

Travel: Travelfusion

Travel Service Guide

Last Revised: July 8, 2022

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

Contents

- Travelfusion4**
- Section 1: IMPORTANT – About this Guide4**
- Section 2: Overview.....4**
 - Benefits and Features 5
- Section 3: Strong Customer Authentication5**
- Section 4: End-User Experience11**
 - Dual Fare Display 13
 - Flight Options – Ancillaries..... 13
 - Flight Options – Trusted Traveler Programs 15
 - Flight Options – Traveler Data..... 15
 - Fare Rules 17
 - Seat Reservations..... 18
 - Warning Message 18
 - Per-Segment Buckets..... 19
 - Flex Faring and Shop by Schedule 20
 - Trip Cancellation 22
 - Cancel Process 22
 - Supported Airlines 24
 - IMPORTANT - Configuration 24
 - Import into Expense 25
- Section 5: Support for "Verified by Visa" and "MasterCard Securecode"26**
- Section 6: Travelfusion Merchant Payment.....26**
 - Overview..... 26
 - Supported Airlines 26
 - Travelfusion Charges for Payment Merchant Bookings 26
 - Email from Travelfusion 26
 - What the User Sees 27
- Section 7: Configuration28**
 - Part 1: Professional Edition – Enable Travelfusion and Suppliers 28
 - Part 1: Standard Edition – Enable Travelfusion and Suppliers..... 31
 - Part 2: Professional and Standard Edition – B2B Credentials 33
 - B2B Notes about Specific Vendors..... 34
 - Part 3: Professional and Standard Edition – Payment Confirmation Address 37
 - Part 4: Professional and Standard Edition – PNR Finishing 39
 - Ticket Number..... 42
 - Air Canada 43

Section 8: Testing45
Section 9: FAQs46
Section 10: CVV Codes-specific FAQs49

Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
July 8, 2022	Updated <i>FAQs</i> section.
May 6, 2022	Removed reference to Travelfusion price list as the content has been removed from the Travelfusion API pages
February 17, 2022	Added note to <i>Flight Options – Traveler Data</i>
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
October 20, 2020	Updated introduction in the <i>Strong Customer Authentication</i> section
August 25, 2020	Updated <i>What the User Sees</i> , Travelfusion Credentials information and screen shots
February 14, 2020	Updated the copyright; no other changes; cover date not updated
December 12, 2019	Added <i>Flight Options – Traveler Data</i> topic to the <i>What the User Sees</i> section
November 13, 2019	Updated <i>Part 4: Professional and Standard Edition – PNR Finishing</i> in the <i>Configuration</i> section
November 12, 2019	Updated <i>Flex Faring and Shop by Schedule</i> section with note and screenshot
October 21, 2019	Added <i>CVV Codes-specific FAQs</i> section
October 15, 2019	Updated note in Benefits and Features topic in the <i>Overview</i> section
October 09, 2019	Updated <i>Overview</i> section
September 30, 2019	Updated <i>Part 4: Professional and Standard Edition – PNR Finishing</i> section
May 21, 2019	Added information about Dual Fare Display under the <i>Overview</i> section

Travelfusion

Section 1: IMPORTANT – About this Guide

Be aware of the following:

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

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

Section 2: Overview

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

Concur Travel has partnered with Travelfusion to access fares available only on select supplier websites. This streamlined booking process is available for carriers that are not accessible through GDS or direct reservation system integration. Travelfusion bookings are 100% automated and integrated into the same user-friendly interface travelers have come to expect from Concur Travel.

Once a customer decides on a given web fare and accepts the purchase conditions, an instant purchase takes place on the vendor website, and then Concur Travel updates the travel agency and corporate records. The website purchase process is completely integrated into Concur Travel, so the traveler does not leave the system to complete a booking.

NOTE: Both Southwest and Travelfusion Direct Connects can offer multiple fares for a given flight. If a Dual Fare Display is enabled (and Sabre is the primary GDS) then Southwest and Travelfusion content will be displayed in the Dual Fare Display UI.

Benefits and Features

Concur Travel provides a superior experience for corporate travelers needing to access websites for air travel. The following are some of the benefits of Concur Travel's Travelfusion solution:

- Corporate programs can access web fares that are not currently available through traditional reservation systems. Connectors are available to more than 100 low-cost carriers' websites.
- Website buying is a fully integrated process. Travelers do not need to leave Concur Travel to book fares from a vendor's website.
- Travelfusion supports both personal and corporate cards to book web-direct fares; however, the traveler may be required by the airline vendor website to enter the CVV number when using a corporate card.

NOTE: Clients can book flights via Travelfusion using Amex BTA ghost cards for payment without being required to add a CVV. The exception to this is in the Brazil market, where Amex BTA is no longer functional in Concur Travel due to a system change with the local American Express BTA bank processor. This system change resulted in the bank processor no longer accepting the universal CVV that is used to execute Travelfusion web direct transactions with Amex BTA. All other markets are unaffected.



For more information about CVV codes in general or as they relate to Travelfusion, refer to the *CVV Codes - General Information Fact Sheet* available on the SAP Concur support portal or in Travel Administration online help, and the CVV Codes-specific FAQs section in this document.

- For quick display results, Concur Travel integrates web fares concurrently with reservation system shopping tools using an asynchronous update process.
- Purchases on websites are tracked to support corporate and agency reporting. Concur Travel provides simultaneous access to multiple travel procurement channels and reports on utilization.
- Concur Travel displays rules from websites during the purchase process.
- Travelfusion's web services enable rapid connector development, event logging, and process tracking.

Section 3: Strong Customer Authentication

SCA is a European requirement created to make online payments more secure. The directive requires that purchasers in certain online electronic transactions be

authenticated using multi-factor techniques to increase the security and reduce fraud opportunities. It is up to each supplier and bank/card issuer to determine on a transaction by transaction basis whether this extra level of authentication is required.

▶ **The process for two-factor authentication includes:**

1. The user selects the flight with direct connect fares sourced via Travelfusion.

Norwegian Air Shuttle

07:00 AM OSL → 08:00 AM BGO Nonstop 1h 00m

LowFare \$55.01 LowFare+ \$67.69

DEPART Mon, Nov 18 – Oslo, Norway to Bergen, Norway

Mon, Nov 18 07:00a OSL → 08:00a BGO 1h 00m Norwegian Air Shuttle 602

Fare Options Free Checked Bags

LowFare	View: Norwegian Air Shuttle	\$55.01
LowFare+	View: Norwegian Air Shuttle	\$67.69
Flex	View: Norwegian Air Shuttle	\$132.17

Supplier Info / Fare Details — Ticket is non-refundable

TravelFusion

2. The user selects their form of payment on the **Review and Reserve** page (and provides CVV, if required).

SEAT ASSIGNMENT

Pre-reserved seats are not available for this flight.

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	€119.39	€0.00	€119.39
Total Estimated Cost: €119.39			Total Due Now: €119.39

SELECT A METHOD OF PAYMENT

How would you like to pay?

Enter your credit card's CVV (Card Verification Value) number. This number will not be stored in your Travel profile; it will only be used for this booking. For Visa, Mastercard, Discover, Diners Club, the three-digit CVV number is printed on the signature panel on the back of the card immediately after the card's account number. For American Express, the four-digit CVV number is printed on the front of the card above the card account number.

CVV Number:

* Indicates credit card is a company card

3. The user reviews their itinerary and fare breakdown on the **Travelfusion Fare Summary** page.

Travelfusion Fare Summary

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

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

Oslo Gardermoen Airport, Oslo (NO) (OSL) to Bergen Airport, Bergen (NO) (BGO)

Flight: [norwegian.no](http://www.norwegian.no) Norwegian (DY) Flight # 602
Departure: Oslo Gardermoen Airport, Oslo (NO) (OSL) 11/18/2019 at 07:00 am
Arrival: Bergen Airport, Bergen (NO) (BGO) 11/18/2019 at 08:00 am
Carrier Class: Flex

 Please read the Terms and Conditions below!

WebFare Breakdown

Base Fare excluding taxes	EUR 111.93 (NOK 1124.00)
Credit card surcharge	EUR 2.69 (NOK 27.00)
Taxes	EUR 7.47 (NOK 75)
WebFare Total Price	EUR 122.09 (NOK 1226)

Important Information from Norwegian

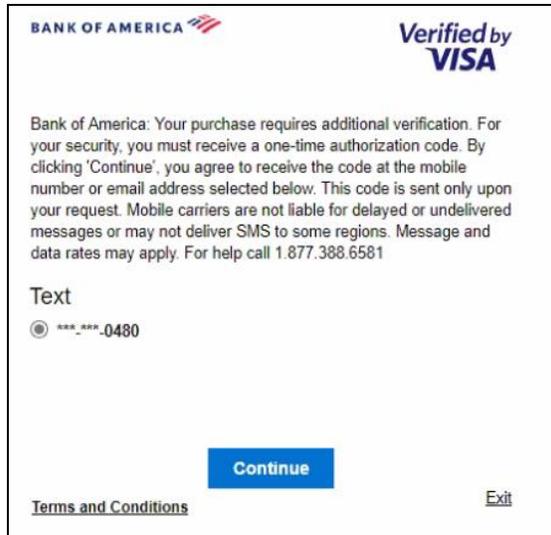
- Billettyper: <https://www.norwegian.com/infourl/infoidreadcompleteterms/>
- Regler Og Vilkår: <https://www.norwegian.com/no/infourl/infoidnorwegiangeneralconditionsofcarriage/>

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

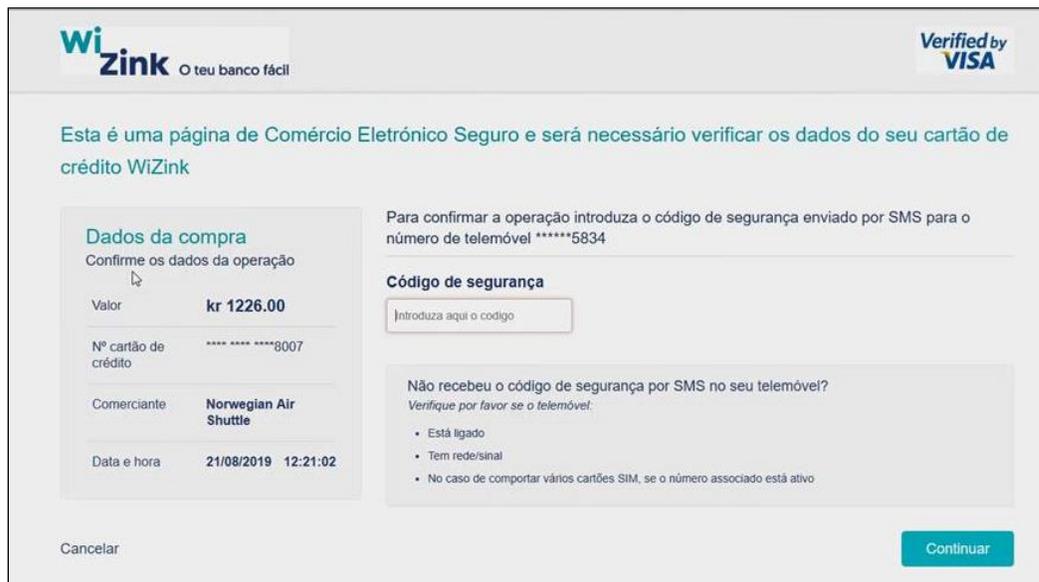
[Start Over](#) [<< Previous](#) [Next >>](#)

