

Travel: Car Delivery and Collection

Travel Service Guide

Last Revised: July 15, 2021

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

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Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
July 15, 2021	Added <i>Suppliers</i> topic to the <i>Known Limitations</i> section
April 5, 2021	Updated <i>Overview</i> , <i>What the User Sees</i> , <i>Configuration – Professional Travel Only</i> , <i>Travel System Admin: Travel Configuration</i> , <i>Company Admin: Company Locations</i> , and <i>Known Limitations</i> sections. Added <i>Supplier Specific Information</i> section.
August 24, 2020	Updated What the User Sees with note re: display for GDS Sabre
February 14, 2020	Updated the copyright; no other changes; cover date not updated
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
August 15, 2018	Removed watermark - no other change
March 3, 2018	Initial publication

Car Delivery and Collection

Section 1: IMPORTANT – About this Guide

Be aware that certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party participants. In some cases, you must contact the vendor/provider directly.

Section 2: Professional vs Standard Edition

Car Delivery and Collection is available only in Professional Travel.

Section 3: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Car Delivery and Collection is a service offered by car rental/car hire companies as one of the many benefits included with a corporate contract. Travelers can have a rental car delivered to them at an office location or, in some cases, at their home address. When it is time to return the car, an agent from the car rental company can also collect the vehicle from these locations.

Not only is this service a timesaver for the busy corporate traveler, but it can also be a cost-effective alternative when factoring in transportation costs for the traveler to get to and from the rental car location.

Concur Travel supports Car Delivery and Collection via:

- All supported GDSs, except for Worldspan. Please note that GDS support extends to all car rental/car hire vendors that utilize the standard method for shopping and selling delivery and collection car rentals. Any variations from standard delivery and collection methods are not supported.
- Sixt Direct Connect.

NOTE: The customer must first negotiate the Car Delivery and Collection service with their contract car vendor. There may be additional fees that will apply to the user, depending on the customer contract.

Section 4: End-User Experience

If the Car Delivery and Collection feature is enabled and if the user books a car from an off-airport location, Concur Travel presents the user with options to request delivery and/or collection.

To see the Delivery and Collection checkboxes, the user starts a regular off-airport workflow by searching and selecting a rental car location. After a specific rental car location has been chosen on the locations map, the user is routed back to the Trip Search mask where delivery and collection can be enabled and addresses for that services will be selected.

If, during the search for an off-airport rental location, the user chooses a company location as the search reference point, then that company location is defaulted in the **Please choose a location** dropdown. If the home address feature has been enabled and if the user has a home address in their profile, the **Delivery to Home Address** check box appears.

Booking for myself | [Book for a guest](#)

[✈️](#) [🚗](#) [🛏️](#) [🚆](#)

Car Search

Pick-up date
📅 07/23/2018 12:00 pm ▼

Drop-off date
📅 07/27/2018 12:00 pm ▼

Pick-up car at

Airport Terminal Off-Airport

Off Airport Location
Europcar – ZUR BLEICHE 51, FLENSBURG [Search](#)

Request Delivery
 Request Collection

Please choose a location.
Acme Power Company GmbH (Flensburg, SH) ▼

Delivery to Home Address.

Return car to another location

▶ [More Search Options](#)

[Search](#)

If the user has a company location entered on their profile, that location is selected by default as the location for collection or delivery. In addition, when choosing an off-airport car location, the search reference point automatically defaults to the user's company location.

For the Sixt Direct Connect, if the service is not available for a specific location, a red warning appears that delivery/collection is not available.

If the service is not available for a specific location, a red warning appears that delivery/collection is not available.



Compact Four Door Car - €79.83 per day (Sixt)

400 free kilometers per day
Delivery option is not available.
 Pick-up: Train Station: BER
Manual transmission
 (average)

Total cost*

€96.99

Most Preferred Vendor for Concur Test
[Location info](#)

Once the trip is booked, the itinerary displays the requested delivery and/or collection addresses, the rental location responsible for delivering and/or collecting the car, and their telephone number(s).

