

# **Travel: Post Ticket Change / Rapid Reprice (Apollo and Galileo)**

## **Travel Service Guide**

**Last Revised: June 6, 2022**

Applies to Concur Travel:

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



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# Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
June 6, 2022	Updated document title and content to Travel: Post Ticket Change / Rapid Reprice (Apollo and Galileo) Added <i>Known Limitations</i> section
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
October 12, 2021	Updated <i>FAQ</i> section
January 25, 2021	Removed references to Standard Travel
December 31, 2020	Update <i>FAQ</i> section
February 18, 2020	Updates to several screenshots
February 14, 2020	Updated the copyright; no other changes; cover date not updated
October 16, 2019	Update to one screenshot
October 8, 2019	Updates to screenshots and applied new template to older version of this document dated 2012

# Post Ticket Change / Rapid Reprice (Apollo and Galileo)

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## Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC or SAP Concur for support.

## Section 2: Professional Travel

This feature applies to Professional Travel only.

## Section 3: Overview

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**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

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Ticket exchange headaches have become a thing of the past since SAP Concur incorporated the Travelport Rapid Reprice solution into Concur Travel and Expense. Concur Travel and Travelport's Apollo and Rapid Reprice, and Galileo and Rapid Reprice, work together seamlessly to take the hassle out of changing tickets so travelers spend less time on hold waiting for assistance from an agent. Tickets can be re-priced online and Concur Travel and Expense delivers itineraries finished for agency auto-ticketing.

Travelport Rapid Reprice is the global travel industry's first and most advanced ticket repricing and reissuing solution. It automatically researches old and new fares and rules, and generates a new, accurate price in less than one minute. The newly calculated price reflects appropriate rules, taxes, additional collections, refunds, penalties or administrative fees.

## Benefits

Using Rapid Reprice, travel agencies experience dramatic increases in productivity, efficiency and accuracy. These time-saving benefits enable travel agents to focus on new business and expand their levels of customer service. Speed, accuracy and efficiency during the ticket repricing process also lower travel agency operational costs per re-booking and build customer satisfaction and retention.

Rapid Reprice is now available for both domestic and international itineraries.

### **Cross-GDS Rapid Reprice for Apollo and Galileo benefits companies by:**

- Using Travelport's industry-leading reliability to quote ticket change fees, resulting in fewer debit memos.
- Allowing back-office automation of ticket re-issue based on user-driven changes via Concur Travel & Expense.

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**!** Important: Concur Travel and Expense requires the stored fare (ATFQ) in the native Apollo and Galileo PNRs be retained and made available to the Rapid Reprice exchange process.

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## Emulation and Access

Access to corporate discounts requires that each carrier contract be setup through ATPCO with G30 read-only access to Worldspan. Allowing G30 read-only access assures security of the contract rate and allows Concur Travels non-hosted Rapid Reprice access to the corporate discount but secures it from use on non-authorized travel.

## Section 4: End-User Experience

Click a trip under **My Trips** to open it.

The screenshot shows the SAP Concur home page. At the top, there's a navigation bar with tabs: Requests, Travel, Expense, Invoice, Reporting, App Center, Locate, and Links. On the right, there's an 'Administration' dropdown and a 'Help' link. Below the navigation bar, the user's name 'Hello, [Name]' is displayed. To the right of the user name are five key metrics: New (00), Authorization Requests (00), Invoices (00), Available Expenses (02), and Open Reports (00). The main content area is divided into two sections: 'TRIP SEARCH' and 'COMPANY NOTES'. The 'TRIP SEARCH' section includes a 'Booking for myself' button, a 'Book for a guest' button, and a 'Mixed Flight/Train Search' form. The form has fields for 'From' (RDU - Raleigh/Durham Airport - Raleigh/Durham, NC), 'To' (Arrival city, airport or train station), and a 'Search' button. Below the search form is a 'Show More' button. The 'COMPANY NOTES' section contains several paragraphs of text, including contact information for Travel Inc. and a link to the SAP Concur website. Below the 'COMPANY NOTES' section is a 'MY TASKS' section with three cards: '00 Open Requests', '02 Available Expenses', and '00 Open Reports'. Each card has a 'Read less' button. Below the 'MY TASKS' section is a 'MY TRIPS (3)' section with a list of trips. The first trip is 'SEP 15-27 2019 NH Training - September EP'.

The two most frequently used trip actions are Cancel Trip and Change Trip.