4. The user is directed to a bank-hosted page, where the multi-factor authentication challenge begins.

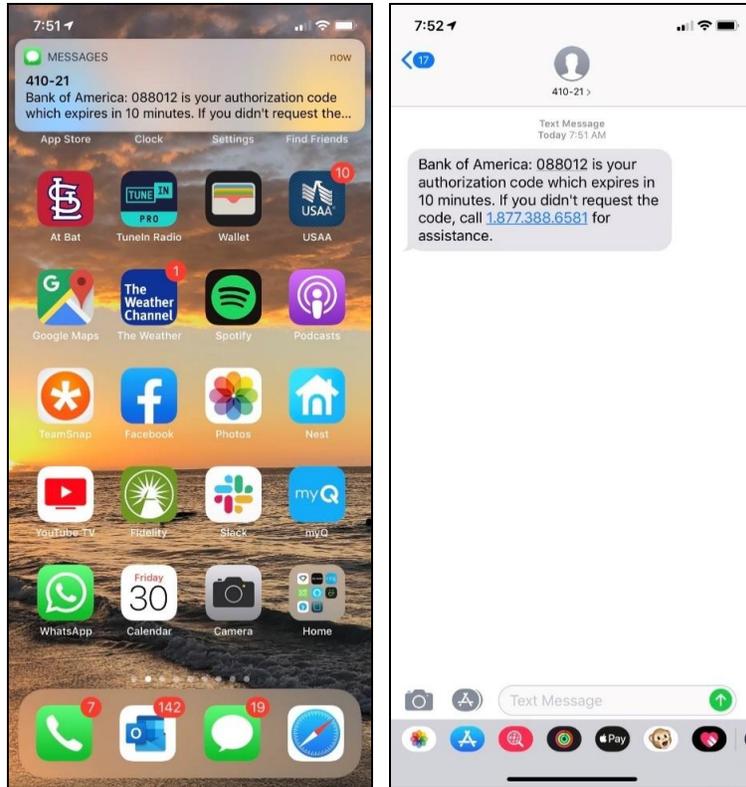
NOTE: This experience can vary greatly, depending on the bank.



Different banks can conduct the two-factor authentication challenge using different methods and different user interfaces (and possibly in different languages) based on the bank’s technical capability, the desired level of security, and the place where the card was issued. The following image is an example from a Portuguese bank imposing an SMS-delivered token challenge in Portuguese for a Travelfusion-sourced transaction with Norwegian Airlines.



- The user clicks **Continue**, which sends an SMS message to the user containing a security token.



- The user enters the security token on the bank-hosted page and clicks **Submit**.

The image shows a verification screen from Bank of America. At the top left is the 'BANK OF AMERICA' logo, and at the top right is the 'Verified by VISA' logo. The text reads: 'Verification using one-time authorization code.' followed by 'Your one-time authorization code has been sent'. Under 'Transaction Details', it lists: 'Merchant: Norwegian Air Shuttle', 'Transaction Amount: kr 1.226,00 NOK', and 'Card Number: *****2044'. Below this is an input field labeled 'Enter Code:'. At the bottom, there are links for 'Receive another code', 'Terms and Conditions', and 'Exit', along with a blue 'Submit' button.

- If the bank can authenticate the user successfully, the transaction is approved and the user is directed to the **Travel Details** page. The user clicks **Next** to complete the booking.

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: WebDirect Flight: OSL to BGO [Edit](#)
 Start Date: November 11, 2019
 End Date: November 11, 2019
 Created: August 30, 2019, [redacted] (Modified: August 30, 2019)
 Description: (No Description Available) [Edit](#)
 Agency Record Locator: [redacted]
 Passengers: [redacted]
 Total Estimated Cost: kr 1,226.00 NOK €122.08 EUR [\(Details\)](#)
[Change frequent flyer program](#)

Add to your Itinerary
[Car](#) [Hotel](#)
[Ground](#)

RESERVATIONS

Monday, November 11, 2019

Flight Oslo (OSL) to Bergen (BGO)

Norwegian Air Shuttle 602

Departure: 07:00 AM
 Oslo Gardermoen Airport (OSL)
 Duration: 1 hour
 Nonstop

Arrival: 08:00 AM
 Bergen Airport (BGO)

Additional Details
 Cabin: Low Fare (Y)

Confirmation: PIPFIX
 Status: Booked in Travelfusion / PIPFIX

Seat: No seat

[Add to your Itinerary](#)

During the payment process, errors can occur that cause the booking to fail. Reasons can include – but are not limited to – an incorrect CVV, incorrect token, failed fraud checks, as well as time-outs while waiting for the two-factor authentication to occur. If an error occurs, the user is directed to an error page.

Travelfusion Booking

ATTENTION!

We have not been able to determine whether your purchase was successful. If you do not receive an email confirmation with a confirmation number directly from the airline within the next 15 minutes, please contact the airline to confirm your booking. Please do not attempt to buy this again unless you have verified you do not already have a booking.

Yes, I have read and I understand the warning above.



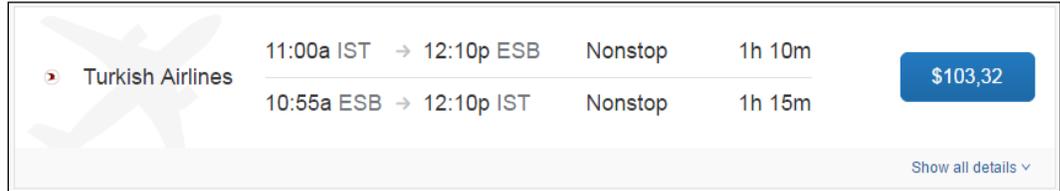
Please refer to the [Concur Travel * Client Fact Sheet – Strong Customer Authentication: EU Directive on Payment Services \(PSD2\)](#) for more details and examples.

Section 4: End-User Experience

▶ **To search for flights:**

1. The user searches for flights as usual. In the search results, the user clicks:

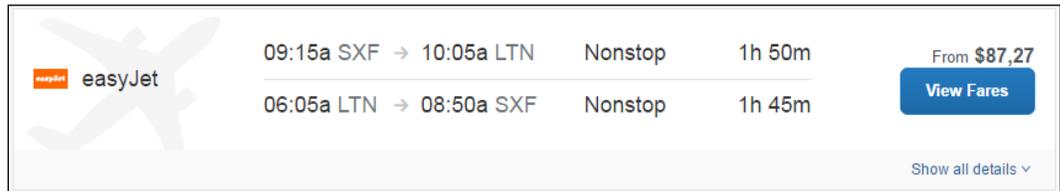
- ◆ The blue selection (price) button if there is only one fare:

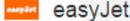


	11:00a IST → 12:10p ESB	Nonstop	1h 10m	\$103,32
	10:55a ESB → 12:10p IST	Nonstop	1h 15m	
				Show all details ▾

– or –

- ◆ **View Fares** if there are more than one fare for the connection:



	09:15a SXF → 10:05a LTN	Nonstop	1h 50m	View Fares From \$87,27
	06:05a LTN → 08:50a SXF	Nonstop	1h 45m	
				Show all details ▾

2. Additional fare information appears.

The screenshot displays the EasyJet flight search results for a round trip from Berlin, Germany to Luton, England, United Kingdom. The flight is nonstop with a duration of 1h 50m for the outbound leg and 1h 45m for the return leg. The total price is \$83,35. The page shows three fare options: Standard (\$21,73), Inclusive (\$46,26), and Flexible (\$104,00). The return leg also shows three fare options: Standard (\$40,99), Inclusive (\$65,52), and Flexible (\$114,34). A 'Hide Fares' button is visible at the top right, and a 'Supplier Info' button with a checkmark and the price \$83,35 is at the bottom right. The TravelFusion logo is in the bottom right corner.

Fare Options	Free Checked Bags	Refundable	Price
Standard Fare Details	Visit EasyJet	No	\$21,73
Inclusive Fare Details	Visit EasyJet	No	\$46,26
Flexible Fare Details	Visit EasyJet	No	\$104,00

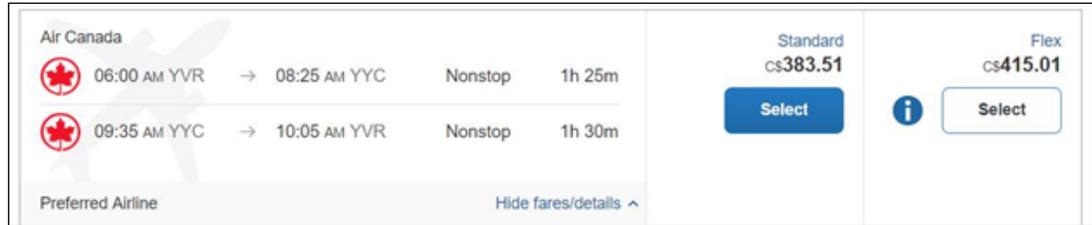
Fare Options	Free Checked Bags	Refundable	Price
Standard Fare Details	Visit EasyJet	No	\$40,99
Inclusive Fare Details	Visit EasyJet	No	\$65,52
Flexible Fare Details	Visit EasyJet	No	\$114,34

Depending on the fare structure of the airline, either multiple fare types or branded fares are shown or perhaps only the cheapest available fare. Some airlines allow the user to select different fare types for outbound and return flights; other airlines allow only one fare type for outbound and return.

If the user clicks **Flight details** in the fare display, flight details appear. The user clicks **Show all details** to see flight and fare details.

Dual Fare Display

The Dual Fare Display feature expands the capabilities of the Shop by Fares tab to show the two lowest bookable branded fares, side by side. If enabled (Sabre customers only), users will see Travelfusion fares returned:



For more information, refer to the *Dual Fare Display Travel Service Guide*.

