Applies to these SAP Concur solutions:

- Expense
  - Professional/Premium edition
  - Standard edition

- Travel
  - Professional/Premium edition
  - Standard edition

- Invoice
  - Professional/Premium edition
  - Standard edition

- Request
  - Professional/Premium edition
  - Standard edition
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<tr>
<td>October 26, 2020</td>
<td>Several revisions throughout User Guide</td>
</tr>
<tr>
<td>May 7, 2020</td>
<td>Renamed the Authorization Request check box to Request on the guide’s title page; cover date not updated</td>
</tr>
<tr>
<td>February 5, 2020</td>
<td>Updated the copyright; updated China terminology to Hong Kong, China</td>
</tr>
<tr>
<td>December 7, 2019</td>
<td>Added Discount Code information for Delta Air Lines and Lufthansa German Airlines (LH) to the <em>TripLink Supplier Discount Code Information</em> section.</td>
</tr>
<tr>
<td>November 18, 2019</td>
<td>Removed Air Canada and Starwood Preferred Group (SPG) from the <em>TripLink Supplier Discount Code Information</em> section. Air Canada and SPG are no longer TripLink-enabled suppliers.</td>
</tr>
<tr>
<td>September 10, 2019</td>
<td>Updated British Airways Discount Code information.</td>
</tr>
<tr>
<td>April 18, 2019</td>
<td>Updated the information about the countries where TripLink clients are eligible for TripIt Pro and/or TripIt for Teams.</td>
</tr>
<tr>
<td>February 18, 2019</td>
<td>Updated the copyright; no other changes; cover date not updated</td>
</tr>
<tr>
<td>November 17, 2018</td>
<td>Added Hyatt Hotels Discount Code information.</td>
</tr>
<tr>
<td>October 15, 2018</td>
<td>The October release has moved to October 20, 2018</td>
</tr>
<tr>
<td>October 13, 2018</td>
<td>Added American Airlines Discount Code information.</td>
</tr>
<tr>
<td>June 12, 2018</td>
<td>Updated British Airways Discount Code information.</td>
</tr>
<tr>
<td>May 12, 2018</td>
<td>Added Hertz Discount Code information.</td>
</tr>
<tr>
<td>April 14, 2018</td>
<td>Added British Airways Discount Code information.</td>
</tr>
<tr>
<td>February 10, 2018</td>
<td>Updated the <em>Configuration &gt; Administrator &gt; Professional Edition &gt; Travel Policy</em> and <em>Configuration &gt; Administrator &gt; Standard Edition &gt; Travel Policy</em> sections, and updated and moved the My Travel Network enrollment information to the <em>Configuration &gt; Travelers – All Editions</em> section.</td>
</tr>
</tbody>
</table>

*Previous history removed for brevity*
TripLink

Section 1: Overview

Concur TripLink brings outside bookings back into a client’s travel and expense program through SAP Concur’s Global Network of connected Suppliers and TripIt Pro, an award-winning, comprehensive trip management app. Complimentary subscription to TripIt Pro is provided for TripLink Users.

Clients can gain visibility, apply policy and realize negotiated rates on bookings made with TripLink connected Suppliers - the only program of its kind. When travelers use TripIt Pro for bookings made with non-TripLink suppliers their itineraries will become available in Concur Travel & Expense.

TripLink represents the next generation of business travel by extending the value of corporate travel programs and integrated travel and expense to all travel, capturing the travel reservations, no matter where they are booked.

NOTE: To ensure negotiated rates are being applied, a Travel Admin must obtain their company’s unique discount code from suppliers and configure them in Concur Travel & Expense.

NOTE: The feature for pre-population the payment information is available for select suppliers only.
Concur TripLink has many benefits to companies and their travelers including:

- A way to capture corporate travel booked directly on participating supplier sites and apps while still receiving your company’s negotiated corporate discount and avoid supplier distribution fees.
- Maximize visibility: Apply policy and audit rules when travelers need to book directly with participating suppliers.
- Elevate safety: Gain visibility into travel spend no matter where it happens and apply duty of care to previously invisible bookings.
- Receipts posted directly by most of TripLink suppliers and for those that don’t post receipts, the ability to easily create expenses from itinerary events combined with SAP Concur’s robust transaction matching system, Smart Expense matching. This system helps both to reduce fraud and increase traveler productivity by combining multiple sources of expense data.
- Complimentary subscription to the award-winning apps, TripIt Pro and TripIt Pro for Teams.
- Optimize productivity: With TripIt Pro travelers will receive notifications on flight status, alerts, security wait times and more.
- Concur TripLink can be paired with Concur Travel, Concur Expense or both.
- Travelers can have all their travel details easily accessible via SAP Concur mobile app, Concur web application, or TripIt Pro mobile app or Web (TripIt Enabled Countries Only).
- A better travel and expense experience for employees.

Please watch this video which explains the benefits of Concur TripLink:

https://www.youtube.com/watch?v=1l1M7CoVYBo

Section 2: Getting Started with TripLink

Follow the steps outlined below to experience the benefits of TripLink:

1. **Implement TripLink** – TripLink needs to be turned on and configured for your company. Your Implementation Manager can do that for you.

2. **Apply your Policy** – Apply your policies and audit rules to direct bookings by setting up your Travel Policy and Expense Audit Rules.

   Please refer the following sections of the User Guide for more information:
   - Configure Travel Policy for Concur Travel Professional Edition
   - Configure Travel Policy for Concur Travel Standard Edition

3. **Apply Negotiated Rates** – Ensure your negotiated rates are being applied to bookings with participating suppliers. To do so, contact suppliers to obtain your company's unique discount codes. Then, add them to your Concur Travel & Expense configuration and your discounts will be applied to your travelers' bookings.
Please visit Concur TripLink Suppliers page for additional information on how to determine the correct discount code for TripLink suppliers.

Even if your company does not have a contract with the supplier, corporate travel booked by your travelers on the supplier website or app will be automatically synced into Concur Travel & Expense, thereby capturing invisible spend and ensuring policy adherence.

4. Introduce TripLink – Educate Travelers about the features, benefits and how to use TripLink.

5. For Travelers – Connect your frequent traveler accounts with SAP Concur account. This can be done via the Supplier’s TripLink App Listing in the SAP Concur App Center or by enrolling in My Travel Network.

Please refer to the Connecting to Concur TripLink Suppliers section of the User Guide for more details about this configuration for Travelers.

Section 3: Features

Please note the following about the TripLink product:

- Travelers are not aware of TripLink as a separate product. Users will interact with the TripLink features through SAP Concur mobile app, Concur web application, while on a connected supplier website, or (TripIt Enabled Countries Only) TripIt Pro.
- TripLink can be used with the Travel Arranger feature.

TripLink cannot be used with the Guest Traveler feature.

Booking Directly on Supplier Websites and Mobile Apps

Participating travel service suppliers offer business travelers a way to book corporate travel directly on their consumer websites with the extra benefit of providing many features of a fully managed travel program. For a full list of suppliers in the TripLink network, please reference Concur TripLink Suppliers page.

