

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

(applies to Professional and Standard Travel)

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## **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*.


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## **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  Search by   
 1 Highest allowed 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 show a 'Business' dropdown menu and a 'Select' button. The flight duration is 7h 40m, and the aircraft is a Boeing 787-8 (Sabre). The 'View seats' link is also visible.

The following Iberia flight offers economy and business only:

This screenshot shows the Iberia flight search results with the cabin class dropdown menu open. The menu displays 'Business' and 'Economy' options. The 'Business' option is highlighted in blue. The flight details (Iberia 4212, 10:00a ORD to 10:40p LHR, nonstop) and the 'Select' button are visible.

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 British Airways flight search results with the cabin class dropdown menu open. The menu displays 'Business', 'Economy', 'Prem Econ', and 'Business' options. The 'Business' option is highlighted in blue. The flight details (British Airways 1541, 10:00a ORD to 10:40p LHR, nonstop) and the 'Select' button are visible. A note at the bottom indicates 'displaying: 4 out of 58 results.'.

## 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.

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

All 361 results	American Airlines Preferred	Multiple	British Airways	United	Air Canada	Virgin Atlantic	Iberia
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**

Iberia<sup>1</sup>

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

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

<sup>1</sup> 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.   
Previous | Page: 1 of 34 | Next | All

American Airlines		10:00 AM ORD → 10:40 PM LHR Nonstop 7h 40m	Flagship Business \$8,202.05	Flagship Business Fle... \$15,393.05
		10:50 AM LHR → 02:45 PM ORD Nonstop 8h 55m	Select Least-Cost Logical	Select

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.

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.