

Travel: Offline Policy Capture

Travel Service Guide

Last Revised: July 18, 2023

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers
- Standard edition
 - TMC Partners
 - Direct Customers

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Offline Policy Capture

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

Features in this guide may apply to Professional, Standard, or both. The applicable editions are listed in the specific feature information.

Section 3: Overview – General

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.

Concur Travel supports the ability to capture travel policy details, such as Violation Reason Codes and Comparison Fare, for offline (agent-booked) trips. To facilitate this process, the fulfillment TMC **must** provide the required information in the specified format, as detailed in the configuration information for each feature.

User/Customer Benefit

Many customers have reporting requirements around specific travel costs. This data can also be useful for Expense approvers once a trip has been completed and expenses are submitted for reimbursement. By collecting this information in Concur Travel, SAP Concur can ultimately ensure that flight cost information in Concur reports and/or Concur Expense is available for bookings made on Concur Travel, as well as for bookings made via phone or email with a travel consultant (offline).

NOTE: Full integration of this data across all products will be available in future releases.

GDSs

These features apply to Sabre, Apollo, Worldspan, Galileo, and Amadeus.

Section 4: Violation Reason Codes

End-User Experience

There is no end-user impact within Travel; however, once all development work is complete, related expense entries and Intelligence reports will be able to reflect this information for offline bookings.

Expense users and approvers may see this information on Concur Expense entries that are linked to the travel reservations:

The screenshot shows a travel expense report interface. At the top, it displays "Expense Source" with "American Airlines | May 17, 2019 | \$235.30". Below this is a table with columns "Source", "Vendor", "Date", and "Amount", showing a single row for "Reservation" from "American Airlines" on "05/17/2019" with an amount of "\$235.30". A section titled "Trip from Atlanta to Dallas" includes a link "View Full Itinerary". The "Trip Description:" is listed as "Reason Code: L1-2173488" and the "Trip Date" is "07/20/2019 - 07/20/2019". A yellow arrow points to the reason code. To the right, it says "Comparison Fare: \$161.30". Below this is a section titled "FLIGHT INFORMATION" with flight details: Carrier Code AA, Flight Number 2770, Departure Date 07/20/2019 6:25 AM; Departure City ATL, Arrival City DFW, Ticket Number 0017339052779. A "Close" button is at the bottom right.

The viewer may click **[View Full Itinerary](#)** to see the full text of the violation reasons on the itinerary.

NOTE: As the violation reason code (not description) is shown in expense reports, the creation of reason codes should take this into account. The full 10 characters of the code may be employed to make these codes more meaningful to the viewer.

Configuration for Professional Travel

The following steps are required to capture violation reason code(s).

Policy Violation Reasons

! IMPORTANT: Please review the policy violation reason codes with your fulfillment TMC. To facilitate the Expense approval process, you may consider updating the policy violation codes to be more descriptive, using the 10-character limit. For example, instead of CP for carrier preference, change to PREFCARR.

► ***To review/update reason codes:***

1. Click **Administration > Travel Admin.**

2. Click the **Policy Violation Reasons** tab.
3. Confirm that all necessary reason codes, descriptions, and types are completed (and cloned, if applicable) **for all travel configurations**.

Policy Violation Reasons			
Travel Policy Policy Violation Reasons Travelfusion Suppliers Vendor FOLD Admin Travel Vendor Exclusions Custom Text Regional Hotel Rates Travel Alternatives			
Travel Configuration Amadeus			
+ Add New Policy Violation Reason			
	Code	Description	Show Deactivated Reasons
Edit	YL	Accepted lowest possible fare	Type G - General
Edit	YR	Declined lowest fare due to penalty or restrictions	Type A - Air
Edit	YU	Declined lowest rate due to car type	Type C - Car
Edit	HP	No Preferred Hotel In Location	Type H - Hotel
Edit	HH	No hotel needed - staying with friends	Type I - Itinerary

Travel Rule Builder

Confirm that each travel rule and corresponding Violation Code are unique (and cloned, if applicable) for all rule classes.