For bookings made with a supplier that is currently not a part of the TripLink network, users can forward their itineraries to Concur TripLink for synchronization. Please see Itinerary Forwarding for more information about this feature.

Travel admins can also contact their supplier contact to request onboarding to the TripLink network.

To start using TripLink, travelers must connect their supplier accounts with SAP Concur account. This can be done in two ways:

1. By enrolling in My Travel Network.

2. Through the Supplier’s TripLink App listing in the SAP Concur App Center.
Please see the [Connecting to Concur TripLink Suppliers Configuration](#) section for more details.

TripLink is available in the following countries:

- United States
- Canada
- United Kingdom
- Ireland
- France
- DACH Region (Germany, Austria, Switzerland)
- Nordics region (Denmark, Finland, Iceland, Norway, and Sweden, including their associated territories: Greenland, Faroe Islands, and Åland Islands)
- Benelux region (Belgium, the Netherlands, Luxembourg)
- New Zealand
- Australia
- Singapore
- Malaysia
- Hong Kong
- Japan
- South Africa
- Taiwan

**NOTE:** TripLink available for Malaysia, Singapore, Taiwan and Hong Kong in English only - also requires US data center.

**NOTE:** Supplier coverage varies based on the supplier’s unique integration on their website and mobile app.

The table below provides each Supplier’s availability

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Supplier</th>
<th>Works In</th>
<th>Languages Supported</th>
<th>Supported on Web</th>
<th>Supported on Supplier Mobile App</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>American Airlines</td>
<td>United States, Canada</td>
<td>English</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>British Airways</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>Delta Airlines</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Sr. No</td>
<td>Supplier</td>
<td>Works In</td>
<td>Languages Supported</td>
<td>Supported on Web</td>
<td>Supported on Supplier Mobile App</td>
</tr>
<tr>
<td>-------</td>
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<td>------------------------------</td>
<td>---------------------</td>
<td>-----------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>AccorHotels</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Booking.com</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>HotelTonight</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>Airbnb</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>5</td>
<td>Marriott International</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td>Omni Hotels &amp; Resorts</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>7</td>
<td>InterContinental Hotels Group (IHG)</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>8</td>
<td>HRS Corporate Booking Portal</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>9</td>
<td>Hyatt Hotels Corporation</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Hotels**

**Car Rental**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Supplier</th>
<th>Works In</th>
<th>Languages Supported</th>
<th>Supported on Web</th>
<th>Supported on Supplier Mobile App</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Avis</td>
<td>United States, Canada</td>
<td>English</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Hertz</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>Sixt</td>
<td>All TripLink Countries</td>
<td>EN, FR, DE, JP</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Rail

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Supplier</th>
<th>Works In</th>
<th>Languages Supported</th>
<th>Supported on Web</th>
<th>Supported on Supplier Mobile App</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Trainline Europe</td>
<td>North America and EMEA</td>
<td>EN, FR, DE</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Trip Sync in Concur Travel & Expense

For Suppliers participating in the TripLink network, bookings made directly on these supplier websites and mobile apps are automatically synced to Concur Travel & Expense.

TripLink plans appear on the trip lists for Concur Travel users and in SAP Concur’s mobile application. Users can use the Itinerary Wizard page to add TripLink bookings to existing Travel itineraries or add new Travel bookings to the itineraries created by TripLink.

Itinerary Forwarding

In instances where bookings are made on a supplier that is not yet part of the TripLink network, users have two ways to share the itinerary with SAP Concur allowing visibility for duty of care and spend management.

- TripIt and TripIt Pro users can send their itineraries to plans@tripit.com.
- Not a TripIt user? Concur TripLink allows you to send your itinerary to plans@concur.com to have your itinerary synced to Concur Travel & Expense.

The plans@concur.com email supports travel plan emails including the following languages:

- English (US)
- English (UK)
- French
- German
- Japanese

Duplicate Emails

SAP Concur will avoid duplicating plans that are emailed to SAP Concur more than once or that are received by SAP Concur from multiple sources, such as from a TripLink supplier and an email forwarded by the traveler to plans@concur.com or plans@tripit.com.
**How to setup Itinerary Forwarding**

The SAP Concur user must verify which email address they will send their travel plans from, on their Profile > Profile Settings > Email Addresses [Under Your Information Tab] page. SAP Concur will only accept new plans from the specified address(es). A user may verify up to 5 email addresses.

**Cancellations and updates to TripLink Bookings**

**NOTE:** Cancellations of TripLink bookings are not supported in Concur Travel. The traveler must use the booking source directly to cancel or update the TripLink booking.

User initiated cancellations and updates to an itinerary made on the supplier site or supplier mobile app are automatically kept up to date when a traveler books a trip directly using a TripLink connected supplier.

Updates to bookings made by the supplier, such as schedule changes by airlines, will also be updated in SAP Concur. Cancellations and updates made on the supplier site or mobile apps that result in an update or refund will result in an update or removal of the corresponding expense.

Receipts that are posted by the supplier will not be removed from a user’s expense report, but new receipts will be posted that reflect the most recent state of the user’s transaction history.

For itineraries that are emailed, the traveler must remove the itinerary from their trip library within SAP Concur.

**NOTE:** Removing a TripLink booking manually only removes the record of the booking from Concur Travel & Expense.

**Concur Expense (For Expense and Travel & Expense clients only)**

Clients with Concur Expense will see their TripLink segments included in the Available Expenses area.

**Smart Expense Matching**

Smart Expense matching is a feature that compares the information from a travel segment to expense data to determine if that segment matches an existing expense in Concur Travel & Expense. The data is scored depending on how close the match is, if the score is above a certain threshold, the expense is placed automatically into the same entry in the Available Expenses area, eliminating duplicate expenses.

TripLink segments are included in the Smart Expense matching for clients with Concur Expense. Trip Segments posted to Concur using TripLink can match with the following types of transactions:
How to use Smart Expense Matching

1. The Expense user logs in, creates an expense report and fills out header information. On the Expense Report page, the Available Expenses section appears, including all the TripLink segments, Travel itinerary items (if the client uses Concur Travel), e-receipts, and any imported corporate card transactions.

2. If the user saves and re-enters the expense report, the user can re-open the Available Expenses section by clicking Import Expenses.

**NOTE:** Users at companies that have enabled the personal card import feature instead click on Import Expenses > Available Expenses.

For more resources about configuration and tutorials for Expenses, please visit the below URL.


**E-Receipts**

The user must enroll in e-receipts to use this feature. Users that enroll in My Travel Network are automatically enrolled to receive E-Receipts.

E-Receipt Users can receive E-Receipts for TripLink Bookings.

This feature allows e-receipts direct from the supplier to be received for TripLink bookings. These e-receipts can be pulled into Expense and added to an Expense report. This applies to bookings sent to plans@concur.com, TripIt (plans@tripit.com), and those made through TripLink Supplier connections.

For a current list of E-receipt enabled suppliers please reference the E-Receipt Coverage Traveler Service Guide.

