

Travel: Travelfusion / New Distribution Capability (NDC)

Travel Service Guide

Last Revised: April 21, 2023

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
April 21, 2023	Updated <i>Configuration</i> section, <i>Part 1: Professional and Standard Editions – TMC Agreement</i> and <i>Part 2: Professional and Standard Editions – Travelfusion B2B Credentials</i>
March 31, 2023	Update to TMC FAQ
March 17, 2023	Updated details of American Airlines NDC; replaced Farelogix references with Accelya.
February 15, 2023	Updated <i>Available Features</i> table under <i>Pre and Post-Ticket Exchange</i> field. Also, updated <i>FAQ For TMCs</i> .
February 9, 2023	Updated American Airlines topic in the <i>Part 1: Professional and Standard Editions – TMC Agreement</i> subsection of the <i>Configuration</i> section
January 27, 2022	Added information throughout document for American Airlines content.
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
April 13, 2021	Updated to include info about United; additional general updates throughout
May 14, 2020	Replaced and updated screenshot in <i>Configuration</i> section
February 14, 2020	Updated the copyright; no other changes; cover date not updated
November 4, 2019	Updated <i>Overview</i> , <i>Available Airlines</i> , and <i>FAQ (For Clients)</i> sections
October 21, 2019	Updated <i>Overview</i> , <i>Available Features</i> , and <i>Configuration</i> sections
September 27, 2019	Updated information about British Airways in various sections
September 20, 2019	Updated all sections in this document for General Availability
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 29, 2019	Added disclaimer that this is still in the Pilot phase
March 10, 2019	Updated the copyright; no other changes; cover date not updated

Travelfusion / New Distribution Capability (NDC)

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 and Standard Travel

This guide discusses both Professional and Standard Travel. In those cases where a feature applies to one but not the other, that difference is noted.

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.

Airlines typically offer their content through multiple distribution channels. While traditionally there was substantial content and fare parity between most full-service carrier direct distribution channels (for example, airline websites) and global distribution systems (GDSs), starting in 2015 some airlines began to charge fees referred to as Distribution Cost Charges (DCC) for all flights booked via the GDS.

To avoid the DCC, clients and TMCs need to book directly on airline websites or through alternative direct connect channels that the airline provides. Most recently, New Distribution Capability (NDC), the schema of direct API connectivity sponsored by IATA, has emerged as a useful way to make bookings without the DCC.

Beyond the DCC, airlines have also started to differentiate the content that is available via their NDC paths versus the traditional fares in the GDS channel. American Airlines, United Airlines, British Airways, and Lufthansa currently have fares available through modern retailing channels (airline direct or NDC-enabled) that cannot be accessed through third-party legacy technology channels such as GDS EDIFACT.

As part of SAP Concur's commitment to ensuring clients have access to all relevant content including NDC-sourced content, we are pleased to announce the Select Access program will now include an option for sourcing American Airlines, United Airlines, Lufthansa, and British Airways NDC content via Travelfusion.

Industry-wide efforts to develop NDC at-scale for use with business travel are in the early stages. As a result, it requires TMC and corporate flexibility to use NDC content in its current state via Travelfusion, while airline and GDS development efforts with NDC remain ongoing to fully meet end to end business travel needs.

! **IMPORTANT:** It is important to note that NDC is a schema – not a standard – meaning that each airline has its own approach to offer the content and functionality using the IATA-supported schema. This results in potential for each airline to uniquely influence the buying experience in different ways and offer content that that may not align to a standardized shop and book user experience.

Note the following:

- **American Airlines:** Agencies and booking tools will lose access to over 40% of fares available via third-party legacy technology channels (GDS EDIFACT path) beginning in April 2023. Concur Travel customers can access American Airlines' best available third-party public content via Travelfusion Select Access. Customers will have access to corporate discounts with benefits, where applicable, such as Priority Boarding and free Preferred Seats. Other offerings include ancillary products and enhanced offers such as Main Plus, and Main Select.
- **British Airways:** British Airways started to charge a DCC fee for GDS bookings in 2017, and in 2018, they began offering lower fares through direct channels than were available in the GDS. These lower fares are available only via the British Airways NDC path.
 - ◆ Information regarding the NDC programs including channel differentiation initiatives can be found online: www.BANDCInfo.com
- **Lufthansa Group (Lufthansa, Swiss, Austrian, and Brussels Airlines):** Effective October 9, 2018, Lufthansa Group (Lufthansa, Swiss, Austrian, and Brussels Airlines) removed its Light brand of economy fares and Business Saver business class fares from the three major GDSs.

- ◆ Information regarding the NDC programs including channel differentiation initiatives can be found online: <https://lhgroupairlines.com/ndc/>
- **United Airlines:** SAP Concur's connection to United Airlines' NDC APIs provides customers with an optimized booking experience including access to all content and fares available on United's website, as well as corporate negotiated discounts and ancillary service bundles in personalized offers to travelers.
 - ◆ Readers requesting more information can [email United](#) directly or submit a [United Airlines NDC Partner Request form](#).
- This document will be updated if additional airlines are moved to a General Availability status within the Concur Travel Select Access model for NDC-sourced content

These content changes, along with the DCC fees that are charged by several major airlines, are driving interest for some companies to explore booking via non-GDS channels, while work continues on completing necessary modifications to support the booking of NDC-sourced content via GDS connections.

This document describes the process of configuring and accessing NDC airline content in Concur Travel via our technology partner, Travelfusion, using SAP Concur's Select Access program.

