

# **– Concur Travel \* Client Fact Sheet – UP Fares November 14, 2019**

(applies to Professional and Standard Travel)

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## **Overview**

Certain airlines offer “instant upgrade” (UP) fares at a discounted rate that are comparable to refundable economy fares. This fact sheet is designed to help manage these UP fares, for customers who wish to allow them when the cost is within their lowest logical fare (LLF) policies.

Note the following:

- There is no setting available to specifically search for an UP fare, but if “UP” is part of the fare basis code, Concur Travel can identify it.
- UP fares are returned only with first-class searches.

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## **Travel Policy**

The travel policy rules detailed below can be used to allow UP fares to be considered **in policy** if it is within the defined Least Cost Logical Fare threshold. If the rules are set up as defined below, users will be able to book UP fares on supporting airlines (when offered, which is market-specific) if they are within \$50 of the Least Cost Logical Fare.

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**NOTE:** This process will work **only** for fares that contain “UP” in the fare basis code. Currently, this is the only way to identify an UP fare.

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

## **Flight**

In this category, define your Least Cost Logical Fare rule (in this case, Least Cost Logical Fare + \$50) and the rule action of **Show, but Do Not Allow** when the fare basis code does **not** contain “UP” but is in a higher cabin.

- One or more fare basis codes do not contain UP and Fare uses cabin class in list F,C - **Show, but Do Not Allow**.
- Air Fare is greater than the least cost logical fare + \$50 - **Log For Reports**.

## Flight – Class of Service

In this category, define the cabins allowed with the airlines for which UP fares should be permitted:

- Cabin classes allowed: First class, Business class when Marketing airline is in American Airlines, United Airlines – **Allow**.


## What the User Sees

### Search by Schedule

If a user/arranger begins 1) with a search by schedule and 2) chooses first class as the cabin, they will see UP fares returned, depending on availability.

In the example below, the lowest unbundled fare brand is suppressed, and the UP fare is the **Least Cost Logical Fare**.


**Selected Fare**

 American Airlines

07:47a CLT → 09:29a MCO Nonstop 1h 42m


05:08p MCO → 07:05p CLT Nonstop 1h 57m

Remove ✕

 \$627.10

Preferred Airline for zTravel Product Management / Least Cost Logical Fare Show all details ▾


**Selected Fare**

 American Airlines

07:47a CLT → 09:29a MCO Nonstop 1h 42m

05:08p MCO → 07:05p CLT Nonstop 1h 57m

Remove ✕

 \$627.10

Preferred Airline for zTravel Product Management / **Least Cost Logical Fare** Hide all details ^

**DEPART** ✕ Mon, Aug 19 – Charlotte, NC to Orlando, FL Hide details ^

Mon, Aug 19 07:47a CLT → 09:29a MCO 1h 42m American Airlines 2114 [View seats](#)  
Airbus Industrie A321 / 296 lbs CO<sub>2</sub>

**RETURN** ✕ Tue, Aug 20 – Orlando, FL to Charlotte, NC Hide details ^

Tue, Aug 20 05:08p MCO → 07:05p CLT 1h 57m American Airlines 677 [View seats](#)  
Airbus Industrie A321 / 296 lbs CO<sub>2</sub>

**Fare Details**


**First (I)**


[Rules](#) [Benefits/Services](#)


[View more fares](#)

Sabre

**Info** ✕

 This trip conforms to your company travel rules.

 Cabin classes allowed: First class, Business class when Marketing airline is in American Airlines, United

 \$627.10

If the user/arranger chooses economy cabin from the schedule page, they will not see the UP fare returned.

## Search by Price

If a user/arranger begins 1) with a search by price and 2) chooses first class as the cabin, they may see UP fares returned, depending on availability.

In the example below, the lowest unbundled fare brand is suppressed, and the UP fare is the **Least Cost Logical Fare**.