If different rule classes require different default values, separate rules should be created in Travel Rule Builder.

Example: Assume that the default travel rule class utilizes a lowest logical fare threshold of \$200, but the VIP travel rule class utilizes a lowest logical fare threshold of \$500. In this case, two separate rules should be built:

Travel Rule Template View

Rule Name Violation Code

All of the checked conditions are true Any of the checked conditions are true

Flight Number [condition] [FlightNumber]
 Flight Number is in the list of [FlightNumber]
 Air Fare is [condition] [currency][money]
 Air Fare is [condition] the Calculated Price-to-Beat
 Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
 Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
 Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
 Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
 Air Base Fare is [condition] [currency][money]
 One or more fare basis codes contain [FareBasisText]
 One or more fare basis codes do not contain [FareBasisText]
 Any leg departure City is [CityCodeList]
 Any leg departure City is not [CityCodeList]
 Any leg arrival City is [CityCodeList]
 Any leg arrival City is not [CityCodeList]
 First leg departure City is [CityCodeList]

Default

You may provide default values where you wish. These default values may be overridden wherever this rule template is used.

Air Fare is the least cost logical airfare plus

Travel Rule Template View

Rule Name Violation Code

All of the checked conditions are true Any of the checked conditions are true

Flight Number [condition] [FlightNumber]
 Flight Number is in the list of [FlightNumber]
 Air Fare is [condition] [currency][money]
 Air Fare is [condition] the Calculated Price-to-Beat
 Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
 Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
 Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
 Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
 Air Base Fare is [condition] [currency][money]
 One or more fare basis codes contain [FareBasisText]
 One or more fare basis codes do not contain [FareBasisText]
 Any leg departure City is [CityCodeList]
 Any leg departure City is not [CityCodeList]
 Any leg arrival City is [CityCodeList]
 Any leg arrival City is not [CityCodeList]
 First leg departure City is [CityCodeList]

Default

You may provide default values where you wish. These default values may be overridden wherever this rule template is used.

Air Fare is the least cost logical airfare plus

► ***Review existing rules:***

1. Click **Administration > Travel Admin**.
2. On the **Policy Violation Reasons** tab, review the rules for each policy.

► ***Use Travel Rule Builder to create new rules:***

1. Click **Administration > Travel Admin**.
2. Click **Travel Rule Builder** in the left menu.
3. Create the required rules to ensure that each travel rule and corresponding Violation Code are unique.

GDS Formatting

The following section details the format requirements that enable Concur Travel to read and import the data.

! **IMPORTANT:** This functionality requires the use of the Concur Travel reporting module (TBF/GIDS feed for Apollo or Galileo or Report queue for all other GDS). Please consult with your TMC to determine if your travel configurations have reporting enabled.

► ***To provide the Violation Reason Code(s):***

REMARK TYPE

GDS	Remark Type (Format)
Sabre	Invoice Remark (5.)
Apollo	Ticket Remark (T-)
Galileo	General Remark (NP.)
Worldspan	Invoice Remark (IR-)
Amadeus	General Remark (RM)

REMARK PREFIX

The prefix can be whatever the TMC prefers.

REMARK FORMAT: AIR, RAIL, CAR, AND HOTEL

The format below must come after the prefix and be in the exact format noted. The format applies to all GDS.

CB/RULE/{SegmentType}/{VendorConfirmationNumber}-{ViolationCode}-{ReasonCode}

Example: **CB/RULE/TRANSPORTATION/LMNOPQ-LLF-YY**

Example: **CB/RULE/HOTEL/ABCDEF-PREFERRED-BB**

Note the following:

- For Reason Code documentation, SAP Concur requires the vendor's confirmation number; this allows SAP Concur to know which segment has violated a rule in the event there are multiple segments of the same type in one GDS PNR (for example, two hotels in one reservation, but only one hotel is out of policy).