Flight Options – Ancillaries

Concur Travel supports ancillaries on web bookings via Travelfusion. Each carrier can have its own ancillaries items – some optional, some mandatory.

When the user clicks **Flight details** and selects a fare, the **Flight Options** popup appears to show the ancillaries and to provide the required information for the vendor.

Some low-cost carriers provide frequent flyer programs or accept programs from other airlines. If the carrier-specific frequent flyer program is stored in the user profile, the frequent flyer card number is transferred into the applicable field in the **Flight Options** popup. The user can change the pre-populated frequent flyer number if necessary.

Flight Options for easyJet X

easyJet

Please provide the following information that easyJet 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 easyJet.

Please Select Flight Extras Options: (optional)

Frequent flyer number (optional)

S04 37

Please Select Luggage Option: (optional)

ity (two-letter code, e.g. GB)

- 1 bags - 20Kg total - 0.00 GBP
- 2 bags - 40Kg total - 28.00 GBP
- 3 bags - 60Kg total - 56.00 GBP

Passport country of issue (optional)

Passport expiry date (dd/mm/yyyy) (optional)

Passport number (optional)

Username for supplier login account (optional)

Date of birth (dd/mm/yyyy) (optional)

Confirm

Some airlines allow the user to select luggage per segment. This is typically the case for airlines that allow the user to book different fare types for outbound and return flights.

Please Select Outward Luggage Option: (optional)

Please Select Return Luggage Option: (optional)

- 1 bags - 23Kg total - 14.99 EUR
- 2 bags - 46Kg total - 89.98 EUR
- 3 bags - 69Kg total - 164.97 EUR
- 4 bags - 92Kg total - 239.96 EUR
- 5 bags - 115Kg total - 314.95 EUR

Confirm

Flight Options – Trusted Traveler Programs

Some airlines support acceptance of a Trusted Traveler program, such as the TSA Pre-Check, or Known Traveler Number:

Fare Options Free Checked Bags

Standard

Flex

Comfort

Latitude

Supplier

TravelFusion

Air Canada

Air Canada

Flight Options for Air Canada

 Please provide the following information that Air Canada 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 Air Canada.

Specify additional email addresses to which booking confirmation emails should be sent (comma-separated list). (optional)

Known Traveler Number (KTN) (optional)

Please select a meal voucher option: (optional)

Passport number (optional)

Redress inquiry number (optional)

Date of birth (dd/mm/yyyy)

Flight Options – Traveler Data

As of December 2019, if the Known Traveler Number, Redress Number and/or Passport Number is available in the traveler's profile, a dropdown will be provided instead of the free text field and the traveler or arranger can select whether to share these document numbers with the airline by selecting the document number or leaving the field empty. Since these fields are optional and the bookings can be completed without providing this data, the dropdown will be unpopulated by default. Partially masked document numbers will display. Since a traveler can own multiple passports (even if only one of them can be stored in Concur Travel), the dropdown also shows the issuing country of the passport for clarification purposes, but the issuing country will not be shared with the supplier.

If this data is not populated in the traveler's profile, the fields will remain as free text in the **Flight Options** box.

Once the **Flight Options** box displays, the traveler or arranger can select the traveler's documents from the dropdown:

Flight Options for Air Canada

Please provide the following information that Air Canada 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 Air Canada.

Specify additional email addresses to which booking confirmation emails should be sent (comma-separated list). (optional)

Known Traveler Number (KTN) from your profile: (optional)

Passport number from your profile: (optional)

Number from your profile: (optional)

****2345 DE

Date of birth (dd/mm/yyyy)

XX/XX/XXXX

Confirm

NOTE: The Ancillary, Trusted Traveler Program, and Traveler Data content in the **Flight Options** box are controlled by the supplier. Airlines can introduce new ancillaries; authorities can introduce new regulations for Traveler Data collection at any time. These new options may dynamically appear in the **Flight Options** box without prior notice from Concur Travel.

Fare Rules

Once the user has searched for flights and viewed **Flight details**, the user can click the **Supplier Info** link for general supplier info.



Supplier Info for easyJet

easyJet
Terms and Conditions
<http://www.easyjet.com/en/terms-and-conditions>

Article 28: Insurance
<http://www.easyjet.com/en/terms-and-conditions#a29>

Article 20: Dangerous Goods
<http://www.easyjet.com/en/terms-and-conditions#a21>

Article 14: Seating
<http://www.easyjet.com/en/terms-and-conditions#a14>

Advance Passenger Information Rule
If only partial passport information is provided (must including passport number), we will still forward the API request to easyJet. Please note that if a traveller is travelling on an APIS route, he will not be allowed to checkin through the website unless his document information is complete. Thus please go to easyjet.com to complete the APIS. Hint: To view/manage bookings on easyjet.com, a password is required, which is always send to the contact email address along with the confirmation email if the user has not registered before. Rule of APIS parameters: 1. The max lengh of passport number is 20. 2. DateOfBirth is required only for adults and children, and must be valid and older than 2 years of age. 3. Any adult with accompanying infant must be at least 18 years of age on the date of the outbound flight.

Payment in MAD currency
easyJet do not support payment in MAD currency for cards except MasterCard and Visa Credit.

Fare Rules - B
The Inclusive Fare must be paid in full at time of booking. The Inclusive Fare includes a hold bag (up to 20kg), the lowest priced allocated seat, credit card fee and admin fee. The Inclusive Fare is not available for purchase on easyJet.com or via the easyJet mobile app. Names of passengers may be changed on payment of a "name change" fee, plus any additional collection on the new fare. Passengers can transfer reservations (subject to availability) for an administration fee per passenger per flight, plus any difference in the total cost of the flight at the time the change is made. If the new fare is lower, no refund will be made. No refund will apply if you are unable to fly. Any additional services must be paid for in full at time of booking. For full terms and conditions please refer to our standard terms and conditions at <http://www.easyjet.com/en/terms-and-conditions>

Note for outward flight's seat
Exit Row seats are not available for selection for Passengers who are Child under 16 yrs have hearing, Sight or other disability, has Infant on Lap, Pregnant, Physical disorder, Elderly and fragile. Standard and Exit Row Seats Free Of Charge for FlexiFare and all Seats are Free Of Charge for passengers having ejPlusCard..

Note for return flight's seat
Exit Row seats are not available for selection for Passengers who are Child under 16 yrs have hearing, Sight or other disability, has Infant on Lap, Pregnant, Physical disorder, Elderly and fragile. Standard and Exit Row Seats Free Of Charge for FlexiFare and all Seats are Free Of Charge for passengers having ejPlusCard..

Airline Passenger Duty (APD) Refund Information 1
Please request UK APD tax refund for children aged 2~11 at www.easyjet.com/apd

Airline Passenger Duty (APD) Refund Information 2
To be eligible for a refund of your child's APD, the following must apply: 1.The child (children) on the booking must be aged 2 or over, but under 12 on the date of your flight departure from a UK airport. 2. They must be travelling on, or after, May 1 2015

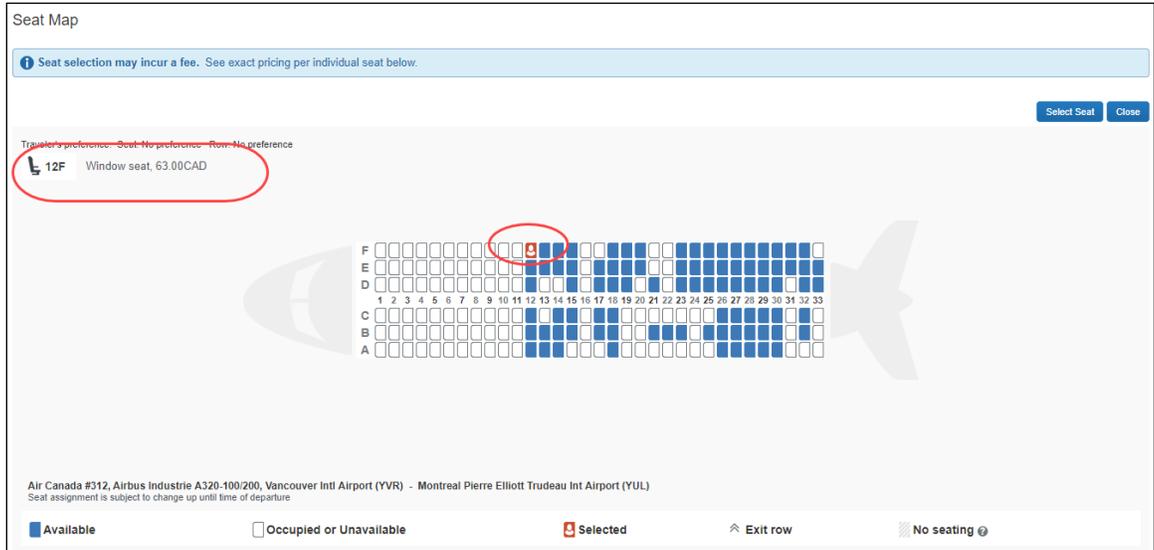
Airline Passenger Duty (APD) Refund Information 3
Easyjet are automatically refunding any CHILD APD due, following that the APIS details are completed or the APD refund form on the managemybooking portal, as well as that the child age needs to be submitted before the refund is given.

Fare Rules: Inclusive
No additional payment fees 1 x 20kg hold luggage Free seat selection (excluding up front and extra legroom) Inclusive Fare is not available on easyJet.com Changeable (fees apply) For full terms and conditions refer to www.easyjet.com

Close

Seat Reservations

For some low-cost Travelfusion carriers, seat reservations are available in Concur Travel. When accepted, Concur Travel passes the user's loyalty program information to ensure the seat map availability and pricing reflect the user's status:



Seat Map

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

Traveller's preference: Seat: No preference, Row: No preference

12F Window seat, 63.00CAD

Air Canada #312, Airbus Industrie A320-100/200, Vancouver Intl Airport (YVR) - Montreal Pierre Elliott Trudeau Int Airport (YUL)
Seat assignment is subject to change up until time of departure.

Available Occupied or Unavailable Selected Exit row No seating



For information about set maps, refer to the *Seat Maps Fact Sheet*, which is available on the SAP Concur support portal or in *Travel Administration online help*.

Warning Message

If a Travelfusion booking fails unexpectedly, an unconfirmed booking remains in Concur Travel. A message appears, prompting the user to wait before trying to rebook.

