– Concur Travel * Client Fact Sheet – PNR Documentation for the New Concur Travel Experience April 11, 2024

Overview

When travel reservations are made in Concur Travel, SAP Concur writes segments to the GDS PNR to ensure that a customer's agency fulfillment partner has the details of that content in the GDS, where traveler servicing is managed.

In the new Concur Travel experience, Concur Travel will standardize all passive segment formats, to ensure consistency and better supportability. These formats may differ from legacy formats. This document provides the formats to be used for all booking types within the new Concur Travel experience, per segment type and by GDS. It also provides information about how passive segments can be customized in the GDS, yet still read by Concur Travel and matched to the appropriate trip.

In many cases, the ability to have passive segments for non-GDS content are configurable (via the Company Travel configuration). Generally, the agency fulfillment partner should determine if a passive segment should be written. Clients should not disable passive segments without first discussing the implications with their agency fulfillment partner.

This document also includes examples of how Concur Travel supports active GDS segment formats, supplementary data, and the PNR acquisition process.

NOTE: The collection of inputs and outputs is an iterative process. This document is subject to regular updates.

Hotel Segment Formats

Sabre

Concur Travel will use Sabre's passive segment definition, since no other variations are officially supported, per Sabre documentation:

- Total maximum character length: 230 characters.

- Header maximum header length: 29 characters.

- Body maximum length: 201 characters.

When the overall passive segment character length exceeds the maximum allowed length, the following rules will be applied:

1. The **Address** field will be truncated by the number of characters exceeded.

2. If the passive segment still exceeds the maximum allowed length after the **Address** field is truncated, the address will be completely removed.

3. If the passive length still exceeds maximum length after the **Address** field is removed, Concur Travel will truncate the **Hotel Property Name** field by the remaining number of characters exceeded.

NOTE: Passive segment character length should never exceed maximum length after address removal and partial property name truncation.

DATA ELEMENTS

The following table provides a detailed view of data elements, as required for Sabre passive segments:

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Header					
0HHT	N/A	Fixed Text	4	Sabre hotel passive sell command. Fixed value: "0HHT"	0HHT
Chain code	N/A	Text	2	Chain code if provided by direct connect or generic GDS code "ZZ"	HH, EM, HY
Status code	N/A	Fixed Text	2	Passive format: Hotel booking status code. Fixed value: "GK" Active format: Hotel booking status code. Fixed value:"HL"	GK / HL
Number of rooms	N/A	Number	1	Number of rooms booked	1
City code	N/A	Text	3	The closest airport or city code to the hotel	WAS
Check-in date	IN	Date	5	DDMMM	25FEB
Check-out date	OUT	Date	5	DDMMM	28FEB
Body					
Hotel chain code	N/A	Text	2	Supplier chain code. If supplier does not provide chain code, generic GDS chain code "ZZ" will be used.	HH, EM, HY
Hotel property name	N/A	Text	29	Hotel name	HILTON RESTON

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Room Type		Alpha	10	Room description, if "room type" not provided by Supplier via CHS, default will be SINGLE	SINGLE
Rate amount	N/A	Numbers	N/A	Local Hotel average nightly rate amount, as provided by supplier.	354.40
Currency	N/A	Text	3	Standard currency code. Included in rate.	BRL
Guarantee	G	Fixed Text	1	Fixed value: "G"	G
Hotel full address	SI	Text/Numbers	N/A	Passive format: Hotel full address including street address, city name, state/province, Country code zip code/postal code Active format: special request	Passive format: AV. NOSSA SENHORA DE COPACABANA, 335 COPACABANA¥RIO DE JANEIRO RIO DE JANEIRO BR 22020-002Active format: NONSMOKING
Hotel phone	FONE	Numbers	N/A	Hotel phone number	21 2195 5500
Confirmation number	CF	Text/Numbers	19	Hotel booking confirmation number	RES000141182659
Commissiable	CMN	Text	1	Active format: this advise if the hotel provides a commission	C or N
Commission percent	CMT	Text/Numbers	N/A	Active format: Commission amount	10.000 PERCENT COMMISSION

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Travel Agency Commission	TAC	Numbers/Text	N/A	Active format: Percentage Amount of commission for travel agency	10.00 PCT
Name	NM	Text	N/A	Active format: Name under reservation	Skye Green
Agency IATA	AGT	Numbers	8	Active Format: Agency IATA	99999999
Direct Connect	DC	Text/Numbers	N/A	Active format: Hotel information	DCHY ATT REGENCY DFW 1QENADPR-1
Guaranteed Deposit CC	GDPST	Text/Numbers	N/A	Active format:CC information used for deposit	VI4111111111111111EXP 05 28-SKYE
Cancelation Penalty Code	C	Text/Numbers	5	Active: Refundability	NOR, 01D, 24H

PASSIVE FORMAT

```
0HHT[Hotel chain code]GK[Number of rooms][city code]IN[check-in
date:DDMMM]-OUT[check-out date:DDMMM]/[hotel chain
code][space][hotel name]/SINGLE/[rate amount] [currency]/G/SI-
¤[Hotel full address]¥[city state country code][space][zip or postal
code]¥FONE[space][hotel phone]/CF-[confirmation number]
```