It also highlights process challenges that have been identified with regards to ticketing, servicing of NDC bookings, and TMC mid- and back-office systems, so expectations can be correctly set for all participants, particularly Travel Management Companies (TMCs).

Participants in the Process

The following are involved in the process:

- **SAP Concur:** SAP Concur provides the Concur Travel online booking tool, which allows NDC-sourced bookings for supported carriers via SAP Concur's Select Access program for non-traditional content sources, including Travelfusion.
- **Travelfusion:** Travelfusion is the technology provider that aggregates content, including NDC, from multiple airlines into a normalized API structure with which Concur Travel is integrated.
- **Airlines:** Airlines provide their NDC content directly from their Passenger Service System (PSS) or other inventory and merchandising systems. Airlines may either develop their own API or use a licensed third party, such as Accelya.
- **Travel Management Companies (TMCs):** TMCs provide travel fulfillment and support services to travelers and they support Concur Travel instances and configurations for corporate customers.
- **Accelya:** Accelya provides NDC-compliant APIs to airlines supporting the functionality specified by IATA, for example, booking and ticketing. The

Accelya reservation tool, SPRK, allows TMCs to view and service NDC bookings made via Accelya.

- **Customers:** Customers are consumers of content via Concur Travel.

Available Airlines

The following airlines are now in a General Availability status for NDC-sourced content via Travelfusion Select Access in Concur Travel:

- American Airlines (AA)

NOTE: American Airlines codeshare partners are bookable via the American Airlines NDC API

- British Airways (BA)
- Lufthansa Group Airlines (LHG)
 - Lufthansa (LH)
 - Austrian Airlines (OS)
 - Swiss (LX)
 - Brussels Airlines (SN)

NOTE: All Lufthansa Group (LHG) codeshare partners are bookable via the LHG airlines Direct NDC API via LHG marketing flight number as well.

- United Airlines (UA)

NOTE: The following United codeshare partners are bookable via the United NDC API via United marketing flight numbers: All Nippon (NH), Air Canada (AC), and Lufthansa Group (LH, OS, SN, LX).

Available Features

As described above, specific airlines NDC content are available as options through Travelfusion in Concur Travel. The table below summarizes how Concur Travel currently supports this content via Travelfusion.

Supported Functions	Available	Remarks
Search by price	Yes	Search results appear with Travelfusion as the booking source.
Search by schedule	Yes	

Supported Functions	Available	Remarks
Book (Instant Ticketing)	Yes	<p>Once selected flights are booked, ticketing will occur immediately in the airline system or Accelya as part of the standard Travelfusion booking process.</p> <p>Passive PNRs will be created by Concur Travel unless that function is disabled in the travel configuration or is not supported between the airline and the GDS.</p> <p>NOTES:</p> <ul style="list-style-type: none"> • The creation of passive segments can be enabled or disabled for all Travelfusion content only. • At this time, offline changes will not be reflected in the itinerary in Concur Travel or in the passive PNR.
Cancel/Refund	Yes	<p>Post-ticket cancellation/refund (where supported).</p> <p>NOTE:</p> <ul style="list-style-type: none"> • This functionality has been disabled for American Airlines and British Airways content until further notice.
Pre- and Post-Ticket Exchange	Not via Concur Travel	<p>Upon request, TMCs receive access to the Accelya API user interface, SPRK, which supports modifications.</p> <p>Travelfusion also offers an alternative desktop tool (TfDesktop) that can modify bookings on all airlines, not just those using Accelya.</p> <p>Without SPRK or TfDesktop, travelers and TMCs may need to contact an airline directly for changes.</p> <p>For American Airlines:</p> <ul style="list-style-type: none"> • American Airlines' content is ticketed using the neutral (TMC) ticket stock. Upon signing of the <i>American NDC Connection Travel Agency Agreement</i>, TMC's will receive access to the Accelya API interface, SPRK. The agency is responsible for setting up any post-ticketing off-line workflow or related routines via Compleat. <p>For Lufthansa Group:</p> <ul style="list-style-type: none"> • Since LHG content is ticketed by the TMC, the agency is responsible for setting up an off-line workflow and/or ticketing automation. All bookings created by an IATA agent have to be fulfilled by the agent as well (ticketing, after ticketing services). The LHG DCSS (Direct Connect Service Support) is available for issues related to NDC bookings and Accelya SPRK issues only.

Supported Functions	Available	Remarks
Booking on hold	No	This is part of SAP Concur's product vision but not currently supported.
Paid Seat Reservation	Yes	Supported as ancillary capability when offered by airline.
Ancillaries	Yes	Based on supported functions by airline and integration by Travelfusion.
Mixed Airlines (for example, interline capability or one-way faring) in one PNR	No	This is part of SAP Concur's product vision but not currently supported. NOTE: It is possible for all four Lufthansa Group airlines (LH, OS, SN and LX) and their codeshare partner airlines to occur in one Travelfusion NDC reservation when booked under LHG marketing flight numbers. This is also possible with United codeshare partner flights booked via United's NDC connection. American Airlines offer codeshare partner flights booked via American's NDC connection.
Merged Content with GDS	No	Not supported at this time.
Bank Settlement Plan (BSP)	No	This is part of SAP Concur's product vision but not currently supported.
Frequent Flyer programs	Yes	Shop and book results will utilize the traveler's loyalty ID and reflect status depending on airline.
Supported FOPs	Credit Card only	CVV is required for British Airways. CVV is not required for American Airlines and Lufthansa.
Mobile Support	No	This is part of SAP Concur's product vision but not currently supported.



Refer to the configuration section in this guide.

