

– Concur Travel * Client Fact Sheet – Highest Allowed Class of Service January 27, 2020

(applies to Professional and Standard Travel)

Overview

Customers that allow higher cabins/classes of service as part of their travel policy can default to the *highest allowed* class of service. There are several benefits to doing so:

- Avoid users having to think about whether they can travel in a higher cabin based on time or mileage policy; highest allowed will look at the search request as well as the traveler's policy and then default to the highest cabin allowed on the schedule page.
- Full visibility into the cabins offered for each flight; this is particularly important when customers have premium economy allowed, as not all flights offer premium economy. If the user starts with a premium economy search, they won't see options that are only economy/business, which due to time or number of stops may be better.
- Full view of schedule; if a user performs a search by price, they see what the content source (GDS or direct connect supplier) returns, within the time window. *Highest allowed* forces a schedule search first, which provides a full view of flights within the time window, since price is not yet figured into it. Users will see all results, not a curated list based on price, allowing them to make an educated decision. Once flights are selected, users see the price of their flights and alternative comparisons.



For more information on how to build travel policy rules, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide*.

What the User Sees

If enabled, the **Class of service** dropdown in the Travel Wizard will default to *Highest allowed*, which also defaults **Search by** to Schedule.

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From
 ORD - Chicago O'Hare Intl Airport - Chicago, IL
Find an airport | Select multiple airports

To
 LHR - London Heathrow Airport - London
Find an airport | Select multiple airports

Depart
 depart ▼ 08:00 am ▼ ± 5 ▼

Return
 depart ▼ 08:00 am ▼ ± 5 ▼

Pick-up/Drop-off car at airport
 Automatically reserve this car
 Find a Hotel

Adults Class Highest allowed ▼ Search by Schedule ▼

Specify a carrier
 Refundable only air fares

Search

Search by Schedule

After clicking **Search**, users are taken to the Shop by Schedule view to select their flights. The Schedule view provides the user full visibility into the flights available during the time window, without narrowing due to price or cabin, allowing for the best decision to be made.

CHICAGO, IL TO LONDON, UNITED KINGDOM
 TUE, MAR 17 - SAT, MAR 21

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

	Delta	American Airlines	Air Canada	Multiple	Finnair	Iberia	British Airways	Virgin Atlantic	KLM	United
All 48 results	Most Preferred	Preferred								
Nonstop 4 results	—	1 results	—	—	1 results	1 results	1 results	—	—	—
1 stop 44 results	3 results	6 results	4 results	17 results	—	—	3 results	6 results	2 results	3 results

Select from the flight option(s) below to price and view fare options for all flights.

Depart | **Return**

Chicago, IL - Tue, Mar 17

Flight Number Search Sorted By: Preference ▼

Displaying: 4 out of 58 results.

In addition to providing a full schedule view, the schedule tab displays the cabin classes available for each flight, defaulting to the highest allowed for the user, based on their travel policy rules.

For example, users may be allowed to travel in business class on international flights with flying duration greater than seven hours. If the user performs a search by price request, they must choose the cabin to search and may or may not know whether a flight from Chicago to London is over seven hours. The *highest allowed* option calculates the flight duration for the user and will know to default to business on the flights that are longer than seven hours.

The screenshot shows two flight options from ORD to LHR. The first is an Iberia flight (Iberia 4212 operated by American Airlines) departing at 10:00a and arriving at 10:40p, nonstop. The second is a British Airways flight (British Airways 1541 operated by American Airlines) with the same schedule. Both flights have a 'Business' dropdown menu and a 'Select' button. Below each flight, the duration is listed as 7h 40m, and the aircraft type is Boeing 787-8 (Sabre). The 'View seats' link is also visible.

The following Iberia flight offers economy and business only:

This screenshot shows the same Iberia flight as above. The 'Business' dropdown menu is open, showing 'Business' and 'Economy' as options. The 'Business' option is highlighted in blue. The 'Select' button is visible to the right.

The next example shows British Airways offering premium economy in addition to business and economy. Searching by price by a specific cabin may not provide the user with full visibility. In this instance, the Iberia flight would not have been offered outside of a schedule search.

This screenshot shows the same British Airways flight as above. The 'Business' dropdown menu is open, showing 'Business', 'Economy', and 'Prem Econ' as options. The 'Business' option is highlighted in blue. The 'Select' button is visible to the right. Below the dropdown, it says 'displaying: 4 out of 58 results.' with a help icon.

Search by Price

Once the flights are selected, users are taken to the **Shop by Price** view for price comparison. The user will now see their selected flights and price in comparison with other similar options.

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	 American Airlines	 Multiple	 British Airways	 United	 Air Canada	 Virgin Atlantic	 Iberia
All 361 results	Preferred						
Nonstop 21 results	8,202.05 3 results	8,216.05 12 results	8,230.05 3 results	—	—	—	8,230.05 3 results
1 stop 305 results	8,205.55 4 results	7,744.45 106 results	7,762.05 34 results	8,192.65 3 results	8,205.55 60 results	8,216.65 98 results	—
2 stops 35 results	—	8,205.55 35 results	—	—	—	—	—

Selected Fare

 Iberia¹

10:00a ORD → 10:40p LHR Nonstop 7h 40m

07:40a LHR → 11:25a ORD Nonstop 8h 45m

¹ Iberia 4212 / 4209 operated by American Airlines

Remove ✕
\$8,594.05

View Fares

[Show all details](#) ▾

Shop by Fares
Shop by Schedule

Flight Number Search

Sorted By: Preference ▾

Displaying: 332 out of 361 results. ?
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 American Airlines	<p>10:00 AM ORD → 10:40 PM LHR Nonstop 7h 40m</p> <p>10:50 AM LHR → 02:45 PM ORD Nonstop 8h 55m</p>	<p>Flagship Business s8,202.05</p> <p>Select</p> <p><small>Least-Cost Logical</small></p>	<p>Flagship Business Fle... s15,393.05</p> <p>Select</p>
Preferred Airline More fares/details ▾			

How to Enable

Highest Allowed: If there are multiple classes available and if the **Class of Service Options** option is set to *Highest*, users can select *Highest allowed* in the **Class of service** dropdown in the Travel Wizard.

To access the Travel Policy Administration page:

1. Go to **Administration > Travel System Admin** (on the sub-menu).

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

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2. Choose the configuration you wish to update.
3. Scroll down to the Class of Service Options section and then select **Highest**.

Class of Service Options
When a traveler is authorized for more than one class of service, default to the Highest Lowest available class.

i NOTE:
When set to "Highest" this will override the "Default search type" option and we will initialize to a Schedule search with a "Highest allowed" class option selected on the main search areas. This setting also controls whether class dropdowns within search results default to First or Economy when a Business class search results in no availability in that class.

4. Save changes.