list, select the desired option.

The screenshot shows the 'Corporate Ghost Card Admin' interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these is the 'Credit Card Properties' section. It includes fields for 'Credit Card Number', 'Card Type', and 'Expiration Date'. A dropdown menu is set to 'All Travelers'. There are several checkboxes: 'Require for Air' (checked), 'Allow GDS Air' (checked), 'Allow Instant Purchase Carriers' (checked), 'Allow Travelfusion Bookings' (set to 'Never' and circled in red), 'Send Pre-Approved (Amadeus only)' (unchecked), 'Require for Rail' (unchecked), 'Require for Hotel' (unchecked), 'Allow Car' (unchecked), 'Allow Ground Bookings' (unchecked), and 'Enable E-Receipts' (unchecked). At the bottom, there is a field for 'Do not send AirPlus card to GDS as guarantee for:' and a 'Clear' button.

Standard Travel

► **To enable:**

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Click **Add Corporate Card**.

3. In the **Billing Properties** section, from the **Allow Travelfusion/webfares** list, select the desired option.

To add a corporate ghost card, fill in the fields below. All fields are required. A corporate ghost card is a single card used by multiple employees to book travel.

Billing Information

Credit Card Number	Card Type	Expiration Date	Credit Card Name
<input type="text"/>	--	-- --	<input type="text"/>

Billing Address

Address

City State/Province/Region Postal Code

Country

Billing Properties

<input checked="" type="checkbox"/> Allow Air	<input type="checkbox"/> Allow Hotel ?	<input type="checkbox"/> Allow Instant Purchase	Allow Travelfusion/webfares:
<input checked="" type="checkbox"/> Allow Rail	<input type="checkbox"/> Allow Car ?	<input type="checkbox"/> Enable E-Receipts ?	Never

Assign users to this card by:

Section 13: Require for Hotel – Corporate Ghost Cards

How It Works

Professional Travel

The **Require for Hotel** option is used to ensure that the ghost card is the **only** FOP to be used for Hotel.

On the **Review and Reserve** page, the user should see the following text "This purchase will be charged to your company directly."

METHOD OF PAYMENT

This purchase will be charged to your company directly.

Standard Travel

This feature is not available in Standard Travel.

Configuration Points to Consider

General:

- If the **Force users to choose a credit card** option is set on the travel configuration level, it takes precedence over the **Require for Hotel** option and forces the dropdown default of *Please choose a credit card*.
- If the **Allow users to choose a personal card even if they have a custom corporate card** is set on the travel configuration level, it takes precedence over the **Require for Hotel** option and forces the dropdown to default to the corporate card.

Arrangers:

- When arranging for another user, the arranger should have access to user's corporate and personal cards.

Booking for a guest:

- When booking for a non-profiled traveler, the booker (user with the Guest Booking permission) should have access to their corporate credit cards and personal cards.

Configuration

Professional Travel

▶ ***To enable – Company Admin:***

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.

3. In the **Credit Card Properties** section, select (enable) the **Require for Hotel** check box.

Corporate Ghost Card Admin

Corporate Ghost Credit Card Name Owner

Credit Card Properties

Credit Card Number Card Type Expiration Date

All Travelers

☒ Require for Air (To allow instead of require, see ?) ☐ Require for Rail (To allow instead of require, see ?)

☒ Allow GDS Air ☒ Require for Hotel (To allow instead of require, see ?)

☒ Allow Instant Purchase Carriers ☐ Allow Car ☒

Allow Travelfusion Bookings: Never Allow Ground Bookings ?

☐ Send Pre-Approved (Amadeus only) ☐ Enable E-Receipts

Do not send AirPlus card to GDS as guarantee for:

► **To enable – Travel System Admin:**

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 **Form of Payment Options** section, select (enable) the **Force user to choose a credit card** check box.