The screenshot shows the 'Travel Details' page in SAP Concur. On the left, there's a 'Trip Summary' section with a 'Finalize Trip' button and a 'Review Travel Details' button. The 'Review Travel Details' button has a sub-menu with 'Enter Trip Information' and 'Submit Trip Confirmation'. The main content area is titled 'Travel Details' and contains a message: 'Please book your travel at least 14 days in advance for greatest savings.' Below this message is a 'TRIP OVERVIEW' section. The 'TRIP OVERVIEW' section includes a 'I want to...' section with links to 'View Itinerary', 'Cancel Itinerary', 'Open in Outlook', 'Get Agency's Assistance', 'View Trip History', 'Create Itinerary', 'Cancel Trip', 'Share Trip', and 'Cancel Entire Trip'. The 'TRIP OVERVIEW' section also includes a 'Trip Name' (2019 NH Training - September EP), 'Start Date' (September 15, 2019), 'End Date' (September 27, 2019), 'Created' (September 03, 2019), 'Description' (2019 NH Training - September EP), 'Agency Record Locator' (4EY895), 'Ticket Number(s)' (0067307761982), 'Passengers' (1), and 'Total Estimated Cost' (\$1,375.03 USD). On the right, there's an 'Add to your Itinerary' section with buttons for 'Add', 'Cancel', 'Share', and 'Book'. Below the 'Add to your Itinerary' section is a note: 'Booked outside Concur? Enter your trip details, connect with your agency, or send your itinerary to plans@concur.com'.

To change a trip, scroll to the reservations and click **Change**.

**RESERVATIONS**  
Sunday, September 15, 2019

**Flight** Raleigh/Durham, NC (RDU) to Minneapolis/St Paul, MN (MSP) Change

**Delta 743**

**Departure:** 05:07 PM  
Raleigh/Durham Airport (RDU)  
Terminal: 2  
Duration: 2 hours, 53 minutes  
Nonstop

**Confirmation:** HTTFQO  
Status: Confirmed  
Air Frequent Flyer Number: DU-9425361297

**Seat:** 24A  
[Change seat](#)

**SeatFinder:** OFF   
[Enable](#)

**Arrival:** 07:00 PM  
Minneapolis/St Paul Intl Airport (MSP)  
Terminal: 1

**Additional Details**  
Aircraft: Boeing 737  
E-Ticket  
Emissions: 378.9 lbs CO<sub>2</sub>  
Cabin: MAIN CABIN (L)  
Distance: 879 miles  
Meal: Refreshments for Purchase

**Remarks**  
USD126-ABWY-UNL RM

In the **Change Flight** window, users can change either segment of their flight. Concur Travel will automatically adjust any car or hotel reservations to match the days of the flight change. Select the day and time for your departure flight, and then click **Search**.

**Change Flight**

Make changes to the following flight segments:

☒ Raleigh/Durham Airport (RDU) to Minneapolis/St Paul Intl Airport (MSP)

From: RDU - Raleigh/Durham Airport - Raleigh/Durham, NC

To: MSP - Minneapolis/St Paul Intl Airport - Minneapolis/St Paul

Depart: 09/15/2019 (dep) 05:00 pm x 1

☒ Minneapolis/St Paul Intl Airport (MSP) to Raleigh/Durham Airport (RDU)

From: MSP - Minneapolis/St Paul Intl Airport - Minneapolis/St Paul

To: RDU - Raleigh/Durham Airport - Raleigh/Durham, NC

Depart: 09/17/2019 (dep) 09:00 pm x 1

☒ Flights w/ no double connections

☒ Modify related bookings to match new flights

[Search](#) [Cancel](#)

The **Depart** tab is your departure flight. Click the **Return** tab to view return flight options.

Click the **Sorted by** dropdown arrow to modify your search results. You can sort by **Preference**, **Depart** and **Arrival** – Earliest and Latest, **Carrier** name from A-Z or Z-A, **Duration**, number of **Stops**, amount of flight **Emissions**, and **Concur Preference**.



SAP Concur

Requests Travel Expense Invoice Reporting App Center Locate Links

Administration Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Preference

Open Agent

Please note: the order and content of the search results reflect your company policies.

RALEIGH/DURHAM, NC TO MINNEAPOLIS, MN  
SUN, SEP 15 - FRI, SEP 27

Hide matrix Print / Email

All 24 results

Nonstop 1 results

1 stop 23 results

Depart Return

Raleigh/Durham, NC - Sun, Sep 15

Flight Number Search Sorted By: Concur Preference

Displaying: 24 out of 24 results. Previous 1 2 3 Next | All

Delta 05:07p RDU → 07:00p MSP Nonstop Economy Select

Less Preferred Airline for Concur

Original Flight / 2h 53m / Delta 743 - View seats  
Boeing 717 / 378 lbs CO<sub>2</sub> (Worldspan)

