Travel: Evolvi Direct Connect

Travel Service Guide

Last Revised: August 11 2017

Applies to Concur Travel:

- Professional/Premium edition
  - TMC Partners
  - Direct Customers

- Standard edition
  - TMC Partners
  - Direct Customers
Contents

Evolvi Direct Connect ...........................................................................................................1
Section 1: IMPORTANT – About this Guide ..........................................................................1
Section 2: Overview ...............................................................................................................1
  Benefits ..............................................................................................................................1
Section 3: What the User Sees ............................................................................................1
  Concur Travel Wizard .......................................................................................................1
  Evolvi Booking Site ..........................................................................................................2
  Concur Itinerary ................................................................................................................9
  View Trip ............................................................................................................................10
  Cancel Trip ........................................................................................................................10
  Return to Concur Travel .................................................................................................11
Section 4: Configuration ......................................................................................................11
  Part 1: Professional and Standard Editions – Client Agreement ....................................12
    Agencies ..........................................................................................................................12
  Part 2: Professional Edition – Configuration in Concur Travel .......................................16
    Single Set of Sign-On Credentials ..................................................................................16
    Multiple Sign-On Credentials .........................................................................................17
  Part 2: Standard Edition – Configuration in Concur Travel ............................................19
  Part 3: Professional and Standard Editions – Additional Tasks or Information ..............20
    Corresponding Sabre passive PNR ................................................................................20
    Sabre Passive Segment .................................................................................................21
    Disable Passive Segments .............................................................................................21
Section 5: FAQ .....................................................................................................................22
  The Basics ........................................................................................................................22
  Questions ...........................................................................................................................23
## Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
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</tr>
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</table>
Evolvi Direct Connect

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: Overview

Concur partners with Evolvi to offer rail tickets in the United Kingdom. To participate in this program, corporations can create their UK train booking site either by contracting with a travel agency with access to the Evolvi system, or by contracting directly with an onsite ticket delivery system. Several options will then become available for companies looking to simplify rail travel with onsite ticket fulfillment.

Benefits

Using the Train Search tab in the Travel Wizard, users will be guided to a private UK train booking site, set specifically to the train travel policies of their company.

This partnership provides convenience to travelers, who will be able to book train travel and print before leaving the office. There are several options for printing train tickets in-office, which will simplify train travel by limiting the time it takes a traveler to complete a ticket fulfillment.

Section 3: What the User Sees

Concur Travel Wizard

Travelers can book UK train content using the Train Search tab. Once the user clicks Search on Evolvi, they are able to make selections from a private UK train booking site set specifically to the train travel booking policies of the company.
Upon confirmation, the traveler's train schedules are fully integrated into the Concur Travel system itineraries and reporting. Users may add other travel accommodations to their itineraries at this time.

**Evolvi Booking Site**

Once redirected on the Evolvi booking site, users can select the desired search option: **Return**, **Single**, or **Open Return** (based on client settings on the Evolvi side). Additional preferences can be set as direct services only or longer connection time needed.

By clicking **Show Advanced** (link directly above the buttons at the bottom of the page), users can specify a desired class of service or a desired connecting point.
By clicking **Help**, users can access the Evolvi User Guide and additional useful information as contact details, maps, and links.

Below are samples of the Evolvi booking flow.

The user enters the departure and return information and then selects the desired action (**Save Search**, **Fare Search**, etc.).

On the next screen, users can select the desired fares.
The user selects the desired fares and trains and clicks **Proceed**.
On the next page, the user can specify seat and additional preferences as well as review selected train segment details.
After clicking **Reserve**, on the next screen, users can review the **Reservation Allocation** page and add the trip to the basket or change the seat preferences.

### Reservation Allocation

Please check your reservation allocation below. To make any changes, please use the **Amend** button.

#### Outbound

<table>
<thead>
<tr>
<th>Leg</th>
<th>Destination</th>
<th>Departure Date</th>
<th>Departure Time</th>
<th>Service Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leg 1</td>
<td>London Euston to London Kings Cross</td>
<td>17/5/16</td>
<td>7:10:00</td>
<td>On 17/05/16 (UNDERGROUND) Non reservable</td>
</tr>
<tr>
<td>Leg 2</td>
<td>London Kings Cross to Edinburgh</td>
<td>17/5/16</td>
<td>7:30:00</td>
<td>On 17/05/16 (Virgin Trains East Coast) B18 Reserved, best match, quiet, aisle, facing</td>
</tr>
</tbody>
</table>

