

# **Travel: Environmental Sustainability**

## **Travel Service Guide**

**Last Revised: July 7, 2021**

Applies to Concur Travel:

- Professional/Premium edition
  - TMC Partners
  - Direct Customers
  
- Standard edition
  - TMC Partners
  - Direct Customers



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## Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
July 7, 2021	Updated <i>What the User Sees</i> section
June 15, 2021	Added <i>Rail</i> topic to the <i>What the User Sees</i> section; renamed TSG from <i>Green Support</i> to <i>Environmental Sustainability</i>
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
March 6, 2020	Removed reference to carbon emission comparison for Rail
February 14, 2020	Updated the copyright; no other changes; cover date not updated
October 18, 2019	Updated <i>Reporting</i> section with information on Air Carbon Footprint reporting
September 25, 2019	General updates; updated screenshots; removed <i>Green Motion</i> section

Date	Revision Notes/Comments
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
November 16, 2018	Removed retired Travel reports
January 2, 2018	Updated the copyright; no other changes; cover date not updated
June 17, 2016	Updated screen shots to reflect UI enhancements
April 1, 2016	Removed reference to SNCF ADEME setting
July 15, 2015	General updates; initial publication in the new format

# Environmental Sustainability

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## 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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

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**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.

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Customers can use Concur Travel to save money, save time, and save the planet. The capability for clients to apply policy, indicate company preferences, and insert customer messaging is a powerful tool to help green-minded companies direct their travelers to environmentally sustainable choices.

Concur Travel also displays carbon emissions in our air display, reminds users about the option of videoconferencing, and can highlight hybrid cars where available.

SAP Concur's reporting allows companies to carefully track travel, so accurate emissions estimates can be calculated to inform policy and secure carbon offsets.

### Benefits for Clients and the Environment

Concur Travel offers customers the following benefits:

- **Emission Awareness:** Different air travel options generate different levels of carbon emissions. Travelers who may choose based on personal airline preference should know not only when those trips cost extra money, but also when those trips involve extra emissions. Concur Travel makes travelers aware of the emission levels, so they make fully informed decisions.



With this information, users can see how much their air travel contributes to CO<sub>2</sub> gases and easily find flights with the least amount of CO<sub>2</sub> emissions.

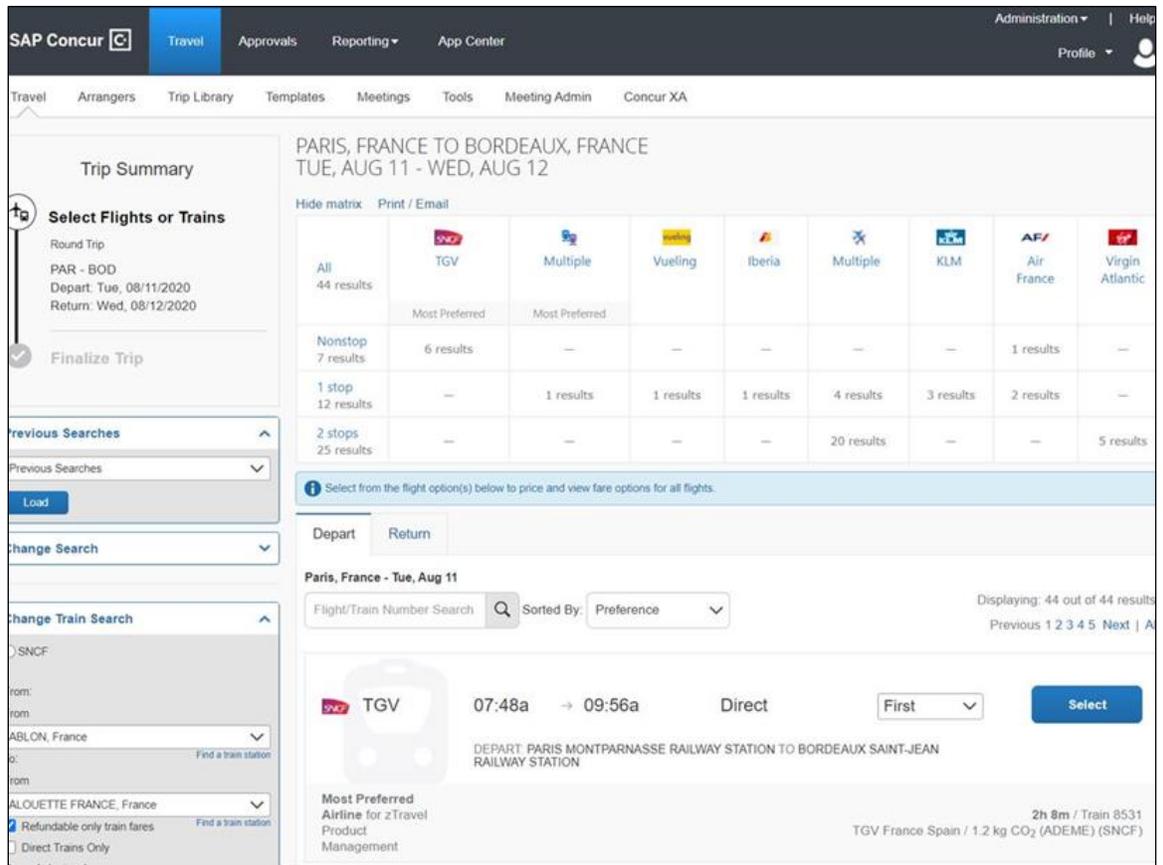
- Concur Travel supports two models:
  - DEFRA (<http://www.defra.gov.uk>)
  - CE (<https://www.ce.nl/>)
- **Flight versus Train Comparison:** Many studies have shown that carbon emissions are drastically lower for rail travel, compared to Air. For example, a [Eurostar commissioned study](#) concluded that taking the train from London to Paris cut emissions by 90%.