Example **scenarios**:

- Travelfusion cannot confirm the status of the booking. Since Concur Travel will never receive a confirmation number, we display UNKNOWN as the confirmation number on the itinerary.
- The supplier could not confirm the status of the booking. Concur Travel may or may not receive a confirmation number from the supplier. If we do receive it, we display it on the itinerary, otherwise we display UNKNOWN as the confirmation number.
- There is an error of some kind (other than *Failed* status), such as network failure, timeout, or other unknown reason. Concur Travel displays UNKNOWN as the confirmation number on the itinerary.

If any of these situations occur, when a user clicks **Next** to purchase a Travelfusion fare, the user sees a warning message:

Travelfusion Booking

ATTENTION!

We have not been able to determine whether your purchase was successful. If you do not receive an email confirmation with a confirmation number directly from the airline within the next 15 minutes, please contact the airline to confirm your booking. Please do not attempt to buy this again unless you have verified you do not already have a booking.

Yes, I have read and I understand the warning above.

When the user selects the check box and clicks **Next**, the user sees the Concur Travel final itinerary confirmation, again with the same warning.

Per-Segment Buckets

When a Travelfusion carrier provides pricing information per-leg (rather than a single price per trip), the user can choose a flight class for each leg of the trip independently. For those airlines that allow different fare types for outbound and return fares, this is helpful to users as they can book a restrictive outbound flight but refundable/changeable on the return if they think that may change:



09:15a SXF → 10:05a LTN Nonstop 1h 50m

06:05a LTN → 08:50a SXF Nonstop 1h 45m

From **\$87,27**

Hide Fares

[Hide all details ^](#)

DEPART ✈ Tue, Jun 7 – Berlin, Germany to Luton, England, United Kingdom [Flight details v](#)

Fare options	Free Checked Bags	Refundable	
Standard Fare rules Details	Visit EasyJet	No	\$25,15 ●
Inclusive Fare rules Details	Visit EasyJet	No	\$49,76 ●
Flexible Fare rules Details	1	No	\$214,16 ●

NOTE: Some airlines add point-of-sale or handling fees to the total price on certain routes for certain fares. In those cases, it can happen that the calculated sum of fares for the outbound and return segment is lower than the total price shown. The difference is the point-of-sale or handling fee.

Flex Faring and Shop by Schedule

Concur Travel currently supports the flex faring view for Australia, New Zealand, India, and European Nordic Countries (Sweden, Denmark, Norway, Finland). Both web fares and flex faring are configuration items required for this feature to work.

All 134 results	 Jetstar Airways	 Qantas Airways	 Virgin Australia
Nonstop 37 results	4 results	20 results	13 results
1 stop 97 results	—	65 results	32 results

Show fare display legend Baggage Fee Policies

Depart Sorted By: Depart - Earliest ▼

i Fares may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.

Sydney, Australia - Thu, Jul 7
Displaying: 4 out of 134 results. ?

	Most Restricted	Restricted	Flexible
 #501 SYD → MEL 06:05a > 07:40a Jetstar Airways Stops: 0 / 1h 35m 1h 35m / 125 kg CO ₂ Fare includes taxes and fees.- Travelfusion	Starter \$54.41 AUD 75.00 	Starter Plus \$79.81 AUD 110.00 	Starter Max \$224.19 AUD 309.00 
 #503 SYD → MEL 07:00a > 08:35a Jetstar Airways Stops: 0 / 1h 35m 1h 35m / 125 kg CO ₂ Fare includes taxes and fees.- Travelfusion	Starter \$68.92 AUD 95.00 	Starter Plus \$94.32 AUD 130.00 	Starter Max \$224.19 AUD 309.00 
 #507 SYD → MEL 08:25a > 10:00a Jetstar Airways Stops: 0 / 1h 35m 1h 35m / 125 kg CO ₂ Fare includes taxes and fees.- Travelfusion	Starter \$83.43 AUD 115.00 	Starter Plus \$108.83 AUD 150.00 	Starter Max \$224.19 AUD 309.00 
 #509 SYD → MEL 10:45a > 12:20p Jetstar Airways Stops: 0 / 1h 35m 1h 35m / 125 kg CO ₂ Fare includes taxes and fees.- Travelfusion	Starter \$76.18 AUD 105.00 	Starter Plus \$101.57 AUD 140.00 	Starter Max \$224.19 AUD 309.00 

Displaying: 4 out of 134 results. ?

In addition to the flex faring view, Concur Travel will show Travelfusion carriers on the **Shop by Schedule** tab. This is available for all markets.

NOTE: If shopping for a return or multiple city trip using the Shop by Schedule view, you can independently select a fare for each journey of the trip. However, not all fare combinations are supported by all vendors. If the first fare is already selected and cannot be combined with a second fare, the second fare is labeled as "This flight cannot be combined."

Shop by Fares | Shop by Schedule

DEPART ✕ Mon, Nov 18 – Dublin, Ireland to Edinburgh, United Kingdom

 Aer Lingus	06:40a DUB → 07:55a EDI	Nonstop	Economy	Remove
				1 hour 15 minutes / Aer Lingus 3250 Aerospatale/Aeritalia (Amadeus)

Depart | Return

Edinburgh, United Kingdom - Tue, Nov 19

Flight Number Search Sorted By: Depart - Earliest Displaying: 1 out of 46 results.

 RyanAir	02:10p EDI → 03:15p DUB	Nonstop	Economy	This flight cannot be combined
				1h 5m / RyanAir 817 - View seats Fare includes taxes and fees. (Travelfusion)

Displaying: 1 out of 46 results.

[Load detailed schedule data.](#)

Selected Fare

 easyJet	10:25a CPH → 11:15a LTN	Nonstop	1h 50m	Remove ✕ From \$85,63
	07:00a LTN → 09:55a CPH	Nonstop	1h 55m	View Fares
				Show all details v

Shop by Fares | Shop by Schedule

Sorted By: Custom

Displaying: 3 out of 3 results.

 RyanAir	07:15a CPH → 08:05a LTN	Nonstop	1h 50m	From \$80,64
	08:35a LTN → 11:25a CPH	Nonstop	1h 50m	View Fares
				Show all details v

Trip Cancellation

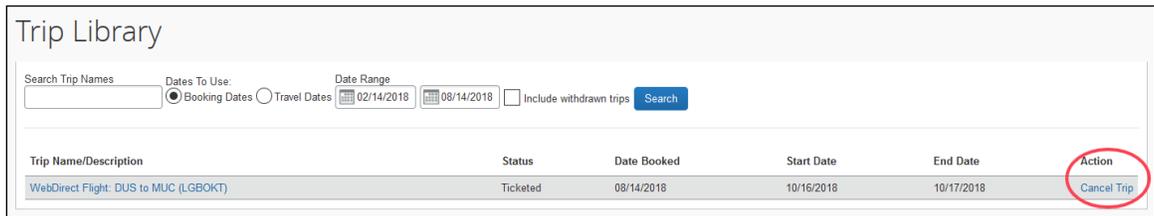
Users can cancel and refund Travelfusion bookings in Concur Travel if the airline supports online cancellations via Travelfusion and if the fare is refundable. For fare and refundability conditions, please visit the airline websites.

NOTE: If the airline does not support cancellation via Concur Travel, then the user must request cancellation and refund bookings directly from the airline.

NOTE: Tax refunds for non-refundable fares cannot be requested with the online cancel process. Since every airline handles this process differently, tax refunds must be requested directly from the airline or via the travel agency.

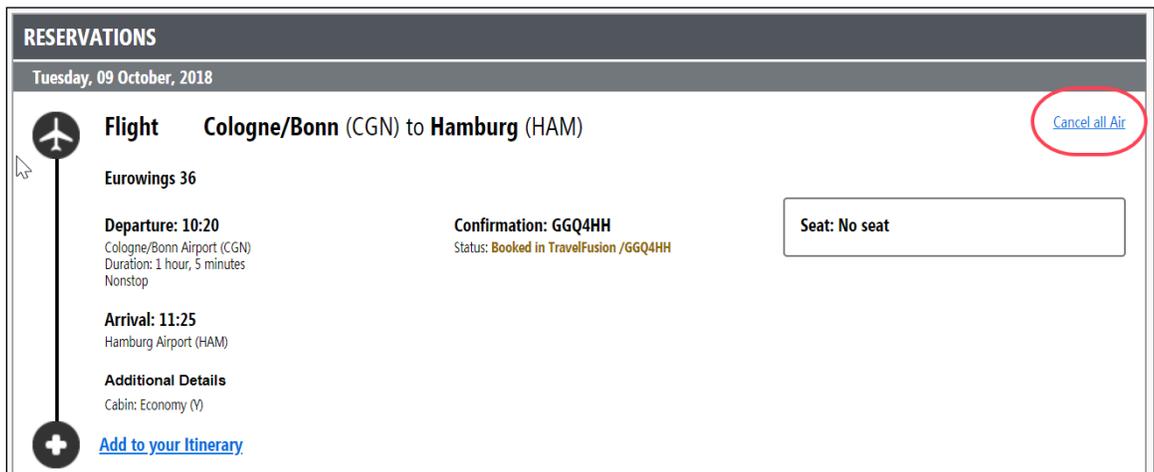
Cancel Process

The user can initiate the cancellation from the **Trip Library**.



Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
WebDirect Flight: DUS to MUC (LGBOKT)	Ticketed	08/14/2018	10/16/2018	10/17/2018	Cancel Trip

Alternatively, the user can initiate the cancellation from the itinerary page.



