

Travel: Discounts

Travel Service Guide

Last Revised: December 15, 2023

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
December 15, 2023	Removed references to Swedish Rail / SilverRail
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
April 26, 2023	Added content to <i>Overview</i> and <i>Configuration – Professional Travel > Car Discounts</i> sections.
January 30, 2023	Added draft information on new rental car experience to <i>Car Discounts</i> section.
August 15, 2022	Added discount code note to <i>Car Discounts</i> section under <i>Configuration</i>
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
January 13, 2020	Updated <i>Overview</i> section
July 17, 2019	Added airfare screenshots for Classic and Dual Fare Display under the What the User/Arranger Sees section
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
June 11, 2019	Updated descriptions for Direct Bill Account Number (rare) and Billing Reference (BR)
May 17, 2019	Added import information to Import Hotel Discount section and additional miscellaneous information
May 12, 2019	Added information about GDS rate code limits in <i>Hotel Consortiums</i> subsection
March 10, 2019	Updated the copyright; no other changes; cover date not updated
August 22, 2018	Added more description about the relationship between the Travel Discounts by Org Unit module property, company-level discounts, and org-level discounts
August 21, 2018	Added more detail around the Travel Discounts By Org Unit module property
August 21, 2018	Corrected a typo; no substantial change
February 1, 2018	Added a note that using the Class of service codes for "View More Air Fares" is no longer best practice
January 2, 2018	Updated the copyright; no other changes; cover date not updated
March 14, 2017	Added Information about: <ul style="list-style-type: none"> • Description for the TripLink Discount Code field • Rail discounts
January 16, 2017	Updated screen shot for importing hotel discounts
June 20, 2016	Updated screen shots to reflect UI enhancements Preference diamonds replaced with text

Date	Revision Notes/Comments
January 25, 2016	Added a note about the Travel Discounts By Org Unit module property
December 2, 2015	Added information about Sixt Direct Connect and Hertz Direct Connect. Discounts are managed in Manage Corporate Discounts instead of the travel configuration page
May 6, 2015	Added additional information about: <ul style="list-style-type: none"> • BEST rates • 5MB limit for upload file size
April 13, 2015	General updates; initial publication in the new format

Discounts

Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** 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 providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

Section 2: 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.

This guide contains information that describes the new Concur Travel experience for Car, Hotel, and Air. This information will be displayed in notes or indicated with "new experience" as these features are released.

Discounts for GDS and TripLink Vendors

Use the Discounts feature to manage discounts for GDS and TripLink vendors. You can create and edit the following types of discounts:

- Air, including system-wide and company-wide discounts
- Hotel, including hotel chain, property-specific hotel, and hotel consortium
- Car

- Rail

NOTE: Tour codes are not supported.

Non-GDS Vendors and Direct Connects

Though the Discounts feature is used primarily to set GDS and TripLink discounts, it is also used to:

- Set **preference levels** (not discounts) for non-GDS vendors
- Enter a **discount code** for these rental car direct connects:
 - ◆ Sixt Direct Connect
 - ◆ Hertz Direct Connect

Some of these exceptions are discussed in this guide; some are discussed in the appropriate travel service guide.

Preference Levels

When adding discounts (air, car, hotel, car), administrators have the ability to assign a preference level. The preference levels are:

- **Most Preferred:** Travelers are *expected* to use this vendor whenever possible.
- **Preferred:** Travelers are *requested* to use this vendor whenever possible.
- **Less Preferred:** These are the least preferred of the preferred vendors.
- **Not Preferred:** The company has a discount with this vendor.

Section 3: End-User Experience/Arranger Experience

The preference level is denoted with text that includes the preference level as well as the company name.

	07:35a STL → 12:53p ATL	1 stop CLT	4h 18m	From \$260.20  View Fares
	05:20p ATL → 09:34p STL	1 stop CLT	5h 14m	
<div style="border: 1px solid red; padding: 2px;">Most Preferred Vendor for ACME</div>				Show all details v

	2. Homewood Suites by Hilton ATL-Midtown 97 10th Street NW, Atlanta, GA 30309 Map it		From \$174 View Rooms
	 1.05 miles 		
<div style="border: 1px solid red; padding: 2px;">Preferred Vendor for ACME</div>			Hotel details

Dual Fare Display saves time and money by allowing users to quickly discover bundled airfares that **include** services like reserved seats, paid bags, or other benefits that would otherwise be purchased separately, at higher cost, and potentially outside the travel program manager's control. The **Discounted** label is displayed where applicable.

United ¹	Basic Economy	Economy
08:30 AM IAD → 02:09 PM SLC 1 IAH	Discounted	\$419.00
02:50 PM SLC → 11:58 PM IAD 1 IAH 7h 08m	Price reflects company discount	Not Allowed
¹ UA 3547 operated by REPUBLIC AIRLINES DBA UNITED EXPRESS	Requires approval	Discounted
Preferred Airline	More fares/details	Show all details
Preferred Airline for Concur		

The classic display for airfares also displays the Discount label where applicable.

Delta 09:45a IAD → 02:20p LAX 1 stop ATL 7h 35m \$314.00

01:45p LAX 12:07a IAD 1 stop ATL 7h 22m

Price reflects company discount.

Preferred Airline for Concur [Hide all details ^](#)

DEPART ✕ Mon, Sep 16 – Washington, DC to Los Angeles, CA / 1h 14m layover in Atlanta, GA [Hide details ^](#)

Mon, Sep 16 09:45a IAD → 11:30a ATL 1h 45m Delta 2578 [View seats](#)
Boeing 717 / 336 lbs CO₂

Layover in Atlanta, GA 1h 14m Hartsfield Intl Arpt

12:44p ATL → 02:20p LAX 4h 36m Delta 1944 [View seats](#)
Boeing 757-200 / 751 lbs CO₂

RETURN ✕ Tue, Sep 17 – Los Angeles, CA to Washington, DC / 1h 19m layover in Atlanta, GA [Hide details ^](#)

Tue, Sep 17 01:45p LAX → 09:05p ATL 4h 20m Delta 1206 [View seats](#)
Airbus Industrie A321 / 751 lbs CO₂

Layover in Atlanta, GA 1h 19m Hartsfield Intl Arpt

10:24p ATL 12:07a IAD 1h 43m Delta 1201 [View seats](#)
Boeing 737-800 / 336 lbs CO₂
Lands Wed, Sep 18

Fare Options	Free Checked Bags	Refundable		
Basic Economy (E) Rules	View: Delta	No	i	\$314.00
Main Cabin (V) Rules	View: Delta	No	i	\$384.00

[View more fares](#)

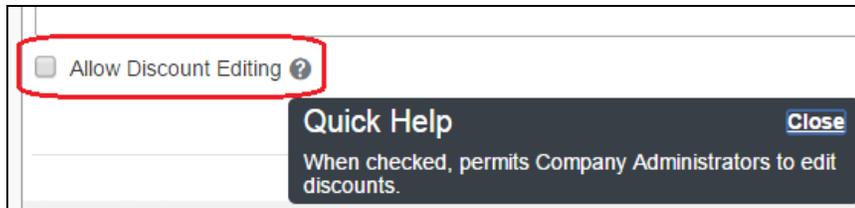
Sabre

Section 4: Configuration – Professional Travel

Access Discounts

Concur Travel users who have either the Travel Policy Administrator permission or the Company Discount Administrator permission can administer their company's travel discounts.

In order for a user with the Company Discount Administrator permission to administer discounts, the **Allow Discount Editing** check box must be enabled in the **Other Information** section of the user's company travel configuration.



NOTE: Concur Travel recommends discussing this option with your fulfillment travel agency to determine if this feature is a good fit for your travel program. Loading discounts in Concur Travel requires coordination with your fulfillment travel agency.

Travel System Admin and Company Admin

Discounts can be accessed via Travel System Admin and Company Admin (if the user has the proper permissions).

▶ ***To access discounts via Travel System Admin:***

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

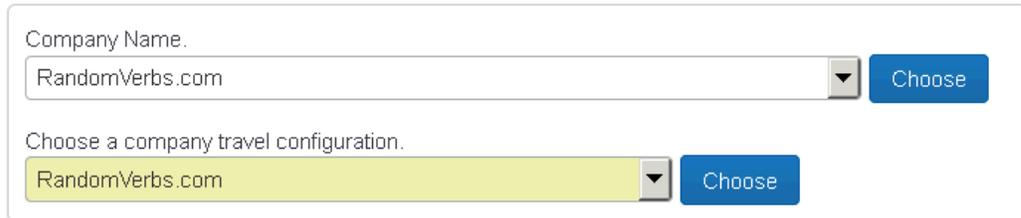
NOTE: Depending on your permissions, the page may be displayed immediately after you click **Administration** or **Travel**.

2. In the **Company-Specific Configuration** section of the left menu, click **Manage Corporate Discounts**.

3. Select the desired company and click **Choose**.
4. Select the desired configuration and click **Choose**.

▶ **To access discounts via Company Admin:**

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.
2. In the **Travel Administration** section of the left menu, click **Manage Corporate Discounts**.