#### Inbound

<table>
<thead>
<tr>
<th>Leg</th>
<th>Destination</th>
<th>Departure Date</th>
<th>Departure Time</th>
<th>Service Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leg 1</td>
<td>Edinburgh to London Kings Cross</td>
<td>18/5/16</td>
<td>16:30:00</td>
<td>On 19/05/16 (Virgin Trains East Coast) B34 Reserved, best match, quiet, aisle, facing</td>
</tr>
<tr>
<td>Leg 2</td>
<td>London Kings Cross to London Euston</td>
<td>18/5/16</td>
<td>20:52:00</td>
<td>On 18/05/16 (UNDERGROUND) Non reservable</td>
</tr>
</tbody>
</table>
The user then reviews the segments added to the basket and can check out.

On the next screen, the applicable delivery method is selected based on the company setting on the Evolvi side.
The user then has the option to print the ticket before being automatically redirected to Concur where all trip details are imported. The seat number is also displayed on the Concur itinerary.
Concur Itinerary

From this point, the normal Concur booking flow applies.

Users must make sure they complete the booking until the last step in order for the reservation to be considered finished in Concur. If users do not complete the booking, it will be auto-finished by Concur; however, reporting elements that would be inserted via trip custom fields would not be captured.
View Trip

The trip can be viewed from the **Trip Library** or the **Upcoming Trips** tab:

![Trip Library or Upcoming Trips tab](image)

Cancel Trip

If the user decides to cancel the trip, they may do so from the **Upcoming Trips** tab by clicking **Cancel Trip** in the **Action** column.

If cancelation is not allowed based on the setup, the user will be informed that they need to contact their TMC.

![Cancel Trip notification](image)

When cancelation is allowed, users will be able to complete the action online.
Return to Concur Travel

From the Evolvi site, users can return to Concur Travel anytime by clicking Return to Concur Travel.

Section 4: Configuration

Follow the appropriate steps for your edition of travel:

- Part 1: Professional and Standard Editions – Client Agreement
- Part 2: Professional Edition – Configuration in Concur Travel
  - or –
  Part 2: Standard Edition – Configuration in Concur Travel
- Part 3: Professional and Standard Editions – Additional Tasks or Information
Part 1: Professional and Standard Editions – Client Agreement

To participate in this program, corporations can create their UK train booking site either by contracting with a travel agency with access to the Evolvi system, or by contraction directly with Travelpackonline.

A travel agent must have, in addition to their contract with Concur for the Concur Travel system, a separate contract with Evolvi. Details of the contractual terms can be found by calling the Evolvi Help Desk on 0871 521 9895.

More information can be found here: [https://www.evolvi.co.uk/ticketing-solutions/tmc-benefits.aspx](https://www.evolvi.co.uk/ticketing-solutions/tmc-benefits.aspx)

Travel Agent Fulfillment in both of the options above can be configured to allow tickets to be printed and dispatched from the travel agent's office. There is no setup fee charged by Evolvi for this connection. The only associated cost would come from purchasing an onsite ticket printer.

Once setup has been completed, Evolvi clients must obtain a sign on, password, and agency ID from their travel agency.

⚠️ IMPORTANT! Travel agents: When you set up your Evolvi account for use in Concur Travel, please remember to ask Evolvi to turn ON the evoPreIssue field on the Evolvi side. If the evoPreIssue field is not turned on in the Evolvi setup, Concur Travel will not be able to receive the front-office post-back XML at the end of the booking, which Concur Travel needs to complete the booking process.

**Agencies**

The following setup instructions will allow agencies implementing Evolvi to make it compatible with Concur Travel:

1. The agency must be switched on for Evolvi Single Sign-On. Contact Evolvi helpdesk for implementation, 44 0871 521 9895.

2. After creating a customer in Evolvi. (Users will have been taught this on their training day but see below.)
   - Add Organization
   - Create Account
   - Create Cost Centers (if appropriate)
   - Create Ticket Stocks (if appropriate)
   - Create/Select Ticket Queue
   - Create the Customer profile or profiles (as appropriate)

   (The profile will depend largely on the customer requirements and will be different for each client.)
3. Now, create the user or users ensuring that the **Via single sign-on using a front-office system** is selected. Also choose the password.
4. Contact Concur Travel to advise Username (i.e.) travelagency@evolvi.co.uk and also the user name or names together with password or passwords.

**NOTE:** Be sure the user name does not exceed 40 characters; otherwise, you will not be able to save the configuration.
Part 2: Professional Edition – Configuration in Concur Travel

In Professional Travel, you can have a single set of credentials or multiple sets.