RESERVATIONS

Monday, July 23, 2018



Europcar Car Rental at: Flensburg DE (FLF)

Pick-up at: [Delivery \(By rental station: FLFC1\) HUSUMER STRASSE](#) Flensburg 24941
 Phone: 49461902900

[Change](#) | [Cancel](#)

Pick Up: 12:00 PM *Mon Jul 23*

Pick-up at: [Delivery \(By rental station: FLFC1\) HUSUMER STRASSE](#) [Flensburg](#)
[24941](#)
 Number of Cars: 1

Confirmation: 1076859041

Status: Confirmed
 Rate Code: EUST

Return: 12:00 PM *Fri Jul 27*

Returning to: [Collection \(By rental station: FLFC1\) HUSUMER STRASSE](#)
[Flensburg 24941](#)

Additional Details

Rate: €39.40 EUR daily rate, unlimited miles
 Total Rate: €187.54 EUR
 Phone: 49461902900

Corporate Discount: 50%

Rental Details

Intermediate / Four Door Car / Automatic transmission / Air conditioning



[Add to your Itinerary](#)

NOTE: When booking with GDS Sabre, the delivery and collection address information will not be displayed on the Trip Review Itinerary and Confirmation page.

Section 5: Configuration – Professional Travel Only

These configuration steps apply to Professional Travel only, for:

- All supported GDSs (except Worldspan)
- Sixt Direct Connect

Client Agreement

The customer must first negotiate the Car Delivery and Collection service with their contract car vendor. The associated corporate discount number **must** be entered in the discount area. This process must be completed for each desired car vendor.

Travel System Admin: Travel Configuration

▶ **To enable Car Delivery and Collection:**

1. Click **Administration** > **Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

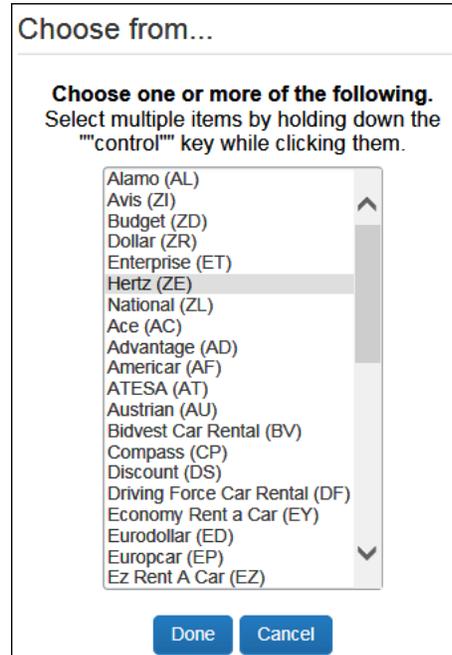
NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. On the travel configuration page, locate **Car Search Options**.

Allow delivery and collection for the following car rental chains: <input type="text"/>
Allow delivery and collection to the HOME address for the following car rental chains: <input type="text"/> ?
Customer must have negotiated car delivery and collection with the vendor directly. A corporate discount number is required in the discount area for every vendor setup or call col/del requests will fail.
Company Location Search radius for collection and delivery: <input type="text" value="disabled (use all company locations)"/> ▼