The screenshot shows a web interface for selecting a company and a configuration. The first dropdown menu is labeled 'Company Name.' and has 'RandomVerbs.com' selected. To its right is a blue 'Choose' button. The second dropdown menu is labeled 'Choose a company travel configuration.' and also has 'RandomVerbs.com' selected. To its right is another blue 'Choose' button.

3. Select the desired company and click **Choose**.
4. Select the desired configuration and click **Choose**.

Air Discounts

Discounts are applied **in this order**:

- **Highest priority** - Travel configuration-level vendor discount code
- Then, company-wide vendor discount code
- Then, travel configuration-level system-wide discount code
- Then, **lowest priority** - company-wide system-wide discount code

IMPORTANT – Set the Preference for non-GDS Vendors

You can also use the discounts page to set the **preference level** for vendors who are not available in the company's reservation system (GDS). You cannot use any other features (like discounts) on this page for these vendors.

Note the following:

- Vendors that are not available in the GDS are displayed with a green background color.
- Only GDS or TripLink discount codes should be entered on this page.

Add Discount, Preference, etc. for GDS and TripLink Vendors

▶ To add a discount for the travel configuration:

1. On the discount page, click **Add air discount**.

[+] Add air discount

Air Vendors

Vendor	Discount Type	Discount Code	TripLink Discount Code	Days Advance	Meeting Name	Valid From	Valid Until	Preference
American Airlines	Company preferred			0				
American Airlines	Private Fare	ABCS		0				Most Preferred
Continental	Company			0				

2. Define the discounts as described in the following table.

Airline discount for Travel Config: CommaSavvy

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor:

Promo Code:

Discount Code:

Vendors not available in the GDS have this background color.

Major vendors have this background color.

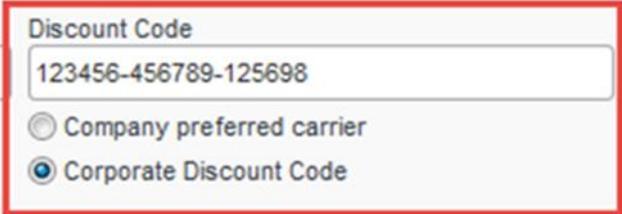
Company preferred carrier
 Programmed Fare
 ATPCO Pa

TripLink Discount Code

ATPCO fare filing rate code: ATPCO fare filing rate code, IMPORTANT: must contact U

This is the first part of this section. The remainder of this section is described on the following pages.

Option	Description / Action
Vendor	Select the vendor. NOTE: Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount.  Refer to <i>Set the Preference for a Non-GDS Airline Vendor</i> below.

Option	Description / Action
Discount Code	<p>Enter the discount code.</p> <p>Verify that this code is loaded in the same PCC as the configuration originally provided to Concur Travel. If the PCC is different, enter the code as PCC-CODE, providing the alternate PCC.</p> <p>NOTE: For Amadeus, you can add up to 6 discount per airline. The codes must be separated with a hyphen (-).</p> 
Discount Code for State Government Fare	<p>For Sabre, you can price any single state government fare:</p> <ul style="list-style-type: none"> • Enter GST*ST (where ST is the state code) in the Discount Code field. • Select ATPCO standard passenger type code. <p>For Worldspan:</p> <ul style="list-style-type: none"> • Enter GST*ST (where ST is the state code) in the Discount Code field. • The discount type should be "passenger type code". <p>For example, to list the Delta Airlines state government fares for Georgia, enter a discount for DL as "GST*GA". Users should select "refundable only" flights when doing their searches to see the state government fares.</p> <p>For Apollo, you can enable state fares:</p> <ul style="list-style-type: none"> • Enter GSTLUSST (where ST is the state code) in the Discount Code field. <p>Using Texas as an example, the discount code would be GSTLUSTX.</p> <ul style="list-style-type: none"> • Select ATPCO standard passenger type code.
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>

Scroll down to the next section.

Optional Information:

This discount is for meeting:

Zone fare class of service ?

If zone is not available or does not quote

Do Nothing
 Shop lowest price on plane, regardless of cabin
 Shop lowest price on plane, regardless of cabin without discount

Class of service codes for "View More Air Fares" ?

Advance Purchase Number of Days Minimum Number of nights to stay Saturday Night Stay Required

Preference Valid From Valid Until

Option	Description / Action
Complete the Optional Information section, as needed. Optional information is not required to save the discount or begin using the application. Most optional items are programmed in the private fare discount entered in the GDS.	
This discount is for meeting	Select the appropriate meeting, if applicable.
Zone fare class of service	If this is a zone-fare contract, enter the class of service code (like B,H) that the flights must be booked in. Select the option if the zone is not available or does not quote.
Class of service codes for "View More Air Fares"	IMPORTANT: In light of recent fare filing changes for branded fares, this option is no longer recommended as a best practice . In the cases where airlines share a booking code across multiple brands, end users may see duplicated fares displayed, creating confusion about the fares that are available for booking.  Refer to the <i>View More Air Fares Travel Service Guide</i> available on the SAP Concur support portal or in Travel Administration online help.
Advance Purchase Number of Days	Select the desired number of days.
Minimum Number of nights of stay	Enter the desired number of days.
Saturday Night Stay Required	Select (enable) this check box as appropriate.

Option	Description / Action
Preference	Select a preference. Click one of the following: <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Valid From Valid Until	Select the appropriate values.

Scroll down to the next section.

Notes

Discount refundability overrides

Use GDS' refundability information ▼

Discount Flags

SNAP/PrivateFare/Securate/Corporate code/ATPCO: search only for **Private** fares
 SNAP/PrivateFare/Securate/Corporate code/ATPCO: extra search for only **Public** fares in addition to **Private**

Option	Description / Action
SNAP/PrivateFare/ Securate/Corporate code/ATPCO: extra search for only Corporate fares	Amadeus only Select to ensure corporate-fare-only search will be executed in addition to the regular low-fare search. If a corporate fare and a published fare are available for the same flight, Concur Travel will display both fares. The user can then compare and choose from between both fares.

Option	Description / Action
SNAP/PrivateFare/ Securate/Corporate code/ATPCO: search only for Private fares – or – SNAP/PrivateFare/ Securate/Corporate code/ATPCO: extra search for only Public fares in addition to Private	<p>Sabre flex faring only</p> <p>To use:</p> <ul style="list-style-type: none"> • If both check boxes are cleared (unchecked), Concur Travel shops the discount with no PL or PV modifier. • If the search only for Private fares check box is selected (checked), Concur Travel shops the discount with the PV modifier. • If both boxes are selected (checked), SAP Concur shops once with the PV modifier and once with the PL modifier. <p>NOTE: Concur Travel does not recommend enabling the extra search for only Public fares in addition to Private box by itself; the feature is not intended to work that way (but we do not prevent it). If this happens, Concur Travel will send a single shop using only a PL modifier.</p>

Set the Preference for a Non-GDS Airline Vendor

Use the steps above but be aware that you can select the vendor and set the preference – **nothing else** – for non-GDS vendors.

Split Faring/Ticketing



Refer to the *Split Faring Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

Manage System-Wide Discounts

You will be able to add one discount code for all air carriers.

NOTE: This will **not** override any other pricing codes added in the general air discount section.

▶ To add a system-wide discount:

1. On the discount page, click **Add System-wide Air Discount**.

System-wide Air Discount for Travel Config: RandomVerbs.com
 This discount will be applied to all air carriers. Only one discount is allowed.

Discount Code (required):

If you implement the system-wide discount in lieu of individual discounts, the individual discount section is still useful for setting your preference levels. Example: if you have American Airlines as your most preferred carrier but add a system-wide discount, American Airlines will still appear as your most preferred carrier.

! **IMPORTANT:** You must have Sabre Web Services activated for this feature to work for Sabre customers.

Manage Company-Wide Discounts

▶ **To add a company-wide discount:**

1. In the **Choose a company travel configuration** list, click *No travel config selected - manage company-wide discounts*.

Company Name.

Choose a company travel configuration.

Once a GDS is selected, the discounts page refreshes and shows a company-wide level view. Discounts set at this level are highlighted in the tables showing the discounts.

[+] Add air discount

Air Vendors

Vendor	Discount Type	Discount Code	TripLink Discount Code
Delta	Company preferred		123355
Frontier	Company preferred		FT1234

When adding or editing a discount at the company-wide level for a specific GDS, Concur Travel displays this reminder:

Airline discount for RandomVerbs.com

 This discount will be applied to all travelers in RandomVerbs.com for GDS Apollo unless a travel config-level discount is available for the same vendor.

[+] Add air discount

Air Vendors

Vendor	Discount Type	Discount Code
American Airlines	Company preferred	
American Airlines	Private Fare	ABCS
Continental	Company preferred	
Delta	Company preferred	
Delta	Company preferred	
Frontier	Company preferred	

NOTE: When the main discounts page is set to a specific travel configuration, SAP Concur will still show the company-level discounts (although they cannot be edited) at this level to assist the admin in adding travel-configuration-specific discounts and avoiding duplication. The discounts will be highlighted the same as in the company-level view.

Fulfillment Travel Agency Tips

If the airline discount code is loaded in a different PCC than the booking PCC, please enter the airline discount code as PCC-CODE.

Hotel Discounts

You can add hotel discounts for chains, for individual properties, or for hotel consortiums, as described in the following pages.