NOTE: Ticket numbers are not supported in violation remarks; vendor confirmation number must be used. If there are multiple confirmation numbers in the reservation, a remark should be created for each confirmation number.

- Only one remark per confirmation number should be in the GDS PNR at any given time. ***Multiple remarks referencing the same confirmation number may cause data inconsistencies.***
- {Segment Type} can be one of TRANSPORTATION, CAR, or HOTEL. TRANSPORTATION encompasses both Air and Rail segment types.
- The Violation Code can be found in the Travel Rule Builder. For the purposes of documentation, the Violation Code is the rule part identifier SAP Concur uses to match the reason code to the correct rule.

In this example, the rule highlighted is the LLF rule and the one for which the customer wishes to capture reason codes for offline bookings.

Flight (Edit) <ul style="list-style-type: none">• Marketing airline is in Delta and Fare uses class of service E - Show, but Do Not Allow• Marketing airline is in American Airlines and Fare uses class of service B - Show, but Do Not Allow• Marketing airline is in United and Fare uses class of service N - Show, but Do Not Allow• Any flight not within the country Canada, United States of America - Hide Results• Air Fare is greater than the least cost logical airfare plus 200.00 dollars - Log For Reports• Any flight is in country Cuba - Hide Results• Any leg arrival City is : Anapa Arpt, Anapa (RU); Gelendzik, Gelendzhik (RU); Simferopol Arr

The corresponding Violation Code in the Travel Rule Builder is called LLF.

Travel Rule Template View

Rule Name LLF	Violation Code LLF
<input checked="" type="radio"/> All of the checked conditions are true <input type="radio"/> Any of the checked conditions are true	
<input type="checkbox"/> Flight Number [condition] [FlightNumber] <input type="checkbox"/> Flight Number is in the list of [FlightNumber] <input type="checkbox"/> Air Fare is [condition] [currency][money] <input type="checkbox"/> Air Fare is [condition] the Calculated Price-to-Seat <input checked="" type="checkbox"/> Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent] <input type="checkbox"/> Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare <input type="checkbox"/> Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare <input type="checkbox"/> Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference] <input type="checkbox"/> Air Base Fare is [condition] [currency][money] <input type="checkbox"/> One or more fare basis codes contain [FareBasisText] <input type="checkbox"/> One or more fare basis codes do not contain [FareBasisText] <input type="checkbox"/> Any leg departure City is [CityCodeList] <input type="checkbox"/> Any leg departure City is not [CityCodeList] <input type="checkbox"/> Any leg arrival City is [CityCodeList] <input type="checkbox"/> Any leg arrival City is not [CityCodeList] <input type="checkbox"/> First leg departure City is [CityCodeList]	
Default	
You may provide default values where you wish. These default values may be overridden wherever this rule template is used.	
Air Fare is greater than ▾ the least cost logical airfare plus 200 ? dollars ▾	

The Rule Violation Code must be unique. Best practice is to use the same name in the Rule Name and Violation Code in Travel Rule Builder to ensure they are unique from any other rule.

Default values should be defined in Travel Rule Builder (shown above); not in Travel Admin, where rules are activated for rule classes. This should help administrators and agency fulfillment partners ensure rule parts are not reused incorrectly.

- The reason code provided in the remark must match what is loaded within Concur Travel (**Policy Violation Reasons** tab in Travel Admin). Meaning, if "YY" means "declined due to carrier preference" in Concur Travel, then it should mean the same thing for the offline calculation.

REMARK FORMAT: ITINERARY

The format below must come after the prefix and be in the exact format noted. The format applies to all GDS.

Format: CB/RULE/ITIN/{RuleViolationCode}-{ReasonCode}

Example: CB/RULE/ITIN/NO HHL-HH

All requirements noted in the previous section apply, except that there is no requirement to provide a vendor confirmation for itinerary rules, as this format is capturing violation information on the itinerary level, and not at the segment level.

Configuration for Standard Travel

► **To add a new violation reason:**

1. Click **Administration > Travel Settings**.
2. In the Travel Setup Wizard, click the **Policy Violation Codes** setup step.
3. On the **Policy Violation Reasons** tab, select the desired policy.