Section 4: End-User Experience

Once NDC supported carriers are enabled, the content will appear in the search results.

NOTE: To provide travelers with the optimal user experience, SAP Concur prohibits mixing an airline's content from multiple sources/channels (for example, a GDS and Travelfusion). Customers who access NDC-sourced content in Concur Travel will receive all available fares/content from those carriers through Travelfusion.

Shop by Fares

FRANKFURT, GERMANY TO MUNICH, GERMANY
TUE, OCT 1 - FRI, OCT 4

Show as

[Show matrix](#) [Print / Email](#)

[Shop by Fares](#) [Shop by Schedule](#)

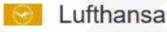
Flight/Train Number Sear Sorted By:

Displaying: 75 out of 107 results. [Previous](#) | [Page: 1 of 8](#) | [Next](#) | [All](#)

 Lufthansa	06:15a FRA → 07:10a MUC	Nonstop	55m	€164.78 <input type="button" value="View Fares"/>
	12:00p MUC → 01:00p FRA	Nonstop	1h 00m	
Show all details v				
 Lufthansa	06:15a FRA → 07:10a MUC	Nonstop	55m	€164.78 <input type="button" value="View Fares"/>
	01:00p MUC → 02:00p FRA	Nonstop	1h 00m	
Show all details v				
 Lufthansa	06:15a FRA → 07:10a MUC	Nonstop	55m	€164.78 <input type="button" value="View Fares"/>
	02:00p MUC → 03:00p FRA	Nonstop	1h 00m	
Show all details v				

Expanded View

When Fare Selection is Supported Directionally



06:15a FRA → 07:10a MUC Nonstop 55m €164.78

12:00p MUC → 01:00p FRA Nonstop 1h 00m [Hide Fares](#)

[Hide all details ^](#)

DEPART ✕ **Tue, Oct 1** – Frankfurt, Germany to Munich, Germany [Flight details v](#)

Fare Options Free Checked Bags

Light [View: Lufthansa](#) €103.60

Classic [View: Lufthansa](#) €123.70

Flex [View: Lufthansa](#) €163.89

RETURN ✕ **Fri, Oct 4** – Munich, Germany to Frankfurt, Germany [Flight details v](#)

Fare Options Free Checked Bags

Light [View: Lufthansa](#) €61.18

Classic [View: Lufthansa](#) €81.27

Flex [View: Lufthansa](#) €121.46

[Supplier Info / Fare Details](#) — Ticket is non-refundable [€164.78](#)

TravelFusion

When Fare Selection is Not Supported Directionally

American Airlines ¹

14:50 GCK → 21:55 ELP
⊙ 1 DFW
8h 05m

17:04 ELP → 22:55 GCK
1 DFW
4h 51m

¹ AA 3185 / AA 3154 operated by Skywest (Utah)

[Hide fares/details ^](#)

Main Cabin
\$498.79

[i](#) [Select](#)

Main Cabin Flexible
\$598.81

[i](#) [Select](#)

DEPART ✕ **Wed, 19 Apr** – Garden City, KS to El Paso, TX / 4h 43m layover in Dallas, TX [Flight details v](#)

RETURN ✕ **Thu, 20 Apr** – El Paso, TX to Garden City, KS / 1h 29m layover in Dallas, TX [Flight details v](#)

Fare Options	Free Checked Bags	Refundable	i	Price
Main Cabin Supplier Info	0	No	i	\$498.79
Main Cabin Flexible Supplier Info	0	Yes <small>Fees may apply</small>	i	\$598.81
Main Plus Supplier Info	0	No	i	\$610.81
Main Select Supplier Info	0	No	i	\$738.80

TravelFusion

Supplier Info

NOTE: The **Benefits & Services** link that is commonly utilized with GDS content is not supported at this time for content via TraveIfusion. Users needing additional information about the itinerary option need to click on **Supplier Info** link.

Supplier Info for Lufthansa

 Lufthansa

Passport Details

In order for passport details to be supplied to the airline, please make sure the following fields are submitted at once: DateOfBirth, Nationality, PassportExpiryDate, PassportCountryOfIssue, and PassportNumber.

Hold luggage allowance per adult for FRA-MUC

Allowance of 0 bags.

Hold luggage allowance per adult for MUC-FRA

Allowance of 0 bags.

FRA-MUC [APP]

ptc - adt tariff/rule - 528/xlg1 super/special apex fares w from/to area 2 for round trip fares for adult

FRA-MUC [WHO]

type: rule the provisions below apply only as follows - sale is restricted to specific agents. valid for adult. this fare is valid for a specified account code. contact carrier for details.

FRA-MUC [FLT]

type: rule the fare component must not be on one or more of the following any 2a flight operated by 2a any 9b flight operated by 9b. and the fare component must be on one or more of the following any lh flight operated by lh any lh flight operated by 2a any lh flight operated by 9b.

FRA-MUC [RES]

type: general-rule reservations are required for all sectors. when reservation is made at least 144 hours before departure

Flight Options

The screenshot displays a flight booking interface with the following elements:

- DEPART:** Tue, Oct 1 - Frankfurt, Germany to Munich, Germany. Includes a "Flight details" link.
- Fare Options:**
 - Light: €103.60 (Selected)
 - Classic: €123.70
 - Flex: €163.89
- RETURN:** (Partially visible)
- Fare Op:** (Partially visible)
- Light:** €61.18 (Selected)
- Classic:** €81.27
- Flex:** €121.46
- Total Price:** €164.78 (with a green checkmark icon)
- Supplier Info / Fare Details:** Ticket is non-refundable.
- TravelFusion** logo at the bottom left.