PASSIVE FORMAT EXAMPLE

INPUT

```
0HHTHHGK1RIOIN16AUG-OUT17AUG/ZZ WINDSOR COPA HOTEL/SINGLE/354.40
BRL/G/SI-¤AV. NOSSA SENHORA DE COPACABANA, 335 COPACABANA¥RIO DE
JANEIRO RIO DE JANEIRO BR 22020-002¥FONE 21 2195 5500¤/CF-
RES000141182659-
```

OUTPUT

```
HHT HH 16AUG W GK1  RIO/OUT17AUG/ZZ WINDSOR COPA HOTEL/SINGLE/354.40
BRL/G/SI-¤AV. NOSSA SENHORA DE COPACABANA, 335 COPACABANA¥RIO DE
JANEIRO RIO DE JANEIRO BR 22020-002¥FONE 21 2195 5500¤/CF-
RES000141182659-
```

ACTIVE FORMAT EXAMPLE

OUTPUT

```
HL HY HK1 DFW IN11SEP M-OUT12SEP  1NT   31378 HY    /DCHY
ATT REGENCY DFW  1QENADPR-1/  215.90USD/RC-¤¤¤-¤¤¤-R/CMN-C/CMT
-10.000 PERCENT COMMISSION/TAC-10.00 PCT/AGT99999999/GDPSTVI411
1111111111111EXP 05 28-SKYE/NM-SKYE GREEN/CNOR/SI-NONSMOKING-CF
-HY0039925177
```

Amadeus

Concur Travel will use the passive segment definition, per Amadeus documentation:

- Total maximum character length: 202 characters.
- Header maximum header length: 24 characters.
- Body maximum length: 178 characters.

When the overall passive segment character length exceeds the maximum allowed length, the following rules will be applied:

1. The **Address** field will be truncated by the number of characters exceeded.

2. If the passive segment still exceeds the maximum allowed length after the **Address** field is truncated, the address will be completely removed.

3. If the passive length still exceeds maximum length after the **Address** field is removed, Concur Travel will truncate the **Hotel Property Name** field by the remaining number of characters exceeded.

NOTE: Passive segment character length should never exceed maximum length after address removal and partial property name truncation.

DATA ELEMENTS

The following table provides a detailed view of data elements, as required for Amadeus passive segments:

Data Element	Key Name	Data type	Max. Characters	Description	Example value
Header					
HU	N/A	Fixed Text	2	Amadeus hotel passive sell command. Fixed value: "HU"	HU
GDS code	N/A	Fixed Text	2	Fixed value: "1A"	1A

Data Element	Key Name	Data type	Max. Characters	Description	Example value
Status code	N/A	Fixed Text	2	Hotel booking status code. Fixed value: "HK"	HK
Number of rooms	N/A	Number	N/A	Number of rooms booked	1
City code	N/A	Text	3	The closest airport or city code to the hotel	SJC
Check-in date	N/A	Date	5	DDMMM	06NOV
Check-out date	N/A	Date	5	DDMMM	08NOV
Body					
Hotel property name	H	Text	N/A	Hotel name	AIRAM BRASILIA HOTEL
Hotel address	A	Text	N/A	Hotel street address	SHN QUADRA 05 BLOCO A ASA NORTE
City	C	Text	N/A	Hotel City	BRASILIA
State	S	Text	N/A	Hotel State or Country Code	DISTRITO FEDERAL
Zip	Z	Numbers	N/A	Hotel Zip Code	70705-900
Hotel phone	P	Numbers	N/A	Hotel phone number	4089604813
Currency	N/A	Apha	3	Local Currency	USD
Rate Quote	RQ	Numbers	N/A	Local hotel average nightly rate amount	426.98
Confirmation number	CF	Text	N/A	Hotel booking confirmation number	FBLOPO
Guarantee	G	Fixed Text	1	Fixed value: "G"	G
Chain code	SC	Text	2	Hotel chain code if provided by direct connect or generic GDS code "ZZ" will be used	HH, EM, HY,RI

PASSIVE FORMAT

Concur generates the passive segment as part of the PNR creation process, using the **Hotel Sell** API. Terminal commands are not utilized for passive segments.

    📖   For more information on Amadeus functionality, please review Amadeus Help pages or reach out to your Amadeus representative.

PASSIVE FORMAT EXAMPLE

```
HTL 1A HK1 BSB 21AUG-22AUG/H-AIRAM BRASILIA HOTEL /A-SHN
QUADRA 05 BLOCO A ASA NORTE/C-BRASILIA/S-DISTRITO FEDERAL/
Z-70705-900/P-6139620623/RQ-BRL276.90/CF-RES029983-3084/G/
SC-ZZ
```

ACTIVE FORMAT

Information to be added in a subsequent fact sheet update

ACTIVE FORMAT EXAMPLE

Information to be added in a subsequent fact sheet update

Galileo

Concur Travel will use the documented passive segment definition described further below. Per Travelport documentation:

- Total maximum character length: 200
- Header maximum header length: 26
- Body maximum length: 174

When the overall segment character length exceeds the maximum allowed length, Concur Travel will perform the following actions:

1. Truncate from the end of address field by the number of characters exceeded.

2. If the segment still exceeds the maximum allowed length after truncations, the address will be completely removed.

3. If passive length still exceeds maximum length after address removal, Concur Travel will truncate from the end of the hotel property name field by remaining number of characters exceeded.

NOTE: Passive segment character length should never exceed maximum length after address removal and partial property name truncation.