RESERVATIONS
Tuesday, 09 October, 2018

Flight Cologne/Bonn (CGN) to Hamburg (HAM) [Cancel all Air](#)

Eurowings 36

Departure: 10:20
Cologne/Bonn Airport (CGN)
Duration: 1 hour, 5 minutes
Nonstop

Arrival: 11:25
Hamburg Airport (HAM)

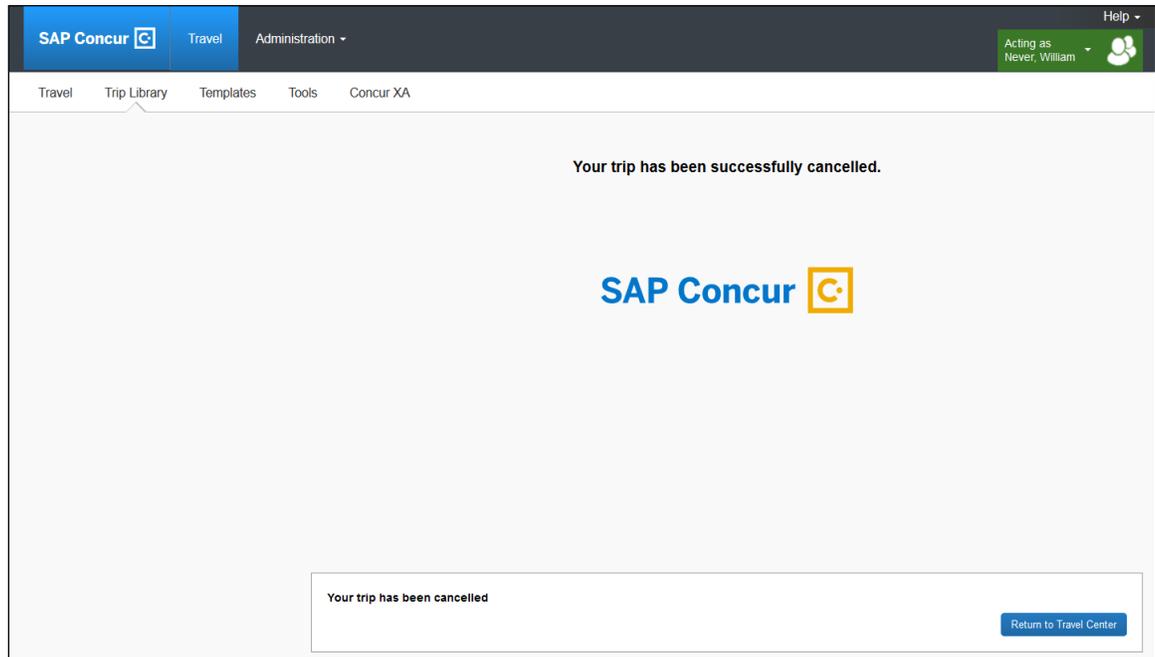
Additional Details
Cabin: Economy (Y)

Confirmation: GGQ4HH
Status: Booked in Travelfusion /GGQ4HH

Seat: No seat

[Add to your Itinerary](#)

The user clicks **Cancel Trip** or **Cancel all Air** (whichever applies) and then **OK** on the **Cancel Trip** popup message. Concur Travel will confirm the successful cancellation of the bookings.



If cancellation is not supported for the booked airline, a message similar to the one below appears.



If cancellation is supported for the airline but the fare is not refundable, a message similar to the one below appears.



Supported Airlines

In general, the Travefusion cancellation feature is available for all Travefusion airlines available in SAP Concur for which the cancellation function is supported by the airline or Travefusion.

However, since most LCCs do not provide test systems, SAP Concur can only perform limited tests with supported airlines in the production environment. For this reason, SAP Concur reserves the right to enable or disable the cancellation function for specific airlines based on test results and customer feedback to make sure that the cancel function works reliably for supported airlines.

IMPORTANT - Configuration

Note the following:

- Trip cancel settings on the travel configuration page are ignored for Travefusion cancellations since those settings are designed to support the refund process by the travel agency. The Travefusion cancellation function is auto-on for supported airlines no matter which option is selected in the trip cancel settings.
- Passive PNRs of cancelled Travefusion bookings will be automatically sent to the agencies Cancel Queue.

Import into Expense

If a customer has both Travel and Expense enabled, when an Air Canada booking is made via Travelfusion, the data is imported into Expense:

The screenshot shows the 'Manage Expenses' page in SAP Concur. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The main content area displays a table of expenses with the following data:

Expense Type	Category	Status	Date	Amount
<input type="checkbox"/> Air Canada	Airfare	✈️	05/28/2019	USD 3,893.83
<input type="checkbox"/> American Airlines	Airfare	✈️	05/28/2019	USD 3,672.13
<input type="checkbox"/> American Airlines	Airfare	✈️	05/28/2019	USD 3,656.03
<input type="checkbox"/> Delta Air Lines	Airfare	✈️	05/28/2019	USD 3,665.13
<input type="checkbox"/> Lufthansa	Airfare	✈️	05/28/2019	USD 1,826.63
<input type="checkbox"/> United Airlines	Airfare	✈️	05/28/2019	USD 3,639.43
<input type="checkbox"/> Delta Air Lines	Airfare	✈️	05/28/2019	USD 3,665.13
<input type="checkbox"/> Airfare	Airfare	✈️	09/20/2019	CAD 931.08

Below the table is the 'AVAILABLE RECEIPTS' section, which contains a box with a red plus sign and the text 'Upload New Receipt'. Below this box is the text: 'Click here or drag & drop files to upload new receipt images.'

The screenshot shows the 'Manage Expenses' page in SAP Concur. The top navigation bar is the same as in the previous screenshot. The main content area displays the 'ACTIVE REPORTS' section. On the left is a box with a red plus sign and the text 'Create New Report'. On the right is a report card with the following information:

NOT SUBMITTED
WebDirect Flight: SEA to YVR (DIEY1)
09/20/2019
€634.91

At the bottom of the page, there is a small note: 'All incoming expenses will be placed on an unsubmitted report. Stop this process.'

Section 5: Support for "Verified by Visa" and "MasterCard Securecode"

Because of technical browser issues, SAP Concur no longer supports "Verified by Visa" and "MasterCard Securecode". All airlines requiring "Verified by Visa" and "MasterCard Securecode" are configured as TF.Merchant carriers where this process is not required.

Section 6: Travelfusion Merchant Payment

Overview

For booking of a web fare via Travelfusion, a credit card is required. In certain markets, like India, credit cards are not widespread and the acceptance of credit cards is low. To solve this problem, Travelfusion provides Travelfusion Payment Merchant (TF.Merchant). In this procedure, Travelfusion has a payment agreement with the airline and acts as the merchant – charging the credit card in the booking process.

Supported Airlines

The list of supported carriers changes frequently. To determine the carriers:

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.
2. In the **Travel Administration** section of the left menu, click **Travel Admin**.
3. Click the **Travelfusion Suppliers** tab.

All airlines with **(TF.Merchant)** are Travelfusion Merchant Payment carriers.

Travelfusion Charges for Payment Merchant Bookings

Travelfusion charges merchant fees according to their current price list.

Calculation of Merchant Fee: Sum of airfare (including taxes) + Credit Card Surcharge (applied by suppliers as a card fee) * 3% or 5% (depending on the credit card used for payment)

Email from Travelfusion

Travelfusion sends an email receipt that shows the TF-Pay-related card charges – that is, the charges that Travelfusion will make on the card submitted for the booking when Travelfusion acts as the merchant (TF.Merchant).

The email is sent to the email address that appears in the booking contact details.

Subject of the email:

[...PNR...] Booking Confirmation - NOT Valid for Travel

The email is from: bookings@travelfusion.com

Example:

Dear Traveller,

Thank you for purchasing your flight(s) on WizzAir, which was facilitated by Travelfusion. You will now also be receiving a separate confirmation email from the airline, with the flight details and the booking reference number which you should use to manage your booking and to check-in online.

receipt

Reservation Information	
Status :	Confirmed
Booking date :	8 May
Confirmation number :	KXCX9HR
Outbound :	BUD - SOF 22 May 09:45 – 12:05
Passenger(s) :	Mr William Never

Payment Details	
Fare :	156.61 EUR

Transaction Fees	
Merchant Fee :	7.83 EUR

Total :	164.44 EUR
----------------	-------------------

THIS PAYMENT WILL BE COLLECTED FROM CARD NUMBER *****1111 AND WILL APPEAR ON THE CARD STATEMENT IN THE NAME OF "TRAVELFUSION LIMITED".

Sincerely,
Travelfusion Ltd.

What the User Sees

The user will see no difference in the search and book process. On the Travelfusion Fare Summary page the merchant fee appears.

Ferihegy Arpt, Budapest (HU) (BUD) to Soellingen Arpt, Karlsruhe Baden Baden, Baden-Wurttemberg (DE) (FKB)

Flight: **Wizz** Wizz Air Hungary (W6) Flight # 2307
 Departure: Ferihegy Arpt, Budapest (HU) (BUD) 06/24/2016 at 10:40 am
 Arrival: Soellingen Arpt, Karlsruhe Baden Baden, Baden-Wurttemberg (DE) (FKB) 06/24/2016 at 12:20 pm
 Carrier Class: Basic
 TravelFusion Class: Economy With Restrictions

Please read the Terms and Conditions below!

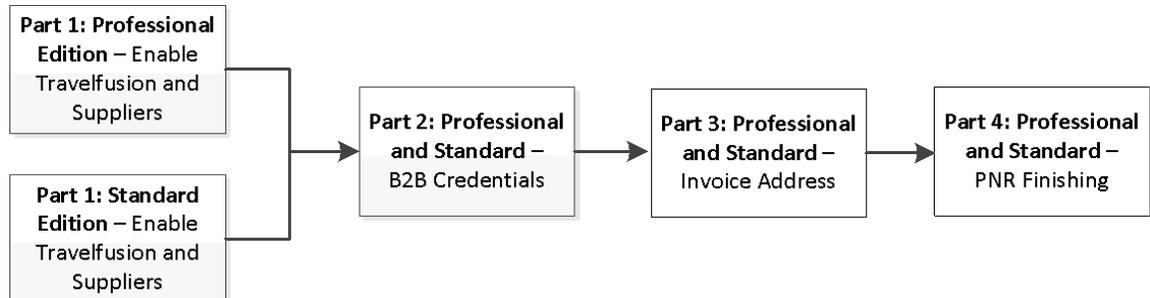
WebFare Breakdown

Base Fare including taxes	USD 118.19 (EUR 105.98)
Merchant Fee	USD 4.22 (EUR 3.78)
Airport check-in	USD 22.30 (EUR 20.00)
WebFare Total Price	USD 144.70 (EUR 129.76)

Section 7: Configuration

► *To configure Travelfusion:*

Complete these steps based on the edition of Concur Travel.