IMPORTANT – Preference for non-GDS Vendors

You can also use the discounts page to set the preference level for vendors that are not available in the company's reservation system (GDS). You cannot use any other features (like discounts) on this page for these vendors.

Note the following:

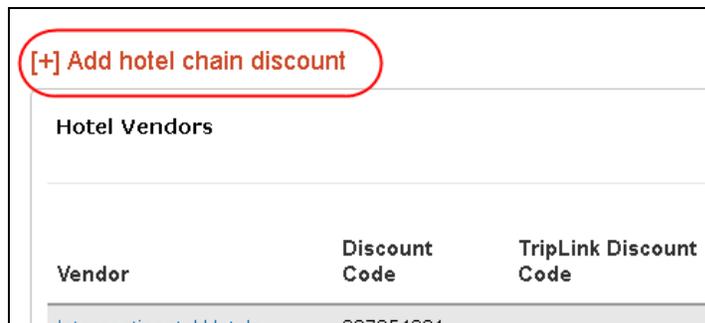
- Vendors that are not available in the GDS are displayed with a green background color.
- Only GDS or TripLink discount codes should be entered on this page.

Hotel Chains

ADD DISCOUNT, PREFERENCE, ETC. FOR GDS AND TRIPLINK VENDORS

▶ ***To add a discount:***

1. On the discounts page, click **Add hotel chain discount**.



Vendor	Discount Code	TripLink Discount Code
Intercontinental Hotels	007654221	

2. Define the discounts as described in the following table.

Hotel discount for Travel Config: CommaSavvy

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Super chains have this background color.

Major vendors have this background color.

Vendors not available in the GDS have this background color.

Preference ? Discount Code CD Number

TripLink Discount Code ?

Valid From Valid Until

Option	Description / Action
Vendor	<p>Select the vendor.</p> <p>NOTES:</p> <ul style="list-style-type: none"> Super chains are displayed in pink at the top of the list. Selecting one of these will default the discount entered to any chain under this parent chain. Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount. <p> Refer to <i>Set the Preference for a Non-GDS Hotel Vendor</i> below.</p> <ul style="list-style-type: none"> If the desired vendor is not in the Vendor list, you can import the information. <p> Refer to <i>Import Hotel Discounts</i> in this guide.</p>
Preference	<p>Select a preference. Click one of the following:</p> <ul style="list-style-type: none"> Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible Preferred: Travelers are <i>requested</i> to use this vendor whenever possible Less Preferred: Least preferred of preferred vendors Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Discount Code	<p>Enter the discount code.</p> <p>NOTE: If you need to enter a cross of Lorraine in the discount, put a + in the discount code where the cross of Lorraine (✝) should go. You can enter discounts that need RC-N that way. For example: RC-N+FOO to enter discount code FOO with negotiated rate only.</p>

Option	Description / Action
CD Number	Enter the CD number, if applicable.
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>
Valid From Valid Until	<p>Select the start and end dates.</p> <p>Concur Travel will only offer/apply these discounts based on the dates assigned. If no dates are added, then Concur Travel will assume the discount is valid for all dates.</p>

3. Click **Save**.

SET THE PREFERENCE FOR A NON-GDS HOTEL VENDOR

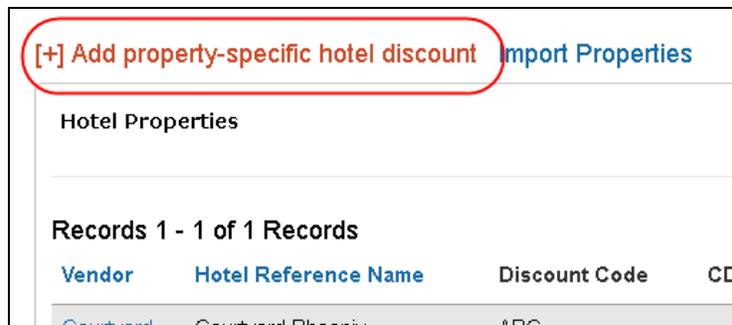
Use the steps above but be aware that you can select the vendor and set the preference – **nothing else** – for non-GDS vendors.

Hotel Property-Specific Discounts

ADD DISCOUNT, PREFERENCE, ETC. FOR GDS AND TRIPLINK VENDORS

▶ **To add a discount:**

1. On the discount page, click **Add property-specific hotel discount**.



2. Define the discounts as described in the following table.

Hotel property-specific discount for Travel Config: RandomVerbs.com

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Major vendors have this background color.

Vendors not available in the GDS have this background color.

Hotel Reference Name

Hotel Property ID (max 5-alpha-numeric characters)

Preference [?] Discount Code Contract Rate [?] CD Number

Currency Code

This is the first part of this section. The remainder of this section is described on the following pages.

Option	Description / Action
Vendor	<p>Select the vendor.</p> <p>NOTES:</p> <ul style="list-style-type: none"> Major vendors per region are displayed in yellow and then all vendors are displayed in alphabetical order after that. Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount. <ul style="list-style-type: none"> Refer to <i>Set the Preference for a Non-GDS Hotel Vendor</i> below. If the desired vendor is not in the Vendor list, you can import the information. <ul style="list-style-type: none"> Refer to <i>Import Hotel Discounts</i> in this guide.
Hotel Reference Name	Enter the name of the property that your travelers are familiar with.
Hotel Property ID	Enter as appropriate.
Preference	<p>Select a preference. Click one of the following:</p> <ul style="list-style-type: none"> Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible Preferred: Travelers are <i>requested</i> to use this vendor whenever possible Less Preferred: Least preferred of preferred vendors Not Preferred: Company has a discount with this vendor but it should not be promoted in the display

Option	Description / Action
Discount Code	Enter the discount code. NOTE: If you need to enter a cross of Lorraine in the discount, put a + in the discount code where the cross of Lorraine (✝) should go. You can enter discounts that need RC-N that way. For example: RC-N+FOO to enter discount code FOO with negotiated rate only.
Contract Rate	This is the highest negotiated room rate at the property, entered in the Travel site's designated default currency. NOTE: This field is not required. If you do enter it, you can use it as the contract rate for the Hotel Travel Policy contract room rate rule.
CD Number	Enter the CD number, if applicable.
Currency Code	Select a currency code for the contract rate. This currency will apply to all rates for this hotel.

Scroll down to the next section.

Show seasonal rates 

Please note that if these dates overlap there is no guarantee

Contract Rate	Start Date	End Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contract Rate	Start Date	End Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contract Rate	Start Date	End Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contract Rate	Start Date	End Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contract Rate	Start Date	End Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Notes

Option	Description / Action
Show seasonal rates Contract Rate Start Date End Date	Use this area to configure up to six seasonal contract rates for property-specific hotels. Each seasonal rate has a start date and end date (month, day, and year). When a hotel is booked, Concur Travel uses the check-in date to look up the appropriate contract rate. Concur Travel defaults to the existing contract rate if there are no seasonal rates loaded or if no seasonal rate matches the given check-in date. For example, if you have a standard contract rate of \$200 but then add a seasonal rate of \$250 for June through August, Concur Travel will know to assume the contract rate for any time other than June through August. When you select (enable) this check box, six text boxes are displayed. Enter the contract rate, start, and end date.
Notes	Enter a generic message displayed to travelers for a specific property. The character limit is 977.

3. Click **Save**.

SET THE PREFERENCE FOR A NON-GDS HOTEL VENDOR

Use the steps above but be aware that you can select the vendor and set the preference – ***nothing else*** – for non-GDS vendors.

Hotel Consortiums

ADDING A HOTEL CONSORTIUM DISCOUNT

A hotel consortium discount is an additional discount that your TMC may provide. Consortiums provide access to discounts outside of the program-specific discount to a given customer. The discount is generally a three-letter code.

RATE CODE CLARIFICATION

Please work with your fulfillment travel agency when loading hotel consortium rates. The GDSs limit the number of rate codes applied to a given hotel search and this can vary by GDS. Rate codes are applied in the following order:

- Hotel property-level codes
- Hotel chain codes
- Hotel consortium codes
- User-level codes, such as AAA or AARP/Senior

If there are too many rate codes loaded, the latter rate codes are ignored.

NOTE: Hotel consortiums are handled differently as described on the following page.

Following are the rate code limits per GDS:

GDS	Total Supported Rate Codes
Sabre	4
Worldspan	3
Apollo	3
Galileo	3
Amadeus	8

For Hotel Consortium Discounts, if six discounts have been added, the order in which they were added does have an impact.

Concur Travel processes the discounts in this order. If your discounts are not in this order, we recommend you delete and re-enter the discounts as listed below:

- Enter your 6th choice first
- Enter your 5th choice second
- Enter your 1st choice third
- Enter your 2nd choice fourth
- Enter your 3rd choice fifth
- Enter your 4th choice sixth

If a company is using only three or four Hotel Consortium Discounts, the order does not matter and cannot be controlled.

[+] Add hotel consortium discount

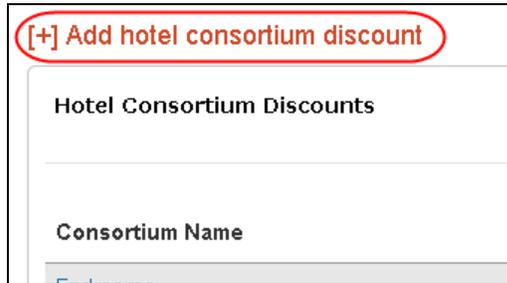
Warning: Most reservation systems only support 4 total consortium/discount codes. If a hotel also has a discount code, we will trim off the last consortium in the list during the hotel shop.