📖 For more information, refer to the Enable E-Receipts Configuration section.
### Travel Arranger

Because TripLink direct bookings require a user to link their own Travel Supplier account to SAP Concur and only book for themselves, Travel Arranger’s need to forward bookings made for others to plans@concur.com using a verified email address. The travel arranger is a role within Concur Travel. A travel arranger may email plans to plans@concur.com on behalf of a traveler. The arranger must include one of the traveler’s registered email addresses in the subject line or in the first line of the email. The plans will be placed in the traveler’s Trip Library. The emailed plans can be used with the One-Click feature to generate and pre-populate trip details into an expense report.

The arranger must verify their email address in the Email Addresses section of Profile.

Please refer to the [Manage Verified Email Address and Travel Arranger Configuration](#) section of the User Guide for detailed steps.

### Email Notifications of Travel Policy Violations

Travel Policy rules configured by the Travel Admin are applied after the booking made on the supplier website / mobile app is posted to Concur Travel & Expense.

Admins can setup notification preferences for Travel Policy Violations during the Travel Policy configuration step.

This section explains the types of email notifications that different roles within Concur Travel may receive based on specific conditions or situations to alert or inform.

**Manager**

If the Travel Policy rule violation is set to Notify Manager and a user creates a TripLink itinerary that violates a rule set up in the new TripLink section of Travel Policy, then the manager will receive an email notification. This email will contain the following information:

- Alert that trip is out of policy
- Who the trip is for
- Who booked the trip
- The rule(s) that was violated
- Copy of the itinerary
**User**

If the rule violation is set to **Notify Manager** and a user creates a TripLink itinerary that violates a rule set up in the TripLink section of Travel Policy, then the user/arranger will receive an email notification. This email will contain the following information:

- Alert that trip is out of policy and the manager has been notified
- Who the trip is for
- Who booked the trip
- The rule(s) that were violated
- Copy of the itinerary

If the rule violation is set to Log for Reports and a user creates a TripLink itinerary that violates a rule set up in the new TripLink section of Travel Policy, then the user/arranger will receive an email notification. This email will contain the following information:

- Alert that TripLink trip is out of policy and has been logged for reporting
- Who the trip is for
- Who booked the trip
- The rule(s) that was violated
- Copy of the TripLink itinerary

**NOTE:** Cancellations of TripLink bookings are not supported in Concur Travel. The traveler must use the booking source directly to cancel or update the TripLink booking.

**Reporting**

For clients with Concur Intelligence, reporting is available in Concur Intelligence.

The following reports are available in the **TripLink** folder:

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invisible Spend Details</td>
<td>This report tracks invisible spend at the employee level. Invisible spend represents the expensed amounts that are not matched to a trip, with one exception — any charges from TMC direct bookings are considered visible spend and will be excluded from this report. Like the Invisible Spend Trend Analysis report, this report filters on spend categories. If the client has not mapped the expense types to the spend categories, then no data is returned on this report.</td>
</tr>
</tbody>
</table>

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Invisible Spend Trend Analysis

Concur TripLink captures data from flights, hotels, and ground transportation – no matter where travel is booked. This report provides access to that data – giving companies of all sizes insight into travel expenditures before they happen and a more complete picture of spend outside the corporate travel system.

Invisible spend will go down over time as clients get visibility into travel spend before travel occurs through TripLink. In addition, the information can also be used to meet "duty of care" requirements as well as track spend with specific suppliers, providing companies with information for better negotiations.

**NOTE:** SAP Concur looks at Concur Expense data where the expense is matched with a trip in order to determine visible spend. If SAP Concur finds credit card spend from TMC direct bookings, it is considered visible spend for this report; this provides the expensed amount. Then, Concur Travel provides the trip source information, like Concur Travel, TripLink, etc.

Invisible spend represents the expensed amounts that are not matched to a trip.

As described below, the only expenses that are included in this process are those with expense types that are mapped to the four spend categories listed below.

The report also shows quarterly trends so the Travel Manager can see if invisible spend is increasing or decreasing over time. The report shows the current quarter and the previous 4 quarters based on the Sent for Payment Date.

The client has the option to set up spend categories and then map expense types to those categories, in this case, to "group" data for reporting reasons. The new Invisible Spend Trend Analysis report filters on spend categories. **If the client has not mapped the expense types to the spend categories, then no data is returned on this report.**

<table>
<thead>
<tr>
<th>TripLink Air Supplier Summary</th>
<th>This report lists air trips (booking total, ticket count, and segment count).</th>
</tr>
</thead>
<tbody>
<tr>
<td>TripLink Car Rental Supplier Summary</td>
<td>This report lists car rentals (# of rentals, # of days, and booking total).</td>
</tr>
<tr>
<td>TripLink Details by Traveler</td>
<td>This report provides trip-level and segment-level details by employee. The report includes the employee ID and expense type, as well as itinerary, ticket, and booking information.</td>
</tr>
<tr>
<td>TripLink Hotel Property Supplier Summary</td>
<td>This report lists hotel properties (# of nights, # of rooms, and booking total).</td>
</tr>
<tr>
<td>TripLink Spend Summary by Traveler</td>
<td>This report lists spend by traveler (air tickets and total amount, rental car days and total amount, hotel days and total amount, and the summary amount).</td>
</tr>
</tbody>
</table>

In the Vendor folder of Intelligence, additional reports can be sorted by the itinerary source to view TripLink vendor information. The reports are:
<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare Details</td>
<td>This report provides the level of detail that is captured and available to report against for air travel. The flight detail report lists all flights during a specified timeframe. There are additional choices for selecting airline, number of days in advance (range: 1-6, 7-13, 14-20, 21+), and booking source (Travel vs. agent). Once the report is generated, managers can click on a record locator to see additional details about that trip, which includes associated hotel and car reservations.</td>
</tr>
</tbody>
</table>
| Car Rental Details | This report provides a detailed description of car rental expenditures during a specified timeframe, enabling an organization to:  
  - Learn with whom the company is spending the most money and who is providing the most competitive rates for car rentals
  
  **NOTE:** Companies can leverage this information to negotiate service commitments.
  - Understand how much the company or individuals are spending on rental cars |
| Hotel Details | This report provides hotel spending amounts during a specified timeframe. With this report, an organization can better position itself for supplier negotiations by analyzing which vendors and markets are providing the most competitive prices. |

TripLink also contains select reports within the **Reporting > Travel Reports** area of Concur Travel & Expense.

**NOTE:** The Itinerary Source for a booking is how SAP Concur received the booking. The Booking Source for a booking is where the booking originated, and is usually a GDS or travel supplier name.

For more details, please see the [Concur Intelligence documentation](#).

### Integration with Duty of Care Providers

SAP Concur shall be retiring Concur Locate and Active Monitoring including Risk Messaging, effective September 1, 2021.

SAP Concur provides portfolio of duty of care providers within the SAP Concur App Center with the following partners:

- Healix International
- International SOS
- Terra Dotta
- WorldAware

These providers are all leaders in the duty of care space and their services are enabled by the comprehensive traveler location information from Concur Travel and TripLink.
For more information about Duty of Care Providers and retirement of Concur Locate, please see the Evolution of Duty of Care FAQ.