DATA ELEMENTS

Below is a detailed view of the data elements, as structured for the Galileo passive segment:

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Header					
0HTL	N/A	Fixed Text	4	Galileo hotel passive sell command. Fixed value: "0HTL"	0HTL
Chain code	N/A	Text	2	Hotel chain code if provided by direct connect or generic GDS chain code "ZZ" will be used.	ZZ, HH, HI
Status code	N/A	Fixed Text	2	Hotel booking status code. Fixed value: "MK"	MK
Number of rooms	N/A	Number	N/A	Number of rooms booked	1
City code	N/A	Text	3	The closest airport or city code to the hotel	WAS
Check-in date	N/A	Date	5	DDMMM	20FEB
Check-out date	OUT	Date	5	DDMMM	25FEB
Body					
Hotel property name	H	Text	24	Hotel property name	HILTON RESTON
Room Type	R	Text	7	Room type	SINGLE
Hotel full address	W	Text/Numbers	100	Hotel full address including street address, city name, state/province, zip code/postal code, and country	1234 MAIN STREET RESTON VIRGINIA 20164 USA
Hotel phone	FONE	Numbers	N/A	Hotel phone number	703-400-5690
Confirmation number	CF	Text/Numbers	30	Hotel booking confirmation number	R12345678
Rate quote	RQ	Numbers	12	Local Hotel average nightly rate amount	USD100.00

PASSIVE FORMAT

Concur generates the passive segment as part of the PNR creation process, using the **PassiveCreateReservationReq** API. Terminal commands are not utilized for passive segments.

   📖   For more information on Travelport functionality, please review Travelport Help pages or reach out to your Travelport representative.

PASSIVE FORMAT EXAMPLE

```
1. HTL HH MK1 WAS 20FEB-OUT25FEB/H-THE GREAT HOTEL - FINEST/R-
   SINGLE/W-1006 PINES SHIRE JERSEY MICHIGAN 50726 US
   FONE4089604813/CF-RCCWRO/RQ-USD121.99
```

ACTIVE FORMAT EXAMPLE

Information to be added in a subsequent fact sheet update

Car Segment Examples

Sabre

Concur Travel will use the documented passive segment definition described further below. Per Sabre documentation:

Passive Segments - The maximum length for all optional fields including spaces and symbols is 233 characters.

1. The Special Instructions will truncate, if still > 233, move to step 2.

2. The Drop Off location will truncate, if still > 233, move to step 3.

3. The Pick Up location will truncate, if still > 233, stop

DATA ELEMENTS

Below is a detailed view of the data elements, as structured for all Sabre segments:

Data Element	Key name	Data type	Max. Characters	Description	Example value
Header					
0CAR	N/A	Fixed Text	2	Sabre car passive segment command.	0CAR
Car vendor code	N/A	Fixed Text	2	Car vendor code	SX
Status code	N/A	Fixed Text	2	Car booking status code. Fixed value: "GK"	GK
# of car	N/A	Number	2	Number of cars reserved	1
Pickup date	N/A	DDMMM	5	Rental car pickup date	06JAN

Data Element	Key name	Data type	Max. Characters	Description	Example value
Return date	N/A	DDMMM	5	Rental car dropoff date	20JAN
Car Type	N/A	Fixed Text	4	Vehicle code - SIPP code	ECMR
Body					
Name	NM	Text	No published maximum (see example value)	Passenger Name	NEVER WILLIAM
Return time	RET	Text Numbers	No published maximum (see example value)	Car return (dropoff) time	Passive:10AM Active: 1400
Booking Source	BS	Numbers	No published maximum (see example value)	IATA number (Active segments only)	49640150
Confirmation number	CF	Text	No published maximum (see example value)	Car vendor (provider) confirmation number	6043292609
Payment form of guarantee	N/A	Fixed Text	1	If car vendor requires deposit, use "G", otherwise do not provide (passive segment only); G- (credit card will be added for active segment only)	G
Rate Guaranteed	RG	Text and Numbers	No published maximum (see example value)	Structured rate guaranted (RG) *this may apply to either passive Car rental rate, to include rate type, currency, and rate amount	USD75.00 UNL DY XD75.00 UNL XH30.00 UNL
Rate code	RC	Text and Numbers	No published maximum (see example value)	Rate code	Passive: Best Active: Z2GC30
Pickup time	ARR	Text and Numbers	No published maximum (see example value)		Passive: 10AM Active: 1000
Corporate Discount ID	CD	Numbers	25	Corporate Discount Identification number	76513
Supplemental Information	SI	Text and Numbers	60	Supplemental Information	Nonsmoking Convertible
Email Information	EM	Text and Numbers	No published maximum (see example value)	Traveler E-mail Information (Active segments only)	FX-EMAIL

Data Element	Key name	Data type	Max. Characters	Description	Example value
Approximate Total Payment	AP	Text and Numbers	Fixed format 75 Characters	Approximate Total Price, Mandatory Charges (MC) and Subtotal of Car Extras/Special Equipment (SSQ) **Returned by Car Supplier	USD223.24 UNL 2DY 0HR 73.24MC

PASSIVE FORMAT EXAMPLE

WITHOUT DELIVERY / COLLECTION

```
CAR SX 15AUG T GK1  DFW/16AUG/CCAR/ARR-10AM/RET-10AM/RC-BEST/RG-
USD190.46 UNL /SI-NON SMOKING /CD-6099375/NM-BLUE SKYE/G/CF-
9905516369-
```

WITH DELIVERY / COLLECTION

Information to be added in a subsequent fact sheet update

ACTIVE FORMAT

Concur generates the active segment as part of the PNR creation process, using the Sabre Terminal commands.