Hotel Consortium Discounts

Consortium Name	Discount Code
ABC	ABC
DEF	DEF
GHI	GHI
JKL	JKL

▶ **To add a discount:**

1. On the discount page, click **Add hotel consortium discount**.



2. Define the discounts as described in the following table.



Option	Description / Action
Consortium Name	Enter the name.
Discount Code	Enter the discount code. NOTE: If you need to enter a cross of Lorraine in the discount, put a + in the discount code where the cross of Lorraine (✕) should go. You can enter discounts that need RC-N that way. For example: RC-N+FOO to enter discount code FOO with negotiated rate only.

3. Click **Save**.

Import Hotel Discounts

Concur Travel recommends using the Import tool when loading more than 10 properties at a time.

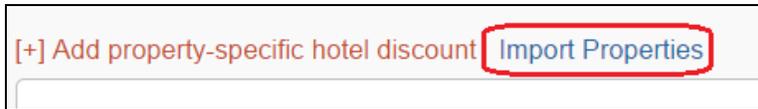
Note the following:

- You can access this feature by clicking **Manage Corporate Discounts > Import Properties** (in the property-specific hotel discount section) in the Travel System Admin left-side menu, or by clicking **Import Hotel Discounts** in the Travel System Admin left-side menu.

- Between 9 AM – 5 PM (your local time), uploads are limited to 5MB or smaller. If you attempt to upload a file that is larger than that, a message is displayed. You can often reduce file sizes by changing file formats from .csv to Excel. If changing the format is not an option, you can upload larger files after business hours (9 AM – 5 PM your local time).

▶ **To import hotel discounts:**

1. On the discounts page, click **Import Properties**.



2. Choose the desired configuration.
3. Populate the sample file.
 - ◆ For a new customer, download the sample file and populate.
 - ◆ For an existing customer, export existing properties and then update the file.
4. Refer to the following table for import instructions.

Attribute	Description / Action
Property ID	GDS Property ID for a specific hotel property. This property ID will vary by GDS. (mandatory field) . NOTE: For Apollo/Galileo, Concur Travel cannot import mixed Property IDs – that is, Property IDs with leading alpha characters and Property IDs with leading non-alpha characters – in the same spreadsheet. For a successful import, import the hotels with Property IDs with leading alpha characters and those with leading non-alpha characters in two separate spreadsheets.
Chain Code	Chain code for the property (mandatory field) .
Hotel Name	Name of the hotel (mandatory field) .
Discount Code	Consortium discount code.
CD Number	Discount code for the company/customer.

Attribute	Description / Action
Notes	<p>Use this section to provide any property-specific information you want the user to see during the booking process. Be aware of the following:</p> <ul style="list-style-type: none"> • HTML is not supported. • There is a character limit of 255 characters. • \$ (dollar sign), * (asterisk), - (dash), and ,(comma) special characters are accepted. • Any other characters present in the Notes column can cause hotel availability for the same city matching the preferred hotel not to be returned. For example, if an unsupported character is present in the Notes column for a preferred hotel in Chicago, it may prevent all hotel availability from being returned for Chicago.
Country Code	<p>Use the two letter ISO country code to determine the currency for a hotel rate. Country codes can be found on the second tab of the import doc, or at the following link: http://www.iso.org/iso/english_country_names_and_code_elements. If the column is not populated, Concur Travel will assume the agency PCC's currency.</p>
Contract Rate	Contract rate for the property.
Preference	<p>Preference ranking for the property (mandatory field):</p> <ul style="list-style-type: none"> • 10 = Most Preferred • 5 = Preferred • 4 = Less Preferred • 1 = Not Preferred
Breakfast/Internet/Parking/Wireless Fee	<p>Use these fields to advise travelers during the booking process of free or negotiated amenities for specific properties. Freeform text as well as dollar amounts are accepted in these fields (for example, included in company rate only, \$25).</p>
Seasonal Rates Contract Rate 1-6	Set up to six seasonal contract rates for property-specific hotels.
Seasonal Rates 1-6 start/end date	<p>Each seasonal rate must have a start date and end date (month, day, and year). When a hotel is booked, Concur Travel will use the check-in date to look up the appropriate contract rate. Concur Travel will default to the existing contract rate if there are no seasonal rates loaded, or if no seasonal rate matches the given check-in date</p>

5. Save the updated file to your computer.
6. Click **Choose File** (or **Browse** depending on your browser) to locate the updated file.

7. Click **Upload properties for this configuration.**

Import Hotel Discounts

This page will insert hotel property discounts and notes, or update them if we match on Property ID and Chain Code. **We will validate that the hotel is in the Concur Hotel database.**

Choose a company travel configuration

No config selected

Export Properties for this company Delete all properties for this company

Choose File No file chosen

Upload properties for this configuration

These are samples which you can use. You will need to right click and do "Save Target As."

[Download Sample CSV](#) [Download Sample Excel](#)

Preference: 10 = Most Preferred, 5 = Preferred, 4 = Less Preferred, 0 = Not Preferred

MISSING HOTEL CHAIN NAME IN THE VENDOR LIST

When attempting to add a hotel chain or property-specific hotel using the regular hotel discount process, occasionally the desired hotel chain name is not in the **Vendor** list. You can still add the discount by using the import. To do so, create the import as described above and use the desired hotel chain name or "Independent" in the **Hotel Name** field.

In addition, contact SAP Concur support to have them add the hotel to the hotel database.

HOTEL IMPORT ERROR HANDLING

NOTE: Between 9 AM – 5 PM (your local time), uploads are limited to 5MB or smaller. If you attempt to upload a file that is larger than that, a message is displayed. You can often reduce file sizes by changing file formats from .csv to Excel. If changing the format is not an option, you can upload larger files after business hours (9 AM – 5 PM your local time).

You will receive an email after the import completes successfully. If there is an error in the load, it will be listed on the email. The common import errors listed on the email are:

- ... Property is not in the SAP Concur hotels database
- ... Property is in the SAP Concur hotels database, but has not been geocoded

NOTE: For Apollo/Galileo, Concur Travel cannot import mixed Property IDs – that is, Property IDs with leading alpha characters and Property IDs with leading non-alpha characters – in the same spreadsheet. This issue does not generate an error message. Refer to the information about the **Property ID** field above.

To resolve the hotel import errors:

- Advise the following about the property in question:
 - ◆ Hotel Name
 - ◆ Chain Vendor 2 letter Code
 - ◆ Property ID (please re-verify with your agency this is correct)
 - ◆ Complete Address
- Contact SAP Concur support for assistance.
- Support will respond, with the results. Please reload the properties at that time.

Car Discounts

Though the **Car Vendors** section is generally used for GDS and TripLink vendors, it is also used for Sixt Direct Connect and Hertz Direct Connect.



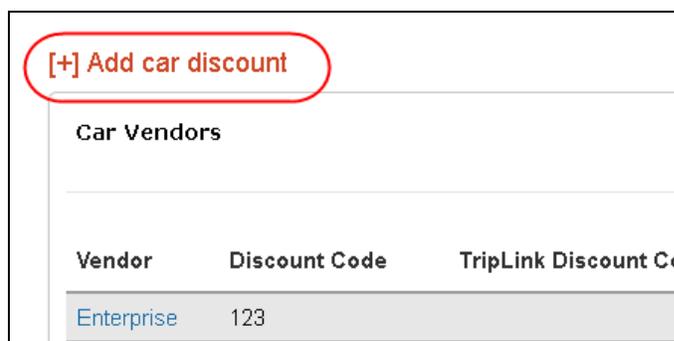
For information about Sixt and Hertz, refer to the *Sixt Direct Connect Service Guide* and the *Hertz Direct Connect Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

NOTE (new Car experience): For the initial release of the new Car experience, only some of the following features are supported. Refer to notes included within the following tables for specific details.