**TripIt**

TripLink users have complimentary subscription to the award-winning apps – TripIt Pro and TripIt Pro for Teams (available on iOS and Android)

TripIt can organize your travel plans no matter where you book. Simply forward your confirmation emails to plans@tripit.com and TripIt will create a master itinerary for every trip.

Corporate bookings forwarded to TripIt will be available immediately in Concur Travel & Expense.

TripIt Pro will also provide travelers with real-time flight alerts, location guidance and helpful reminders throughout their trip.

For more details about the TripIt Pro app please see the TripIt section of the User Guide.

**Section 4: Configuration**

**Administrator**

Contact SAP Concur to purchase TripLink. SAP Concur will then activate TripLink for all users at your company.

There are two assignable TripLink related roles:

- **Report User** – This role gives the user access to the TripLink reports.
- **TripLink Travel Policy Admin** – This role gives the user access to the Travel Policy page (to set travel policy, rules, and corporate discounts).

**Travel Policy**

SAP Concur’s extensive set of travel policy rules can also be applied to your travelers’ TripLink reservations.

Travel Policy Admin contains a section that will apply only to TripLink itineraries. This includes itineraries sent into TripIt, plans@concur.com, added manually, or received via a web service from the TMC or a participating supplier.
This feature allows a customer to apply their corporate policy, regardless of where the trip was booked. For example, if the policy says bookings with non-preferred suppliers are out of policy, then this can apply to TripLink as well. The same could apply for rates. If the policy states that hotel rooms greater than $200 are out of policy, we can apply this to TripLink itineraries.

TripLink itineraries are already confirmed by the time they are synchronized into Concur Travel & Expense, so the two options we offer for rules are:

- **Log for Reports:** Rule violations will be logged to the TripLink – Travel Policy Exceptions report.

- **Notify Manager:** Rule violations will be logged to the TripLink – Travel Policy Exceptions report AND an email notification is sent to the user and the user’s manager, defined in the profile or by the travel class.

The rule parts available apply to all trips, all segment types (air, rail, car, hotel) and include a rule part called Booking Source. If this rule part is used, you can define policy specific to a booking source, such as United.com or Marriott.com.

**BEST PRACTICE:** Where possible, maintain a consistent travel policy for all bookings. It is not recommended to have more stringent or less stringent policy rules for TripLink bookings than for bookings made via Concur Travel or the TMC.

**TripLink Discount Codes**

For most suppliers, the TripLink discount code is different than the discount code stored in the GDS systems.

Administrators can enter their company’s supplier discount codes in the Manage Company Discounts page, so these can be passed to the supplier for application on TripLink trips.

When users connect their SAP Concur accounts to the TripLink supplier, they authorize SAP Concur to share their travel profile information with the supplier, including their company’s corporate discount codes. The supplier can use this information to apply the corporate discount code to the user’s booking.

For Concur Expense only users, for car rental E-receipts, the relevant rental company discount code must be entered so travelers can receive e-receipts.

**BEST PRACTICE:** Enter your company’s corporate discount codes for all TripLink suppliers. This will help to ensure that your travelers obtain your negotiated rates when they book directly with the supplier. If you are not aware whether your company has a corporate discount with a specific supplier, ask the individual within the organization who manages the travel program. If neither you, nor the travel program manager/administrator knows what corporate discount code to use for a specific supplier, contact the supplier’s sales or account management department directly.
User Roles

To assign the TripLink Admin User Roles:

1. Click Administration > Company > Company Admin.
2. Click User Permissions (left menu).
3. Click the Travel tab. You can modify the permissions by Groups, Rule Classes, or Users.

4. For users that need access to the TripLink reports, select the Report User role.
5. For users that need access to the Travel Policy page, select the Trip Link Travel Policy Admin role.
6. Click Add for the desired groups/rule classes/users.
7. Click Save.

CLIENTS WITH CONCUR TRAVEL AND TRIPLINK

To configure the travel policy

NOTE: To access this page, the user must have the TripLink Travel Policy Admin user permission.
1. Click **Administration** > **Travel** > **Travel Admin**.

2. Click Travel Rule Builder (left menu).

3. Under Select Rule Template Category, select **Concur TripLink**.

4. Click **Add**.

5. Enable desired rule(s) around TripLink compliance. For example, create a rule that says “Carrier is not preferred.” You select the rule parts needed, name the rule, assign the violation code and click **Save**.

6. Click **Edit Rule Values**.

7. Choose the rule class you want to add this new rule to.

8. Scroll down to the Concur TripLink section and click **Edit**.
9. Select the box to the left of the rule to enable and choose which violation option you prefer:

![Image of rule configuration]

**NOTE:** The reason code dropdown does not apply to the TripLink section rules. Anything added or selected here will be ignored.

10. Save your changes.

**CLIENTS WITH CONCUR EXPENSE ONLY AND TRIPLINK**

> To configure the travel policy

**NOTE:** To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

1. Click **Administration > Company > Company Admin.**

2. Click **TripLink Rules Configuration.**
3. Select the travel class to update.

4. Select **Log for Reports** or **Notify Manager** for the desired rules, entering additional settings if necessary.

5. Click **Save**.

6. Click **Manager Notification**.

7. Select the desired travel policy.

8. Enter your manager notification settings.
NOTE: A manager can be the user’s manager, or using this screen, the administrator can designate an individual specific to the rule class to receive all notifications of rule violations.

9. Click **Save**.

   **To set a TripLink discount code**

   NOTE: Contact suppliers to obtain your company’s unique discount codes. Then, add them to your Concur Travel & Expense configuration and your discounts will be applied to your travelers’ bookings.

   NOTE: To access this page, the user must have the Trip Link Travel Policy Admin user permission.

1. Click **Administration > Company > Company Admin**.

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

2. From the left menu **Travel Admin** section, click **Manage Corporate Discounts**. The **TripLink Discount Code** column displays for each discount.
3. Edit an existing discount entry or add a new discount entry to set the **TripLink Discount Code** value.
4. Click the Help icon to open the Quick Help window.

![Quick Help window](image)

**NOTE:** The Quick Help window provides information on how to locate your supplier discount codes.

TripLink supplier discount code format and coverage vary by supplier. Please reference [Concur TripLink Suppliers page](#) for additional information on how to determine the correct discount code for TripLink suppliers.

**Expense Audit Rules**

Clients with the Concur Expense – Professional Edition product can create audit rules in Expense that apply to expense reports with itinerary items from TripLink. The administrator can use the Entry > Booking Origin data object to identify the TripLink items.

For more information, refer to the Expense: Audit Rules Setup Guide.

**Administrator – Standard Edition**

- **To assign the TripLink user roles**
  1. Click Administration > Setup.
2. If the company has Expense or Expense and Travel, click **Expense > Users**.