**Single Set of Sign-On Credentials**

If your company has a single set of credentials with Evolvi, follow these steps.

- **To configure:**
  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. In the Rail Connectors section of the travel configuration page, locate UK Rail (Evolvi).

  3. To enable:

     | Field                          | Description / Action                                                   |
     |-------------------------------|-----------------------------------------------------------------------|
     | Enable                        | Select to enable.                                                     |
     | Signon URL                    | Enter the URL. **NOTE:** The Evolvi signon URL **must** only contain the base URL, example: http://xxx.yyy.evolvi.co.uk and **not:** http://xxx.yyy.evolvi.co.uk/handler/singlesignon.aspx |
     | Allow booking cancellation by traveler himself | Select, if desired.                                                   |
     | Agency Reference ID           |                                                                       |
     | Agency Username               | Enter the agency login information.                                   |
     | Agency Password               |                                                                       |
     | Org Name                      | Enter the desired org name.                                           |
**Multiple Sign-On Credentials**

If your company has multiple sets of credentials with Evolvi, follow these steps to configure the custom fields required for this process and then enable Evolvi.

**STEP 1: CUSTOM USER FIELD – COMPANY ADMIN**

- **To configure:**

  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 **Manage Custom Fields**.

  3. On the **User Fields** tab, click **New User Field**.

  4. On the **New User Field** page, enter the following as shown in the table below:

     ![New User Field](image)

     | Field                  | Description / Action                      |
     |------------------------|-------------------------------------------|
     | Custom Field Name      | Enter **Evolvi_SSO**.                     |
     | Display Name           | Enter a display name.                     |
     | Data Type              | Select **Text/Drop-Down**.                |
     | <drop down values>     | Enter as desired.                         |
5. In the **Use in these Travel Configurations** section, select the desired configurations.

6. In the **Conditional Display Settings** section, select as desired:
   - Required field
   - Applicable Display this fields on the My Profile page
   - Allow users to edit this field on their profile page

7. Click **Save**.

**STEP 2: RAIL CONNECTORS – TRAVEL SYSTEM ADMIN**

*To configure:*

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. In the **Rail Connectors** section of the travel configuration page, locate **Evolvi**.

3. Click **Add More**. The section expands to include up to 10 credentials:

4. Populate the credentials as following:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description / Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applies to all</td>
<td>Select to enable.</td>
</tr>
<tr>
<td>Field</td>
<td>Description / Action</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Signon URL</td>
<td>Enter the URL. <strong>NOTE:</strong> The Evolvi signon URL must only contain the base URL, example: <a href="http://xxx.yyy.evolvi.co.uk">http://xxx.yyy.evolvi.co.uk</a> and not: <a href="http://xxx.yyy.evolvi.co.uk/handler/singlesignon.aspx">http://xxx.yyy.evolvi.co.uk/handler/singlesignon.aspx</a></td>
</tr>
<tr>
<td>Agency Reference ID</td>
<td>Enter the agency ID.</td>
</tr>
<tr>
<td>Allow booking cancellation by traveler himself</td>
<td>Select, if desired.</td>
</tr>
</tbody>
</table>

**Individual credentials**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description / Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Username</td>
<td>Enter the username. <strong>NOTE:</strong> The username specified on line 1 becomes the default username. In addition to being used by all travelers that have the specified custom field value in their Concur Profile, if a user has no custom field value specified in their profile or the value does not match the Evolvi setup, the default single sign on values will be used.</td>
</tr>
<tr>
<td>Agency Password</td>
<td>Enter the password.</td>
</tr>
<tr>
<td>Org Name</td>
<td>The Org Unit name must a match with the custom field values added in the Evolvi_SSO user custom field. <strong>NOTE:</strong> Clients using a generic SSO username and password do not need to populate this field.</td>
</tr>
</tbody>
</table>

**Part 2: Standard Edition – Configuration in Concur Travel**

In Standard Travel, you can have only one set of credentials.