Add a Discount

► **To add a discount:**

1. On the discount page, click **Add car discount**.



2. Define the discounts as described in the following table.

Company-wide Car discount

This discount will be applied to all travelers in for GDS Amadeus unless a travel config-level discount is available for the same vendor.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Alamo ▼

Discount Code

Rate Code
BEST Search for: All Rates Corporate Rates Only

Direct Bill Account Number (rare)

Billing Reference (BR)

Preference

Most Preferred ▼

Valid From Valid Until

Option	Description / Action
Vendor	Select the vendor.
Discount Code	<p>Enter the discount code.</p> <p>NOTE: If you need to enter a cross of Lorraine in the discount, put a + in the discount code where the cross of Lorraine (✕) should go. You can enter discounts that need RC-N that way. For example: RC-N+FOO to enter discount code FOO with negotiated rate only.</p> <p> For Sixt Direct Connect, refer to the <i>Sixt Direct Connect Service Guide</i> available on the SAP Concur support portal or in Travel Administration online help.</p> <p> For Hertz Direct Connect, refer to the <i>Hertz Direct Connect Service Guide</i> available on the SAP Concur support portal or in Travel Administration online help.</p> <p style="background-color: yellow;">NOTE (new Car experience): For the new Car experience, for Sixt and Hertz content via Car Connector and for GDS content, a corporate discount number is mandatory. More flexibility will be provided with future releases.</p>

Option	Description / Action
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>
Rate Code	<p>Enter the rate code.</p> <p>If the vendor allows, Concur Travel will perform an RC-BEST search if nothing is entered in this field. The other applicable Rate Code to enter is 'CORP' for RC-CORP.</p> <p>IMPORTANT: If you enter BEST in this field, the BEST rate code will override negotiated rates, if the BEST rate is lower. Concur Travel does not recommend entering BEST in the Rate Code field when a discount code is also configured because travelers may get a cheaper rate, but that rate will not include company-negotiated benefits, such as insurance.</p>
Search for	<p>Select the rate types to be retrieved from the vendor of choice:</p> <ul style="list-style-type: none"> • All Rates • Corporate Rates Only <p>The option Corporate Rates Only will lead to a 'Corporate Rate' label being displayed for all rates that are being retrieved related to the vendor of choice.</p> <p>If no corporate rates are be available for this option, no results are shown for the corresponding vendor.</p> <p>NOTE (new Car experience): This setting applies only to the new rental car experience.</p>
Direct Bill Account Number (rare)	<p>For Sabre, Galileo, and Apollo, enter the number when the company has a direct billing arrangement with the vendor and provides a number for it.</p> <p>For Amadeus and Worldspan, the Billing Reference (BR) field (described below) is not available. Customers are encouraged to set up direct billing with the car company and then use this field instead.</p> <p>IMPORTANT: When this field is used, Concur Travel adds it in the GDS car segment as /ID-. ID- is used for reward numbers. If the company has a Direct Bill number, it will override the reward number for that vendor.</p>
Discount flags (not shown in the screen sample above)	<p>Select (enable) the check box(es) as desired.</p> <div data-bbox="695 1623 1360 1717" style="border: 1px solid black; padding: 5px;"> <p>Discount flags</p> <p><input type="checkbox"/> SABRE CAR ONLY: remove returned non-contract rates</p> </div>

Option	Description / Action
Billing Reference (BR)	For Sabre, Galileo, and Apollo, enter the billing reference number. The Billing Reference number is used for company billing, is company specific, and is provided by the rental car company. NOTE: The customer must have an agreement with the rental car company in order to use the Billing Reference (BR) field.
Billing Number (BN)	Enter the billing number. This number is provided by the vendor. NOTE: The customer must have an agreement with the rental car company in order to use the Billing Number (BN) field.
Preference	Select a preference. Click one of the following: <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor, but it should not be promoted in the display <p>NOTE (new Car experience): For the new rental car experience, all preferences are supported except the Not Preferred option. New options will be provided in future releases.</p>
Valid From Valid Until	Select the start and end dates. Concur Travel will only offer/apply these discounts based on the dates assigned. If no dates are added, then Concur Travel will assume the discount is valid for all dates.

3. Click **Save**.

Car Org Level Discounts

For companies that require org-unit-level car discounts, the administrator must *first* select a travel configuration, which determines the GDS used to store the discounts. When adding a new discount if there is more than one org unit available, the administrator will see a multi-select, allowing the administrator to apply the discount to multiple org units at one time.

MODULE PROPERTY TO ACTIVATE THE FEATURE

The **Travel Discounts by Org Unit** module property must be enabled in order to use this feature. To enable a module property, contact Concur Support or if the client is in implementation, work directly with your implementation manager.

IMPORTANT: You can define discounts either by org unit **or** site-wide but not both.
Recommendation:

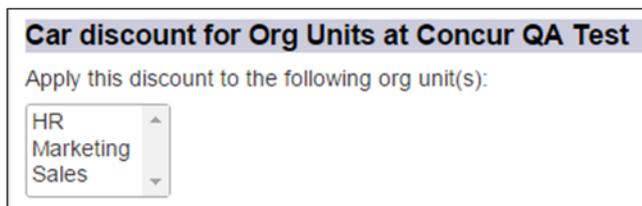
- If you have one discount for the entire site, then set the discount at the site level.
- If you have a discount for each org unit, use this module property.
- If you need a mixture of the site-wide discount and the org unit discount (for example, 4 groups use the site-wide discount and 1 has a special discount) use this module property **and**:
 - ◆ Set up one org unit for the special discount.
 - ◆ Set up another org unit for everyone else and use the discount that applies to the remaining users.
- Be aware that setting this module property to *True* does not **remove** existing company-level discounts; it hides them but **continues to use them, taking precedence over the org-level discounts**. If the module property is later set to *False*, the company-level discounts again become visible.

This situation causes unintended results and should be avoided. Therefore:

- ◆ If the company is using company-level discounts and if the company wants to use org-level discounts:
 - Remove the existing company-level discounts. ***If you do not remove the existing company-level discounts, they will continue to be used, even with the module property set to True and the org-level discounts loaded.***
 - Set the **Travel Discounts by Org Unit** property to *True*.
 - Set the org-level discounts.
- ◆ If the company is using org-level discounts and if the company wants to use company-level discounts:
 - Remove the org-level discounts.
 - Set the **Travel Discounts by Org Unit** property to *False*.
 - Set the company-level discounts.

DEFINE THE DISCOUNT

To choose more than one Org Unit/Division when adding the new discount, use the Ctrl key when the items are not one after the other. If one after the other, hold the Shift key when selecting.



The screenshot shows a window titled "Car discount for Org Units at Concur QA Test". Below the title, it says "Apply this discount to the following org unit(s):". There is a dropdown menu with three options: "HR", "Marketing", and "Sales". The "Marketing" option is currently selected.

Once saved, the output display contains the Org Unit/Division selected. When multiple org units are selected entering the discount, they are displayed in different rows.

Vendor	Org Unit	Discount Code
Alamo	HR	ABCDEF
Hertz	Marketing	LMNOP

Note the following:

- Once an org unit has been added, it cannot be edited. To make an update, you must delete the existing entry and then re-enter as needed.

Org Unit-level Car discount for Org Unit: HR

 This discount will be applied ONLY to Org Unit: HR for GDS Apollo

Please note: for vendors that are not available in your company's reservation system, only GDS or TripLink discount codes should be entered on this page.

 Alamo

Discount Code

TripLink Discount Code

- Vendor exclusions are still set at the travel configuration level.
- Importing/Exporting company-level discounts (or car org-unit-level discounts) is not supported.
- Cloning travel configurations will not include org-unit-level discounts.

Rail Discounts

The rail **Vendor** list shows many vendors. Be aware that this discount section applies only to:

- SNCF Direct Connect
- Eurostar (GDS)
- Trainline (UK Rail)



For rail discount information, refer to the appropriate travel service guide available on the SAP Concur support portal or in Travel Administration online help:

- ♦ For SNCF Direct Connect or Eurostar (GDS), refer the *SNCF Direct Connect Travel Service Guide*.
- ♦ For Trainline (UK Rail), refer to the *Trainline Direct Connect Travel Service Guide*.

Section 5: Configuration – Standard Travel

Access Discounts

▶ **To access discounts:**

1. In the Travel Setup Wizard, click **Discounts and Travel Content**.

DISCOUNTS AND TRAVEL CONTENT Watch

THIS STEP ALLOWS YOU TO ADD VENDOR DISCOUNTS, ENABLE DIRECT CONNECT PROVIDERS AND IMPORT HOTEL PROPERTY DISCOUNTS.

PROPERTY DISCOUNTS.

1) Travel Policy
2) Travel Rules
3) Configurable Messaging
4) Custom Text
5) Organization Units
6) Policy Violation Codes
7) Company Locations
8) Form of Payment
9) Discounts and Travel Content
10) Custom Trip Fields
11) Custom Profile Fields

Please select the travel configuration you want to update.
sjl0402 (US)

To add a vendor discount, click Add Air Discount , Add hotel Chain Discount, etc. Please work with your fulfillment agency for details. Your agency will provide the codes needed to access your discounts. To import hotel properties, click the Import Hotel Discounts tab. To enable a direct connect provider, click the Direct Connects tab. ?

Discounts | Hotel Import/Export | Direct Connect | Visa / Passport Services | Travelfusion Suppliers | Government Rates

Add Air Discount

Air Vendors

2. Select the desired configuration.

Air Discounts

Discounts are applied ***in this order***:

- **Highest priority** - Travel configuration-level vendor discount code
- Then, company-wide vendor discount code
- Then, travel configuration-level system-wide discount code
- Then, **lowest priority** - company-wide system-wide discount code

IMPORTANT – Set the Preference for non-GDS Vendors

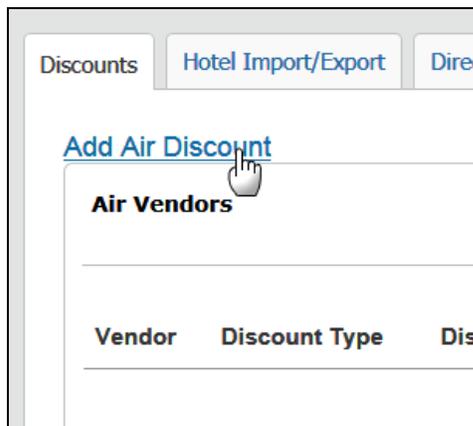
You can also use the discounts page to set the preference level for vendors who are not available in the company's reservation system (GDS). You cannot use any other features (like discounts) on this page for these vendors.