3. If the user needs access to the TripLink reports, select the **Report user** check box.

4. If the user needs access to the Travel Policy page (to set travel policy, rules, and corporate discounts), select the **TripLink Travel Policy Admin** check box.

5. Click **Save**.

### To configure the Travel Policy

**NOTE:** To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

1. Click **Administration > Travel Settings**.

2. Click **Travel Rules** (option 2).

3. Scroll down to the **TripLink** section.

4. Enable the desired rules around TripLink compliance. These rules are disabled by default.

5. To enable, choose **Notify Manager** or **Log for Reports** from the list.
6. If there is a value, for example if the car rate is greater than $50, then the fields will become editable once you select something other than Disabled.

7. Click Save.

To enter TripLink supplier discount codes

**NOTE:** Contact suppliers to obtain your company's unique discount codes. Then, add them to your Concur Travel & Expense configuration and your discounts will be applied to your travelers' bookings.

**NOTE:** To access this page, the user must have the TripLink Travel Policy Admin user permission.

1. Click Administration > Travel Settings.
2. Click Travel Discounts (option 3)
3. Click **Add <vendortype> discount** for the desired supplier type.

4. Fill in these fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor</td>
<td>Select the desired Supplier.</td>
</tr>
<tr>
<td>TripLink Discount Code</td>
<td>Enter the discount code for the Supplier.</td>
</tr>
<tr>
<td>Preference</td>
<td>Dropdown list with fields: Most Preferred, Preferred, Less Preferred, Not Preferred</td>
</tr>
<tr>
<td>Valid From</td>
<td>The start date for the discount code.</td>
</tr>
<tr>
<td>Valid Until</td>
<td>The expiration date for the discount code.</td>
</tr>
</tbody>
</table>

5. Click the **Help** icon to open the **Quick Help** window.
NOTE: The Quick Help window provides instructions on how to locate your supplier discount code.

6. Click Save.

7. (Optional) Repeat for each supplier.

TripLink supplier discount code format and coverage vary by supplier. Please view the Concur TripLink Suppliers page for additional information on how to determine the correct discount code for TripLink suppliers.

Terminating a TripLink User

When a user with TripLink is terminated, itineraries from the connected suppliers in My Travel Network, and itineraries from TripIt will stop flowing into Concur Travel & Expense.

In Professional Edition, the user is terminated when the Termination Activation Date set in User Administration has passed.

NOTE: It is the responsibility of the Travel Admin to terminate a TripLink User who is no longer a part of their organization. Failure to do so can result in the user's itineraries from connected suppliers to continue synchronization into Concur Travel & Expense.
For more information, refer to the *Shared: User Administration User Guide*. 

In Standard Edition, the user is terminated when the **Active** check box on their user account is cleared.

For more information, refer to the *Shared: Users Setup Guide for Concur Travel & Expense Standard Edition*.

**Travelers – All Editions**

**Connecting to Concur TripLink Suppliers**

For Travelers to start using TripLink, they must connect their Supplier accounts with SAP Concur. This can be done in two ways -

- By enrolling in **My Travel Network**.
- Through the Supplier’s TripLink App listing in the SAP Concur App Center

**MY TRAVEL NETWORK**

A traveler can enroll in My Travel Network from three places:

- Within the SAP Concur App Center through the My Travel Network app center listing.
- From their Profile (**Frequent Traveler Programs** section).
- From an in-product prompt displayed to select users upon sign in to Concur Travel & Expense.
My Travel Network Enrollment from SAP Concur App Center or In-Product Prompt

Any frequent traveler accounts that the user has entered in the Travel Preferences section of their Profile for available or soon to be available TripLink supplier will be displayed in the My Travel Network enrollment screen. If the user enrolls in My Travel Network and later adds a frequent traveler account in Travel Preferences for a TripLink available supplier, the user will then be connected to that supplier.

By clicking I Agree the user is agreeing to the terms and conditions and sharing of data with the TripLink suppliers they are connecting with. The user is also agreeing to opt into e-Receipts if not previously enrolled.

The user will see a window confirming their enrollment in My Travel Network. My Travel Network then contacts the participating TripLink suppliers (where the user has a frequent traveler account) to connect the SAP Concur user to the supplier's user account and will subsequently begin to receive email notifications as to whether or not the connection to the supplier is successful.

If a connection is not successful, the user should verify that their name and loyalty numbers match between their SAP Concur and supplier accounts.

Users have the option to unenroll from My Travel Network, which opts them out of future connections, they can manage the individual connections with suppliers directly in SAP Concur App Center with each supplier app listing.
My Travel Network Enrollment from Profile

Users can enter their travel supplier loyalty numbers in Profile. Then they can choose to enroll in the My Travel Network program.

In the Frequent-Traveler Programs section of Profile, the user clicks I Agree to begin the connection process.

My Travel Network then contacts the participating TripLink suppliers (where the user has a rewards number) to connect the SAP Concur user to the supplier's user account. The user should ensure reward program numbers are entered in their Profile for use in all Concur Travel services, including TripLink.
The user sees a window confirming their enrollment in My Travel Network:

![Enrollment Confirmation Window]

**Enrollment Confirmation**

For all methods of enrolling in My Travel Network, the connection status for each connected supplier will be reflected in that supplier’s listing in the SAP Concur App Center (typically within 30 minutes).

![Connected Supplier]

The user will also receive an email confirming the status of connections within two hours.
Thank you for enrolling in My Travel Network and connecting your reward programs to your Concur profile. Check below to see the status of your connections:

<table>
<thead>
<tr>
<th>Connection Status</th>
<th>Partner</th>
<th>Loyalty #</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>AVIS</td>
<td>****69</td>
</tr>
</tbody>
</table>

Travel partners who have not been connected with Concur will not be shown, you will receive this email when a new partner is connected.

The user will also receive this email when new partners go live in the My Travel Network program and the user has that partner’s reward program number entered in their profile, or if an enrolled user adds or changes a loyalty program for an active TripLink supplier.

Once the user has successfully connected their SAP Concur account with their supplier account, they will now be identified as a corporate user when they log in to the supplier’s website or mobile apps (where applicable). The supplier will either present the user with the option between a business or leisure booking or will default to a business booking with identifiers to alert the user that their booking will be shared to Concur Travel & Expense. For bookings that are identified as Leisure, the booking will not be shared to Concur Travel & Expense and the negotiated rates (if applicable) will not be applied.

**Supplier’s TripLink App Listing in the SAP Concur App Center**

Users can also connect to any TripLink supplier individually using the supplier’s TripLink apps available in the SAP App Center.

This is the only method to connect to suppliers that do not offer reward numbers and these listings are an additional option to connect for suppliers who do have reward number programs if the traveler is not enrolled in My Travel Network.

Most suppliers also offer a way for travelers who are not already a part of their rewards program to easily join the supplier rewards program and link their account in one step. This functionality is only available from the SAP App Center.

The user sees the supplier’s TripLink application on the Apps for Me SAP Concur App Center page.
The user clicks **Connect** and then accepts the Access Authorization.