ACTIVE FORMAT EXAMPLE

WITHOUT DELIVERY / COLLECTION

CAR ZE 30JAN T HK1 SEA/31JAN/ICAR/ARR-1000/ID-¤XX /DCZE
XXXX9537/PH-206-277-2300/GVI4111111111111111EXP 08 26-TOBIAS/NM
-¤SKYE BLUE/RET-1000/FX-EMAIL/RG-¤USD137.75 UNL DY XH46.83 UNL/
AP-¤USD189.87 UNL 1DY 0HR 52.12MC/BS-49640150/RC-RCUD1/CF-K6573
775956GOLD-

WITH DELIVERY / COLLECTION

Information to be added in a subsequent fact sheet update

Amadeus

Concur Travel will use the documented passive segment definition described further below. Per Amadeus documentation:

- Total maximum character length: 205 characters
- Header maximum header length: 27 characters
- Body maximum length: 178 characters

When the overall segment character length exceeds the maximum allowed length, Concur Travel will:

1. Truncate from the end of Collection address field 1 by the number of characters exceeded.

2. Truncate from the end of Delivery address field 1 by the number of characters exceeded.

3. Remove collection postal code.

4. Remove delivery postal code.

DATA ELEMENTS

Below is a detailed view of the data elements, as structured for all Amadeus segments:

Data Element	Key name	Data type	Max. Characters	Description	Example value
Header					
CCR	N/A	Fixed Text	2	Amadeus car passive segment command. CCR is the output	CCR
GDS code	N/A	Fixed Text	2	Fixed value: "1A"	1A
Car vendor code	N/A	Fixed Text	2	Car vendor code	SX
Status code	N/A	Fixed Text	2	Car booking status code. Fixed value: "HK"	HK
# of car	N/A	Number	2	Number of cars reserved	1
City code	N/A	Fixed Text	3	The closest airport or city code to car pickup location	MCO
Pickup date	N/A	DDMMM	5	Rental car pickup date	06JAN
Dropoff date	N/A	DDMMM	5	Rental car dropoff date	20JAN
Vehicle code	N/A	Fixed Text	4	Vehicle code - SIPP code	ECMR
Direct Connect	BA	Fixed text	6	Direct Connect Booking (passive segment only)	DIRECT
Body					
Name	NM	Text	No published maximum (see example value)	Passenger Name	NEVER WILLIAM

Data Element	Key name	Data type	Max. Characters	Description	Example value
Pickup location code	PUP	Text	No published maximum (see example value)	Pickup location code	FKBN03*BRUCHSAL, FRBELSTR. 7 76646 BRUCHSAL
Drop Off Location code	DO	Text	No published maximum (see example value)	Drop off Location code	Passive: FRAC04* Active: DO-FRAW62*MERGENTHALERALLEE 42
Return time	RT	24HR	4	Car return (dropoff) time	1100
Booking Source	BS	Numbers	No published maximum (see example value)	IATA number (Both segments)	49640150
Confirmation number	CF	Text	No published maximum (see example value)	Car vendor (provider) confirmation number	6043292609
Collection address	COL	Text	No published maximum (see example value)	Collection location full address (street, city, state/province, country, zip, phone)	A1-Frankfurter Str. 1-CI-Eschborn-CO-DE-ZP-65760-PH-003478545553
Delivery address	DEL	Text	No published maximum (see example value)	Delivery location full address (street, city, state/province, country, zip, phone)	A1-Frankfurter Str. 1-CI-Eschborn-CO-DE-ZP-65760-PH-003478545553
Payment form of guarantee	N/A	Fixed Text	1	If car vendor requires deposit, use "G", otherwise do not provide (passive segment only); G- (credit card will be added for active segment only)	G
Rate quote and Rate Guaranteed	RQ/RG	Text and Numbers	No published maximum (see example value)	Structured rate Quoted (RQ) or guaranteed (RG) *this may apply to either passive and active segments Car rental rate, to include rate type, currency, and rate amount	RQ-*XX*EUR 246.96-.00 DY RG-*XX*EUR47.02DY-0.23 KM 300FK DY

Data Element	Key name	Data type	Max. Characters	Description	Example value
Rate total amount	TTL	Text	No published maximum (see example value)	Optional, if total amount is provided by vendor TTL will be included, using amount and currency	368.00USD
Rate code	RC	Text	No published maximum (see example value)	Rate code	DEDLI0
Estimation Cost	ES	Text and Numbers	No published maximum (see example value)	Estimated total cost	-*ZE*GBP 100.39 2D
Pickup time	ARR	24HR	No published maximum (see example value)	Pick up time	1400
Location Code	LC	Text and Numbers	No published maximum	Associated City Code	LC-LONT51
Corporate Discount ID	CD	Numbers	No published maximum (see example value)	Corporate Discount Identification number	76513
Supplemental Information	SI	Text and Numbers	No published maximum (see example value)	Supplemental Information	Nonsmoking Convertible
Email Information	EM	Text and Numbers	No published maximum (see example value)	Traveler E-mail Information (Active segments only)	Email.email@ yahoo.com

PASSIVE FORMAT

Concur Travel will use the Amadeus **CarPassiveSell API** to generate the new passive segment. Terminal commands are not utilized for passive segments.