User Custom Property for Default Corporate Credit Card

None selected

Allow users to choose a personal credit card even if they have a custom corporate card: ☐ For Air and Rail ☒ For Hotels ?

☒ Allow temporary credit cards for guest bookings ☐ Enforce BIN restrictions on temporary cards ☐ Temporary cards for hotel only

☐ Force users to choose a credit card ?

Standard Travel

The option to force users to choose a card is not available in Standard Travel.

Section 14: Require Credit Card for Car Reservations

How It Works

Professional Travel

Most car bookings do not require a form of payment to be selected at the time of reservation. When the **Require credit card for car reservations** option is selected, corporate ghost cards that have **Allow Car** enabled, and all personal credit cards are displayed for selection.

NOTE: This setting is commonly enabled for European travel configurations; it is less common for North American travel configurations.

Standard Travel

This feature is not available in Standard Travel.

Configuration Points to Consider

General:

- If the **Allow Car** option is **not** selected from corporate ghost cards, then only personal cards will be available.

Arrangers:

- Arrangers should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Booking for a guest:

- When booking for a guest, the booker should have access to FOP setup per the travel configuration or user/group settings established via the corporate ghost cards section.

Configuration

Professional Travel

▶ **To enable – Company Admin:**

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.
3. In the **Credit Card Properties** section, select (enable) the **Allow Car** check box.

The screenshot shows the 'Corporate Ghost Card Admin' interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these is the 'Credit Card Properties' section. This section contains several settings: 'Credit Card Number' (input field), 'Card Type' (dropdown), 'Expiration Date' (calendar), 'All Travelers' (dropdown), and a list of checkboxes. The 'Allow Car' checkbox is circled in red. Other checkboxes include 'Require for Air', 'Require for Rail', 'Require for Hotel', 'Allow GDS Air', 'Allow Instant Purchase Carriers', 'Allow Travelfusion Bookings', 'Send Pre-Approved', 'Allow Ground Bookings', and 'Enable E-Receipts'. At the bottom, there is a 'Do not send AirPlus card to GDS as guarantee for:' field and a 'Clear' button.

NOTE (new Car experience): This setting is not the only consideration taken when prompting the user to select a credit card to complete a Car reservation. If the rental car company indicates that a form of payment is required for a specific car or location, then the **Form of Payment** option is also shown and is mandatory.

► **To enable – Travel System Admin:**

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 **Car Search Options** section, select (enable) the **Require credit card for car reservations** check box.

The screenshot shows the 'Car Search Options' configuration page. It includes a dropdown for 'Allow automatic reservations of...' set to 'Do not allow'. A list of 'Allowable Car Types' includes 'Intermediate SUV', 'Standard SUV', 'Full-size SUV', 'Full-size Pickup', and 'Specialized Vehicle'. Below these are several checkboxes: 'Hide the Ski Rack option on the Profile page and in searches', 'Always run a General Shop Request for Car Searches', 'Require credit card for car reservations' (highlighted with a red circle), and 'Don't send card information to Hertz'. There are also text input fields for 'Allow delivery and collection for the following car rental chains:' and 'Allow delivery and collection to the HOME address for the following car rental chains:'. A note states 'Customer must have negotiated car delivery and collection with the vendor directly. A corporate call col/del requests will fail.' and a dropdown for 'Company Location Search radius for collection and delivery:' is set to 'disabled (use all company locations)'.

NOTE: With this option, Concur Travel always sends card information so that the traveler can choose from any personal cards or corporate card with **Allow car** enabled. This option is primarily intended to allow use of corporate cards for rental car in Europe.

Standard Travel

The option to force users to choose a card is not available in Standard Travel.

Section 15: Allow Car – Corporate Ghost Cards

How It Works

Professional and Standard Travel

The **Allow Car** option *allows* – but does not *require* – the user to select a corporate ghost card for a car booking.

Configuration Points to Consider

General:

- If a personal card has been set as a default card in Profile, it will appear as the default – ***not*** the allowed ghost card.