- Part 1: Professional Edition – Enable Travelfusion and Suppliers
– **or** –
Part 1: Standard Edition – Enable Travelfusion and Suppliers
- Part 2: Professional and Standard Edition – B2B Credentials
- Part 3: Professional and Standard Edition – Invoice Address
- Part 4: Professional and Standard Edition – PNR Finishing

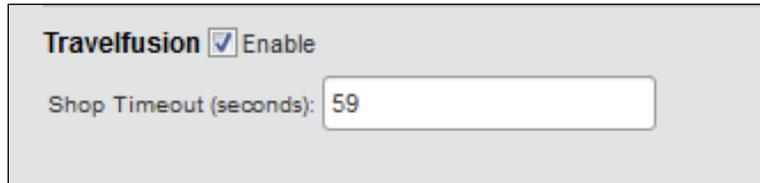
Part 1: Professional Edition – Enable Travelfusion and Suppliers

► *To enable Travelfusion:*

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

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

2. In the **Air Connectors** section of the travel configuration page, locate **Travelfusion**.



3. Select the **Enable** check box.
4. Define the shop timeout, if desired.

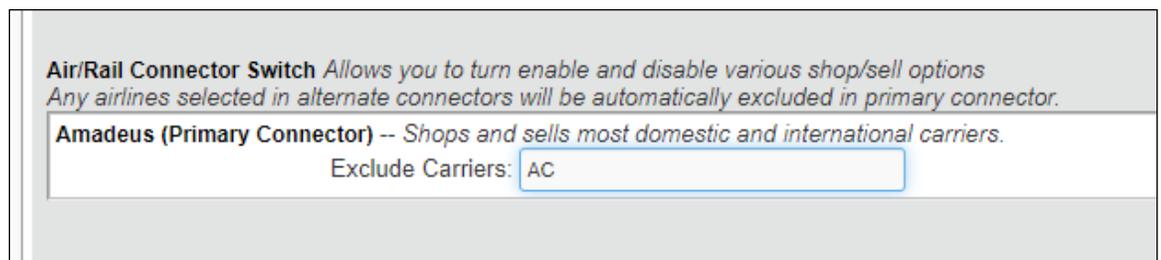
▶ **To inhibit GDS content:**

This is recommended when a supplier is searched through Travelfusion but also available via the GDS.

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 **Travel Administration** section of the left menu, click **Travel Admin**.
3. In the **Air Connectors** section of the travel configuration page, locate [GDS] (Primary Connector)
4. Click in the **Exclude Carriers** box.



5. Select the airline to disable and click **Done**.
6. Save changes.

► **To enable suppliers:**

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.

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

Choose which Travelfusion suppliers' fares will be displayed.

Travel Configuration
SStefan Sabre

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

Apply settings to:

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

Travel Configs

- Concur QA Test
- Apollo Test
- Galileo
- Worldspan Test
- Amadeus Test
- Travel Introduction Config

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

IMPORTANT:

- ◆ If you select a supplier with **B2B** in the name – like Avianca (B2B) or SpiceJet (B2B) – be aware the credentials are required. If you attempt to enable with the supplier before entering the credentials, an error message appears.

Follow the steps in the *Professional and Standard Edition – B2B Credentials* section of this guide to manage credentials. There is also information in that section about specific vendors and their requirements.

- ◆ Travelfusion Merchant Payment carriers are marked with (TF.Merchant)



Refer to the *Travelfusion Charges for Payment Merchant Bookings* section of this guide for more information.

6. Click **Save Settings**.

Part 1: Standard Edition – Enable Travelfusion and Suppliers

▶ *To enable Travelfusion:*

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Click the **Direct Connect** tab.

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

i To enable a direct connect provider, select the Enable check box beside each vendor. Please work with your fulfillment travel agency to pop before moving on to the next step. [?](#)

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

Air Connectors

Aer Lingus Enable
Username Password Require Promotional Rates

Southwest Airlines Enable

3. For Travelfusion, select the **Enable** check box.

Travelfusion Enable

NOTE: The Shop Timeout is set to 60 seconds and cannot be changed.

4. Click **Save**.

► **To enable suppliers:**

1. Still using the **Discounts and Travel Content** setup step, 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

2. Select the desired travel configuration.
3. Select the desired suppliers.

IMPORTANT:

- ◆ If you select a supplier with **B2B** in the name – like Avianca (B2B) or SpiceJet (B2B) – be aware the credentials are required. If you attempt to enable with the supplier before entering the credentials, an error message appears.

Follow the steps in the *Professional and Standard Edition – B2B Credentials* section of this guide to manage credentials. There is also information in that section about specific vendors and their requirements.

- ◆ Travelfusion Merchant Payment carriers are marked with (TF.Merchant)



Refer to the *Travelfusion Merchant Payment* section of this guide for more information.

4. Click **Save Settings**.

Part 2: Professional and Standard Edition – B2B Credentials

▶ **To enter credentials:**

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 Travefusion Login Credentials**.



The screenshot shows the 'Travefusion Credentials' page. At the top, there is a header 'Travefusion Credentials'. Below it, there is a section titled 'Choose a company travel configuration'. This section contains a dropdown menu with the text 'Concur QA Test / SStefan Sabre' and a blue 'Choose' button to its right.

3. Select the desired configuration and click **Choose**.
4. Click **Edit Credentials**.
5. Locate the desired supplier.



The screenshot shows the 'Travefusion Credentials' page with the 'Edit Credentials' form. The form is titled 'Travefusion Credentials' and has a sub-header 'Travefusion Credentials'. It contains two sections for different suppliers:

- Aer Lingus (B2B):** This section has two input fields: 'Agent Login' and 'Agent Password'.
- AirAsia (B2B):** This section has two input fields: 'Agency ID Number' and 'Password'.

6. Select the check box for the desired supplier.
7. Enter the required information.



Refer to the *B2B Notes about Specific Vendors* section below.

8. Click **Save**.

B2B Notes about Specific Vendors

AIR CANADA

Air Canada (B2B)						
ARC/IATA Agency Number (last 7 digits)	Agent ID	Agent PCC / Corporate ID	Agent Password	Air Canada for Business ID	Tour Code	Additional Email Recipients
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Air Canada B2B Credentials	Details	Example
ARC/IATA Agency Number (last 7 digits)	7 digits	
Agent ID	3 digits	
Agent PCC/Corporate ID	4 digits	
Agent Password		
Air Canada for Business ID	Begins with PN	PN12345
Tour Code	Provides access to discounted promotional or corporate fares	CC1234N
Additional Email Recipients		

NOTE: Travelfusion will only accept one discount code. If both the Air Canada for Business ID and Tour Code fields are populated, the Air Canada for Business ID will be used.


AIR CANADA

[Book](#) [Plan](#) [Fly](#) [Agent Reference](#) [Customer Support](#) [My Profile](#)

Sign in

[Sign-in help](#) | [Forgot your password?](#)

Please enter your agency information below. If this is your first visit, please [register now](#).

IATA/ARC/TIDS *7 DIGITS ⓘ	AGENCY ID *3 DIGITS ⓘ	BOOKING AGENT *4 ALPHANUMERIC CHARACTERS ⓘ	PASSWORD ⓘ
IATA/ARC/TIDS	AGENCY ID	BOOKING AGENT	PASSWORD

REMEMBER MY AGENCY INFORMATION

SIGN IN

AIRASIA CORPORATE

To obtain access to AirAsia Corporate content, clients must enroll via: maa_corpsales@airasia.com

AirAsia provides a set of credentials for corporate customers to log in to the AirAsia GoCorporate website as well as the Organization ID, which must be entered into the **Manage Travelfusion B2B Credentials** section.

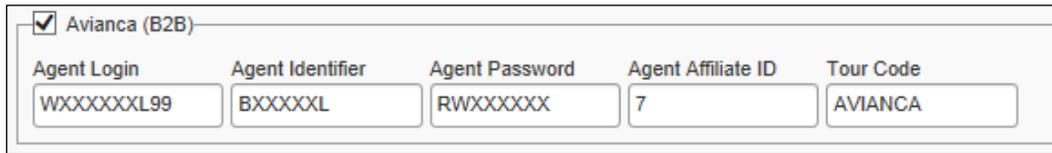


AirAsia (Corporate)
Organization ID

AVIANCA

Avianca provides a set of credentials to TMCs to grant access to their content.

Credentials provided by Avianca	Example	Concur B2B Credentials
User	WXXXXXXXXL99	Agent Login
Office ID	BXXXXXL	Agent identifier
Password	RWXXXXXX	Agent Password
DataLength	7	Agent Affiliate ID
Tourcode	AVIANCA	Tour Code



Avianca (B2B)
Agent Login: WXXXXXXXXL99
Agent Identifier: BXXXXXL
Agent Password: RWXXXXXX
Agent Affiliate ID: 7
Tour Code: AVIANCA

NOTE: The Tour Code provides access to discounted promotional or corporate fares.

GERMANWINGS/EUROWINGS

PartnerPlusBenefit (PPB) is the free bonus program of the Lufthansa Group Airlines for medium-sized businesses. To collect BenefitPoints, clients can store their PPB number for Eurowings in the **Travelfusion B2B Credentials** section so that the PPB number is automatically sent to Eurowings with each booking.

Enter the appropriate information in the **Germanwings/Eurowings** or **Germanwings/Eurowings (B2B)** section.

Germanwings/Eurowings

Partner Plus Benefit Number

Germanwings/Eurowings (B2B)

Customer ID Number Customer Password Partner Plus Benefit Number

GOL (NEW API)

Enter the Gol ID with prefix **WW2/**, agency code, and password as shown in the example below. The promotion code is optional.

Gol (new API)

Gol ID	Agency Code	Password	Promotion Code
WW2/123456LTM	5734567	12345678	<input type="text"/>

TRANSAVIA (B2B)

Transavia (B2B)

Agent IATA Number OIN Number Office ID

Enter the appropriate information.

Parameter	Value
Agent IATA Number	IATA number of the travel agency
OIN Number	OIN number of the client OIN number is a number provided by AF/KL for Corporate Contracts. The same OIN number can be used for Transavia HV/TO bookings.
Office ID	GDS PCC code (Pseudo City Code) or Office ID of the agency

Part 3: Professional and Standard Edition – Payment Confirmation Address

When a flight via Travelfusion is booked, one of two merchant processes can be applied:

- **Airline as merchant:** The airline as merchant is the standard process in the SAP Concur Travelfusion integration. The airline issues the ticket, charges the credit card, and then sends payment confirmation to the user via email. In many countries, the complete company address is required on the payment confirmation for the value added tax (VAT) reclaim. If the user profile is linked to a company location and the location name reflects the given company name, Concur Travel sends that company name to Travelfusion so it can be sent to the airline.
 - **Travelfusion as merchant:** Travelfusion as merchant only applies when airlines do not accept credit cards or do not support a credit card payment process via their Travelfusion API. The airline issues the ticket, but Travelfusion charges the credit card with the airfare and a merchant fee. A payment confirmation is sent to the user by email. If the user profile is linked to a company location and if the location name reflects the given company name, Concur Travel sends that company name to Travelfusion to be used as the payment confirmation address for Travelfusion merchant transactions.
- ▶ **To ensure the given company name and full company address is sent to Travelfusion to be passed to connected airlines or to be used as the payment confirmation address for Travelfusion merchant transactions:**
1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

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

2. In the **Company Admin** section of the left menu, click **Company Locations**.
3. Create the company location.

	Location	Address	City	State/Province	Country	Geocoded
Edit	Concur (Germany) GmbH	Lyoner Str. 15	Frankfurt am Main		DE	True
Edit	Concur Alexandria	209 Madison St #400	Alexandria	VA	US	True



Refer to the *Company Administration User Guide* available on the SAP Concur support portal or in Travel Administration online help.