POLICY VIOLATION CODES

This step allows you to define out-of-policy violation options. These will display to the user if the user chooses an option that violates your travel policy.

Travel Policy
Travel Rules
Configurable Messaging
Custom Text
Organization Units
Policy Violation Codes (highlighted)
Company Locations
Form of Payment
Discounts and Travel Content
Custom Trip Fields
Custom Profile Fields
Unused Tickets
Site Customization

Please select the travel configuration you want to update.
StandardSept22 (US)

To add a new violation code, click Add New Policy Violation Reason. To edit an existing violation, click Edit. Click on the Import Violations tab if you want to import violations via a spreadsheet.

[+] Add New Policy Violation Reason Show Deactivated Reasons

Violation Code	Violation Description	Violation Type
Edit YC	Declined lower fare due to carrier preference	A - Air

4. Click **Add New Policy Violation Reason**. The **Policy Violation Reason Detail** window appears.

Policy Violation Reason Detail for Company: sjl0402

Confirm each violation reason code with your fulfillment travel agency. These codes are added to the travel reservation for your agency reporting. Text added to the description field is displayed to the user. Select a type to indicate that the violation reason applies to air, car, hotel, itinerary or all rule violations. Codes defined as "general" apply to all violations. Be sure to click Save before moving on to the next step.

Code	Description	Type
		G - General

Save Cancel

5. Make the appropriate choices as described in the following table.

Field	Description/Action
Code	Enter a code for the violation reason. NOTE: Codes determine the order of the reasons as they appear to users. Concur Travel sorts reasons alphabetically based on the code. It is also helpful to use codes to group related reasons.
Description	Enter the description for the violation reason. This description will appear to users.
Type	Select the type of policy rule that is associated with the violation.

6. Click **Save**. The new policy violation reason appears in the list.



For more information on Violation Reasons, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide*.

Known Limitations

For Amadeus, we have discovered an issue with parsing the car remark. This issue is still under investigation and will be addressed in a future release. ***Until then, car remarks are not fully supported for Amadeus.***

Use Case Examples

Use Case: Fly America Act

One of the key requests SAP Concur has received for capturing this data is to denote whether a trip was Fly America Act compliant for offline (agent-booked) trips.

This section demonstrates how this feature can be used to enrich Fly America Act compliance (or non-compliance) reporting.

First, ensure there is a reason code for "Fly America Act Compliant," in addition to reason codes needed for non-compliance. Note the reason code uses a custom-defined type.

Policy Violation Reasons				
Travel Policy Policy Violation Reasons Travelfusion Suppliers Vendor FoID Admin Travel Vendor Exclusions Custom Text Regional Hotel Rates Travel Alternatives				
Travel Configuration				
Apollo				
 Add New Policy Violation Reason				
			Show De	
	Code	Description	Type	
Edit	Deactivate	YL	G - General	
Edit	Deactivate	YR	A - Air	
Edit	Deactivate	YU	C - Car	
Edit	Deactivate	FA	FlyAmerica - Custom	
Edit	Deactivate	HP	H - Hotel	
Edit	Deactivate	HH	I - Itinerary	

Next, create a rule using one of the two “is Fly America Act compliant” rule parts.

Travel Rule Template View

Rule Name: **FAA Compliant** Violation Code: **FAA**

All of the checked conditions are true Any of the checked conditions are true

The aircraft used for one or more flights is not one of [AircraftCodeList]
 One or more connections requires changing airports.
 All legs are flown by the GSA contract carrier for that city pair
 A leg is flown by a carrier who is not the GSA contract carrier for that city pair
 No GSA City Pair Contract Carrier on Route
 There is no GSA city pair carrier, and a leg is not flown by an approved Fly America carrier when one is available
 Number of stops in the least cost logical fare is [condition] [numStops] stops
 Number of stops is [condition] the number of stops in the least cost logical fare
 Contains flights in cabin lower than that requested
 Is Fly America Act Compliant
 Is not Fly America Act Compliant
 Is Fly America Act Compliant without Open Skies Exceptions
 Is not Fly America Act Compliant without Open Skies Exceptions

Also create a rule using one of the two “is not Fly America Act compliant” rule parts.