Booking for a non-profiled traveler:

- A corporate ghost card can be enabled for all travelers or can be restricted to non-profiled travelers. If a travel booker (user with the Guest Booking permission) is booking for a non-profiled traveler, then the booker's corporate ghost cards should be visible.

Guest traveler:

- If a guest traveler is booking for himself/herself, then corporate ghost cards for guest travelers will be provided.

Arrangers:

- If arranging travel for another user, then the arranger should have access to the user's credit cards.

Configuration

Professional Travel

▶ ***To enable:***

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.

3. In the **Credit Card Properties** section, select (enable) the **Allow Car** check box.

The screenshot shows the 'Corporate Ghost Card Admin' interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these is the 'Credit Card Properties' section. This section contains several fields and checkboxes. The 'Credit Card Number' field is empty. The 'Card Type' field has a dropdown menu. The 'Expiration Date' field has three dropdown menus for month, day, and year. Below these fields, there are several checkboxes: 'Require for Air (To allow instead of require, see ?)', 'Allow GDS Air', 'Allow Instant Purchase Carriers', 'Require for Rail (To allow instead of require, see ?)', 'Require for Hotel (To allow instead of require, see ?)', 'Allow Car' (circled in red), 'Allow Ground Bookings', 'Send Pre-Approved (Amadeus only)', and 'Enable E-Receipts'. There is also a dropdown for 'Allow Travelfusion Bookings' set to 'Never'. At the bottom, there is a text field for 'Do not send AirPlus card to GDS as guarantee for:' and a 'Clear' button.

Standard Travel

► To enable:

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Click **Add Corporate Card**.

3. In the **Billing Properties** section, select (enable) the **Allow Car** check box.

Credit Card Detail for Company: sjl0311

To add a corporate ghost card, fill in the fields below. All fields are required. A corporate ghost card is a single card used by multiple employees to book travel.

Billing Information

Credit Card Number	Card Type	Expiration Date	Credit Card Name
<input type="text"/>	--	-- --	<input type="text"/>

Billing Address

Address

City State/Province/Region Postal Code
 --

Country
United States of America

Billing Properties

<input checked="" type="checkbox"/> Allow Air	<input type="checkbox"/> Allow Hotel ?	<input type="checkbox"/> Allow Instant Purchase	Allow Travelfusion/webfares: Never
<input checked="" type="checkbox"/> Allow Rail	<input type="checkbox"/> Allow Car ?	<input type="checkbox"/> Enable E-Receipts ?	

Assign users to this card by: --

Save Cancel

Section 16: Allow Ground Bookings – Corporate Ghost Cards

How It Works

Professional Travel

The **Allow Ground Bookings** option allows the user to select a corporate ghost card for a ground booking.

Standard Travel

This feature is not available in Standard Travel.

Configuration Points to Consider

General:

- If agency invoice has been enabled, then only agency invoice will be displayed upon check-out (for example, GroundSpan).

Booking for a non-profiled traveler:

- A corporate ghost card can be enabled for all travelers or can be restricted to non-profiled travelers. If a travel booker (user with the Guest Booking permission) is booking for a non-profiled traveler, then the booker's corporate ghost cards should be visible.

Guest traveler:

- If a guest traveler is booking for himself/herself, then corporate ghost cards for guest travelers will be provided.

Arrangers:

- If arranging travel for another user, then the arranger should have access to the user's credit cards.

Configuration

Professional Travel

▶ **To enable:**

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 **Travel Administration** section of the left menu, click **Corporate Ghost Cards**.
3. In the **Credit Card Properties** section, select (enable) the **Allow Ground Bookings** check box.

Corporate Ghost Card Admin

Corporate Ghost Credit Card Name

Owner

Credit Card Properties

Credit Card Number

Card Type

Expiration Date

All Travelers

☒ Require for Air (To allow instead of require, see ?)