4. To ensure the option is correct in profile:
 - ◆ Click **Profile > Profile Settings**.
 - ◆ In the **Assigned Location** field, select the company location.



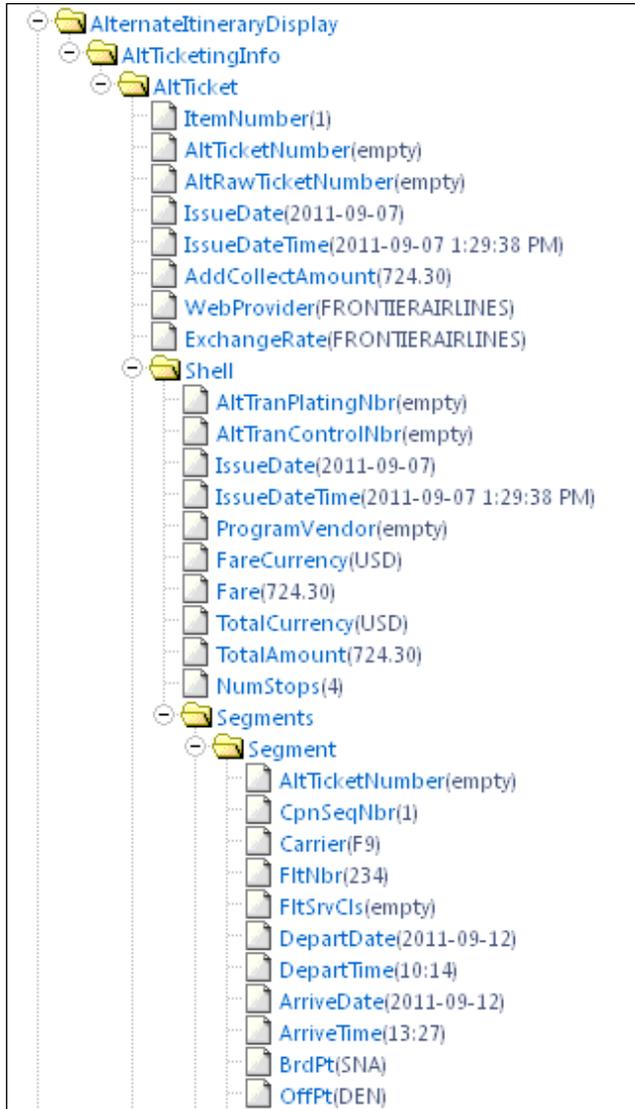
The screenshot shows a 'Work Address' form. At the top left, there is a red box around the 'Assigned Location' dropdown menu, which currently displays 'Concur (Germany) GmbH Frankfurt am M'. To the right of the form, there is a red box around a checked checkbox labeled 'Address same as assigned location'. Below these, the form contains several input fields: 'Street' with the value 'Lyoner Str. 15', 'City' with 'Frankfurt am Main', 'State/Province/Region' (empty), and 'Postal Code' with '60528'. At the bottom, there is a 'Country' dropdown menu set to 'Germany'.

- ◆ Select (enable) the ***Address same as assigned company location*** check box.

NOTE: This ensures that the work address in the user profile matches with the assigned company location address.

Part 4: Professional and Standard Edition – PNR Finishing

Finishing is subject to change depending on the TraveIfusion carrier booked:



For fare tax breakdown:

Element XPath

XPath template

Element:

- Taxes
 - Fees
 - Fee
 - Code
 - Amount
 - Fee
 - Code
 - Amount
 - FlightFareDataArray
 - LinearFareConstructor
 - AmountPaid
 - TicketExchangeRecordLocator
 - TicketExchangeRemainingCredi
 - TicketExchangeFund
 - TicketExchangeArray
 - FlightPass
 - Segments
 - PreTicketExchange

Criteria: None

include position

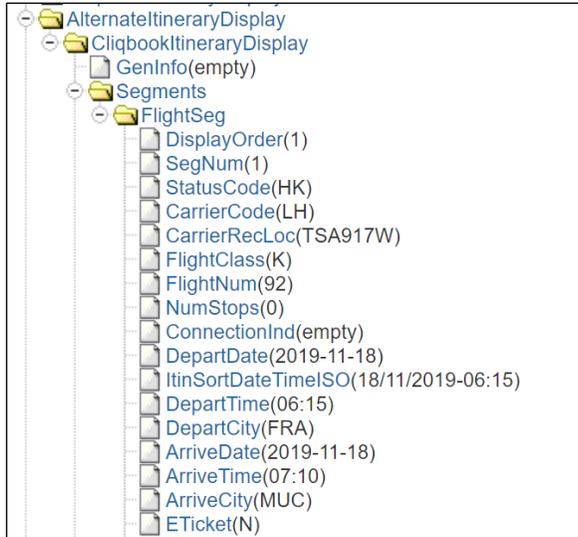
Result:

- AlternateSourceBookingDataArray
- /AlternateSourceBookingData
- /SourceSpecificBookingData
- /FareInfo

Save Save as... Cancel Save as Template

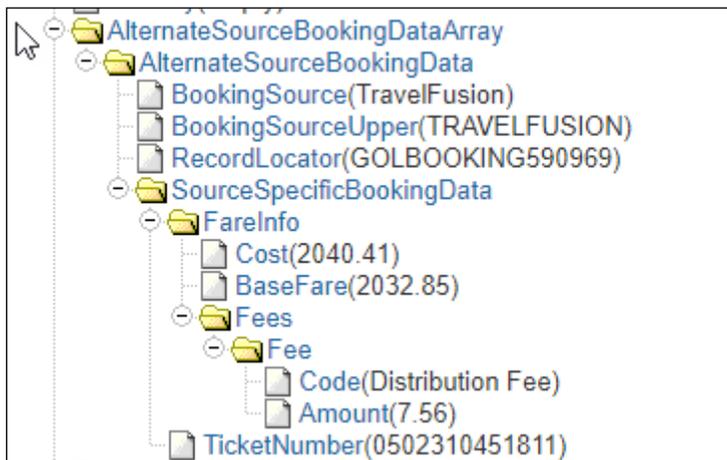
An XPath expression that selects the data element to write.

The passive segment in the PNR does not show the real booking class (Reservation Booking Designator) but shows the cabin class (for example, Y for Economy) for Travelfusion bookings. The real booking class is available as a Finishing node (**AlternateItineraryDisplay > CliqbookItineraryDisplay > Segments > FlightSeg > FlightClass**):



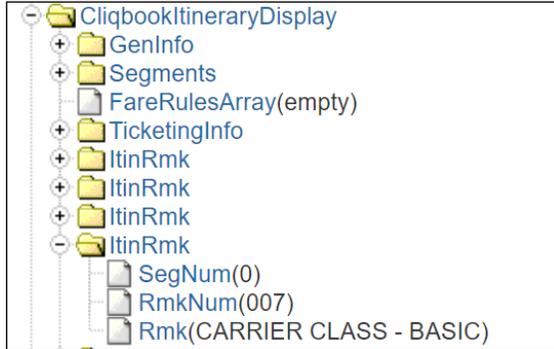
Ticket Number

In the past, the majority of the Travelfusion airlines were ticketless carriers. Recently, Travelfusion supports more airlines that provide a ticket number. The Travelfusion ticket number can be found in the Finishing Template editor under **AlternateSourceBookingDataArray > AlternateSourceBookingData > SourceSpecificBookingData**.



Air Canada

For Air Canada, the selected fare's brand name is available as Itinerary Remark in Finishing for Travelfusion bookings. The CabinDesc/OT_BIC is not intended to show the fare brand name:

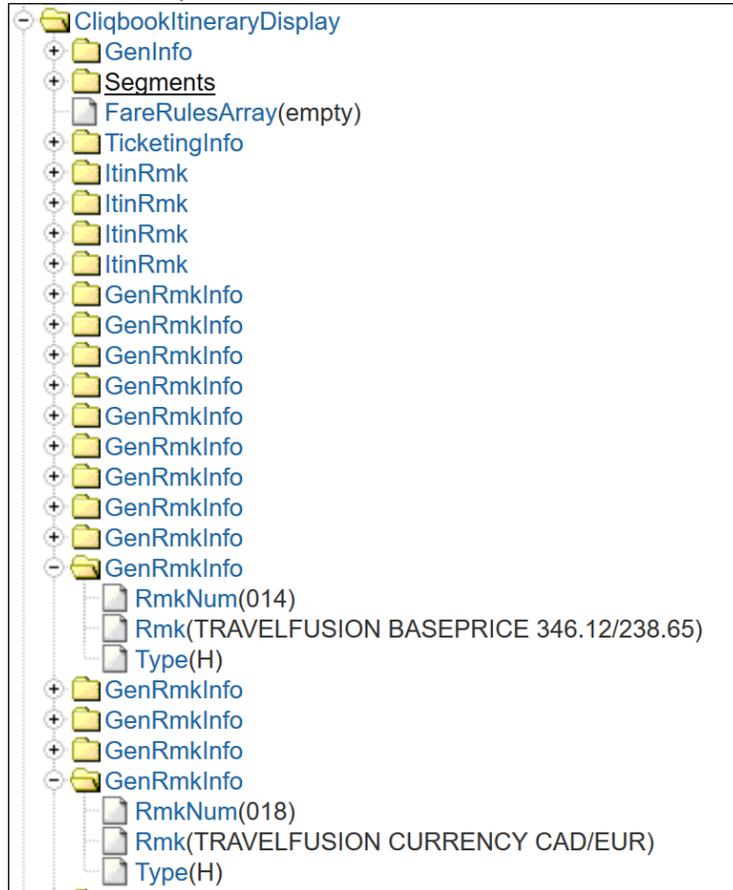


The base fare, total fare including taxes and fees, tax and ancillary fee information can be found here:

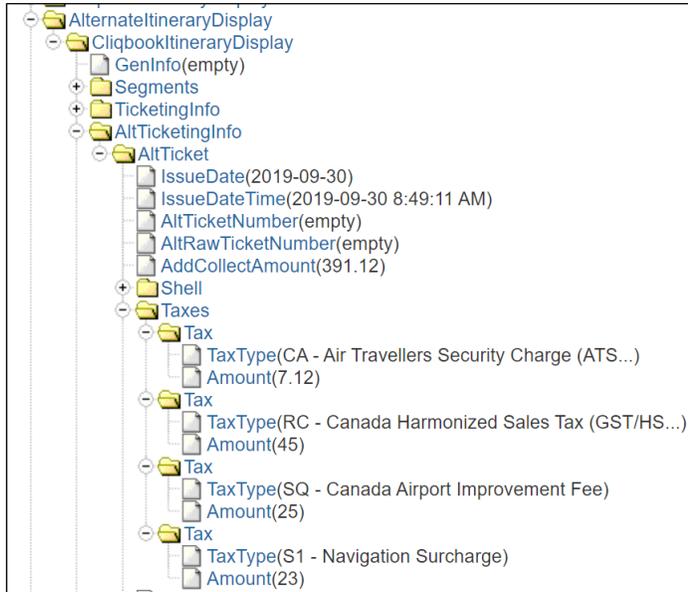


The base fare does not contain the Q surcharges. The sum of the Q surcharges is listed as tax with the tax code S1.