- **To configure:**
  1. In the Travel Setup Wizard, click the Discounts and Travel Content setup step.
  2. Select the desired configuration.
  3. Click the **Direct Connect** tab.
  4. Locate Evolvi.
5. To enable:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description / Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable</td>
<td>Select to enable.</td>
</tr>
<tr>
<td>Signon URL</td>
<td>Enter the URL. &lt;br&gt;NOTE: The Evolvi signon URL must only contain the base URL, example: <a href="http://xxx.yyy.evolvi.co.uk">http://xxx.yyy.evolvi.co.uk</a> and not: <a href="http://xxx.yyy.evolvi.co.uk/handler/singlesignon.aspx">http://xxx.yyy.evolvi.co.uk/handler/singlesignon.aspx</a></td>
</tr>
<tr>
<td>Allow booking cancellation by traveler himself</td>
<td>Select, if desired.</td>
</tr>
<tr>
<td>Agency Reference ID</td>
<td>Enter the agency login information.</td>
</tr>
<tr>
<td>Agency Username</td>
<td></td>
</tr>
<tr>
<td>Agency Password</td>
<td></td>
</tr>
</tbody>
</table>

**Part 3: Professional and Standard Editions – Additional Tasks or Information**

*Corresponding Sabre passive PNR*

*OCLGGF«*  
1.1)JAZZER/MICK  
1 RAL Z0 04AUG T GK1 CBGSSD/LV-0809/DT-04AUG/AR-0845/CL-2/FD  
-7070220/TD-7068340/OP-XC/NA-CROSSCOUNTRY/SP-A13A/SI-CAMBRIDGE  
TO STANSTED AIRPORT/TOD-G6G2G7F4/CF-161443-  
2 RAL Z0 09AUG S GK1 SSSCBG/LV-1725/DT-09AUG/AR-1754/CL-2/FD  
-7068340/TD-7070220/OP-XC/NA-CROSSCOUNTRY/SP-A13A/SI-STANSTED A  
IRPORT TO CAMBRIDGE/TOD-G6G2G7F4/CF-161443-  
TKT/TIME LIMIT  
1.TAW/  
PHONES  
1.WAS703-837-6100 EXT 2-OT TRAVEL/49 64015 0  
2.WAS 703-837-6100-A  
3.DCA703-837-6100-B  
4.DCA703-888-9999-R  
5.DCA703-837-6100-A  
PASSENGER E-MAIL DATA EXISTS *PE TO DISPLAY ALL  
CUSTOMER NUMBER - 010000  
ADDRESS  
OT TRAVEL INC‡  
209 MADISON STREET STE 400  
‡ ALEXANDRIA VA 22314  
CREDIT CARD DATA EXISTS *CC TO DISPLAY  
REMARKS  
1.-BOOKING CREATED BY CONCUR TRAVEL  
2.H-CONCUR TRAVEL STARTING SELL  
3.H-***** EVOLVI UK RAIL INFO *****  
4.H-ATTENTION- USING *Z0* TO REPRESENT UK RAIL
5.‡S1 *****
6.‡S1 UK RAIL TICKET REFERENCE NUMBER 161443
7.‡S1 TOD REFERENCE NUMBER G6G2G7F4 -- ENTER THIS AT TICKET MACHINE
8.‡S1 TOD COLLECTION STATION -- CAMBRIDGE
9.‡S1 *****
10.H-EVOLVI FARE - 18.00/26.95
11.H-EVOLVI DISCOUNT - 0.00/0.00
12.H-EVOLVI TRANSACTION CHARGE - 0.00/0.00
13.H-EVOLVI CREDIT CARD CHARGE - 0.00/0.00
14.H-EVOLVI TOTAL PRICE - 18.00/26.95 ‡
15.H-EVOLVI CURRENCY CODE - GBP/EUR ‡
16.H-EVOLVI ENDPOINTS - CAMBRIDGE TO STANSTED AIRPORT RECEIVED FROM - PAX/JAZZER/M-703-837-6100 C7AC.C7AC*ACB 0440/13JUN09 OCLGGF

**Sabre Passive Segment**

'0RALVTGK1/EDINBURGH/NEWCASTLE_09MAR-LV-1200/AR-1300/NA-NO RESERVATION/SI-STANDARD/SP-NO RESERVATION/CF-12345898

To help interpret the format, the sample below shows the yellow is fixed text; green is dynamic. Values depend on the specific reservation.

<table>
<thead>
<tr>
<th>Field</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>VT = Service Provider Code</td>
<td>e.g. Virgin Trains</td>
</tr>
<tr>
<td>Edinburgh = Departure Station Name</td>
<td></td>
</tr>
<tr>
<td>Newcastle = Arrival Station Name</td>
<td></td>
</tr>
<tr>
<td>09MAR = Departure Date</td>
<td>1200 = Departure Time</td>
</tr>
<tr>
<td>/NA-NO RESERVATION = If the user reserved a seat, this field will contain the coach number (e.g. B). If there is no seat reservation, the field will save the text NO RESERVATION</td>
<td></td>
</tr>
<tr>
<td>/SI-STANDARD = 2nd class. For first class the text will be FIRST</td>
<td></td>
</tr>
<tr>
<td>/SP-NO RESERVATION = If the user reserved a seat, this field will contain the seat number (e.g. 27). If there is no seat reservation, the field will save the text NO RESERVATION</td>
<td></td>
</tr>
<tr>
<td>12345898 = Confirmation Number</td>
<td></td>
</tr>
</tbody>
</table>

**Disable Passive Segments**

In scenarios where passive segments are not needed or not desired, passive segments can be deactivated.