A modal window titled "Flight Options for Lufthansa" is overlaid on the interface. It contains the following text and form elements:

Flight Options for Lufthansa [Close icon]

Lufthansa

Please provide the following information that Lufthansa Group requires to complete a booking. You may leave optional fields blank, but when you do provide a response, please enter the information as accurately as possible to minimize any booking issues on Lufthansa Group.

Please Select Outward Luggage Option: (optional)

1 bags - 23Kg total - 13.00 GBP [Dropdown arrow]

Please Select Return Luggage Option: (optional)

1 bags - 23Kg total - 13.00 GBP [Dropdown arrow]

[Confirm button]

Review and Purchase: Instant Purchase Acknowledgement

The screenshot shows a "SELECT A METHOD OF PAYMENT" page with the following content:

SELECT A METHOD OF PAYMENT

How would you like to pay?

Please choose a credit card. [Dropdown arrow] [Add credit card]

* Indicates credit card is a company card

ACKNOWLEDGE INSTANT PURCHASE

You have selected an airline that requires that all reservations be paid for and ticketed immediately. You must select a credit card to use for payment.

Once you click **Purchase Flight and Continue**, the airline -- not your travel agency -- will

- receive your credit card information
- charge your credit card
- issue a ticket

Once you see your itinerary, you will not be able to cancel the trip through Concur, and any changes or refunds to the airfare will have to be processed through the airline.

When you click **Purchase Flight and Continue**, the selected credit card will be charged and the ticket will be issued immediately.

I understand and I wish to proceed.

⚠ This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

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

[Back] [Purchase Flight and Continue]

Seat Selection

https://www.concursolutions.com/twPopup/popup_seatmap.aspx 70%

Seat Map

Seat selection may incur a fee. See exact pricing per individual seat below.

Select Seat Close

20D Aisle seat, 10.00GBP

Lufthansa #92, Airbus Industrie A321, Frankfurt Intl Airport (FRA) - Munich Intl Airport (MUC)
 Seat assignment is subject to change up until time of departure

Available
 Occupied or Unavailable
 Selected
 Exit row
 No seating

Travelfusion Fare Summary

Trip Summary

Flights Reserved

Round Trip
 FRA - MUC
 Depart: Tue, 10/01/2019
 Return: Fri, 10/04/2019

Finalize Trip

Travelfusion Fare Summary

Attention: This fare will be purchased on the Lufthansa Group web site. Once you click Next, your credit card will be charged. You will have to contact Lufthansa Group (http://www.lufthansagroup.com) or your travel agency for service. Cancellations and changes will incur additional fees.

As this fare is provided directly by Lufthansa Group, some of the text coming from that web site shown on this page may not be translated.

Frankfurt Intl Airport, Frankfurt (DE) (FRA) to Munich Intl Airport, Munich (DE) (MUC)

Flight: **Lufthansa** Lufthansa (LH) Flight # 92
 Departure: Frankfurt Intl Airport, Frankfurt (DE) (FRA) 10/01/2019 at 06:15 am
 Arrival: Munich Intl Airport, Munich (DE) (MUC) 10/01/2019 at 07:10 am
 Carrier Class: Light

i Please read the Terms and Conditions below!

Munich Intl Airport, Munich (DE) (MUC) to Frankfurt Intl Airport, Frankfurt (DE) (FRA)

Flight: **Lufthansa** Lufthansa (LH) Flight # 105
 Departure: Munich Intl Airport, Munich (DE) (MUC) 10/04/2019 at 12:00 pm
 Arrival: Frankfurt Intl Airport, Frankfurt (DE) (FRA) 10/04/2019 at 01:00 pm
 Carrier Class: Light

i Please read the Terms and Conditions below!

WebFare Breakdown

Base Fare excluding taxes	EUR 148.26 (GBP 132.80)
Credit card surcharge	EUR 3.68 (GBP 3.30)
Luggage surcharge	EUR 29.03 (GBP 26.00)
Taxes	EUR 17.64 (GBP 15.8)
WebFare Total Price	EUR 198.61 (GBP 177.9)

Important Information from Lufthansa Group

- **Hold Luggage Allowance Per Adult For Fra-muc:** Allowance of 0 bags.
- **Hold Luggage Allowance Per Adult For Muc-fra:** Allowance of 0 bags.
- **Fare Rule[tra-muc]:** *Penalties: type: general-rule: cancellations any time ticket is non-refundable; waived for death of passenger or family member; note - waivers must be evidenced by death certificate; | refund permitted before departure in case of rejection of visa; embassy statement required; | refund rules apply per fare component; | when combining non-refundable fares with refundable fares- 1. the amount paid on each refundable fare component is refunded; 2. the amount paid on each non-refundable fare component will not be refunded; 3. when combining fares charge the sum of the cancellation penalties of all cancelled fare components; | refund for partly used ticket- if a return ticket shall be used for one way travel- the difference between the return fare and the applicable one way fare will/shall be calculated; the applicable one way is the one way fare within the same fare family and the same or higher rbd; any credit will be refunded less any applicable

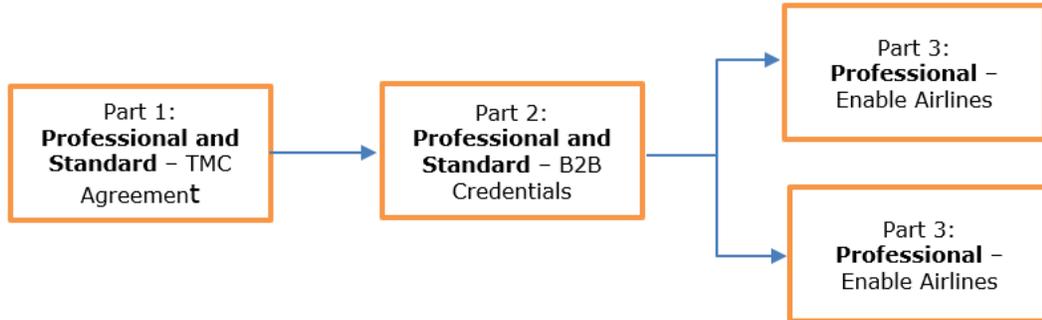
If you are certain you want to purchase this fare, click Next. Your credit card will be charged accordingly.