Travel Rule Template View

Rule Name: **FAA Non-Compliant** Violation Code: **FAANC**

All of the checked conditions are true Any of the checked conditions are true

One or more connections requires changing airports.
 All legs are flown by the GSA contract carrier for that city pair
 A leg is flown by a carrier who is not the GSA contract carrier for that city pair
 No GSA City Pair Contract Carrier on Route
 There is no GSA city pair carrier, and a leg is not flown by an approved Fly America carrier when one is available
 Number of stops in the least cost logical fare is [condition] [numStops] stops
 Number of stops is [condition] the number of stops in the least cost logical fare
 Contains flights in cabin lower than that requested
 Is Fly America Act Compliant
 Is not Fly America Act Compliant
 Is Fly America Act Compliant without Open Skies Exceptions
 Is not Fly America Act Compliant without Open Skies Exceptions
 There is no GSA city pair carrier and fare is not Fly America Act compliant when results include Fly America compliant fares.

Enable the applicable rules for any/all rule classes. For the “compliant” rule, ensure the same custom rule type used with the “compliant” reason code is selected.

Display Message: **Is Fly America Act Compliant without Open Skies Exceptions**
Message when matched: This option is Fly America Act compliant. FlyAmerica - Custom

Log For Reports: **Is not Fly America Act Compliant without Open Skies Exceptions**
Message when matched: This option is NOT Fly America Act compliant. You will need to provide justification. A - Air

Update the PNR Finishing Template to capture this information for Concur Travel-booked reservations (online), and start using the same remark when creating traditional (offline) reservations.

Section 5: Comparison Fare

Professional and Standard Travel

This feature applies to Professional and Standard Travel.

Terminology

Comparison Fare, *benchmark fare*, and *Lowest Logical Fare* (LLF) are all terms used to describe the same reporting concept.

End-User Experience

If the comparison fare is provided in the correct format and air e-receipts have been enabled, then the user will see it on the e-receipt:

The screenshot shows an 'E-Receipt' window with a title bar. Below the title bar are four small airline logos. The main content area is divided into sections: 'Passenger Receipt' and 'Flight Details'. Under 'Flight Details', there are two rows of flight information. The first row shows a flight from Washington Dulles Intl, DC to Los Angeles Intl, CA on 10/05/2013 at 12:00 PM, flight NZ101, Y - Economy class. The second row shows a return flight from Los Angeles Intl, CA to Washington Dulles Intl, DC on 10/07/2013 at 12:00 PM, flight NZ102, Y - Economy class. Below this is a summary table with columns for FARE, TAXES, TICKET TOTAL, and PAID, each showing values of \$500.00, \$39.00, \$539.00, and \$539.00 respectively. To the right of this table are fields for Form Of Payment (VISA) and Ticket Number (0863204203522). At the bottom left of the receipt, the text 'Comparison Fare: \$450.00' is circled in red. On the right side, there is a section titled 'Endorsement Restrictions' with the text: 'NOREF/NOEXCH. NO VALUE AFTER FIRST FLT DATE TRANSPORTATION SUBJECT TO TERMS OF CARRIAGE PRINTED INSIDE OF TICKET JACKET'.