📖   For more information on Amadeus functionality, please review Amadeus Help pages or reach out to your Amadeus representative.

PASSIVE FORMAT EXAMPLE

WITHOUT DELIVERY / COLLECTION

```
CCR SX HK1 FKB 18APR 20APR ECMR/BS-49640150/ARR-1000/BA-DIRECT/CD-
6099375/DO-FRAT01*/LC-FKBN03/NM-NEVER WILLIAM/PUP-
FKBN03*BRUCHSAL, FRBELSTR. 7 76646 BRUCHSAL/RC-BEST/RQ-
*SX*EUR 215.99- .00 DY/RT-1000/CF-9700160506
```

NOTE: Because Amadeus passive segments utilize a similar structure to active segments, Concur Travel adds the "BA-DIRECT" field to identify that the content represented by this segment was booked directly with a non-GDS supplier.

NOTE: DO-FRAT01* - missing the specific address of airport location, Amadeus is currently reviewing wil provide an update once available.

WITH DELIVERY / COLLECTION

```
CCR SX HK1 FRA 18SEP 20SEP MCMR/BS-49640150/ARR-1000
    /BA-DIRECT/CD-6099375/COL-A1-Frankfurter Str. 1, 65760
    Eschborn, Germany
    -CI-Eschborn-CO-DE-ZP-65760-PH-003478545553
    /DEL-A1-Frankfurter Str. 1, 65760 Eschborn, Germany
    -CI-Eschborn-CO-DE-ZP-65760-PH-003478545553/DO-FRAC04*
    /LC-FRAC04/NM-NEVER WILLIAM/PUP-FRAC04*FRANKFURT MAIN WEST
    MESSE,  FRANKFURT/RC-BEST/RQ-*SX*EUR 191.97- .00 DY/RT-1000
    /CF-9905737406
```

NOTE: DO-FRAT01* - missing the specific address of airport location, Amadeus is currently reviewing will provide an update once available

ACTIVE FORMAT

Concur generates the active segment as part of the PNR creation process, using the **Car Sell** API. Terminal commands are not utilized for active segments.

ACTIVE FORMAT EXAMPLE

WITHOUT DELIVERY / COLLECTION

```
CCR ZE HK1 LGW 18JAN 20JAN MBMN/BS-49640150/ARR-1000  /CD-
686511/DC-*ZE*GBP0.00/DO-UKLGW50*GATWICK
    /EM-christobias@email.com/ES-*ZE*GBP 100.39 2D
    /G-CCVIXXXXXXXXXXXXX1881EXP0631/LC-LONT51/NM-NEVER WILLIAM
    /PUP-UKLGW50*GATWICK/RC-AFEXMC/RG-*ZE*GBP41.83- .00 UNL DY
    46.01- UNL XD/RT-1000/CF-K3683133708 *ZE+
```

NOTE: Email address (EM-) is a new field for live Amadeus car segments.

WITH DELIVERY / COLLECTION

```
CCR ET HK1 FRA 16OCT 19OCT IKMN/BS-49640150/ARR-1000
    /CD-XCONCUR/COL-A1-FRANKFURTER STR. 1, 65760 ESCHBORN,
    ESCHBORN-CI-ESCHBORN-CO-DE-ZP-65760-PH-6666666667
    /DEL-A1-FRANKFURTER STR. 1, 65760 ESCHBORN,
    GERMANY-CI-ESCHBORN-CO-DE-ZP-65760-PH-6666666667
    /DO-FRAW62*MERGENTHALERALLEE 42/EM-amadeus@email.com
    /ES-*ET*EUR 164.08 3D/G-CCVIXXXXXXXXXXXXX1881EXP0631
    /LC-FRAW62/NM-NEVER WILLIAM/PUP-FRAW62*MERGENTHALERALLEE 42
    /RB-*ET*EUR136.38 BR-3DY/RC-Z3I5FT/RG-*ET*EUR45.46DY-0.23
```

```
KM 300FK/RT-1000/CF-1652365676COUNT *ET+
```

Galileo

PASSIVE FORMAT

Information to be added in a subsequent fact sheet update

PASSIVE FORMAT EXAMPLE

Information to be added in a subsequent fact sheet update

ACTIVE FORMAT

Information to be added in a subsequent fact sheet update

ACTIVE FORMAT EXAMPLE

Information to be added in a subsequent fact sheet update

PNR Acquisition Requirements

TMCs utilizing PNR Acquisition to keep travelers' trips synced with Concur Travel will need to follow certain requirements to ensure Concur Travel can:

- Correctly interpret a passive segment that has been customized.
- Identify a passive segment as an update to an existing Concur Travel booking vs. a new segment booked entirely offline.

The following sections provide specific details around these requirements. If these minimum requirements are not met, the PNR/passive segment may be rejected by the PNR Acquisition process.

If the minimum requirements are met and the PNR Acquisition process cannot match the passive segment to an existing segment, Concur Travel will treat the passive segment as a new segment.

Mandatory Minimum Keys

In order for Concur Travel to correctly interpret a passive segment which does not match the formats outlined previously in this document, certain keys and their data must be preserved in the passive segment. TMCs can change the order of these keys, and can add additional keys for their own purposes, but the keys outlined in the following sections must always be present for Concur Travel to process the data correctly for display purposes.