Note the following:

- Vendors that are not available in the GDS are displayed with a green background color.
- Only GDS or TripLink discount codes should be entered on this page.

Add Discount, Preference, etc. for GDS and TripLink Vendors

1. On the **Discounts** tab, click **Add Air Discount**.



2. Define the discounts as described in the following table.

Airline Discount for Travel Config: StandardSept22 (US)

To add an airline discount, complete the fields below. Your fulfillment travel agency will provide the discount code. You may also highlight a vendor even if you do not have a discount by choosing Company Preferred Vendor. Be sure to click Submit to save your changes.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

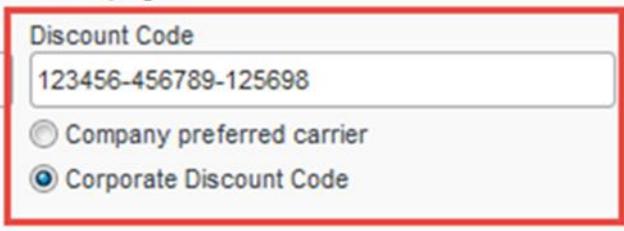
Vendor

Vendors not available in the GDS have this background color.
Major vendors have this background color.

Discount Code

This is the first part of this section. The remainder of this section is described on the following pages.

Field	Description
Vendor	Select the vendor. NOTE: Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount. Refer to <i>Set the Preference for a Non-GDS Airline Vendor</i> below.

Field	Description
Discount Code	<p>Enter the discount code.</p> <p>NOTE: For Amadeus, you can add up to six discounts per airline. The codes must be separated with a hyphen (-).</p> 

Scroll down to the next section.

Company preferred carrier
 SNAP code
 ATPCO standard passenger type code
 Manual 3.75 pricing command (zone fare only)

TripLink Discount Code
 ATPCO fare filing rate code: ATPCO fare filing rate code, IMPORTANT: must contact United first for eDRA for fares to be loaded [?](#)

Optional Information

Preference [?](#) Valid From Valid Until
 Preferred

Field	Description
(discount type) NOTE: This section may not be displayed.	<p>Click one of the following:</p> <ul style="list-style-type: none"> • Company preferred carrier: Displays in the wizard with a diamond, but there is no discount number applied <p>The Discount Code field is not required if this is selected. This is a way to highlight a vendor as a preferred without have a discount.</p> <ul style="list-style-type: none"> • SNAP/Securate/Programmed Fare (PrivateFare)/ Corporate Discount CODE: TMC-provided code that is used to access your discount rates via the GDS <p>These options differ based on the GDS.</p> <ul style="list-style-type: none"> • ATPCO Fare Code: TMC-provided code that is used to access your discount rates via the GDS • Manual 3.75 pricing command (zone fares only): Allows you to define the specific class of service the fare must be booked in to access the discount
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>
Optional Information	
<p>Completing the Optional Information section is not required to save the discount or begin using the application. Please refer to your agency if you have additional questions.</p>	
Preference	<p>Select a preference. Click one of the following:</p> <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Valid From / Valid Until	<p>You can add the valid from and valid until dates if the contract has specific start and end dates.</p>

3. Click **Save**.

Set the Preference for a Non-GDS Airline Vendor

Use the steps above but be aware that you can select the vendor and set the preference – **nothing else** – for non-GDS vendors.

Hotel Discounts

You can add hotel discounts for chains, for individual properties, or for hotel consortiums, as described in the following pages.

IMPORTANT – Preference for non-GDS Vendors

You can also use the discounts page to set the preference level for vendors that are not available in the company's reservation system (GDS). You cannot use any other features (like discounts) on this page for these vendors.

Note the following:

- Vendors that are not available in the GDS are displayed with a green background color.
- Only GDS or TripLink discount codes should be entered on this page.

Hotel Chains

ADD DISCOUNT, PREFERENCE, ETC. FOR GDS AND TRIPLINK VENDORS

▶ ***To add a hotel chain discount:***

1. On the **Discounts** tab, click **Add Hotel Chain Discount**.



2. Define the discounts as described in the following table.

Hotel Discount for Travel Config: StandardSept22 (US)

To add a hotel chain discount, complete the fields below. Your fulfillment travel agency will provide the discount code. You may also highlight a vendor even if you do not have a discount by not adding a discount code or CD number. Text added to the Notes section will display to users beside each property under this chain. Be sure to click Save before moving on to the next step.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Marriott (All) ▼

Super chains have this background color.
Major vendors have this background color.
Vendors not available in the GDS have this background color.

TripLink Discount Code
 Marriott Corporate Rate Code: A 3 letter code ?

Preference ? Discount Code ? CD Number

Most Preferred ▼

Valid From Valid Until

📅

📅

Field	Description
Vendor	<p>Select the vendor.</p> <p>NOTES:</p> <ul style="list-style-type: none"> Super chains are displayed first in pink; major vendors per region are displayed in yellow after that; then all vendors are displayed in alphabetical order. A super chain example is Marriott. That includes all of the sub chains associated, such as Courtyard. Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount. <ul style="list-style-type: none"> Refer to <i>Set the Preference for a Non-GDS Hotel Vendor</i> below. If the desired vendor is not in the Vendor list, you can import the information. <ul style="list-style-type: none"> Refer to <i>Import Hotel Discounts</i> in this guide.

Field	Description
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>
Preference	<p>Select a preference. Click one of the following:</p> <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Discount Code	Enter the TMC-provided code that is used to access your discount rates via the GDS.
CD Number	Enter the TMC-provided code that is used to access your discount rates via the GDS.
Valid From Valid Until	<p>Select the start and end dates.</p> <p>Concur Travel will only offer/apply these discounts based on the dates assigned. If no dates are added, then Concur Travel will assume the discount is valid for all dates.</p>

3. Click **Save**.

SET THE PREFERENCE FOR A NON-GDS HOTEL VENDOR

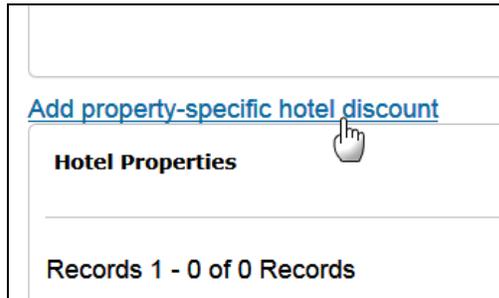
Use the steps above but be aware that you can select the vendor and set the preference – ***nothing else*** – for non-GDS vendors.

Hotel Property

ADD DISCOUNT, PREFERENCE, ETC. FOR GDS AND TRIPLINK VENDORS

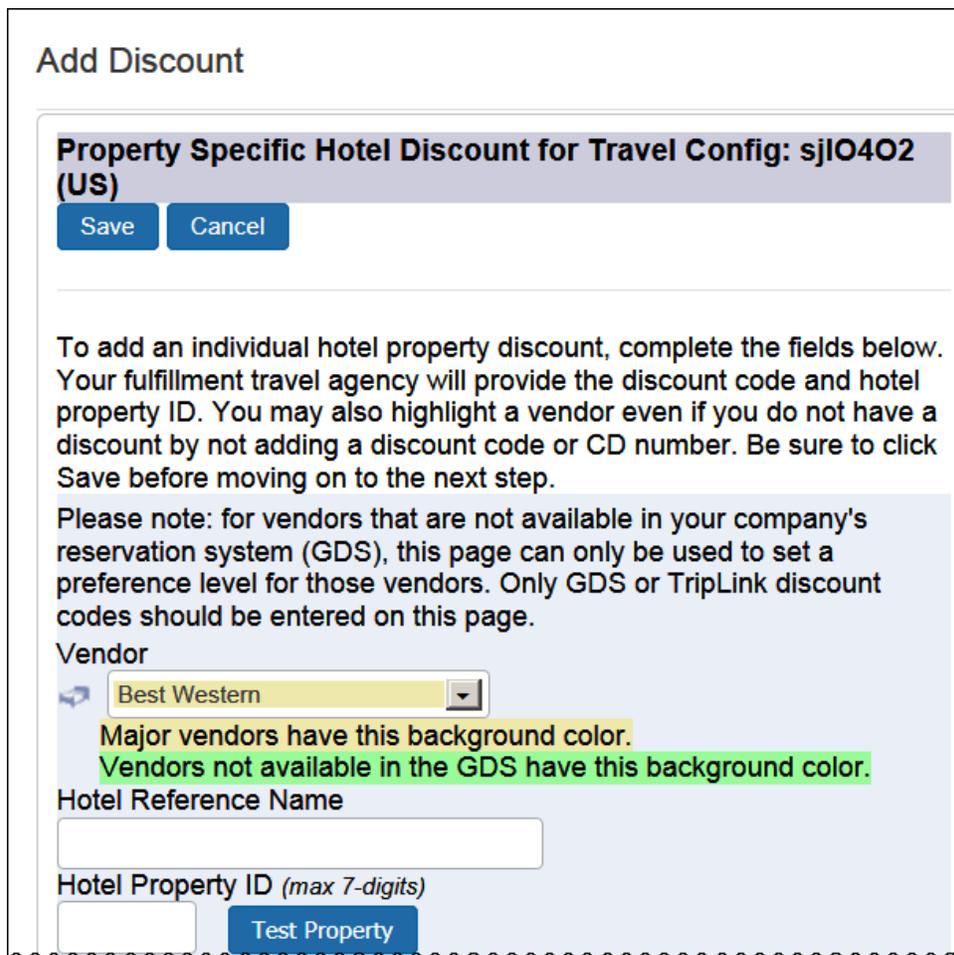
▶ **To add a hotel property discount:**

1. On the **Discounts** tab, click **Add property-specific hotel discount**.



A screenshot of a web interface showing a button labeled "Add property-specific hotel discount" in blue text. Below the button is a section titled "Hotel Properties" with a table that currently shows "Records 1 - 0 of 0 Records". A mouse cursor is pointing at the button.