Trip Summary

Select Flights or Trains

Round Trip

RDU - MSP

Depart: Sun, 09/15/2019

Return: Fri, 09/27/2019

Finalize Trip

Total Estimated Cost

Air USD 531.65

Car USD 843.38

Total USD 1,375.03

Change Search

Depart - Sun, Sep 15

Depart 02:10 P - 07:55 P

Arrive 06:28 P - 12:04 A

Airport Filters

You can also use the **Change Search** pane to modify your search. Click the **Select** button for the flight you want to purchase:

Trip Summary

Select Flights or Trains

Round Trip

RDU - MSP

Depart: Sun, 09/15/2019

Return: Fri, 09/27/2019

Finalize Trip

Total Estimated Cost

Air USD 531.65

Car USD 843.38

Total USD 1,375.03

Change Search

From RDU - Raleigh/Durham Airport - Raleigh/Durham, NC

To MSP - Minneapolis/St Paul Intl Airport - Minneapolis, MN

Depart 09/15/2019 dep 05:00 p ± 3

Return 09/27/2019 dep 09:00 p ± 3

Adults 1

Flights w/ no double connections

Search

Please note: the order and content of the search results reflect your company policies.

RALEIGH/DURHAM, NC TO MINNEAPOLIS/ST PAUL, MN  
SUN, SEP 15 - FRI, SEP 27

Hide matrix Print / Email

All 24 results

Nonstop 1 results

1 stop 23 results

Depart Return

Raleigh/Durham, NC - Sun, Sep 15

Flight Number Search Sorted By: Concur Preference

Displaying: 24 out of 24 results. Previous 1 2 3 Next | All

Delta 05:07p RDU → 07:00p MSP Nonstop Economy Select

Less Preferred Airline for Concur

Original Flight / 2h 53m / Delta 743 - View seats  
Boeing 717 / 378 lbs CO<sub>2</sub> (Worldspan)

Delta 05:52p RDU → 07:40p DTW Nonstop Economy Select

Delta 08:31p DTW → 09:23p MSP Nonstop Economy Select

Less Preferred Airline for Concur

4h 31m / Delta 448, Delta 1611 - View seats  
Boeing 717, Airbus Industrie A321 / 649 lbs CO<sub>2</sub> (Worldspan)

Click **Get Price**:

**Trip Summary**

**Select Flights or Trains**

Round Trip  
RDU - MSP  
Depart: Sun, 09/15/2019  
Return: Fri, 09/27/2019

Finalize Trip

**Total Estimated Cost**

Air	USD 531.65
Car	USD 843.38
<b>Total</b>	<b>USD 1,375.03</b>

**Change Search**

From: RDU - Raleigh/Durham Airport - Raleigh/Durham, NC  
To: MSP - Minneapolis/St Paul Intl Airport - Minneapolis, MN  
Depart: 09/15/2019 dep 01:00 p s 3  
Return: 09/27/2019 dep 03:00 p s 3  
Adults: 1  
☒ Flights w/ no double connections

**Search**

Please note: the order and content of the search results reflect your company policies.

RALEIGH/DURHAM, NC TO MINNEAPOLIS/ST PAUL, MN  
SUN, SEP 15 - FRI, SEP 27

Hide matrix Print / Email

All 23 results **Delta**

Less Preferred

Nonstop 2 results 2 results

1 stop 23 results

**DEPART** Sun, Sep 15 - Raleigh/Durham, NC to Minneapolis/St Paul, MN

**Delta** 11:50a RDU → 01:46p MSP Nonstop Economy **Remove**

Less Preferred Airline for Concur 2 hours 56 minutes / Delta 2675 - **View seats**  
Boeing 717 / 378 lbs CO<sub>2</sub> (Worldspan)

**RETURN** Fri, Sep 27 - Minneapolis/St Paul, MN to Raleigh/Durham, NC

**Delta** 03:32p MSP → 07:05p RDU Nonstop Economy **Remove**

Less Preferred Airline for Concur Original Flight / 2 hours 33 minutes / Delta 2208 - **View seats**  
Boeing 717 / 378 lbs CO<sub>2</sub> (Worldspan)

**Get Price**

After you make the changes you will be able to see the original airfare, new airfare, airfare difference, exchange fee, and the total cost of the exchange:

**Trip Summary**

**Flights Reserved**

Round Trip  
RDU - MSP  
Depart: Sun, 09/15/2019  
Return: Fri, 09/27/2019

Finalize Trip

**Flight Information**

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
<b>DELTA</b>	743	RDU	MSP	Sep 15 05:07 pm	Sep 15 07:00 pm	L
<b>DELTA</b>	2208	MSP	RDU	Sep 27 03:32 pm	Sep 27 07:05 pm	K

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
<b>DELTA</b>	2675	RDU	MSP	Sep 15 11:50 am	Sep 15 01:46 pm	H
<b>DELTA</b>	2208	MSP	RDU	Sep 27 03:32 pm	Sep 27 07:05 pm	L

**Exchange details**

Original Airfare:	USD531.65
New Airfare:	USD619.40
Airfare Difference:	USD87.75
<b>Forfeited Fare Amount:</b>	<b>0.00</b>
Exchange Fee:	USD200.00
<b>Total Cost of Exchange:</b>	<b>USD287.75</b>

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.