Start Over
<< Previous
Next >>

Section 5: Configuration

Overview

Complete these steps based on the edition of Concur Travel.



- Part 1: Professional and Standard Editions – TMC Agreement with Airline
- Part 2: Professional and Standard Editions – Travelfusion B2B Credentials
- Part 3a: Professional Edition – Enable Airlines
– or –
Part 3b: Standard Edition – Enable Airlines

Part 1: Professional and Standard Editions – TMC Agreement

TMCs who want to participate must complete required tasks.

American Airlines (AA)

TMCs and customers request credentials from Travelfusion, and provide the following information to Travelfusion and American:

1. The agency should send an email to accounts@travelfusion.com, carbon copied (cc) to NDC@aa.com.
2. The subject line of the email should read "AA NDC Credentials for Concur Select Access via Neutral Stock".
3. The email should provide the agency's information as listed, per request of American Airlines. Note that American Airlines may also have a form available for customers to provide the same information in a document format, rather than email text.
 - ◆ Agency
 - ◆ Owner
 - ◆ Contact email
 - ◆ Address

- ◆ IATA/ARC Member (if Yes provide IATA/ARC#)
 - ◆ City Code
 - ◆ Country
 - ◆ Currency
 - ◆ Ticketing/Reporting: ARC/BSP neutral stock
 - ◆ API Usage Estimates:
 - ◆ Daily RQ
 - ◆ Daily Bookings
 - ◆ Peak RQ/minute
4. Travelfusion will submit a request to American Airlines in ADO with the above details.
 5. An American NDC team member will review the ADO request to validate the agency's name, city code, country, and currency per ARC/IATA, along with ticketing authority, and authorized form of payment (FOP).
 6. An American NDC team member will email the "American NDC Connection Travel Agency Agreement" via DocuSign to the agency.
 7. After the DocuSign is completed, the American NDC team member will approve the ADO request for Accelya to process credentials. Please allow 3-4 business days for Accelya to process the agency credentials and share the new PCC.
 8. Accelya will send an email with the credentials and new NDC PCC to Travelfusion. Travelfusion will send the credentials on to the Agency: AgentIATANumber, AgentIdentifier (the new NDC PCC), AgentLogin and AgentPassword. These must be added to Concur Travel to access American Airlines' NDC content.

British Airways (BA)

TMCs must request credentials from British Airways.

For information about British Airways NDC and the registration process, refer to <https://ndc.ba.com>.

Lufthansa Group (LHG)

To access LHG, TMCs must set up a PCC in Accelya. Accelya provides credentials to the TMC.

To complete the registration process, please contact your Lufthansa Group Account Manager.

For information about Lufthansa NDC, or if you do not have a Lufthansa Group Account Manager, please visit the Lufthansa Group NDC Partner Program website

and complete the Direct NDC API enquiry, requesting a Travelfusion PCC for SAP Concur. Your request can only be processed if you provide your IATA number.

United Airlines (UA)

To access UA, TMCs must set up a PCC in Accelya. Accelya provides credentials to the TMC.

To register, please contact your United Airlines Account Manager, or visit the United Airlines website and complete the United Airlines NDC Partner Request form.

Part 2: Professional and Standard Editions – Travelfusion B2B Credentials

Once SAP Concur has made the NDC airline visible within the Administrative controls, they must be set up as Travelfusion B2B carriers by the Administrator. It is mandatory to enter credentials to receive content.

▶ To configure Travelfusion B2B carriers:

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

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

2. In the **Company-Specific** section of the left menu, click **Manage Travelfusion Login Credentials**.
3. Complete the fields with the information received while completing the TMC Agreements step.

For American Airlines:

American Airlines					
Agent IATA Number	Agent Login	Agent Password	Agent Identifier	Corporate Fare Code	Corporate Identifier
<input type="text"/>					

Corporate Fare Code and Corporate Identifier are required if a customer has corporate negotiated discounts. Corporate Fare Code is the SNAP code or account code. The Corporate Identifier is the corporate CART number.

For British Airways: The only mandatory field is Agent IATA number. However, Corporate Fare Code is also required if a customer has negotiated discounts and wants to receive credit for the booking. A valid agent email address, while not required, allows British Airways to send notifications regarding changes, cancellations, etc. to the TMC. Agent Login is simply the Agency name and can be free text.

<input checked="" type="checkbox"/> British Airways			
Agent IATA Number	Agent Login	Agent Email Address	Corporate Fare Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

For the **Lufthansa Group**: The **Discount Code** field is optional; all other fields are mandatory.

Lufthansa Group (not available in Sabre)					
Agent IATA Number	Agent PCC	Agent Login	Agent Password	Discount Code	CLID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

For **United Airlines**: The Corporate Fare Code field is optional; all other fields are mandatory.