☐ Require for Rail (To allow instead of require, see ?)

☒ Allow GDS Air

☐ Require for Hotel (To allow instead of require, see ?)

☒ Allow Instant Purchase Carriers

☐ Allow Car ?

Allow Travelfusion Bookings:

☐ Allow Ground Bookings ?

☐ Send Pre-Approved (Amadeus only)

☐ Enable E-Receipts

Do not send AirPlus card to GDS as guarantee for:

Standard Travel

This feature is not available in Standard Travel.

Section 17: Allow Form of Payment API Access – Corporate Ghost Cards



Refer to the *TripLink User Guide* for specific airline information on the Allow Form of Payment API Access setting.

Section 18: Non-Profiled Traveler (Guest)

How It Works

Professional Travel

The **Allow temporary credit cards for guest bookings** setting allows travelers who are not formally set up within the system to provide their own credit cards when booking travel.

The options are:

- The **Enforce BIN restrictions on temporary cards** setting allows the administrator to allow only certain credit card numbers to be passed through.
- The **Temporary cards for hotel only** setting will restrict the option of temporary cards for hotel purchases only.

Standard Travel

This feature is not available in Standard Travel.

Configuration Points to Consider

General:

- Agency invoice set up does not support Guest travel bookings. Concur Travel has a Solution Suggestion (SS-0000006342) opened on this issue.
- If a corporate ghost card has been configured as *required*, then the required settings will override.
- If a corporate ghost card has been configured as *allow*, then the guest traveler will have access to the corporate ghost card from the dropdown and have the ability to add a new card to use for the booking.

Arrangers:

- Arrangers will not have access to book for guests unless they have the guest booking permission whereby they will have access to all forms of payment attributed to them.

Configuration

Professional Travel

► To enable:

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. On the travel configuration page, locate the **Form of Payment Options** section.

User Custom Property for Default Corporate Credit Card

None selected

Allow users to choose a personal credit card even if they have a custom corporate card: ☐ For Air and Rail ☒ For Hotels

☒ Allow temporary credit cards for guest bookings ☐ Enforce BIN restrictions on temporary cards ☐ Temporary cards for hotel only

☐ Force users to choose a credit card

3. Select (enable) the **Allow temporary credit cards for guest bookings** check box.
4. Select the other options as desired.

Standard Travel

The temporary credit card option is not available in Standard Travel.

Section 19: Meetings

How It Works

Professional Travel

Corporate cards are available for use in Meetings. Note, however, that Meeting ghost card permissions assigned to Meeting groups for air, hotel, and car take precedence over the permissions assigned at the travel admin level for corporate ghost cards. In the event of rail or ground FOP, which do not have permissions in Meetings, the permissions will be pulled from the corporate ghost card settings in travel admin.

If the Meeting level permission (see below) set is *Do no display*, then settings from the corporate ghost cards section apply and may allow personal cards depending on if "require" or "allow" was selected for the corporate ghost card.

Standard Travel

Meetings are not available in Standard Travel.

Configuration Points to Consider

General:

- Meeting-level permissions override travel configuration and corporate ghost card permissions.

Booking for a non-profiled user (guest):

- If a travel booker (user with the Guest Booking permission) is booking for a guest, then they should have access to all designated corporate cards (if enabled), personal cards (if enabled), and be able to use temporary cards (if enabled).

Arrangers for profiled users:

- If arranging travel for another user, then the arranger should have access to the profiled user's corporate credit card, personal credit cards, and be allowed to add a temporary card if the **Allow temporary cards for guest bookings** option is enabled.

Configuration

Professional Travel

► **To enable:**

1. Create a ghost card as usual. Once a corporate ghost card has been created, it will be available to use within a meeting.
2. Click **Travel > Meeting Admin**.
3. When creating or editing the meeting, assign the ghost card.