**Cancel Flight Exchange** **Purchase New Flights**

To finalize your change, click **Purchase New Flights**.

## Section 5: Rapid Reprice Restrictions

There are instances when a user attempts to change his/her ticket where the cost of the exchange is higher than just purchasing a new ticket and losing the value of the original ticket. Rapid Reprice sends us this information and Concur Travel alerts the traveler. This feature is automatically enabled for all Rapid Reprice users.

- The old and new Itineraries may only consist of a single carrier (multi-carrier bookings not supported)
- The process is only available for electronic tickets
- Not available for PNRs with multiple passengers
- Not available on free tickets
- Only ARC accredited airlines are available through Rapid Reprice
- Rapid Reprice is currently not available to exchange unused tickets or credits on file. The limitation is due to Concur Travel's inability to view the original electronic ticket shell if not issued in the same PNR.
- Segment selection is not available, and changes may only be made on live flight segments with no support for past date travel.

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**NOTE:** Once a segment has been flown, all changes must be done directly with the TMC.

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- PNRs with more than 4 segments or coupons, as well as reservations with direct flights (flights that stop in route), may not be changed online.

## Section 6: Configuration and Setup

Ticket change for Apollo and Galileo are enabled by working with SAP Concur support to enable your Travelport SID as a GDS Connector in Concur Travel. For assistance setting up the alternate air connector log a support ticket with Concur Client Central.

### ► **To configure:**

1. Create the Agency Configuration that will be referenced when adding a new connector in the Company Travel Configuration as explained in this section.

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**NOTE:** If you have already completed this step, you may use the agency configuration as a connector for all customer sites.

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2. From **Administration > Travel System Admin**, navigate to Create New Agency and complete the following fields:
  - ◆ **Agency Name:** Designate a name that includes 'cross GDS Rapid Reprice' to make it easily identifiable for use with multiple company configurations (for example, APOLLO CROSS GDS RAPID REPRICE, or GALILEO CROSS GDS RAPID REPRICE).
  - ◆ **GDS Type:** Worldspan

- ◆ **Urgent Contact Email Address:** Enter an email address, should Concur Travel need to contact you.
- ◆ **Booking PCC/SID/Office ID:** Enter your SID
- ◆ The Profile PCC/SID/Office ID will automatically populate, but this is not referenced when using Rapid Reprice.
- ◆ **PCC Time Zone:** Enter the correct time zone

3. In the Queue section, enter "1" in the PCC and Queue fields for:
  - ◆ Ticketing
  - ◆ Approval Hold
  - ◆ Cancel

Queue Type	Queue To	Pseudo City	Queue	C
Ticketing	1		1	
Approval hold	1		1	
Cancel	1		1	

4. Keep all other default items selected, scroll to the top and click **Submit**.
5. Go to the Company Travel Configuration, create the Travelport connector and Save the Company Travel Configuration.

- Return to the Company Travel Configuration, and **Enable the Use Rapid Reprice** connector switch for your Travelport Connector.

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**NOTE:** If **Allow post-ticketing flight changes is hidden** on the Company Travel Configuration or if you receive the "Post-ticket change cannot be enabled for this travel configuration because the fee is not set" message, please contact [cb-billing@concur.com](mailto:cb-billing@concur.com) and request the ticket exchange fee be added for this site. Make sure to provide the site name and Company ID when requesting access to this feature.

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- In the company configuration (under Travel System Admin), choose **Concur Web** from the **Allow post-ticketing flight changes** dropdown.