3. Make the appropriate choices.

Option	Description / Action
<p>Allow delivery and collection for the following car rental chains</p>	<p>This feature provides delivery and collection to company locations.</p> <p>When you click the field, the Choose from box appears. Make the desired choices.</p> <p>NOTES:</p> <ul style="list-style-type: none"> This feature requires that there are designated company locations. The steps for configuring are on the following pages. Many vendors require a credit card guarantee when using this feature. The steps for configuring are on the following pages. This field must be enabled and vendors defined even if the company plans to use only the home delivery and collection option. Concur Travel will not block entry of delivery/collection for vendors that are available via a direct connect. For example, if delivery/collection is enabled for ZE (Hertz), you could still enter ZE in this box. However, Concur Travel only supports this feature in the Sixt Direct Connect so, in this situation, listing ZE would have no effect on the Hertz Direct Connect.
<p>Allow delivery and collection to the HOME address for the following car rental chains</p>	<p>This feature provides delivery and collection to home addresses.</p> <p>Just as the field above, when you click the field, the Choose from box appears. Make the desired choices.</p> <p>NOTES:</p> <ul style="list-style-type: none"> The user must have a home address populated in their Concur Travel profile. Many vendors require a credit card guarantee when using this feature. The steps for configuring are on the following pages. This previous field must be enabled and vendors defined even if the company plans to use only the home delivery and collection option.



Option	Description / Action
Company Location Search radius for collection and delivery	<p>To limit the company locations results when a car rental location has been chosen by distance, select the number of miles – in increments of 5, up to 100.</p> <p>Company locations where distances are less than your selected value are eligible for delivery and collection.</p> <p>The default is set to <i>disabled</i>, which allows all company locations. Changing to a number value will perform a circle radius.</p> <p>IMPORTANT: Company locations that are not geocoded will be excluded from selection when the radius option is enabled, even if they are enabled for car delivery and collection.</p>

disabled (use all company locations)

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100

► **To configure the credit card guarantee:**

Many vendors require a credit card guarantee when using this feature. If yours does, on the travel configuration page (just above the delivery and collection settings) select (enable) the **Require credit card for car reservations** check box. However, if the vendor requires a guarantee and the user has not provided one, Concur Travel advises as much during the booking process.

Require credit card for car reservations ?

Don't send card information to Hertz ?

Allow Car Promos ?

Allow delivery and collection for the following

Allow delivery and collection to the HOME ad

Customer must have negotiated car d

discount area for every vendor setup

Company Location Search radius for collection and delivery: disabled (use all company locations) ▼

Quick Help Close

Without this option, we only send card information if the merchant requires a card to make a reservation. In most cases, the traveler must then provide a physical card to pay for the rental. With this option, we always send card information so the traveler can choose from any personal cards and corporate card with Allow Car enabled. This option is primarily intended to allow the use of corporate cards for car rental in Europe.

Company Admin: Company Locations

When at least one travel configuration has the Car Delivery and Collection feature enabled for at least one car rental chain, customers can then choose the company locations that are available for this feature via the **Company Locations** page.

! **IMPORTANT:** The **Allow Delivery/Collection for rental cars at this location** option on this page defaults to OFF. If there are no company locations with this option selected (ON), then delivery/collection is not available to any of those locations.

► **To configure company locations for delivery and collection:**

1. Click **Administration** > **Company** (on the sub-menu) > **Company Admin**.

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

2. In the **Company Admin** section of the left menu, click **Company Locations**. The **Locations for Company** page appears.
3. Click **Edit** for the desired location. The **Location Detail for Company** page appears.

Location Detail for Company: Training

Location *

Address * City * State/Province/Region Postal Code *

Country *

Phone Fax Number Time zone (local time)

Description

Latitude Longitude

Allow Delivery/Collection of rental cars at this location *

4. Select (enable) the **Allow Delivery/Collection for rental cars at this location** check box.
5. **Be sure the Address and City fields are accurate and that the location is geocoded.** Locations that are not geocoded will not appear as options for users.
6. Click **Save**.
7. Repeat these steps for each desired company location.

End User: Profile Page

If using the home delivery option, the user must have a home address populated in their Concur Travel profile.

NOTE: Delivery and collection support varies by station (car rental office); some stations only support office/company location requests.