The user will then be redirected to the Supplier’s website where they can login or signup. The user's SAP Concur account will be connected to their supplier account, allowing the user to receive booking information immediately upon confirmation as well as to receive e-receipts.

If the supplier offers a reward program, and the user is an existing member of the supplier rewards program, the user accepts the Access Authorization, enters their loyalty number (if not already entered in their Profile) then clicks **Connect** to link their SAP Concur account with the travel supplier.
The SAP Concur App Center can also be used by a User to disconnect from a supplier. Once the user has successfully connected their SAP Concur account with their supplier account, they will now be identified as a corporate user when they login on the supplier’s website or mobile apps (where applicable). The supplier will either present the user with the option between a business or leisure booking or will default to a business booking with identifiers to alert the user that their booking will be shared to Concur Travel & Expense. For bookings that are identified as Leisure, the booking will not be shared to Concur Travel & Expense and the negotiated rates (if applicable) will not be applied.

**Manage Verified Email Address and Travel Arranger**

Once the Concur Travel & Expense administrator has enabled TripLink for a user account, each user must perform the following steps to activate the itinerary forwarding functionality. If the user has already verified an email address for use with emailed receipts, they will not need to complete these steps. TripLink and the emailed receipts functionality use the same verified email addresses.

**To verify one or more email addresses**

1. Click **Profile > Profile Settings**.
2. Click **Email Addresses**.
3. Click **Add an Email Address**.
4. Enter an email address that will be sending itineraries to SAP Concur.
5. Select whether you want this email to be included in travel notifications.
6. Click **OK**.
You will then see the email address added with a verification status of Not Verified and a link to Verify.

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Verification Status</th>
<th>Verify</th>
<th>Contact?</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:1@gmail.com">1@gmail.com</a></td>
<td>Not Verified</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:2@gmail.com">2@gmail.com</a></td>
<td>Verified</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Click **Verify** to generate an email to the address.

8. Open the email, then return to the **Profile**.

9. In the **Email Addresses** area, enter the code from the email.

10. Click **OK**. The process is complete. The email Verification Status shows **Verified**.
**Travel Arranger**

Once the Travel Arranger has verified their email address in the Email Addresses section of the profile, they may start emailing plans to plans@concur.com on behalf of the traveler.

To email plans to plans@concur.com, the arranger must include one of the traveler’s registered email addresses in the subject line or in the first line of the email, examples of both are mentioned below.

- Traveler’s registered email address in the subject line:

  ![Example 1](image1.png)

- Traveler’s registered email address in the first line of the email:

  ![Example 2](image2.png)
After the trip details have been added to the Traveler’s Concur Travel & Expense Trip Library, the Travel Arranger will receive an email confirmation.

Enable E-Receipts

The user must enable e-receipts. The easiest way to do so is by enrolling in My Travel Network which will activate e-receipts automatically.

If the user is not enrolled in My Travel Network, they can also enable e-receipts independently in their Profile.

To enable e-receipts

1. Click Profile > Profile Settings.

2. Click E-Receipt Activation.
3. Click the **E-Receipt Activation** link to enroll to receive E-Receipts from participating suppliers.

To ensure e-receipts delivery for TripLink hotel suppliers IHG and Marriott, the user should also ensure the credit card they use to check out at the hotel is entered in their SAP Concur Travel Profile.

### Section 5: TripLink Supplier Discount Code Information

TripLink supplier discount code format and coverage vary by supplier. The following tables provide additional information on how to determine the correct discount code for TripLink suppliers.
American Airlines

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Contract Number (Tour code) / Discount Code</td>
<td>A TripLink Discount Code is different from a discount code that you might have on file for American with a travel agency or in GDS systems. Your TripLink Discount Code, provided by American, is alphanumeric and specific to the region where contracted rates are available, along with where a customer is based.</td>
<td>If you do not know your American Airlines TripLink Discount Code(s), ask the individual within your organization who manages your travel program or send an email to your American Airlines Account Manager including “TripLink Discount Code” in the subject line. In order to begin using TripLink, please submit a new PRISM eDRA form. An eDRA (electronic Data Release Authorization) is an agreement with which a corporation directs a travel agency to send booking data to PRISM and authorizes PRISM to share data with an airline to facilitate corporate reporting. For more information, including how to set up an eDRA form for TripLink, refer to: <a href="https://www.concurtraining.com/en-us/triplink/suppliers/americanairlines">https://www.concurtraining.com/en-us/triplink/suppliers/americanairlines</a></td>
</tr>
</tbody>
</table>

British Airways (BA)

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Airways Discount Code</td>
<td>Your British Airways TripLink Discount Code is not the same as the British Airways GDS code. The British Airways Discount Code is alpha numeric and specific to the region where contracted or discounted rates are available and where the customer is based (i.e. a US-based traveler will have a US-specific British Airways Discount Code).</td>
<td>To register for British Airways-Triplink access on ba.com, please complete this registration request form. You will be provided with your British Airways Discount Code(s), which you can then enter in the TripLink Discount Code field in Concur Travel &amp; Expense Admin. If you do not know your company’s British Airways Discount Code, ask the individual within your organization who manages the travel program or complete this form. Once the code is shared, you will need to complete the Registration form with these details.</td>
</tr>
</tbody>
</table>
## Delta Airlines

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta Corporate Ticket Designator</td>
<td>A Delta Air Lines TripLink Discount Code is different from a discount code that you might have on file for Delta with a travel agency or in GDS systems.</td>
<td>If you do not know your Delta Air Lines Corporate Ticket Designator, ask the individual within your organization who manages your travel program or send an email to your Delta Air Lines Sales Account Executive and include “Delta Air Lines TripLink Discount Code” in the subject line.</td>
</tr>
</tbody>
</table>

### Setup for central form of payment (Corporate Ghost Card)

SAP Concur added a new permission to Corporate Ghost Card setup, called, “Allow Form of Payment API Access.” This is defaulted to off (unchecked) for all existing and new cards.

In order to show the user only one mandatory form of payment, ensure “Allow Form of Payment API Access” is checked. When the field is unchecked, Delta shows the user all the cards from their Concur Travel & Expense profile as well as any cards in their Delta SkyMiles profile. If there are duplicates, they only show one card.
### Lufthansa

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TripLink Discount Code number (combined CLID and CUG)</td>
<td>Your Lufthansa TripLink Discount Code is not the same as the Lufthansa GDS code. The TripLink Discount Code is a combination of your CLID (Client Identifier) and CUG (Closed User Group). The conditions of your corporate contract are stored within the 6 to 12-digit (alphanumeric) CUG. The Client Identifier is 13-digits (alphanumeric). Your TripLink discount code is the CLID, plus the CUG with no spaces in between the two numbers. Your code could be between 19 and 25 digits. It is important that the codes be entered in exactly that order, CLID + CUG to avoid any problems with the discount code entry.</td>
<td>Lufthansa Group requires consent from Concur TripLink travel managers before making corporate fares available to travelers on LH.com. If consent is granted, Travel Managers will need to add the Lufthansa Client Identifier (CLID) and the Closed User Group (CUG) code to the Concur Travel &amp; Expense configuration. Email your Lufthansa Group Account Manager and copy <a href="mailto:triplink@lufthansa-group.com">triplink@lufthansa-group.com</a> to request CLID and CUG, subject line for the email 'Triplink Discount Code Request', confirming acceptance that corporate fares are available and bookable on LH.com. If in agreement, the TripLink Discount Code number (combined CLID and CUG) will be provided by your Lufthansa Group Account Manager within approximately two weeks.</td>
</tr>
</tbody>
</table>
## United Airlines

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
</table>
| ATPCO fare filing rate code     | You must contact your United sales representative to acquire your ATPCO fare filing rate code before entering it into the Concur TripLink Discount Code field. Even if you already know your ATPCO fare filing rate code, you must sign an eDRA with United and United has to file your fares on United.com. | **Process the United Airlines Prism eDRA**  
Contact your United sales manager who will email you an eDRA to process for PRISM reporting.  