The screenshot shows the 'Wizard Options' configuration page. The 'Allow post-ticketing flight changes' dropdown is open, showing 'Concur Web' as the selected option. Other visible options include 'Do not allow' and 'Concur Web' (highlighted in blue). The page includes various checkboxes and dropdowns for configuring travel rules, such as 'Augment price results with the schedule info for the time window' (set to 'automatically'), 'Notify traveler if there are non-stop flights outside the time window' (set to 'if none are in original shop request'), 'Enforce LLF based on' (set to 'search window'), 'Number of LLF definitions per rule class' (set to '1'), 'Mark LLF Fare/s with icon' (checked), 'Find closest LLF flight and capture details' (unchecked), 'Policy by Leg' (unchecked), 'Constrain rule violation fare list to LLF window' (unchecked), 'No Personal Trips' (checked), 'Allow users to put trips on hold for' (set to '1' days), 'Allow Auto Cancel of air/rail trips that are rejected' (checked), 'Allow Immediate Cancel of non-air/rail trips that are rejected' (unchecked), 'Allow Multiple Violation Reason Codes' (unchecked), 'Allow Auto Cancel of trips on hold' (checked), 'Allow Auto Cancel of trips that require approval' (checked), 'Auto-approve trips on passive hold after a maximum of' (set to '1' days), 'Allow pre-ticketing flight changes' (set to 'When trip is on hold'), 'Allow ticket voids' (checked), 'Enable Churn Detection' (checked), and 'Enable Duplicate Detection' (checked).

- Under **Administration > Travel System Admin > View Travel Agencies**, in the agency configuration, it is important to include the Apollo or Galileo agency ticketing IATA code. This is required when Cross GDS Rapid Reprice is in place:

The screenshot shows the 'ARCIATA Agency Number (booking source)' field in the agency configuration. The field contains the value '12345678'.

## Section 7: The Completed PNR

Upon completion of the transaction, the changes will be written to the Apollo or Galileo PNR to enable automated handling by the Agency's back-office. The old flight(s) will be canceled and new one(s) added. The old fare store will be deleted, a new manual fare store added and several coded history remarks will be included with details of the exchange and the new fare calculation. The full details and calculations will be stored in the "CB" remarks and may be easily accessed with the terminal format \*PRCB.

**PNR**

PRICING RECORDS EXISTS - SUBSCRIBER - \$NME

1.1DAVIS/TROYRAYMOND\*4000-8567

1 YX 410Q 15APR DCAMKE HK1 640A 735A \* TU E

2 YX 415Q 17APR MKEDCA HK1 340P 620P \* TH E

### Pricing Record (\$NME1)

```
>$NME DAVIS/TROYRAYMOND *4000-8567
```

X	CTY	CR	FLT/CLS	DATE	TIME	ST F/B	VALUE	NVB	NVA
.	DCA	YX	410 Q	15APR	640A	OK·QR14M1N	· 231.16	·.....	·.....
O	MKE	YX	415 Q	17APR	340P	OK·QR14M1N	· 231.16	·.....	·.....
.	DCA	..	....	VOID	.....	..	.....	.....	.....
.	...	..	....	VOID	.....	..	.....	.....	.....
.	...	FARE	·USD·	462.32	DO	TAXES APPLY?	·Y		

```

EQUIV FARE..... COMM. 0.00/ F CONST ..
TD 1/..... 2/..... 3/..... 4/..... INT. MREC 01/01
                                PSGR 01/01
                                BOOK 01/01

```

## Tax Breakdown

TAX BREAKDOWN SCREEN

FARE	USD	462.32	TTL	USD	516.50	ROE	
T1	12.50	XT	T2	34.68	US	T3	7.00
T5			T6			T7	
T9			T10			T11	
T13			T14			T15	
T17			T18			T19	
						T20	

U.S. PSGR FACILITY CHARGES

AIRPORT 1 . . . . . AMT . . . . . AIRPORT 2 . . . . . AMT . . . . .

AIRPORT 3 . . . . . AMT . . . . . AIRPORT 4 . . . . . AMT . . . . .

## Fare Store

ATFO-OK/P

FM-USD 462.32/USD 34.68US/USD 19.50XT/USD 516.50 - PRICING RECO

RD -

## Concur Travel Remarks

Remarks are written in the \*PRCB including OLD FARE PAID + NEW FARE PAID, ADD/COLLECT + PENALTY Amount and FARE CALCULATION for New Fare (The remark information can be scripted by the agency mid-office system to perform the HB:FEX command to complete a touchless ticket exchange):