United Airlines					
Agent IATA Number	Agent PCC	Agent Login	Agent Password	Corporate Fare Code	Comma separated list of 2 bundles (e.g B01,B23)
<input type="text"/>					

Part 3a: Professional Edition – Enable Airlines

▶ *To enable the NDC carriers:*

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 **Travel Admin**.
3. Click the **Travelfusion Suppliers** tab.

4. Select the check box of each desired carrier.

Travelfusion Suppliers

Travel Policy | Policy Violation Reasons | **Travelfusion Suppliers** | Vendor PnD Admin | Travel Vendor Exclusions | Custom Text | Regional Hotel Rates | Travel Alternatives

Choose which Travelfusion suppliers' fares will be displayed.

Travel Configuration
Vancouver (Worldspan)

Travelfusion Suppliers
* B2B Credentials have to be set by your travel administrator, otherwise B2B Carriers will not be activated

- AirAsia India (TP Merchant)
- Air Canada (B2B)
- Air India
- Air New Zealand
- Air North
- Alaska Airlines
- American Airlines
- All Nippon Airways
- Aurigny Air Services Ltd
- Avianca
- Azul (B2B)
- BlueAir
- BlueIslands
- Btu-Express
- British Airways

Check All (non-B2B) | Clear All

Apply settings to:

- This travel configuration only
- All travel configurations
- This configuration and the following travel configurations

Travel Configs

- Travelfusion
- S-Sales Before
- Cleartrip
- SIA
- Lufthansa Group
- S-Sales Amadeus Test
- RaymondGolive Test
- Hertz Amadeus Test
- Hertz Soline Test
- Hertz DC Test

Save Settings

Part 3b: Standard Edition – Enable Airlines

► To enable:

1. Click **Administration > Travel Setup** to access the Travel Setup Wizard.
2. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
3. Click the **Travelfusion Suppliers** tab.

Please select the travel configuration you want to update.

ConcurETStandard (US)

Select the suppliers you wish to see return web fare results. If you choose a B2B supplier, you will need to work with your fulfillment TMC or Concur to add the agency/customer credentials.

Discounts | Hotel Import/Export | Direct Connect | Visa / Passport Services | **Travelfusion Suppliers** | Government Rates

Travelfusion Suppliers

* B2B Credentials have to be set by your travel administrator, otherwise B2B Carriers will not be activated

- aerarannb2b
- Aer Lingus
- Aer Lingus (B2B)
- airarabia
- AirArabiaEgypt
- AirArabiaMaroc
- airbagan
- airBaltic
- Air Berlin
- Air Berlin (B2B)

Check All (Non-B2B) Clear All

Save Settings

4. Select the desired travel configuration.
5. Select the desired suppliers.

Section 6: General Travelfusion settings

Aside from the specific airline enablement covered in this document, there are Travelfusion administrative options/settings, which are important to address. These include:

1. Inhibiting the airline content from the GDS
2. PNR Finishing
3. Application of Travel Policy rules



For more details concerning these processes, see the *Travelfusion Direct Connect Travel Services Guide*, as well as the *Approvals, Rules, and Classes/Policies Travel Services Guide*.

Section 7: FAQ

For TMCs

Q. Is Lufthansa NDC available for Sabre clients?

A. Testing results demonstrate that Lufthansa may delete passive segments that are written to Sabre for Lufthansa NDC-sourced content. TMCs need to account for the lack of passive segments in Sabre for Lufthansa NDC bookings when considering whether to enable Lufthansa NDC on behalf of Sabre clients.

Q. Can I activate the Travelfusion supplier connection (for example, British Airways) to only access the content that is not available via the GDS?

A. No. Activating the NDC connection will result in it being the booking channel for 100% of the content for that airline.

NOTE: TMCs and clients must choose whether to present airline NDC content via Travelfusion in Concur Travel or retain GDS-based content. Sourcing a single airline's content from both GDS and Travelfusion creates a confusing user experience and is therefore not allowed for NDC content connection. Please note that all available fares from the airline are provided through the Travelfusion Select Access service.

Q. Is there an incremental cost for NDC-sourced content?

A. SAP Concur will charge the same Select Access Fee as all other Travelfusion content. Depending on the GDS used, other fees such as the Sabre Convenience Fee, or an Amadeus Technology Fee may apply.

The GDS may also charge fees to the airline if passive segments are created from NDC bookings, which may be re-billed as debit memos, and/or additional fees for managing non-GDS bookings. TMCs should discuss related fees with their GDS representatives.

TMCs need to determine whether there might be additional costs from either the airline or GDS partners.

Q. How are these transactions ticketed?

A. TMCs are responsible for working with Travelfusion, Accelya, and/or airlines regarding ticketing. With NDC, ticketing is generally done by the airline.

For **American Airlines**, the tickets are issued on the TMC's neutral ticket stock.

British Airways issues tickets and gives control of the NDC order to the TMC. TMCs can contact British Airways to learn more about ticketing options.

For **Lufthansa Group**, TMC ticketing and reporting via BSP/ARC is utilized.

United Airlines issues tickets.

Q. How can a TMC service an NDC booking?

A. The ACCELYA SPRK (Accelya) tool and the Travelfusion TFDesktop tool offer servicing capabilities to TMCs. TMCs may also be able to service customer bookings by contacting the relevant airline online or by phone. Check with the TMC and each airline regarding servicing options.

Q. Will a passive segment be created automatically for NDC bookings?

A. TMCs can control whether passive segments are created for Travelfusion bookings with one exception.

NOTE: The passive segment creation setting should never be disabled for Sabre clients.