The screenshot shows the Concur Meeting Admin interface. The top navigation bar includes 'CONCUR', 'Travel', 'Approvals', and 'Reporting'. Below this, a secondary navigation bar lists 'Travel', 'Arrangers', 'Trip Library', 'Templates', 'Meetings', 'Tools', 'Meeting Admin', and 'Concur XA'. The 'Meeting Admin' section is active, showing a sidebar with links like 'Meeting Overview', 'General', 'Meetings List', 'Attrition Credits', 'Attendees', 'Groups', 'Tracking', 'Event', 'Payment', 'Hotel Reservations', 'Travel', 'Air', 'Agency Settings', and 'Hotel'. The main content area is titled 'Group Meeting Creation' and contains an 'Add Group' form with fields for 'Group Name' and 'Group Description', and an 'Add' button. Below the form is a section titled 'Attendee Groups' with instructions on how to edit groups and a table listing existing groups.

Group Name	Group Description	Group Size	Travel Policy Rules Class	Matches
Default	Default Group	0	Use Meeting Default	ALL

Click the **Corp Cards** link to assign a corporate ghost card to the group for travel bookings as well as assign meeting level permissions, which will take precedence over corporate ghost card permissions.

Standard Travel

Concur Meeting is not available for Standard Travel.

Section 20: Which Settings Take Precedence?

- **If booking via Concur Meetings** (Professional Travel only), Concur Travel respects the settings for the meeting.
 - ♦ If there is a required ghost card that does not allow user override, then we show a message stating that the trip will be charged to the company card; we do not show a dropdown at all.
 - or –
 - ♦ If the configuration allows the user to override, then the Meeting ghost card is the default but we show the personal cards in the dropdown and allow users to bypass the ghost card, despite a personal default existing.
- **If GDS Air or SNCF**, Concur Travel checks the travel configuration (for Professional Travel) or Agency Settings step (for Standard Travel) to see if agency invoice is enabled. If so, we show a message stating that the trip will be billed to the agency; we do not show a dropdown at all.
- **If Cleartrip air or hotels**, we automatically show the message stating that the trip will be billed to the deposit account; we do not show a dropdown at all.
- **If Amex Direct** (Professional Travel only), check to see if V Payment is enabled. If so, it appears in the dropdown but other logic determines the default. The only caveat is that if no card is available in the user's profile and if no ghost card is assigned, then V Payment is the default.
- **If Guest Travel** (Standard and Professional travel) and if temporary cards are permitted (travel configuration setting) and if the user adds one, then when the page refreshes, the new card is defaulted.
- If the user clicks the link to add a new personal card, when the page refreshes, the new card should be defaulted.
- If the **Force users to choose a credit card** configuration setting is set (Professional Travel only), then no defaults should exist and "please choose a card" should be the text in the dropdown.
- If a ghost card is configured to **require**, we show a message stating that the trip will be charged to the company card; we do not show a dropdown at all.
- If there are multiple ghost cards, then we check the travel configuration setting User Custom Property for default Corporate Credit Card (Professional Travel only) and default based on this setting.
- If there are multiple ghost cards and the above travel configuration setting is not utilized, then default to the first one in the list.
- If the travel configuration setting (Professional Travel) or form of payment step (Standard Travel) is set to allow users to use a personal card even though they are assigned to a ghost card, we default to the ghost card but show the personal cards in the dropdown and allow users to bypass the ghost card despite a personal default set.
- If there is no default, then we show all and default to the first one in the list.

Section 21: Deletion of Recently Expired Credit Cards

SAP Concur allows customers to update recently expired credit cards within 90 days of the credit card expiry month. Travelers are notified of any expired credit cards upon logging into Concur Travel on the Homepage, where the card expiration date can be edited. Similarly, travelers can also update recently expired cards during the booking process.

Information for credit cards that have been expired for more than 90 days will be automatically removed and no longer editable. Additionally, any information related to expired credit cards will no longer be available from **Reports**.