Configuration for Professional and Standard Travel

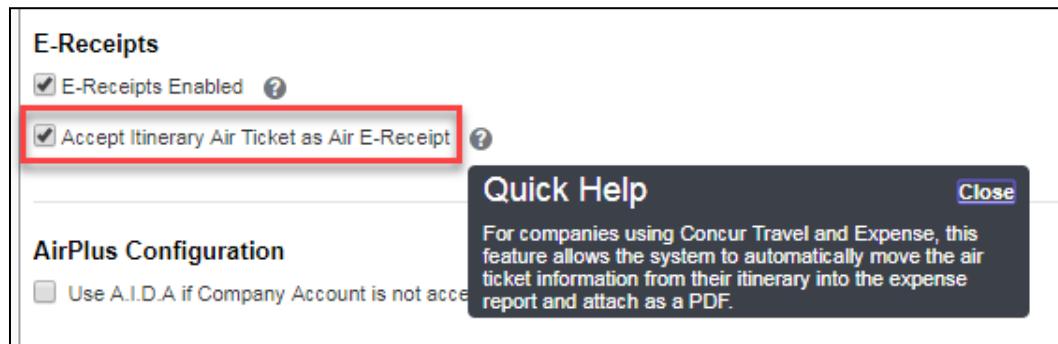
The following steps are required to capture the comparison fare.

TRAVEL CONFIGURATION (TRAVEL SYSTEM ADMIN)

The configuration for both Professional and Standard Travel is completed in Travel System Admin.

► **Verify the required setting:**

To see the violation reason code(s) on the air e-receipt, the following travel configuration setting must be enabled:



NOTE: To see the comparison fare on the air e-receipt, the comparison fare remark must be present in the PNR when the "ticketed" PNR is sent to Concur Travel via report queue or TBF. This is necessary to ensure the data is available when the air e-receipt is generated; if the remark is added **after** Concur Travel has created the air e-receipt, then it will not be displayed on the air e-receipt.

BEST PRACTICE

In order to have consistent data captured in reporting, SAP Concur recommends the TMC documents the LLF/benchmark fare as the comparison fare for all bookings, regardless of source (online/offline).

The terms *comparison fare*, *benchmark fare*, and *Lowest Logical Fare* all have the same meaning. The difference in Concur Travel is that comparison fare date and LLF data populate different columns in Intelligence. To avoid customers having to manually combine data in their Intelligence reports, the comparison fare remark should be provided on all air bookings.

This can be accomplished for online bookings by configuring a line in the PNR Finishing Template Editor. If the same format specified below is used, the information will be consistently provided in all PNRs, which may also help travel consultants and mid-office processes locate this information easier.

GDS Formatting

The following section details the format requirements that enable Concur Travel to read and import the data.

! **IMPORTANT:** This functionality requires the use of the Concur Travel reporting module (GDS reporting queue or TBF/GIDS feed). Please consult with your TMC to determine if your travel configurations have reporting enabled.

► **To provide the Comparison Fare:**

REMARK TYPE

GDS	Remark Type (Format)
Sabre	Invoice Remark (5.)
Apollo	Ticket Remark (T-)
Galileo	General Remark (NP.)
Worldspan	Invoice Remark (IR-)
Amadeus	General Remark (RM)

REMARK PREFIX

The prefix can be whatever the TMC prefers.

REMARK FORMAT

The format below must come after the prefix and be in the exact format noted. The format applies to all GDS.

CB/AIRCOMPARISONFARE/{Ticket or Vendor Confirmation Number}-{Currency}{Airfare}

Example: CB/AIRCOMPARISONFARE/0161234567890-USD542.00

Note the following:

- Airline ticket number is required to allow SAP Concur to match the comparison fare to the correct ticket in our database.
- Only one remark per ticket/confirmation number should be in the GDS PNR at any given time. Multiple remarks referencing the same ticket/confirmation number may cause data inconsistencies.
- SAP Concur does not perform any validation on the fare provided in this remark. The customer and TMC need to jointly establish what criteria will be used to determine the comparison fare before implementing this feature.
- The airfare should be the total cost, including taxes.
- The comparison fare currency should match the ticket currency.
- The PNR must have valid CLIQUSER and CLIQCID remarks in order for the Comparison Fare amount and currency to be imported into Concur Travel.

Known Limitations

Comparison fare remarks utilizing the airline confirmation code instead of the ticket number are not supported. As such, ticketless airlines are not supported.