HOTEL

The following keys must remain in the passive segment, with their related data, for Concur Travel to correctly interpret the segment:

- CF - (confirmation number)
- Chain code – For example, ZZ, HH

NOTE: Refer to the corresponding *Data Elements* section for data requirements for these fields. A passive segment must be constructed with the GDS standard hotel data elements, including the above mandatory keys. Concur Travel will display any of the data elements from the Standard Passive Segment regardless of the order in which they are entered. However, no additional or supplementary data will be displayed.

If the PNR Acquisition process no longer sees a hotel passive segment with its original confirmation number and detects a hotel passive segment with a different confirmation number, Concur Travel will treat this as a Cancel/Rebook; the user's itinerary view will show only the new hotel information.

CAR

The following keys must remain in the passive segment, with their related data, for Concur Travel to correctly interpret the passive segment:

- CF (Confirmation Number)
- Vendor Code

NOTE: Refer to the corresponding *Data Elements* section for data requirements for these fields.

If the PNR acquisition process no longer detects a car passive segment with its original confirmation number and detects a car passive segment with a different confirmation number, Concur Travel will treat this as a Cancel/Rebook.

Monitoring will be in place to confirm accuracy levels using above. Additional keys may be made mandatory if a higher level of exceptions/mismatches are observed. As SAP Concur continues to build on the new Concur Travel experience platform, the same keys may be utilized across both the current and future version of the booking tool.

NOTE ABOUT AMADEUS OFFLINE PNR ACQUISITION

Concur Travel does not support the CAR (CU input) passive segment for car vendors with no access in Amadeus and has no plans to address this constraint. Concur Travel will only support CCR (CS input) passive segments for online and offline PNRs.

PNR Remarks for Passive Segment Customization

Concur Travel writes encoded remarks to the GDS PNR which contain supplemental data about the booking represented by the passive segment. These remarks are for the sole purpose of providing the data to agency reseller partners for passive segment customization.

NOTE: Key/value pair remarks normally exceed the character limits for a single segment-associated invoice remark; they will automatically wrap with the same "CT" remark indicator.

Hotel Supplemental Data

The following section provides information about:

- what supplemental data will be provided for passive hotel bookings.
- the location of the supplemental data in the GDS PNR.
- sample formats for each GDS.

DATA ELEMENTS

The following table provides the key names and expected values for the hotel encoded remarks, for all GDS:

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Property ID	PI	Alpha/number	No Limits	The "primary" property ID is whatever ID the booking source chooses to use – it may or may not be the GDS property ID depending on where the content sourced.	HHH43567
Special Request	SR	Alpha	50	Additional request for room	Request a crib
Room Description	RD	Alpha	50	Details about the room	Hearing accessible; Double Beds
Supplier Confirmation Number (CHS Confirmation number	AL	Alpha/number	60	Confirmation number issued by Supplier	8747383

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Property Confirmation (Property confirmation number)	PC	Alpha/Number	60	Confirmation number issued by Property	8766599
Rate Absolute	RA	number	No Limits	Total rate for the Hotel entire stay	USD 175.00
Hotel Sell Type	HS	Fixed text	2	Indication of the hotel sell source. Fixed Text: "DC"	DC
Number of Guests	NG	Number	2	Number of guests on the booking.	1, 2
Short Vendor Name	VN	Alpha	No limit	Name of the booking source.	HRS

SABRE SAMPLE REMARKS

```
5†S1 CT PI-HHH43567/VN-HRS

5+S1  CT RA-USD 175.00/HS-DC/NG-1
5+S1  CT RD-Hearing accessible
5+S1  CT PC-12445
5+S1  CT AL-QHFFBXXXXXX
5+S1  CT SR-REQUEST A CRIB
```

Per Sabre documentation, the total maximum character length for segment-associated remarks is 60 characters. When the overall character length exceeds the maximum allowed length, Concur Travel will break the remark at the last delimiter (/) and start a new segment-associated remark that includes the remaining data points in the same structure.

AMADEUS SAMPLE REMARKS

```
RM*CT PI-HH498949/RD-Hearing Accessible/AL-3OE28A/RA-130.68/S2
RM*CT HS-DC/VN-HRS/NG-1/PC-2387968/SR-REQUEST A CRIB S2
```

Per Amadeus documentation, the total maximum character length for segment-associated remarks is 97 characters. When the overall character length exceeds the maximum allowed length, Concur Travel will break the remark at the last delimiter (/) and start a new segment-associated remark that includes the remaining data points in the same structure.

GALILEO SAMPLE REMARKS

```
CT AL-1245/RA USD175.00/HS DC
CT NG 1/VN HRS/PI HH12345/PC 345768
CT RD HEARING ACCESSIBLE
CT SR REQUEST A CRIB
```

These remarks will be added to the PNR as associated remarks. Per Travelport documentation, the total maximum character length for segment-associated remarks is between 2 to 70 characters. When the overall character length exceeds the maximum allowed length, Concur Travel will break the remark at the last delimiter (/) and start a new segment-associated remark that includes the remaining data points in the same structure.