**Setup for central form of payment (Corporate Ghost Card)** –  
SAP Concur added a new permission to Corporate Ghost Card setup, called, "Allow Form of Payment API Access." This is defaulted to off (unchecked) for all existing and new cards.  

In order to show the user only one mandatory form of payment, ensure "Allow Form of Payment API Access" is checked. When the field is unchecked, United shows the user all the cards from their Concur Travel & Expense profile as well as any cards in their United MileagePlus profile. If there are duplicates, they only show one card |
# AccorHotels

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accor refers to their discount codes as an “Access Code”</td>
<td>Your Accor Access Code is not the same as the Accor GDS code. The Access Code is a combination of alpha and numeric and applies to all properties where contracted or discounted rates are available.</td>
<td>If you do not know your company’s Accor Access Code, ask the individual within your organization who manages the hotel/travel program. Please contact your Accor sales representative to assist you. If you do not know who to contact, please email Najim Messaoudi who will help get you connected to your Accor account team. If your company doesn’t have negotiated rates with AccorHotels but would like to learn more, or you are a TMC and your client would like to set up negotiated rates, please visit one of the following AccorHotels’ contact pages: <a href="#">English</a></td>
</tr>
</tbody>
</table>
### Marriott International

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified</th>
</tr>
</thead>
</table>
| Marriott Corporate Rate Code    | The three letter Marriott rate access code that you enter into the TripLink Discount Code field is the same as the rate access code that is entered in the GDS translation tables. | 1. Customers using a TMC: To find the Marriott GDS rate access code, ask the individual within the organization who manages the hotel/travel program. For those customers setting up a SAP Concur account and using a Travel Management Company/Travel Agency to implement TripLink, the Travel Management Company/Travel Agency can contact Marriott’s GDS Help Desk at 1-800-831-3100, option #2 for assistance with these codes.  
2. Customers not using a TMC: To find the 3-character code Marriott corporate rate code, ask the individual within the organization who manages the hotel/travel program. If this person is not available or unaware if such a program exists, please contact the Marriott Business Travel Center at 402-390-3640 or businesstravelcenter@marriott.com. |

### Omni Hotels and Resorts

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Omni Rate Code (Generated by Opera)</td>
<td>Omni Rate Code is a 11-digit code and is not the same as the Omni GDS code.</td>
<td>If you do not know your company’s Omni Rate Code, ask the individual within your organization who manages the hotel/travel program. Or, email your primary sales contact at Omni and ask them to resend the Rate Code. If you do not have a specific contact, or if you do not have an Omni Rate Code, email <a href="mailto:globalaccounts@omnihotels.com">globalaccounts@omnihotels.com</a>, and request your company’s Rate Code.</td>
</tr>
</tbody>
</table>
### InterContinental Hotels Group (IHG)

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IHG Corporate ID Number (CorpID)</td>
<td>The Corporate ID number is 9-digits and numeric and it is not the same number that you use for GDS bookings. <strong>NOTE:</strong> If the code obtained is not 9-digits, insert zeros in front of the number to make it 9-digits.</td>
<td>If your company doesn’t have negotiated rates with IHG but would like to learn more, or if you are a TMC and your client would like to set up negotiated rates, please email <a href="mailto:channels@ihg.com">channels@ihg.com</a> and ask for the IHG Corporate ID number. Be sure to include the company name in the request.</td>
</tr>
</tbody>
</table>

### Hyatt

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hyatt Corporate ID number</td>
<td>The Hyatt Corporate ID number is a 5-7-digit numeric number.</td>
<td>If you do not know your Hyatt Corporate ID number, ask the individual within your organization who manages the hotel/travel program, or email your Hyatt account manager, and ask them to resend the Corporate ID number.</td>
</tr>
</tbody>
</table>
### Avis

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWD (Avis Worldwide Discount) Number</td>
<td>An AWD is seven characters total, beginning with a letter followed by six numbers. Example: A001100</td>
<td>If you do not know your company’s AWD number, contact your Avis account manager. If your company doesn’t have negotiated rates with Avis, but would like to learn more, please visit <a href="http://www.avis.com/corpaccount">www.avis.com/corpaccount</a> for info on the Avis corporate account, and visit <a href="http://www.Avis.com/smallbiz">www.Avis.com/smallbiz</a> for info on an Avis small business account. If you need help identifying your account manager, contact Customer Service via phone • In the US &amp; Canada: 1-800-352-7900 • Or visit: <a href="http://www.avis.com/concur">www.avis.com/concur</a></td>
</tr>
</tbody>
</table>

### Hertz

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
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</tr>
</thead>
<tbody>
<tr>
<td>CDP (Corporate Discount Program) Code</td>
<td>The Hertz Corporate Discount Program number, also referred to as the Counter Discount Program (CDP) number, can be from one to seven digits long (no alpha characters). The CDP is the same number that you would use in the GDS.</td>
<td>If you do not have a CDP, and would like to get one, visit the Hertz Small Business Rewards page, if you're a small business with national rental car needs. If you are interested in a global car program, please email the Business Rewards Sales Team at <a href="mailto:businessrewardssalesteam@hertz.com">businessrewardssalesteam@hertz.com</a> or call 888-777-3807.</td>
</tr>
</tbody>
</table>
### Sixt

<table>
<thead>
<tr>
<th>Supplier Name for Discount Code</th>
<th>What does the code look like and where can a customer find it?</th>
<th>Supplier contact for support if the code cannot be identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD Code (Corporate Discount Code)</td>
<td>A Sixt CD code is a 5-7 digit numeric code numerically identical to the Sixt GDS code. However, GDS integrations require a « SX » in front of the actual CD numeric code (e.g. CD code 9860588 needs to be entered as SX9860588 in the GDS). When entering the Sixt CD code into the TripLink Discount Code field, do not insert, &quot;SX,&quot; in front of the CD Code number. Use only the CD Code number.</td>
<td>If you do not know your company’s Sixt CD Code, contact your Sixt account manager. If your company doesn’t have negotiated rates with Sixt, but would like to learn more, visit <a href="https://www.sixt.com">Sixt Rent a Car</a>. Sixt country-specific hotlines can also be contacted for CD Code inquiries: <a href="https://www.sixt.com/usa">USA</a></td>
</tr>
</tbody>
</table>
Section 6: TripIt

TripIt is an award-winning, comprehensive trip management service that helps travelers organize and share their travel plans, no matter where they book. TripIt gives travelers the tools to combine all of their travel plans – whether booked within or outside their managed travel program – into master itineraries that can be accessed via Concur Travel & Expense, on the web or on mobile apps.