2. Define the discounts as described in the following table.



Add Discount

Property Specific Hotel Discount for Travel Config: sjlO4O2 (US)

Save Cancel

To add an individual hotel property discount, complete the fields below. Your fulfillment travel agency will provide the discount code and hotel property ID. You may also highlight a vendor even if you do not have a discount by not adding a discount code or CD number. Be sure to click Save before moving on to the next step.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Best Western

Major vendors have this background color.
Vendors not available in the GDS have this background color.

Hotel Reference Name

Hotel Property ID (max 7-digits)

Test Property

Field	Description
Vendor	<p>Select the vendor.</p> <p>NOTES:</p> <ul style="list-style-type: none"> Major vendors per region are displayed in yellow and then all vendors are displayed in alphabetical order after that. Vendors that are not available in the GDS are displayed with a green background color. For those vendors, you can define the preference but not discount. <ul style="list-style-type: none">  Refer to <i>Set the Preference for a Non-GDS Hotel Vendor</i> below. If the desired vendor is not in the Vendor list, you can import the information. <ul style="list-style-type: none">  Refer to <i>Import Hotel Discounts</i> in this guide.
Hotel Reference Name	Enter the name of the property that your travelers are familiar with.
Hotel Property ID	Enter the TMC-provided code that is required.
Test Property	Click this once the hotel name and property ID have been added. This will bring up a separate browser and show how we have the hotel loaded in our database. This is just to ensure you have the correct property loaded.

Scroll down to the next section.

Test Property

Preference ?

Most Preferred ▼

Discount Code ?

Contract Rate ?

CD Number

Currency Code

United States of America (\$) ▼

Notes/Remarks

Text added to the Notes section will display to users beside this property.

Save
Cancel

Field	Description
Preference	Select a preference. Click one of the following: <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Discount Code	Enter the TMC-provided code that is used to access your discount rates via the GDS.
Contract Rate	Enter the contract rate if using the Travel Policy Rule on the site that references the Contract Room Rate.
CD Number	Enter the TMC-provided code that is used to access your discount rates via the GDS.
Currency Code	Identify the currency that the contract rate is loaded in – if the rate is for a hotel in a different country, it may be in a different currency.
Notes	Add any desired notes or comments. The character limit is 977.

3. Click **Save**.

SET THE PREFERENCE FOR A NON-GDS HOTEL VENDOR

Use the steps above but be aware that you can select the vendor and set the preference – ***nothing else*** – for non-GDS vendors.

Hotel Consortium

ADDING A HOTEL CONSORTIUM DISCOUNT

A hotel consortium discount is an additional discount that your TMC may provide. Consortiums provide access to discounts outside of the program-specific discount to a given customer. The discount is generally a three-letter code.

RATE CODE CLARIFICATION

Please work with your fulfillment travel agency when loading hotel consortium rates. The GDSs limit the number of rate codes applied to a given hotel search and this can vary by GDS. Rate codes are applied in the following order:

- Hotel property-level codes
- Hotel chain codes
- Hotel consortium codes
- User-level codes, such as AAA or AARP/Senior

If there are too many rate codes loaded, the latter rate codes are ignored.

Following are the rate code limits per GDS:

GDS	Total Supported Rate Codes
Sabre	4
Worldspan	3
Apollo	3
Galileo	3
Amadeus	8

[+] Add hotel consortium discount

Warning: Most reservation systems only support 4 total consortium/discount codes. If a hotel also has a discount code, we will trim off the last consortium in the list during the hotel shop.

Hotel Consortium Discounts

Consortium Name	Discount Code
ABC	ABC
DEF	DEF
GHI	GHI
JKL	JKL

► **To add a hotel consortium discount:**

1. On the **Discounts** tab, click **Add hotel consortium discount**.



- Define the discounts as described in the following table.

Add Discount ✕

Hotel Consortium Discount for Travel Config: sjlO4O2 (US)

Save Cancel

To add a hotel consortium discount, complete the fields below. Your fulfillment travel agency will provide the details. Be sure to click Save before moving on to the next step.

Consortium Name

Discount Code ?

Save Cancel

Field	Description
Consortium Name	Enter the TMC-provided code that is used to access TMC specific discount rates via the GDS.
Discount Code	Enter the TMC-provided code that is used to access TMC specific discount rates via the GDS.

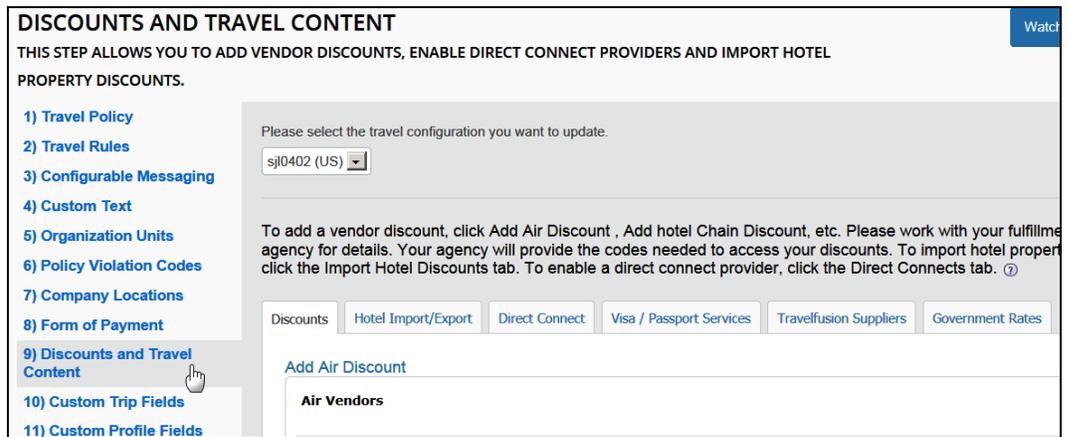
- Click **Save**.

Import Hotel Discounts

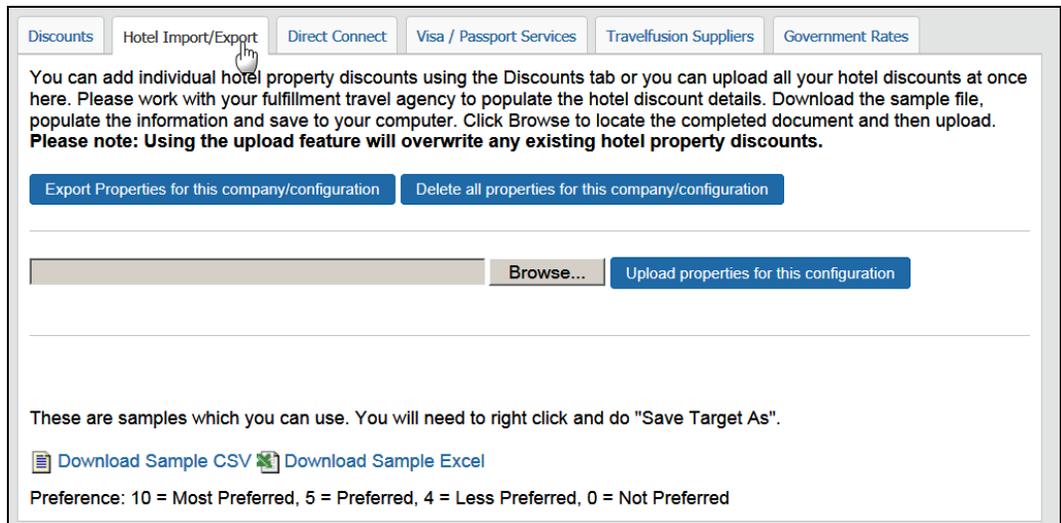
NOTE: Between 9 AM – 5 PM (your local time), uploads are limited to 5MB or smaller. If you attempt to upload a file that is larger than that, a message is displayed. You can often reduce file sizes by changing file formats from .csv to Excel. If changing the format is not an option, you can upload larger files after business hours (9 AM – 5 PM your local time).