NDC General Information

PNR Differences NDC vs Edifact

PNR Field		EDIFACT-based PNR	NDC mirror PNR	NDC actual order
Name		✓	✓ (passive)	✓
Itinerary		✓	✓ (passive)	✓
Phone		✓ (passive)	✓ (passive)	✓
Time limit		✓ (passive)	✓ (passive)	✓
Email address		✓ (passive)	✓ (passive)	✓
SSRs	Secure Flight	✓	✕	✓
	Passport	✓	✕	✓
	KTN	✓	✕	✓
	Redress	✓	✕	✓
	Visa	✓	✕	✓
	Others (CTCE)	✓	✕	✕
	Special meals	✓	✕	
Remarks		✓ (passive)	✓ (passive)	✕
Frequent Flyer account		✓	✓ (passive)	✓
Price		✓ (passive)	✕	✓
FOP		✓ (passive)	✓ (passive)	✓ *
Ticket		✓	✓ (passive)**	✓
Full ticket record access		✓	✕	
Accounting lines		✓ (passive)	✓ (passive)***	N/A

PNR Field	EDIFACT-based PNR	NDC mirror PNR	NDC actual order
NDC order ID	✕	✓ (in received field)****	✓

- ✓ (passive): exists but cannot be modified
- *: FOP input is saved in the actual NDC order upon ticketing
- **: Ticket number returned by the airline upon ticketing. Only ticket number is present
- ***: Accounting lines added by Sabre in the mirror PNR upon ticketing

****: NDC order id is included in the **received field** in NDC PNR created by Concur OBT. The format is PAX/{last_name}/{first name initial}/H-{phone}/NDC-{id}. For example: RECEIVED FROM - PAX/SMITH/J/H-703-555-1238/NDC-1SXXXPJGCOPHU

Trainline UK Rail Segment Examples

Sabre

DATA ELEMENTS

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Header					
Airline or rail vendor code	NA	Fixed Text	2	airline or rail vendor code	Z0
Departure Date		NumberAlpha	5	Departure date	12FEB
Arrival Date		NumberAlpha	5	Arrival Date	AD-12FEB
Departing point/Arriving Point		Alpha	15	Departure	EUSMAN
Leave time	LV	Alpha Numbers		Leave time	LV-1313
Arrival time	AR	Alpha Numbers		Arrival time	AR-1519
CarrierName-Train Number	NA	Alpha/Numbers		Carrier	NA-AVANTI WEST COAST
Rail Confirmation	MG(Rail code)	Alpha/Numbers		Rail Confirmation	MGZ0-046855302044
Seat Assignment	SP	Alpha/Numbers		Cabin Seat Assignment	SP-B18

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Fare Class Cost	SI	Alpha		Class of Service and Total amount (included in each segment) per Intinerary includes taxes	SI-STANDARD 60.50 GBP

PASSIVE FORMAT

You can type up to a maximum of 234 characters in each segment including free text.

PASSIVE FORMAT EXAMPLES

Input
0RALZ0GK1EUSMAN12FEB-14FEB-LV-1313/AR-1519/AD-12FEB/NA-AVANTI WEST
COAST/SP-B18/MGZ0-046855302044/SI-STANDARD 60.50GBP

Output
RAL Z0 12FEB M GK1 EUSMAN/14FEB-LV-1313/AR-1519/AD-12FEB/
NA-AVANTI WEST COAST/SP-B18/MGZ0-046855302044/SI-STANDARD 60.50
GBP

STANDARD REMARKS

Concur Travel will add standard remarks for each Trainline booking; however TMCs should not reply on the standard remarks and should create their own using the available finishing data points.

REMARKS
  1.H-***** TRAINLINE TRAIN INFO ****
  2.H-TRAINLINE DURATION 1 - 126
  3.H-TRAINLINE SEGMENT 1 ENDPOINTS - EUS TO MAN
  4.H-TRAINLINE DURATION 2 - 136
  5.H-TRAINLINE SEGMENT 2 ENDPOINTS - MAN TO EUS
  6.H-TRAINLINE TOTAL PRICE - 60.50/76.94
  7.H-TRAINLINE CURRENCY CODE - GBP/USD
  8.H-TRAINLINE TICKET STATE - TICKETED
  9.H-TRAINLINE TICKET DELIVERY MODE - ETICKET
 10.H-CB/EXCH/1947/TICKET CHANGE PROCESSED 18JUN20

Amadeus

DATA ELEMENTS

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Header					
GDS Code		Fixed Text	2	Rail name	Z0
IATA code for the departure city		Alpha	3	IATA code	ZZZ
Departure Date		Date	5	Departure date	12FEB
OriginDestination		Alpha	6	Departure Arrival Location	EUSMAN
Leave time	LV	Numbers		Leave time	LV-1413
Arrival time	AR	Numbers		Arrival time	AR-1619
Arrival Date	AD	Alpha/Numbers		Arrival Date	AD-12FEB
Rail Confirmation	MG	Alpha/Numbers		Rail Code-Confirmation Number	MGZ0-217172555687
Train Name – Train Number	NA	Alpha/Numbers		Train Name – Train Number	NA-AVANTI WEST COAST
Seat Assignment	SP	Alpha/Numbers		Seat Assigned	SP-J18
Fare Class	SI	Alpha		Class of Service	SI-FIRST
Total Cost		Numbers/Text		Total amount (included in each segment) per Intinerary includes taxes	232.50GBP

PASSIVE FORMATS

Concur Travel will use the Amadeus TrainlineAPI to generate the new passive segment. Terminal commands are not utilized for passive segments.

   For more information on Amadeus functionality, please review Amadeus Help pages or reach out to your Amadeus representative.