Concur TripLink users have Complimentary subscription to TripIt Pro (US and EMEA Data Centers only) and TripIt Pro for Teams (US Data Center only).

TripIt Pro is available in English (US), English (UK), French, German, and Japanese languages. Users must have their language settings set to one of those languages in order to connect to TripIt. TripIt for Teams is only available in the English language.

TripLink users need to connect their TripIt account with their SAP Concur Account. They can either connect their existing account or create a new account. Once this is completed, they can login into TripIt and activate TripIt Pro.

The detailed steps for the TripIt Configuration and TripIt Pro Activation can be found at SAP Concur Customers – TripIt Help Center.

Itinerary Forwarding

For suppliers that are not yet part of the TripLink network, users can share the itinerary with SAP Concur allowing visibility for duty of care and reservation management. TripIt and TripIt Pro users can send their itineraries to plans@tripit.com.

After they have connected their SAP Concur and TripIt accounts, travelers can forward travel confirmation emails from travel suppliers to plans@tripit.com. SAP Concur will automatically merge those segments with Concur Travel or TMC booked segments and create a consolidated itinerary. The data from these itineraries will also flow through to the expense report and to the management information reporting available to your company.

TripIt for Teams

While TripIt Pro offers the features that are most important to individual travelers, TripIt for Teams offers features and functionality that make the lives of those arranging travel easier. Travel arrangers/planners, department/office managers, and other team members can keep track of who’s traveling when and where and enhance collaboration.

One person in your company must be designated as the owner of your company’s master TripIt for Teams account. This person should be the Company Admin or the Travel System Admin and must have a TripIt account on the company paid TripIt Pro subscription in order to administer the TripIt for Teams account. An administrator can create an account for the TripIt for Teams owner for their company on the TripIt Configuration page or find the existing owner.
The owner of the master account can create Groups and designate Group Administrators and Travel Planners. Travel Planners must then request permission from the travelers they arrange travel for to access the traveler’s TripIt account and coordinate itineraries on their behalf.

Detailed set-up instructions can be found on the TripIt website.

➤ **BEST PRACTICE:** Keep TripIt for Teams Group sizes to a minimum. This will ensure the most effective sharing of information only with those who need to know.

*(TripIt Enabled Countries Only) Download TripIt Pro and Connect Concur Travel & Expense to TripIt Pro*

➤ **To download TripIt Pro App**
- **iPhone/iPad:** On the device, users can go to the App Store and search for TripIt.
- **Android:** Users can go to the Google Play Store and search for TripIt.

➤ **To link TripIt Pro to Concur Travel & Expense**

Once the company has purchased TripIt, the user can link TripIt Pro to Concur Travel & Expense in the following ways:
- TripIt App in the SAP Concur App Center.
- From an in-product prompt displayed to select users upon sign-in to Concur Travel & Expense.
- Through Banners and Inline messages on the Home and Travel pages.

**NOTE:** During this setup process, users will have the option to make all SAP Concur trips public (default) or private in TripIt. Private trips are not shared with any connections, groups, or integrated applications that the user has previously established in TripIt.

More assistance for TripIt can be found using the TripIt help system.
Section 7: Frequently Asked Questions (FAQs) and Additional Resources

Q. Why are negotiated rates not displayed when I access the TripLink’s Supplier partners site?

A. To see your company rates in any TripLink Supplier site/app:
   ♦ Check if the correct reward number is setup under your profile.
   ♦ Make sure you are enrolled in My Travel Network.
   ♦ Check with your Travel Administrator that the TripLink Discount Code is setup for your company.
   ♦ To see your company rates, configuration of TripLink Discount Code is a requirement. Travel Admins should follow these steps to see TripLink Discount Code.

   1) Click Administration > Company > Company Admin
   2) Click Manage Corporate Discounts under Travel Admin (left menu)

Q. Which report can I run to see a list of users, who have linked their SAP Concur and TripIt account?

A. The following Travel Reports will provide the users who have connected their SAP Concur and TripIt accounts:
   ♦ TripIt Connected Users Detail
   ♦ TripIt Connected Users Summary

   To access these reports please use the following steps:

   1) Log in to Concur Travel & Expense.
   2) Click on Reporting > Travel Reports.
   3) Click the Report Name.

Q. What should I do if I do not have an existing rewards number?

A. If the user does not have an existing rewards number, they can click Click here to create a new account in the Supplier’s app listing in SAP Concur App Center. They are redirected to the supplier site to create their rewards number account. Where possible, the suppliers pre-fill the rewards enrollment form with relevant information from the SAP Concur profile to save the user’s time.

When the user completes their enrollment, their SAP Concur account is automatically linked with the travel supplier, and the travel supplier adds the new rewards number into the user’s profile.
For supplier’s that do not have this feature in Concur Travel & Expense, visit the supplier’s website for more information on how to enroll in their loyalty programs. Once the user has a rewards number, the user can either connect to the supplier by adding the reward number in the supplier’s App Center listing, or for users already enrolled in My Travel Network all they need to do is add the rewards number in their Travel Profile.

Q. How do I disconnect a supplier?

A. The SAP Concur App Center can be used by a user to disconnect a Supplier.

Q. Why did a personal trip show up under my Trip Library?

A. The user may have inadvertently identified the booking as a business trip on the connected supplier’s website or mobile app when they made the booking. If your company allows bookings or expenses to be removed, the user can remove the booking in Concur Travel & Expense. This will NOT result in a cancellation of the booking on the supplier site.

The itinerary was sent to plans@tripit.com and the user has their SAP Concur account linked to TripIt, so the itinerary synced to the user's SP Concur Travel & Expense Trip Library.

User has auto-import feature turned on in TripIt.

Q. Why are the changes to my trip not updating in Concur Travel & Expense?

A. Changes to the trips made in one of our TripLink Suppliers should sync automatically into Concur Travel & Expense.

The change will not sync if the trip is already expensed.

Q. Why is SAP Concur unable to process email sent to plans@concur.com?

A. If you received an email from SAP Concur stating, "We had problems importing your trip into Concur", please check the following:

- The information you sent to plans@concur.com email alias contains the original booking receipt from the supplier.
- Check your Trip Library by going to your Concur Travel & Expense account >Travel Tab>Trip Library
- Ensure you email is verified under your Concur Travel & Expense Profile
- If the steps outlined above do not resolve the issue, please submit a ticket with Concur Support for assistance

Please see the Concur TripLink Admin FAQ for more resources on Concur TripLink Admin.

Please see the My Travel Network and TripIt FAQ for more resources on My Travel Network and TripIt.