

**– Concur Travel * Client Fact Sheet –
Instant Purchase Airlines/
Guaranteed Ticketing Carriers
August 12, 2019**

Overview

Certain airlines require special payment and ticketing processes for reservations to be made with them in the reservation systems (GDS). These special processes include the requirement of sending a form of payment immediately at time of purchase in Concur Travel (no approval or user hold permitted).

Due to the timing requirements, the form of payment must be transmitted by SAP Concur via the GDS reservation (SSR). Once the payment has been received, the airline will respond with the ticket number or ticketless confirmation code.

Airlines

The following airlines are treated as Instant Purchase/Guaranteed Ticketing in Concur Travel.

All GDS

- Air North (Canada) (4N)
- Calm Air (MO)
- Canjet Airlines (C6)
- Carriacou (C4)
- Frontier Airlines (F9)
- InterSky (3L)
- Pascan (P6)
- Sunwing Airlines (WG)
- USA 3000 (U5)
- WOW Air (WW)

Sabre and Amadeus Only

- Wings of Alaska / SeaPort Air (K5)

Ticketless, but not Instant Purchase, Airlines

Some airlines follow the special payment and ticketing process outlined above, but do not require "instant" ticketing; rather, they impose ticketing deadlines of hours instead of days. In these cases, Concur Travel does not perform the special handling described in this Fact Sheet. This allows companies to maintain approval processes, as applicable. To date, the following airlines are treated as ticketless, but not instant purchase?

- Porter Airlines (PD)
- Sun Country Airlines (SY)

Note About Jetstar (JQ)

Jetstar is unique in that its flights are ***not always*** instant purchase. For that reason, SAP Concur had to remove them from the instant purchase carrier list.

- For international itineraries, JQ uses traditional ticket issuing practices (BSP settlement), but the ticket(s) must be issued on another carrier's ticket numbers (JQ does not have their own "ticket stock"). JQ can only be ticketed certain other airlines' tickets - and again - only for international itineraries: Jetstar interline e-ticket partners include QF, AC, AF, EY, FJ, JL, KL, PX, QR, RJ, SB, TN, CX, AA, CO, KA, AY, LA, 4M, XL, and LP.
- For purely domestic itineraries, Jetstar is instant purchase and an EPAY SSR is required at time of booking.

Concur Travel's current logic does not support this type of conditional instant purchase scenario. If either Jetstar or SAP Concur logic changes in the future, Jetstar may be added back to SAP Concur's instant purchase carrier list.

Note About Spirit Airlines

Currently, Concur Travel does not send the FOP to Spirit Airlines. Before the FOP can be sent, a confirmation must be initially received from Spirit Airlines, which is normally delayed and this delay causes agency problems. It was decided that the best way to handle this is to leave that ownership to the fulfillment agency. Though there have been changes with how Spirit Airlines is handled in the GDS, Concur Travel has not yet changed our process.

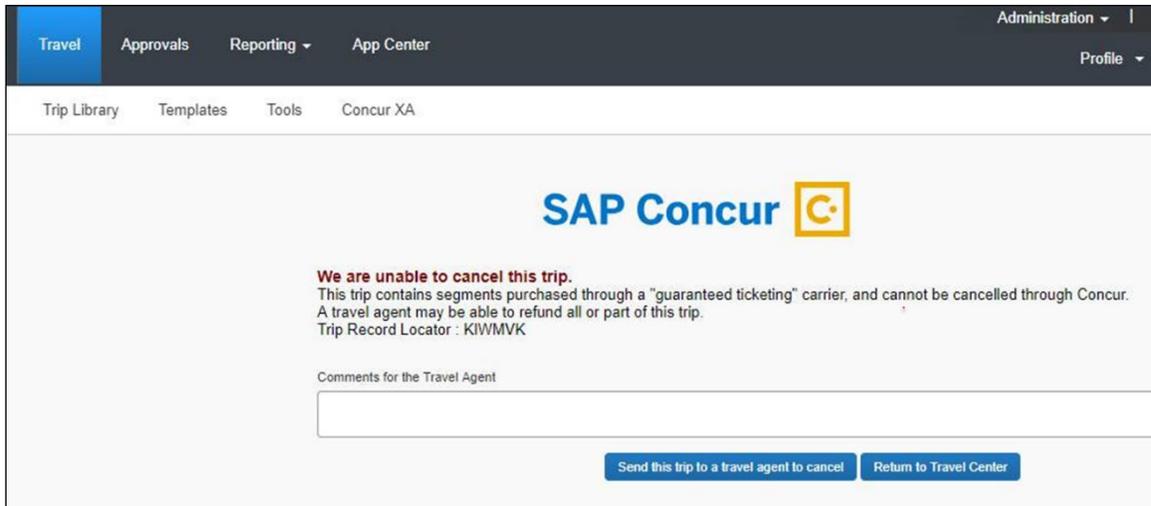
There may be changes in the future but, for now, Spirit Airlines will not be recognized as an Instant Purchase/Guaranteed Ticketing in Concur Travel.

What the User Sees

On the **Review and Purchase Flight** page, the instant purchasing message appears.

The screenshot shows a web interface for a flight booking. At the top, there is a dropdown menu for credit cards with the text "Please choose a credit card." and a link "Add credit card". Below this is a note: "* Indicates credit card is a company card". The main content area is titled "ACKNOWLEDGE INSTANT PURCHASE" and contains the following text: "You have selected an airline that requires that all reservations be paid for and ticketed immediately. You must select a credit card to use for payment." It then states: "Once you click **Purchase Flight and Continue**, the airline -- not your travel agency -- will" followed by a bulleted list: "• receive your credit card information", "• charge your credit card", and "• issue a ticket". Below this, it says: "Once you see your itinerary, you will not be able to cancel the trip through Concur, and any changes or refunds to the airfare will have to be processed through the airline." and "When you click **Purchase Flight and Continue**, the selected credit card will be charged and the ticket will be issued immediately." At the bottom of this section is a checkbox: " I understand and I wish to proceed." Below the main text area is a yellow warning box with a triangle icon and the text: "This is a Non-Refundable Ticket" and "Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day or".

If the user attempts to cancel the flight, a message appears.



Cancellation Information



Refer to the *Auto Cancel Fact Sheet* available on the SAP Concur support portal or in Travel Administration online Help.

Revision History

Date	Notes / Comments / Changes
August 12, 2019	Added note about Spirit Airlines
July 19, 2019	Added <i>Ticketless, but not Instant Purchase, Airlines</i> section General Updates
June 4, 2019	Removed Air Choice One (3E) from the list (removed in April release with CLQ-59375)
October 2, 2018	Removed Pacific Coastal Airlines (8P) from airline list Clarified GDSs supported General cleanup of airline (code) list
August 21, 2018	Added <i>What the User Sees</i>
August 5, 2016	Added <i>Note About Jetstar</i> section
March 24, 2016	Removed Air Greenland (GL)