PASSIVE FORMAT EXAMPLES

```
 MIS 1A HK1 ZZZ 12FEB*RAIL-EUSMAN12FEB-LV-1413/AR-1619/AD-12F
    EB/MGZ0-217172555687/NA-AVANTI WEST COAST/SP-J18/SI-FIRST/23
    2.50GBP
  3 MIS 1A HK1 ZZZ 14FEB*RAIL-MANEUS14FEB-LV-1355/AR-1610/AD-14F
    EB/MGZ0-217172555687/NA-AVANTI WEST COAST/SP-J15/SI-FIRST/23
    2.50GBP
```

STANDARD REMARKS

Concur Travel will add standard remarks for each Trainline booking; however TMCs should not reply on the standard remarks and should create their own using the available finishing data points.

```
10 RM ***** TRAINLINE TRAIN INFO ****
11 RM TRAINLINE DURATION 1 - 126
 12 RM TRAINLINE SEGMENT 1 ENDPOINTS - EUS TO MAN
 13 RM TRAINLINE DURATION 2 - 135
 14 RM TRAINLINE SEGMENT 2 ENDPOINTS - MAN TO EUS
 15 RM TRAINLINE TOTAL PRICE - 232.50/270.36
 16 RM TRAINLINE CURRENCY CODE - GBP/EUR
 17 RM TRAINLINE TICKET STATE - TICKETED
 18 RM TRAINLINE TICKET DELIVERY MODE - ETICKET
```

Galileo

DATA ELEMENTS

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Header					
0		Direct sell code			
TUR		Segment type code for tour		All Rail PNR passive segment is TUR	TUR
Provider/vendor code		Alpha/Numbers	2	Provider/vendor code If the vendor code is not known, ZZ is used. ZZ is the generic vendor code for a service provider in Travelport+ GDS.	Z1
Departure Date	AD	Date	6	Departure date	29NOV

Data Element	Key Name	Data Type	Max. Characters	Description	Example Value
Origin		Alpha		Departure	LIC
Destination		Alpha		Arrival Location	LTV
Leave time	LV	Numbers		Leave time	LV-1016
Arrival time	AR	Numbers		Arrival time	AR-1630
Arrival Date	AD	Alpha/Numbers	6	Arrival Date	AD-29NOV
Rail Confirmation	MGZ0	Alpha/Numbers		Rail Confirmation	MGZ0-0229FA
CarrierName-Train Number	NA	Alpha/Numbers		Carrier	NA-KEYSTONE-644
Seat Assignment	SP	Numbers		Seat Assignment	SP-12
Fare Class	SI	Alpha		Fare Class	SI-STANDARD
Total Cost		Numbers/Text		Total amount (included in each segment) per Intinerary includes taxes	167.00US

PASSIVE FORMAT

Max length of TUR segment – 132 characters. If the TUR segment exceeds 132 characters, the passive segment will not be created and an error will be returned.

PASSIVE FORMAT examples

INPUT

```
0TURZ1BK1PAO29NOV23-/PAOPHL/29NOV-LV-1016/AR-1041/AD-29NOV/MGZ0-
0229FA/NA-KEYSTONE-644/SP-12/SI-STANDARD/167.00US
```

OUTPUT

```
TUR Z1 BK1 PAO 29NOV23-/PAOPHL/29NOV-LV-1016/AR-1041/AD-29NOV/MGZ0-
0229FA/NA-KEYSTONE-644/SP-12/SI-STANDARD/167.00US
```

STANDARD REMARKS

Concur Travel will add standard remarks for each Trainline booking; however TMCs should not reply on the standard remarks and should create their own using the available finishing data points.

```
NOTE-H******* TRAINLINE TRAIN INFO **** OT 08APR 1144Z
 2. H**TRAINLINE DURATION 1 - 23 OT 08APR 1144Z
 3. H**TRAINLINE SEGMENT 1 ENDPOINTS - CRE TO CTR OT 08APR 1144
 Z
 4. H**TRAINLINE TICKET BASE FARE - 15.31/9.50 OT 08APR 1144Z
 5. H**TRAINLINE TOTAL PRICE - 15.31/9.50 OT 08APR 1144Z
 6. H**TRAINLINE CURRENCY CODE - GBP/USD OT 08APR 1144Z
 7. H**TRAINLINE TICKET STATE - PREPAID OT 08APR 1144Z
 8. H**TRAINLINE TICKET DELIVERY MODE - Post OT 08APR 1144Z
 9. H**CB/QUE/QUE FOR TICKET 78ZU-66 AP ON 08APR 1145Z OT 08APR
 1145Z
```

Revision History

Date	Notes / Comments / Changes
April 11, 2024	Updates to *Hotel Segment Formats, Car Segments Examples* and *PNR Remarks for Passive Segment Customization* sections.
February 28, 2024	Updates to *Hotel Segment Formats* section.
February 16, 2024	Updates to *Hotel Segment Formats* section for-*Sabre, Amadeus* and *Galileo*. Updates to *Car Segments Examples* for *Amadeus.* Updates to *PNR Remarks for Passive Segment Customization* section. Updates to NDC General Information *section.*
September 19, 2023	Updates to *Data Elements* tables in *Car Segment Examples*-for *Sabre* and *Amadeus*.
July 21, 2023	Initial publication. Yellow highlight indicates new content since DRAFT.