► **To import hotel discounts:**

1. In the left-side menu, click **Discounts and Travel Content**.



2. Select the desired configuration.
3. Click the **Hotel Import/Export** tab.



4. Click **Download Sample CSV** or **Download Sample Excel** (whichever you prefer) to obtain a sample file.
5. Populate the sample file.
 - ◆ For a new customer, download the sample file and populate.
 - ◆ For an existing customer, export existing properties and then update the file.

6. Refer to the following table for import instructions.

Attribute	Description / Action
Property ID	<p>GDS Property ID for a specific hotel property. This property ID will vary by GDS. (mandatory field).</p> <p>NOTE: For Apollo/Galileo, Concur Travel cannot import mixed Property IDs – that is, Property IDs with leading alpha characters and Property IDs with leading non-alpha characters – in the same spreadsheet. For a successful import, import the hotels with Property IDs with leading alpha characters and those with leading non-alpha characters in two separate spreadsheets.</p>
Chain Code	Chain code for the property (mandatory field) .
Hotel Name	Name of the hotel (mandatory field) .
Discount Code	Consortium discount code.
CD Number	Discount code for the company/customer.
Notes	<p>Use this section to provide any property-specific information you want the user to see during the booking process. Be aware of the following:</p> <ul style="list-style-type: none"> • HTML is not supported. • There is a character limit of 255 characters. • \$ (dollar sign), * (asterisk), - (dash), and ,(comma) special characters are accepted. • Any other characters present in the Notes column can cause hotel availability for the same city matching the preferred hotel not to be returned. For example, if an unsupported character is present in the Notes column for a preferred hotel in Chicago, it may prevent all hotel availability from being returned for Chicago.
Country Code	<p>Use the two letter ISO country code to determine the currency for a hotel rate. Country codes can be found on the second tab of the import doc, or at the following link: http://www.iso.org/iso/english_country_names_and_code_elements. If the column is not populated, Concur Travel will assume the agency PCC’s currency.</p>
Contract Rate	Contract rate for the property.
Preference	<p>Preference ranking for the property (mandatory field):</p> <ul style="list-style-type: none"> • 10 = Most Preferred • 5 = Preferred • 4 = Less Preferred • 1 = Not Preferred
Breakfast/Internet/Parking/Wireless Fee	<p>Use these fields to advise travelers during the booking process of free or negotiated amenities for specific properties. Freeform text as well as dollar amounts are accepted in these fields (i.e., included in company rate only, \$25).</p>

Attribute	Description / Action
Seasonal Rates Contract Rate 1-6	Set up to six seasonal contract rates for property-specific hotels.
Seasonal Rates 1-6 start/end date	Each seasonal rate must have a start date and end date (month, day, and year). When a hotel is booked, Concur Travel will use the check-in date to look up the appropriate contract rate. Concur Travel will default to the existing contract rate if there are no seasonal rates loaded, or if no seasonal rate matches the given check-in date

7. Save the updated file to your computer.
8. Click **Choose File** (or **Browse** depending on your browser) to locate your updated file.
9. Click **Upload properties for this configuration**.

MISSING HOTEL CHAIN NAME IN THE VENDOR LIST

When attempting to add a hotel chain or property-specific hotel using the regular hotel discount process, occasionally the desired hotel chain name is not in the **Vendor** list. You can still add the discount by using the import. To do so, create the import as described above and use the desired hotel chain name or "Independent" in the **Hotel Name** field.

In addition, contact SAP Concur support to have them add the hotel to the hotel database.

HOTEL IMPORT ERROR HANDLING

NOTE: Between 9 AM – 5 PM (your local time), uploads are limited to 5MB or smaller. If you attempt to upload a file that is larger than that, a message is displayed. You can often reduce file sizes by changing file formats from .csv to Excel. If changing the format is not an option, you can upload larger files after business hours (9 AM – 5 PM your local time).

You will receive an email after the import completes successfully. If there is an error in the load, it will be listed on the email. The common import errors listed on the email are:

- ... Property is not in the SAP Concur hotels database.
- ... Property is in the SAP Concur hotels database but has not been geocoded.

To resolve the hotel import errors:

- Advise the following about the property in question:
 - ◆ Hotel Name
 - ◆ Chain Vendor 2 letter Code
 - ◆ Property ID (please re-verify with your agency this is correct)
 - ◆ Complete Address
- Contact SAP Concur support for assistance.
- Support will respond, with the results. Please reload the properties at that time.

Car Discounts

Though the **Car Vendors** section is generally used for GDS and TripLink vendors, it is also used for Sixt Direct Connect and Hertz Direct Connect.

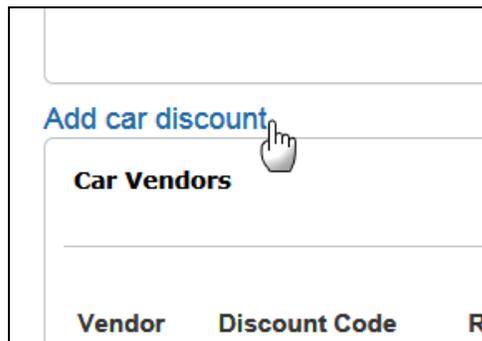


For information about Sixt and Hertz, refer to the *Sixt Direct Connect Service Guide* and the *Hertz Direct Connect Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

Add a Car Discount

▶ **To add a car discount:**

1. On the **Discounts** tab, click **Add car discount**.



2. Define the discounts as described in the following table.

Car Discount for Travel Config: StandardSept22 (US)

To add a car discount, complete the fields below. Your fulfillment travel agency will advise whether a rate code is needed. Be sure to click Save before moving on to the next step.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor

Discount Code ?

TripLink Discount Code ?

Rate Code

Billing Reference (BR) ? **Direct Bill Account Number (rare)** ?

Preference ? Most Preferred

Valid From **Valid Until**

Field	Description
Vendor	Select the vendor. Major vendors per region are displayed in yellow and then all vendors are displayed in alphabetical order after that.
Discount Code	Enter the code provided to the customer by the vendor to access discount rates. <div style="font-size: small; margin-top: 5px;"> 📖 For information about Sixt Direct Connect, refer to the <i>Sixt Direct Connect Service Guide</i> available on the SAP Concur support portal or in Travel Administration online help. </div> <div style="font-size: small; margin-top: 5px;"> 📖 For information about Hertz Direct Connect, refer to the <i>Hertz Direct Connect Service Guide</i> available on the SAP Concur support portal or in Travel Administration online help. </div> <p>NOTE: The "SX" prefix is no longer required for GDS connections. Only numeric formats will be supported (e.g., 99887766).</p>

Field	Description
TripLink Discount Code	<p>This field is displayed if the company has enabled TripLink. Enter the code as provided by the vendor.</p> <p>Depending on the selected vendor, there may be additional text below this field explaining more about the code. Also, click  for information.</p> <p> Refer to the <i>TripLink User Guide</i> for more information about TripLink.</p>
Rate Code	<p>Enter the TMC-provided code that is used to access TMC specific discount rates via the GDS:</p> <ul style="list-style-type: none"> • RC-BEST will display the best rates available • RC-CORP will display only your corporate rate <p>IMPORTANT: If you enter BEST in this field, the BEST rate code will override negotiated rates, if the BEST rate is lower. Concur Travel does not recommend entering BEST in the Rate Code field when a discount code is also configured because travelers may get a cheaper rate, but that rate will not include company-negotiated benefits, such as insurance.</p>
Billing Reference (BR)	<p>For Sabre, Galileo, and Apollo, enter the billing reference number.</p> <p>The Billing Reference number is used for company billing, is company specific, and is provided by the rental car company.</p> <p>NOTE: The customer must have an agreement with the rental car company in order to use the Billing Reference (BR) field.</p>
Direct Bill Account Number (rare)	<p>For Sabre, Galileo, and Apollo, enter the number when the company has a direct billing arrangement with the vendor and provides a number for it.</p> <p>For Amadeus and Worldspan, the Billing Reference (BR) field (described below) is not available so customers are encouraged to set up direct billing with the car company and then use this field instead.</p> <p>IMPORTANT: When this field is used, Concur Travel adds it in the GDS car segment as /ID-. Be aware that ID- is used for reward numbers. So, if the company has a Direct Bill number, it will override the reward number for that vendor.</p>
Preference	<p>Select a preference. Click one of the following:</p> <ul style="list-style-type: none"> • Most Preferred: Travelers are <i>expected</i> to use this vendor whenever possible • Preferred: Travelers are <i>requested</i> to use this vendor whenever possible • Less Preferred: Least preferred of preferred vendors • Not Preferred: Company has a discount with this vendor but it should not be promoted in the display
Valid From Valid Until	<p>Select the start and end dates.</p> <p>Concur Travel will only offer/apply these discounts based on the dates assigned. If no dates are added, then Concur Travel will assume the discount is valid for all dates.</p>

3. Click **Save**.

Rail Discounts

The rail **Vendor** list shows many vendors. Be aware that this discount section applies only to:

- SNCF Direct Connect
- Eurostar (GDS)
- Trainline (UK Rail)



For rail discount information, refer to the appropriate travel service guide available on the SAP Concur support portal or in Travel Administration online help:

- ◆ For SNCF Direct Connect or Eurostar (GDS), refer the *SNCF Direct Connect Travel Service Guide*.
- ◆ For Trainline (UK Rail), refer to the *Trainline Direct Connect Travel Service Guide*.