Passive segments can only be ON or OFF for all Travelfusion content; this setting cannot vary by airline. If creation of passive segments is disabled, it will be disabled for all air bookings transacted via Travelfusion including LCCs.

NOTE: There may also be airline limitations that prevent passive segments from being created and/or costs charged by the GDS partner or carrier for use of passive segments. Those are important issues to be resolved between the TMC, GDS, and airline. Concur Travel can only attempt to create a passive segment based on your selected configuration.

Q. What about other processes like back-office feeds, quality control checks, approval processes, etc.?

A. TMCs that do not elect to create passive segments from NDC bookings must find an alternative method for supporting these processes. TMCs may contact Travelfusion, who may be able to provide additional information needed to support passive PNRs. Accelya also provides data for backoffice feeds via MIR Accelya.

Q. Is there an Electronic Miscellaneous Document with the Ancillary purchase items?

A. Concur Travel provides the Ancillary name and Ancillary amount in the PNR Finishing. Provision for an EMD resides with the airline. TMCs should work with the specific airline and/or Travelfusion to acquire EMD as applicable.

Q. How does data flow to third-party partners like Yapta or ISOS?

A. Itinerary flow beyond the booking is outside the visibility of SAP Concur and is something that TMCs must operationally map out.

Q. Will Concur Travel display AA NDC (Modern Retailing) flight options that are visible to my agents on their GDS Desktop?

A. American Airlines plans to provide all of its publicly available fare content in ATPCO beginning in April 2023. However, some content will be unavailable for ticketing. SAP Concur has confirmed with Travelport, Amadeus, and Sabre that American's modern retailing (NDC) fares will be filtered from GDS shopping responses through EDIFACT (ATPCO path) by applying ATPCO Category 15 - Sales Restrictions at the time of shopping. Customers that have not enabled American Airlines NDC content via SAP Concur **Select Access** can expect that only American Airlines' available for ticketing fares will display in Concur Travel via any GDS. Customers that have enabled **Select Access** will be able to shop and book all American Airlines content .

For Customers

Q. Why do we want to access NDC-sourced content instead of the GDS content in Concur Travel?

A. The NDC path may offer a better range of products and potentially lower fares. However, there are complexities, functional considerations, and incremental costs associated with NDC that should be evaluated with your TMC and thoroughly understood before making changes. Some airlines are choosing to distribute select inventory in the NDC channel exclusively; SAP Concur makes airline content available via the Select Access program using Travelfusion for customers who want it.

Q. Can I activate the NDC connection to only access certain kinds of fares (e.g. Basic Economy, Light, Business Saver type fares)?

A. No, activating the NDC content connections in Concur Travel means the NDC channel will be the sole source for all content for that airline. Customers must choose whether to present content via Travelfusion (and exclude it from GDS searches) in Concur Travel or to retain GDS-based content.

It is prohibited to utilize both GDS and NDC/Travelfusion content for a carrier in a shopping search and response because it creates a confusing user experience for travelers by repeating flight options.

Q. Are there incremental costs to NDC?

A. SAP Concur will charge the same Select Access Fee that we charge for all Travelfusion content. There also may be incremental charges from the GDS used by your TMC or from the airline, if your TMC brings NDC bookings back into the GDS. Clients should work directly with their TMCs to confirm these costs.

Please connect with your TMC as it is likely that you will need an additional process to connect these bookings to these partners.

Q. Are my partners (for example, ISOS) affected by this change or will they receive the booking like they do today?

A. Please connect with your TMC to understand the impact, if any. Additionally, for ISOS specifically, please contact your ISOS representative who can provide additional guidance.

Q. How long does it take to activate the NDC source?

A. From a Concur Travel standpoint, the change from GDS to NDC content for one or more airlines happens once credentials and configuration settings are adjusted within Concur Travel. However, the largest impact is on your TMC, which may need time to develop a process for supporting ticketing processes and data related to these transactions. Please work closely with your TMC as making a change without coordinating with your TMC can result in tickets not being issued or additional service fees.

Q. How is the reservation ticketed and tracked?

A. Ticketing and support must be managed by your TMC or by the airline; please connect with your TMC and/or your airline representative to understand the process.

Q. How does my traveler get support?

A. Travelers will be able to log into Concur Travel to view the reservations, and in some cases cancel, as applicable. Changes to reservations are not available in Concur Travel. Your TMC is in the best position to articulate the additional support they can provide when travelers call the TMC.

Q. How will content via NDC work with a pre-trip approval process?

A. Please connect with your TMC as they have the best visibility if there is any impact to your current process.

Q. Does use of NDC-sourced content affect my TMC reporting?

A. Please discuss with your TMC to understand the implications, if any.

Q. Do I have to change my policies, etc.?

A. Your TMC is the best contact to consult with you on changes to policy you may want to consider.

Q. Will NDC support negotiated fare programs?

A. Most likely, but it depends on the specifics of the client, program, and the airline.

Q. Can seats be purchased in Concur Travel?

A. Generally, yes, but it depends on the airline, their particular APIs, and their product offering, along with the ability to support it Concur Travel via Travelfusion since each airline NDC API is equivalent to a direct connect.

Q. Can baggage fees be paid for in Concur Travel?

A: It depends on how the airline API setup flows into Concur Travel. In most cases the answer is "no" but there may be exceptions to this depending on the airline.

Q. Are change, and cancel capabilities supported with NDC content in Concur Travel?

A. There is not an online change/exchange capability. As for cancel capability, it depends on how the airline API flows into Concur Travel and the client settings. Generally, this capability is best supported with assistance from the travel agency and/or the airline, and for that reason, the cancel capability in the OBT is most commonly disabled for NDC content.