RMKS-

```
73 CB/FCN/CSG DL X/ATL DL ELP Q27.91Q9.30 217.88UE21A0NQ/XX6G4

74 CB/FCN/DL X/ATL DL CSG Q9.30 217.88UE21A0NQ/XX6G4 USD482.27
E
75 CB/FCN/ND
76 CB/FSC/BFQ/G-1V/C-DL/D-CH2M.19DR/R-0/P-ADT.1.1.1/S-1.2.CH2M
.
77 CB/FSCDL.19DR/S-3.4.CH2M.DL.19DR
78 CB/TRP/TRIP FROM COLUMBUS TO EL PASO
79 CB/ETK/DL*0067537337245*635.81*BUY-10JUL09*FIRSTSEG-
88 CB/QUE/QUE TO INPROC 14ZI-64 IP ON 20APR 1334Z
89 CB/QUE/QUE FOR TICKET 14ZI-64 HI ON 20APR 1334Z
138 CB/EXCH/0602/RAPID REPRICE PROCESSED 18MAY10
139 CB/EXCH/0602/OLD FARE/
140 CB/EXCH/0602/B482.27/AY10.00/US36.17/XF16.50/ZP7.40/TTL552.
34
141 CB/EXCH/0602/NEW FARE/
142 CB/EXCH/0602/B482.27/US36.17/ZP7.40/AY10.00/XF16.50/TTL552.
34
143 CB/EXCH/0602/ADD COLLECT FARE 0
144 CB/EXCH/0602/PENALTY 150.00/TTL ADD COLLECT 150
145 CB/EXCH/0602/ADT CSG DL X ATL Q37.21DL ELP 217.88DL X ATL
146 CB/EXCH/0602/Q9.30DL CSG 217.88USD482.27END DL
147 CB/EXCH/0602/ZPCSG0ATLELPATL0 XF CSG4.5ATL4.5ELP3ATL4.5
148 CB/EXCH/0602/EXCHANGED TICKET NUMBER 0067841198356
149 CB/EXCH/0602/CPNS 1234
150 CB/EXCH/0602/ORIG FOP VI4730770005482556/ORIG ISSUE 20APR10
DEN
151 CB/EXCH/0602/DISC CODE CH2M/COMM 0.00
152 CB/EXCH/0602/IT XX6G4
153 CB/EXCH/0602/ED NONREFUNDABLE/CHANGE FEE MAY APPLY
156 CB/QUE/QUE TO INPROC 14ZI-64 IP ON 18MAY 1103Z
157 CB/QUE/QUEUNKNOWN PNR 14ZI-64 HI ON 18MAY 1103Z
```

## Section 8: Finishing

Concur Travel and Expense has a **Trip Change with Post Air Change** mode that allows agencies to create unique finishing events including changing the TAW/TAU

lines and unique remarks. This finishing feature runs independently of other finishing events/modes.

Line Definitions	Lookup Tables	Queuing	Testing Tools	Publishing
------------------	---------------	---------	---------------	------------

Mode: Trip change with Post-ticket air char ▼

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/  
**Fixed Text** CQBK FLIGHT CHANGES HAVE OCCURED  
**Element** Suffix:  
Trip/DATENOW  
**Element**  
Trip/TIMENOW

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/  
**Choose**  
**When** /PNR./A.S.B./A.S.B./BookingSourceUpper[.= 'SOUTHWEST']  
**Element** Prefix: EX WN OLD RECORD LOCATOR:  
A.S.B./A.S.B./S.S.B./PostTicketExchange/OldRecordLocator

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/  
**Choose**  
**When** /PNR./A.S.B./A.S.B./BookingSourceUpper[.= 'SOUTHWEST']  
**Element** Prefix: EX WN NEW RECORD LOCATOR:  
A.S.B./A.S.B./S.S.B./PostTicketExchange/NewRecordLocator

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/  
**Choose**  
**When** /PNR./A.S.B./A.S.B./BookingSourceUpper[.= 'SOUTHWEST']  
**Element** Filter: moneyfix0d2 Prefix: EX TOTAL OLD FARE  
A.S.B./A.S.B./S.S.B./PostTicketExchange/OldTotalPrice  
**Otherwise**  
**Element** Filter: moneyfix0d2 Prefix: EX TOTAL OLD FARE  
P.T.E./A.E.R./P.T.E./E.C.I./OriginalTicketCost

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/  
**Choose**  
**When** /PNR./A.S.B./A.S.B./BookingSourceUpper[.= 'SOUTHWEST']  
**Element** Filter: moneyfix0d2 Prefix: EX TOTAL NEW FARE  
A.S.B./A.S.B./S.S.B./PostTicketExchange/NewTotalPrice  
**Otherwise**  
**Element** Filter: moneyfix0d2 Prefix: EX TOTAL NEW FARE  
P.T.E./A.E.R./P.T.E./ExchangeCostInformation/NewTicketCost

**HistoryRemark** (Trip change with Post-ticket air change) Prefix: Q/

## Section 9: Reporting

The **Ticket Change Attempts** report will show exchanges that did not complete finishing/queuing. This is found under the **Travel** category and must be added to the site via Report Administration.

A TMC can run this report for any customer using them as an agency. The options on the report are company, date range, and whether to include the XML details or not.

A status of "quoted" means that a user checked the price but didn't complete the request. A status of "completed" means that the user completed the exchange in



Concur Travel. In both cases, the appearance on the report means that finishing did not complete.