Section 6: GDS Segment Examples

Amadeus

2 CCR ZI HK1 LON 09MAR 10MAR ECMN/BS-00898800/ARR-12PM/CD-D855462/COL-20 SEAGRAVE RD LONDON GB SW6 1RX1111111113/DEL-8 BALDERTON STREET WESTMINSTER GB W1K 6TF1111111113/DO-LONC06*/ES-*ZI*GBP 24.85 01D/G-CCVIXXXXXXXXXXXXX1111EXP0913/LC-LONC06/NM-JOE JOE/PUP-LONC06*/RC-N4I/RG-*ZI*GBP19.46DY-.10 MI 100 FM XH19.46 .10 MI 100 FM/RT-12PM/SI-NONSMOKING/CF-33892396US6

Apollo/Galileo

1 CCR ZI HK1 LON 14FEB-16FEB MDMR/RG-GBP21.63DY-UNL FM XH 22.00 UNL FM/BS-14537412/PUP-LONC02/DO-LONC02/ARR-1200/CD-D293500/SI-NONSMOKING/RC-3II/DT-1200/G-VI41111111111111111111EXP0812/NM-JOHNSON ROBERT/CF-40029465US0 */APPROXIMATE TOTAL RATE-GBP71.91-UNL FM 02DY 00HR 28.65MC/DEL-*A-20 SEAGRAVE RD*T-703- 837-6100*P-SW6 1RX*C-LONDON*Y-GB/COL-*A-20 SEAGRAVE RD*T-703- 837-6100*P-SW6 1RX*C-LONDON*Y-GB

Sabre

1 CAR ZE 19APR T HK1 WAS/20APR/ECAR/ARR-1200/PUP-✕W /DCZE

ASS21/CD-346660/GVIXXXXXXXXXXXXX1111EXP 08 15-NEVER/RET-1200/DSA-209
MADISON STREET TEL 4254490614X3824/DCT-ALEXANDRIA/DST-VA/DCC-US/DPC-
22314/CSA-209 MADISON STREET TEL 4254490614X3824/CCT-ALEXANDRIA/CST-
VA/CCC-US/CPC-22314/RG-✕USD39.49 UNL DY XH13.16UNL/AP-✕USD44.45 UNL
1DY 0HR 4.96MC/BS-49640150/RC-✕MCLD/SI-NONSMOKING /CF-ABCDEF

Section 7: Known Limitations

Content Channels

The Delivery and Collection feature is not supported for Worldspan configurations.

Hertz uses a non-standard method for managing supported delivery and collection locations. This method would require Concur Travel to build a new company administration feature to allow customers to map Hertz's special location codes to the customer's company locations. For this reason, Delivery and Collection for Hertz is currently not supported.

When booking with GDS Sabre, the delivery and collection address information will not be displayed on the Trip Review Itinerary and Confirmation page.

Method of Payment

As most rental companies require a method of payment when creating a booking with delivery and collection service, SAP Concur will require the user to select a credit card to complete the rental car workflow.

A direct billing/account billing number isn't accepted today in SAP Concur as method of payment for a delivery and collection booking.

Delivery & Collection charges

The charges for a delivery and collection service can vary by supplier and customer. As the specific amount isn't transferred via the partner APIs, the charges aren't calculated as part of the estimated total.

Suppliers

Our partner Avis is not fetching delivery and collection addresses via the dedicated GDS PNR fields. This means that the transferred delivery and collection addresses are not visible in the PNR as usual, but are still sent through to the partner.

As the SAP Concur user interface is still referring to the regular delivery and collection address fields in a PNR, the selected delivery and collection addresses are not visible in the itinerary overviews after the booking.

Section 8: Supplier Specific Information

Rental car supplier Avis changed their delivery and collection logic for destination country GB in November 2020. No matter which Avis location the user selects in the off-airport workflow for the delivery and collection service, it will be replaced by location code ZILONS30. This is because Avis centralized the coordination of the delivery and collection service. They make sure internally that the correct location is informed after the booking about the request to provide the service.