Change Search

From  
CLT - Charlotte Airport - Charlotte, NC  
Find an airport | Select multiple airports

To  
MCO - Orlando Intl Airport - Orlando, FL  
Find an airport | Select multiple airports

Depart  
08/19/2019 dep 08:00 z ± 1


Return  
08/20/2019 dep 05:00 p ± 1

Class ? Search by  
First class Price

☐ Specify a carrier ?  
☐ Refundable only air fares  
☐ Hide Marine Fares ?


Search

American Airlines



07:47 AM CLT → 09:29 AM MCO

Nonstop 1h 42m



05:08 PM MCO → 07:05 PM CLT

Nonstop 1h 57m

Preferred Airline

[More fares/details](#) ▾

i

Select


Least-Cost Logical

First


\$627.10

All first-class fares that are not UP fares will be called out of policy:


United<sup>1</sup>



08:00 AM CLT → 05:57 PM MCO

 1 ORD

9h 57m



04:30 PM MCO → 11:45 PM CLT

1 IAD


7h 15m

<sup>1</sup> UA 6234 operated by MESA AIRLINES DBA UNITED EXPRESS

More fares/details

First

\$1,241.38



Not Allowed

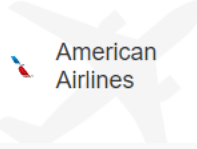
If the user/arranger searches for economy cabin fares, they will not see the UP fare returned.

## View More Fares

Outside of first-class searches, the only other way to see an UP fare is by enabling the View More Fares feature. If a user/arranger performs a search by price, expands the sliver, and clicks **View More Fares**, the UP fare will be returned, if available.

**NOTE:** Prior to the November 2019 release, the Flight rule below was not available in the **View More Fares** category. Without this rule, the UP fare is considered out of policy due to the higher cabin, but is visible.

*One or more fare basis codes contain UP and Fare uses cabin class in list F,C - Allow*



07:47a CLT → 09:29a MCO Nonstop 1h 42m

05:08p MCO → 07:05p CLT Nonstop 1h 57m

Remove ✕

\$145.10

Preferred Airline for zTravel Product Management [Hide all details ^](#)

DEPART ✕ Mon, Aug 19 – Charlotte, NC to Orlando, FL [Hide details ^](#)

Mon, Aug 19 07:47a CLT → 09:29a MCO 1h 42m American Airlines 2114 [View seats](#)  
Airbus Industrie A321

RETURN ✕ Tue, Aug 20 – Orlando, FL to Charlotte, NC [Hide details ^](#)

Tue, Aug 20 05:08p MCO → 07:05p CLT 1h 57m American Airlines 677 [View seats](#)  
Airbus Industrie A321

Fare Details

Free Checked Bags

Refundable

Economy (B)  
[Rules](#)

[View: American Airlines](#)

Yes  
Fees may apply

✓

\$145.10

[View more fares](#)

Sabre

By clicking on **View More Fares**, the UP fare is returned, but out of policy:

American Airlines

07:47a CLT → 09:29a MCO Nonstop 1h 42m

05:08p MCO → 07:05p CLT Nonstop 1h 57m

Remove ✕ \$145.10

Hide Fares

Preferred Airline for zTravel Product Management

Hide all details ^

**DEPART** ✈ Mon, Aug 19 – Charlotte, NC to Orlando, FL

Hide details ^

Mon, Aug 19 07:47a CLT → 09:29a MCO 1h 42m American Airlines 2114 View seats  
Airbus Industrie A321

**RETURN** ✈ Tue, Aug 20 – Orlando, FL to Charlotte, NC

Hide details ^

Tue, Aug 20 05:08p MCO → 07:05p CLT 1h 57m American Airlines 677 View seats  
Airbus Industrie A321

Fare Options	Free Checked Bags	Refundable		
Economy (B) Rules	View: American Airlines	Yes Fees may apply	✓	\$145.10
Economy (B) Rules	View: American Airlines	No	✓	\$145.10
First Class (I) Rules	View: American Airlines	No	⚠	\$627.10
First Class (D) Rules	View: American Airlines	Yes Fees may apply	⚠	\$1,047.10

Sabre

**NOTE:** With the November 2019 release, we now support building the following rule in the **View More Fares** category:

*One or more fare basis codes contain UP and Fare uses cabin class in list F,C - Allow*

In this example, we have enabled UP fares for American Airlines and United Airlines only (Flight – View More Fares category).