Ideally the agency would use this report to catch any exchange requests that did not queue to the exchange queue and process. The XML (include price request and response check box) will provide detail as to why the error occurred (attach if submitting a support ticket to Concur Travel).

## Section 10: Known Limitations

The total estimated cost of the trip includes the original and exchanged ticket price, when accessing the itinerary from the user's trip library or the **Trip Details** page of the online booking tool.

## Section 11: FAQ

**Q.** What is Rapid Reprice?

**A.** Rapid Reprice is a ticket re-pricing solution, which automatically researches old and new fares and rules, generating a new, accurate price in less than one minute. The newly calculated price reflects appropriate rules, taxes, additional collections, refunds, penalties or administrative fees.

**Q.** How does Rapid Reprice work?

**A.** Rapid Reprice employs a Travelport exclusive pricing engine with a comprehensive "Fares and Pricing" database, offering 13 months of historical fare and rule data. It utilizes pricing construction based on historical, current, or a combination of historical and current fare and rule data.

**Q.** Why am I not able to change a flight?

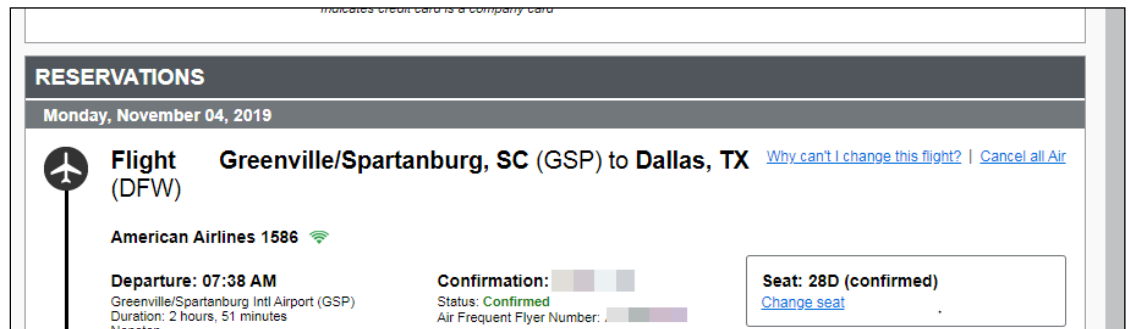
**A.** There are several reasons why Concur Travel and Expense may not be able to change a flight. We display the reason why to the traveler to prevent confusion and questions to the agency. This applies to pre- and post- ticket changes.

---

**NOTE:** Ticket change (pre- or post-ticket) is not currently supported with flex faring.

---

The user will see this display if they hover over the **Why can't I change this flight?** label. The label will only be seen if the site has changes enabled. A site that has pre-ticket change, but not post-ticket change enabled would only see the "Why can't I change this flight" text before the PNR is ticketed:



Other possible display examples:

- ♦ "This trip contains two or more air tickets, and Concur Travel and Expense can only change trips that contain a single ticket. Please contact your travel agency to change this trip."
- ♦ "Your trip is too complex for Concur Travel and Expense to change. Concur Travel and Expense can only change tickets with 4 or fewer flights on them. Please contact your travel agency."
- ♦ "Because this trip was booked very recently, you can cancel it without incurring a change fee. Please cancel the trip from the home page and then book a new trip, or call your travel agency for assistance."
- ♦ "This ticket has been previously changed, and Concur Travel and Expense is only able to change a ticket one time. Please contact your travel agency."
- ♦ "Concur Travel and Expense cannot change the flights on this itinerary. Please contact your travel agency."

**Q.** How many times can I change a ticket?

**A.** Once a ticket has been changed, it cannot be changed again.

**Q.** Will Rapid Reprice work for international flights booked in Concur Travel and Expense?









**A.** Rapid Reprice currently handles all itineraries both domestic and international conditionally if the original and re-priced itineraries were issued in the U.S. and by an ARC accredited agency.

**Q.** Which airlines are supported by Rapid Reprice?

**A.** In WorldSpan, the TMC would log into WorldSpan and enter INFO REISSUEPART in the GDS, and all Rapid Reprice carrier participants are listed.

**Q.** Where will I see the fare difference?

**A.** After choosing new flight(s) Concur Travel and Expense will calculate and display the fare difference before the user agrees to the change.