Travelfusion provides the base fare also via a remark.



The tax code is part of the TaxType element (for example, SQ - Canada Airport Improvement Fee). The leftofdashstrict filter can be applied to the TaxType in order to obtain only the tax code in Finishing:



Element	
Prefix	<input type="text"/>
Node	A.I.D./C.I.D./AltTicketingInfo/Al <input type="button" value="..."/>
Suffix	<input type="text"/>
Default	<input type="text"/>
Filter	leftofdashstrict

ADDITIONAL EMAIL RECIPIENTS

For Air Canada, a comma-separated list of up to four email addresses can be added in the Additional Email Recipients field on the **Travel System Admin > Manage Travelfusion Credentials** page. This allows Air Canada to send the booking confirmation and cancellation emails to recipients in addition to the traveler:

Air Canada (B2B)						
ARC/IATA Agency Number (last 7 digits)	Agent ID	Agent PCC / Corporate ID	Agent Password	Air Canada for Business ID	Tour Code	Additional Email Recipients
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Section 8: Testing

Some vendors require a CVV (security code) number when using a credit card. Because the list of such vendors changes frequently and there are more than 90 suppliers supported, we suggest you test the suppliers you are interested in to see if they have the CVV requirement.

NOTE: Clients can book flights via Travelfusion using Amex BTA ghost cards for payment without being required to add a CVV.

Section 9: FAQs

Q. What is Travelfusion?

A. Travelfusion operates the largest global web-direct booking system. With connections to numerous websites – centrally managed through one web service – Travelfusion provides a deep level of website integration along with a simple and consistent booking process.

Q. How does it work with Concur Travel?

A. Travelfusion extends SAP Concur's corporate booking tool. Concur Travel has developed a direct link to the Travelfusion host system, which grants a user full access to web fares. Using an asynchronous update to pull and merge in results returned from the web search, Travel ensures a quick response and timely aggregation with reservation system fare shopping. Travelfusion increases fare availability, accommodates instant purchases, and increases the flexibility for making corporate travel plans.

Q. Which websites are available via Travelfusion?

A. Concur Travel currently supports more than 100 connections to websites for airfare shopping and booking. All are listed in:

- ◆ **Professional Edition: Administration > Company Admin > Travel Admin** (in the **Travel Administration** section of the left menu), on the **Travelfusion Suppliers** tab.
- ◆ **Standard Edition:** In the Travel Setup Wizard, on the **Discounts and Travel Content** setup step, on the **Travelfusion Suppliers** tab.

Q. How does a user book Travelfusion flights through Concur Travel?

A. Users start the process just like any other booking. The flight fare basis and rules are shown at the time of booking. Bookings become an instant purchase rather than being sent to a queue for transaction completion.

Q. Is it possible to book a multi-segment trip via Travelfusion?

A. Multi-segment trips are currently not supported. We also do not currently support mixed carriers or open jaw trips via Travelfusion. The integration of these functions is planned for the future.

Q. How will the Travelfusion fare look in Concur Travel?

A. During the booking process, users are notified that the Travelfusion booking are instant purchase.

Q. Why is the sum of segment fares – in some cases – lower than the total price indicated?

A. Some airlines add a point-of-sale fee or a handling fee on certain routes for certain fares for booking channels outside of their websites. The fee is typically charged for low fares based on the competition situation on selected routes. If this happens, the airline adds a flat amount or a percentage on the total price. For this reason, the total price may be higher in some cases than the calculated sum of outbound and return segments.

Q. Can Ghost cards be used for Travelfusion bookings?

A. Yes.

Q. How are tickets issued?

A. Tickets are issued by the website from which the fare was purchased. Travelers are prompted for the form of payment during the booking process. In addition, the purchase information is retained in your Concur Travel itinerary for integration to the corporate reporting process.

Q. How will Travelfusion bookings be reported?

A. Reporting for both your Travelfusion and agency bookings are available through Concur Travel reporting. Any record locator numbers provided by a website are included in the Concur Travel itinerary.

Q. Can our travel agency still support Travelfusion tickets?

A. Yes. It is both SAP Concur's and Travelfusion's goal to fully support Concur Travel web-direct tickets. Any ticket purchased through this interface is documented in a manual segment. Your agents can call the websites directly to service tickets, check flight status, or make a change.

Q. Which manual segment is used with my system?

A. The following are used in various GDS systems:

GDS	Passive Segment Type
Sabre	YK
Apollo/Galileo	GK
Worldspan	TVL segments of type AIR
Amadeus	GK

Q. What does our travel agency or implementation manager need to do to set up Travelfusion suppliers?

A. Your travel agency needs to confirm they support the passive segment types (above) with their GDS, since this is how Concur Travel writes the Travelfusion reservation to the PNR. Additionally, you must decide which websites to enable from the list in your company administration settings.

For more information on how to register, contact SAP Concur support.

Q. The customer's Goods and Services Tax Identification Number (GSTIN) is required on invoices within the Indian market, for taxation purposes. Is the GSTIN sent to Travelfusion during the booking process, for invoicing purposes?

A. Currently, Concur Travel does not send the GSTIN to Travelfusion during booking, therefore, customers in India cannot use Travelfusion.

Q. Why are my Travelfusion search results taking so long to load?

A. As a rule, do not enable all Travelfusion suppliers – enable only those that your travelers will use. Enabling fewer Travelfusion suppliers will decrease the search time.

Customers whose travel configurations are set to wait for Travelfusion results before running rules may also face speed issues when searching for air travel, because the search processor has to wait for the slowest Travelfusion supplier on that route.

Customers might want to consider disabling these Travelfusion suppliers if they rarely book on them and are experiencing speed issues.

Q. Why does the airline not charge the ticket in their home currency or in the currency of setup on my travel configuration?

A. Airlines act according to the Point of Commencement Regulation. They charge in the currency of the point of origin, that is, an easyJet flight from LTN to CPH will be charged in GBP, a flight from CPH to LTN will be charged in DKK.

Q. Is it possible to combine a Travelfusion flight with a GDS flight or with a flight from other direct connect content sources?

A. Currently, Travelfusion flights cannot be combined with flights from any other content source. We are working on that option.

Q. Why is the **View More Airfares** option not available for Travelfusion flights?

A. For Travelfusion airlines, any additional call would not provide more results since all Travelfusion fares are always shown with the first response of the search request. For this reason, **View More Airfares** is not available for Travelfusion flights.

Q. Do I need to take action if I don't require that the invoice address on my airline invoices should contain a company name?

A. No, if no company name is required, then no action is required.

Q. What happens if the user profile is not linked to a company location?

A. In this case, only the work address from the profile will be passed to Travelfusion and then on to the airlines without company name.

Q. Where can I get more information about CVV codes?

A. For more information about CVV codes in general or as they relate to Travelfusion, refer to the *CVV Codes - General Information Fact Sheet* available on the SAP Concur support portal or in Travel Administration online help, and the CVV Codes-specific FAQs section in this document.

Section 10: CVV Codes-specific FAQs

Q. What is a CVV?

A. The *Card Verification Value (CVV)* is an industry fraud-prevention mechanism for online purchases. CVV is not a requirement that is specific to Travelfusion or Concur; instead, it is required for online bookings – by the airlines, Amazon, Apple, and Google Store – every company that accepts online payment.

Since Travelfusion and Concur accept online bookings, then CVVs are required. Neither Travelfusion nor Concur can use generic CVVs – **with one exception**: *American Express Business Travel Account (Amex BTA)*.

Q. Why are Amex BTA Cards different?

A. Amex BTA cards do not have a CVV Code – they are an account, not a card. However, technically CVV is required because, in an online purchase process, merchants do not know if an Amex card is a BTA or an individual card before the card validation has started. So, this creates a circular issue where there is no CVV but the CVV is required in order to determine that it really isn't required.

One suggestion to get around this circular issue is for Amex to assign a certain card number range to BTA cards. Unfortunately, Amex is not able to that.

To prevent this issue for Travelfusion customers, Travelfusion developed a process that allows Concur to send a specific Amex card type if the Amex card does not come from the user profile but instead it comes from the company ghost card section. In this case, Travelfusion sends a "contrived" CVV in the background, resulting in Concur not requiring the user to enter a CVV during booking.

! **IMPORTANT:** This applies to Amex BTA only.

Q. Why is a CVV still required for other card types?

A. VISA, MasterCard, and Diners ghost cards have a real CVV, which cannot be overridden or contrived. This also applies to individual Amex cards and all other individual credit cards. Those cards have a real CVV, which is printed on the card and must be entered at the time of booking. There is no way to bypass this.

! **IMPORTANT:** If an individual Amex card is stored as a ghost card, the Travelfusion booking will fail because individual Amex cards have a real CVV (printed on the card), which **must** be entered during the booking. Using the contrived CVV will cause the booking to fail.

Q. Why is a CVV required for Travelfusion Bookings but not for GDS Bookings?

A. CVV is only required for online purchases. Travelfusion bookings are, in fact, internet (online) bookings. On almost all airline websites, CVV is mandatory for fraud prevention reasons. If a TMC is involved and tickets are issued via GDS, no CVV is required because TMC clients are typically known and trusted clients. Formally, TMCs have a card signature on file for each client, which is in fact the same as if the card holder uses their card in a store and signs the receipt or enters the PIN.

Q. How are BTA cards different in Brazil?

A. Clients can book flights via Travelfusion using Amex BTA ghost cards for payment without being required to add a CVV. The exception to this is in the Brazil market, where Amex BTA is no longer functional in Concur Travel due to a system change with the local American Express BTA bank processor. This system change resulted in the bank processor no longer accepting the universal CVV that is used to execute Travelfusion web direct transactions with Amex BTA. All other markets are unaffected.