Allow

Cabin classes allowed: First class, Business class

- and -

Marketing airline is in AA,UA

- and -

One or more fare basis codes contain UP




Message when matched: First class allowed when UP fare is offered and within LLF threshold.

A - Air







We have also enabled the Least Cost Logical Fare rule (Flight category), where the air fare must be greater than the Least Cost Logical Fare plus \$100.

☒ Log For Reports ▼ Air Fare is greater than ▼ the least cost logical airfare plus 100 ? dollars ▼  
 Message when matched:  A - Air ▼

The user/arranger then performs the search.

American Airlines  07:30 AM CLT → 09:16 AM MCO Nonstop 1h 46m  05:08 PM MCO → 06:53 PM CLT Nonstop 1h 45m Preferred Airline <a href="#">More fares/details ▼</a>	Main Cabin Flexible / ... <b>\$683.10</b> Select Least-Cost Logical	Main Cabin <b>\$1,002.10</b>  Select
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The user/arranger clicks **View More Fares**.

American Airlines  07:30 AM CLT → 09:16 AM MCO Nonstop 1h 46m  05:08 PM MCO → 06:53 PM CLT Nonstop 1h 45m Preferred Airline <a href="#">Hide fares/details ^</a>	Main Cabin Flexible / ... <b>\$683.10</b> Select Least-Cost Logical	Main Cabin <b>\$1,002.10</b>  Select
<b>DEPART</b> ✈ Mon, Nov 18 – Charlotte, NC to Orlando, FL <a href="#">Hide details ^</a> Mon, Nov 18 07:30a CLT → 09:16a MCO 1h 46m American Airlines 2114 <a href="#">View seats</a> Airbus Industrie A321 / 296 lbs CO <sub>2</sub>		
<b>RETURN</b> ✈ Tue, Nov 19 – Orlando, FL to Charlotte, NC <a href="#">Hide details ^</a> Tue, Nov 19 05:08p MCO → 06:53p CLT 1h 45m American Airlines 677 <a href="#">View seats</a> Airbus Industrie A321 / 296 lbs CO <sub>2</sub>		
<b>Fare Options</b>	<b>Free Checked Bags</b>	<b>Refundable</b>
Main Cabin Flexible (H) / Main Cabin (O) <a href="#">Rules</a>	0	Yes Fees may apply  <b>\$683.10</b>
Main Cabin (H, K) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No  <b>\$1,002.10</b>
Main Cabin Flexible (H) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	Yes Fees may apply  <b>\$1,307.10</b>
<a href="#">View more fares</a> Sabre		

The user/arranger then sees the UP fare returned (circled in the image below). It is now marked as **in policy** because it is on American Airlines or United Airlines with **UP** in the fare basis code, and is within \$100 of the Least Cost Logical Fare (from the Flight rule). Note that another UP fare has been returned, but it is still considered out of policy because it is not within \$100 of the Least Cost Logical Fare.

The screenshot shows a flight booking interface for American Airlines. The top section displays flight details for a round trip from Charlotte, NC to Orlando, FL. The flight is on American Airlines 2114, Airbus Industrie A321, with a duration of 1h 46m. The fare is \$683.10. The flight is marked as 'Least-Cost Logical'.

The 'Fare Options' table is shown below:

Fare Options	Free Checked Bags	Refundable		
Main Cabin Flexible (H) / Main Cabin (O) <a href="#">Rules</a>	0	Yes Fees may apply	✓	\$683.10
First (I) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	2	No	✓	\$757.10
Main Cabin (H, K) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No	⚠	\$1,002.10
First Flexible (D) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	3	Yes Fees may apply	⚠	\$1,047.10

The 'First (I)' fare option is circled in red, indicating it is the selected fare.

## Revision History

Date	Notes / Comments / Changes
November 14, 2019	Updated new rule parts, examples, and screenshots for <i>View More Fares</i>