Flight Information						
Current Flights:						
Carrier	Flight Number	Frm	To	Depart	Arrive	Class
UNITED 	5622	ATW	ORD	Aug 24 10:39 am	Aug 24 11:40 am	U
UNITED 	3443	ORD	DSM	Aug 24 12:35 pm	Aug 24 01:55 pm	U
UNITED 	3909	DSM	ORD	Aug 27 02:30 pm	Aug 27 03:51 pm	H
UNITED 	5499	ORD	ATW	Aug 27 05:42 pm	Aug 27 06:37 pm	H
New Flights:						
Carrier	Flight Number	Frm	To	Depart	Arrive	Class
UNITED 	5622	ATW	ORD	Aug 31 10:39 am	Aug 31 11:40 am	H
UNITED 	3443	ORD	DSM	Aug 31 12:35 pm	Aug 31 01:55 pm	H
UNITED 	3909	DSM	ORD	Sep 03 02:30 pm	Sep 03 03:51 pm	H
UNITED 	5499	ORD	ATW	Sep 03 05:42 pm	Sep 03 06:37 pm	H
Exchange details						
Original Airfare:		USD483.20				
New Airfare:		USD443.20				
Airfare Difference:		USD-40.00				
Forfeited Fare Amount:		0.00				
Exchange Fee:		USD200.00				
Total Cost of Exchange:		USD160.00				

**Q.** What are the post ticket change rules?

**A.** Post-ticket change rules allow travel managers to use a subset of the standard Concur Travel and Expense rule violation options, plus a new one to help enforce corporate travel policy when users change their tickets. Concur Travel and Expense will initially support four rule data points describing the post-ticket change, with more to come in future releases.

Travel administrators can roll out ticket change to users without fear that their travelers will use it to circumvent corporate travel policy.

Post-ticket change rules are enabled by using the Travel Rule Builder in Travel Policy Administrator to create one or more rules using the available data points in the "Ticket Change" Rule Template Category:

- ♦ Air exchange total cost (fare plus penalties) is [condition] [currency][money]
- ♦ Fare difference is [condition] [currency][money]
- ♦ Ticket is changed less than [DaysAdvance] days before first travel date
- ♦ New Air Fare is [condition] the original least cost logical airfare plus [difference][currencyOrPercent]

### Travel Rule Template View

Rule Name

Violation Code ?

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

☒ Air exchange total cost (fare plus penalties) is [condition] [currency][money]

☐ Fare difference is [condition] [currency][money]

☐ Ticket is changed less than [DaysAdvance] days before first travel date

☐ New Air Fare is [condition] the original least cost logical airfare plus [difference] [currencyOrPercent]

**Default**

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

Air exchange total cost (fare plus penalties) is -- no default -- \$


Save
Cancel

Travel managers may enable the policy rules using the Travel Policy Administrator interface to construct a set of rules that conform to the corporate ticket change policies:


**Ticket Change** ([Edit](#))

- **Air exchange total cost (fare plus penalties) is greater than or equal to \$100** - Log For Reports


**NOTE:** When configuring post-ticket change rules, the selection of rule actions is limited to; "Log for Reports," "Notify Manager," "Display Message" and a new option – "Show, but do not allow." Concur Travel & Expense does not allow the "Require Approval" rule action option for ticket changes due to the nature of such changes – ticket change requests require immediate processing. Concur Travel and Expense has added a new rule action, "Show, but do not allow," enabling Travel Managers the ability to explain why the traveler is unable to make a change according to policy. Policy exceptions are displayed using the standard rule iconography as shown below for a "Notify Manager" exception.

 Ticket is changed less than 200 days before first travel date

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
 DELTA	599	EWR	ATL	May 13 3:27 PM	May 13 5:53 PM	U

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
 DELTA	0821	EWR	ATL	May 13 4:45 PM	May 13 7:17 PM	U

Original Airfare: \$282.80

New Airfare: \$282.80

Airfare Difference: \$0.00

Exchange Fee: \$75.00

Cancellation Fee: \$0.00

Total Cost of Exchange: \$75.00

If a rule prohibits the traveler from changing their ticket online, the reason is displayed at the top of the page.

If a company desires to allow ticket-change-specific rule violation reasons, travel managers may do this on the “Policy Violation Reasons” tab of the Travel Administration section, using the new “Air Ticket Change” reason type:

Travel Policy

Policy Violation Reasons

Travelfusion Suppliers

Vendor FofD Admin

Travel Vendor Exclusions

Custom Text

Regional Hotel Rates

Travel Alternatives

Travel Configuration

Code	Description	Type
XXX	Client requested I extend my visit	X - Air Ticket Exchange

- Q.

Can exchanges be made in Concur Travel and Expense if the original reservation was made by a traditional agent (offline booking)?
- A.

Yes, it can be used for offline bookings if the PQ was stored at ticketing. There are no limitations on this feature, except limitations imposed by Sabre.
- Q:

Is there a limitation on post ticket exchanges?
- A:

Yes, post ticket exchanges are only allowed for a single ticket.