Q. Will I have access to all the "perks" my status gives me?

A. Concur will pass loyalty information for the airline to utilize in determining what Offers it provides to the traveler.

Q. Will Concur Travel show multiple fare options?

A. SAP Concur will utilize the NDC Offers provided by the airline API in conjunction with the policy that is applied to the fare products as specified by customer policy settings.

Q. Is Travelfusion owned by a Chinese company?

A: Travelfusion is a trusted UK-based supplier that has partnered with Concur since 2005 to bring content into Concur Travel from suppliers who do not participate in the GDS, or who have limited content in the GDS. The company offers access to airline NDC API's which is emerging as an essential distribution channel for a growing number of airlines. Travelfusion is one of several non-GDS content sources that SAP Concur makes available to customers via our 'Select Access' program.

In January 2015, it was announced that Ctrip.com International, Ltd. a travel service provider of accommodation reservation, transportation ticketing, packaged tours, and corporate travel management based in China, purchased a majority stake in Travelfusion. While Ctrip is a majority shareholder of Travelfusion, all operations are maintained in London, and the only data center to which Travelfusion connects is in London.

In accordance with SAP's Data Privacy requirements, Travelfusion signed an SAP Third Party Security Agreement (TPSA).

Airline-Specific FAQs

American Airlines NDC

Q. What is happening with American Airlines and their content?

A. On December 5, 2022, American Airlines alerted the corporate travel ecosystem they need to be connected to the carrier's New Distribution Capability (NDC) technology by April 2023 to ensure access to its full range of third-party public channel content.

Q. What is the impact of this change to customers and TMC partners?

A. Starting in April 2023, customers will retain access to all available third-party public channel content when shopping via modern retailing channels (AA.com or through NDC-enabled channels). A significant amount of existing content will become exclusively accessible to travel retailers and Online Booking Tools (OBTs) in modern retailing channels powered by NDC technology – this content will no longer be available via third-party legacy technology (EDIFACT) channels. To ensure continued access to all available third-party public channel content, SAP Concur and TMC partners will need to be connected to American's NDC technology.

Q. How will SAP Concur customers access American Airlines "modern retailing channels" (AA.com or through NDC-enabled channels)?

A. SAP Concur established a connection to American's NDC API through the Concur Select Access program using Travelfusion in 2022 and support customers who need immediate access to content unavailable in legacy channels (GDS EDIFACT). Customers are able to shop, book, select paid or unpaid seats, and pay by credit card - all in Concur Travel with the standard user interface and support for travel policies. The Concur Select Access connection supports neutral (TMC) ticketing and ARC settlement.

Q. Why is American Airlines making this change?

A. American Airlines is focused on modernizing our indirect customer shopping experience by supporting modern retailing through NDC technology. Benefits to adopting modern retailing with American include:

- Improved booking experiences offering enriched content with more descriptive information on offer attributes (e.g., fares, offers and ancillaries).
- Centralized access to American's comprehensive seat map allowing travelers to book and select Preferred and Main Cabin Extra seats at the time of shopping for a more seamless, convenient retailing experience.
- Access to all available third-party public channel content including Enhanced offers (e.g., Main Select, Main Plus, Flagship[®] Business Plus[™]), ancillary products and the lowest fares in these channels.

- Simplified shopping experiences enabling access to their content in one place (e.g., fares, offers and ancillaries) – enhancing the retail experience.

Q. Is SAP Concur utilizing GDS NDC to acquire American Airlines NDC Content?

A. American has completed the NDC API integrations with Amadeus and Travelport, and will with Sabre, launching in April 2023. This NDC channel is commonly referred to as, GDS NDC. Concur Travel’s goal is to incorporate GDS NDC content into the new Concur Travel experience with an MVP that meets our customer requirements. Today, the American and Sabre minimum viable product (MVP) does not meet our customers’ needs. The biggest areas of concern at this point are the limited capabilities to ‘service’ bookings (ex. Exchange NDC tickets), or to track unused tickets.

Q. Will Concur Travel be ready to support American Airlines via GDS NDC in April 2023?

A. No, the GDS NDC time frame was established by American without knowing the level of effort or detailed functionality required by other parties to make American GDS NDC usable specifically for managed corporate travel at-scale in Concur Travel. This applies for Sabre, Amadeus, and Travelport.

Q. Will American remove the same content from all GDS EDIFACT paths?

A. Please refer to American’s modern retailing content implementation guide to review the content categories available via modern retailing channels and legacy channels.

Q. What is the impact to American Airlines code share partners like British Airways?

A. Fare content is not being removed from the GDS on transatlantic routes that use American Airlines’ planes.

Q. Has SAP Concur started a Sabre NDC test connection?

A. Yes, we have a connection to Sabre’s NDC API and have been analyzing the API functionality.

Q. Is Concur Travel testing the Sabre NDC API for American Airlines content?

A. SAP Concur is testing the NDC API with American content as part of the evolution of Concur Travel platform and its new air booking experience.

Q. If my company allows travelers to book directly on the AA.com website via Concur TripLink, will they have access to all content after American Airlines makes its change?

A. Yes. Concur TripLink customers will have access to American-owned content that is available via TripLink bookings on aa.com.

Q. When American Airlines is ticketed through Select Access using neutral ticket stock (TMC ticketing), will the ticket go through ARC settlement?

A. Yes, when the NDC order is fulfilled using neutral (TMC) ticketing, the ticket will go through ARC. Not all airlines support this approach in NDC.