→ To enable or disable:

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. In the GDS PNR Options section of the travel configuration page, locate Defaults For Specific Non-GDS Vendors.

3. Change the default settings for Evolvi to one of these:
   - Never write passives for this vendor
   - Always write passives for this vendor

Section 5: FAQ

The Basics

<table>
<thead>
<tr>
<th>Topic</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated display with air:</td>
<td>No</td>
</tr>
<tr>
<td>CT Policy controlled:</td>
<td>No</td>
</tr>
<tr>
<td>Trips on Hold via Concur:</td>
<td>No</td>
</tr>
<tr>
<td>Trip Changes via Concur:</td>
<td>No</td>
</tr>
<tr>
<td>Trip Cancels via Concur:</td>
<td>Yes</td>
</tr>
<tr>
<td>Refunds processed by:</td>
<td>TMC</td>
</tr>
<tr>
<td>Delivery Options:</td>
<td>Based on Evolvi Setup</td>
</tr>
<tr>
<td>Pre-Assigned Seating:</td>
<td>Yes</td>
</tr>
<tr>
<td>Credit Cards Accepted:</td>
<td>All major credit card providers</td>
</tr>
<tr>
<td>Multi-Segment Bookings:</td>
<td>No</td>
</tr>
<tr>
<td>Guest Booking Capability:</td>
<td>No</td>
</tr>
<tr>
<td>Ghost/BTA/Lodge Cards Accepted:</td>
<td>Yes – configured on Evolvi side</td>
</tr>
<tr>
<td>GDS Supported for passive segment:</td>
<td>Sabre, Amadeus, Apollo, Galileo</td>
</tr>
<tr>
<td>Must write GDS passive segment:</td>
<td>No</td>
</tr>
<tr>
<td>* Select Access Fee:</td>
<td>No</td>
</tr>
<tr>
<td>** Sabre Convenience Fee:</td>
<td>No</td>
</tr>
</tbody>
</table>

* Refer to Support Portal for fees

** Applicable to Sabre fulfillment only when passive segments are written
Questions

Q. What is the significance of Concur's partnership with Evolvi?

A. This partnership will offer travel on UK rail directly through Concur Travel.

Q. Is SSO essential to use the CB/Evolvi product?

A. Yes, otherwise you cannot get to Evolvi from Concur Travel with all of the information from the profile. We do not pass in credit card number and any other information that is not needed to make a booking. Some parameters are passed over, such as passenger name, email address, etc., but not credit card information.

Q. A passive segment will be created in the GDS. Does this apply to all GDSs?

A. We create a passive segment in all GDSs, except Worldspan. Currently, Evolvi is supported in Amadeus, Sabre, Apollo, and Galileo.

Q. How long before Evolvi bookings are cancelled, if not ticketed?

A. All Evolvi bookings, except TOD (ticket on departure) bookings, are automatically cancelled if they are not ticketed by 18:00 on the day of booking.

Q. If we have client(s) that have more than one travel configuration per country, would we need to create a different single sign-on on Evolvi to be used by each country?

A. If you have a GDS that is specific to a country and individual agency configurations and company configurations for that country, the passive PNRs created would be routed to the individual country's GDS.

Q. If a client has one travel configuration that is shared by different countries (using the Org. Unit/Division option in Concur Travel), would it still be possible to have them linked to different travel policies in Evolvi with PNRs built in Sabre under the correct country?

A. There would need to be individual configurations for each country due to limitations in Evolvi. Evolvi drives the policy. If there are 10 different single sign-on accounts provided by Evolvi because they all differ from each other due to some nuance (different class of service, different printer location, whatever), then this corresponds to 10 different sets of login credentials/URLs that we use to connect to Evolvi.

Q. Once a booking is created with Evolvi, is the trip status in Concur Travel "ticketed"?

A. Yes
Q. Is there a setup fee charged by Evolvi?

A. No, the only fees associated with this connection would be for the purchase of any onsite ticket printers.