In addition, train travel usually requires a shorter check-in window and is city center, so time/cost for travel to/from the departure location is less.

Today, the air-rail comparison is available for Amtrak (US Rail), Trainline (UK Rail), SNCF (French Rail), and Deutsche Bahn (German rail), increasing the

likelihood that the traveler chooses the carbon-friendly option as well as comparing CO2 emission for SNCF.

Example: Air-Rail Comparison for SNCF with CO2 Display



- **Hybrid Car Support:** Hybrid cars burn less gasoline and therefore contribute less to carbon emission pollution.
- **Videoconferencing:** The most environmentally sensitive trip is the trip not taken. Many companies have made investments in video conferencing. Our **Travel Alternatives** feature will show that for same day travel, often the virtual meeting makes more business sense.
- **Policy Awareness:** Use policy rules and custom text options to remind users of your company policy regarding carbon emissions and drive them to the best options/decisions.

### Section 3: End-User Experience

Emissions information is displayed on the **Shop by Fares** tab, the **Shop by Schedule** tab, and for flex faring.

## Flight

If enabled, users see carbon emission details in the details for flight results:

**Delta** 07:45a STL → 12:31p SEA 1 stop SLC 6h 46m **\$421.36**

11:29a SEA → 07:29p STL 1 stop MSP 6h 00m

Less Preferred Airline for Concur Hide all details ^

**DEPART** ✕ Mon, Jan 20 – St Louis, MO to Seattle, WA / 56m layover in Salt Lake City, UT Hide details ^

Mon, Jan 20 07:45a STL → 10:14a SLC 3h 29m **Delta 307 View seats**  
Airbus Industrie A319 / 445 lbs CO<sub>2</sub>

Layover in Salt Lake City, UT 56m Salt Lake City Airport

11:10a SLC → 12:31p SEA 2h 21m **Delta 1725 View seats**  
Boeing 737-800 / 265 lbs CO<sub>2</sub>

**RETURN** ✕ Thu, Jan 23 – Seattle, WA to St Louis, MO / 50m layover in Minneapolis/St Paul, MN Hide details ^

Thu, Jan 23 11:29a SEA → 04:52p MSP 3h 23m **Delta 1632 View seats**  
Boeing 757-200 / 539 lbs CO<sub>2</sub>

Layover in Minneapolis/St Paul... 50m Minneapolis/St Paul Intl Airport

05:42p MSP → 07:29p STL 1h 47m **Delta 2364 View seats**  
Boeing 717 / 283 lbs CO<sub>2</sub>

Carbon emissions are also displayed in a schedule search:

Shop by Fares Shop by Schedule

Please note: the order and content of the search results reflect your company policies.

Depart Return

St Louis, MO - Mon, Jan 20

Flight Number Search  Sorted By: Concur Preference  Displaying: 1 out of 105 results. ?

**Southwest** 01:45p STL → 04:20p SEA Nonstop Economy **Select**

Preferred Airline for Concur 4h 35m / Southwest 1749  
**659 lbs CO<sub>2</sub> (Southwest)**

Displaying: 1 out of 105 results. ?

Users continue to see the carbon emissions as they move through the checkout process:

Review and Book ⓘ \* Indicate

Round Trip from St Louis to Seattle

Depart Mon, Jan 20

 Alaska Airlines  
9h 40m • AS 4508, AS 465

✈	6:50 AM	St Louis, MO – St Louis Lambert Intl Airport	Seats
○	8:58 AM	Los Angeles, CA – Los Angeles Intl Airport 4h 08m • AS 4508 operated by AA • Main (K) • Boeing 737-800 • Wi-Fi • 614 lb CO <sub>2</sub>	
⋮	2h 32m	Layover (Los Angeles, CA)	
○	11:30 AM	Los Angeles, CA – Los Angeles Intl Airport	Seats
📍	2:30 PM	Seattle, WA – Seattle-Tacoma Intl Airport 3h 00m • AS 465 • Main (K) • 73J • 369 lb CO <sub>2</sub>	

Return Thu, Jan 23

 Alaska Airlines  
3h 53m • AS 748

✈	12:50 PM	Seattle, WA – Seattle-Tacoma Intl Airport	Seats
📍	6:43 PM	St Louis, MO – St Louis Lambert Intl Airport 3h 53m • AS 748 • Main (R) • 73J • 659 lb CO <sub>2</sub>	

After choosing a flight, users also see the emissions on the itinerary:

**RESERVATIONS**

Monday, January 20, 2020

 **Flight** St Louis, MO (STL) to Seattle, WA (SEA) [Change](#)

**Southwest 1749**

**Departure: 01:45 PM**  
St Louis Lambert Intl Airport (STL)  
Duration: 4 hours, 35 minutes  
Nonstop

**Arrival: 04:20 PM**  
Seattle-Tacoma Intl Airport (SEA)

**Additional Details**  
Distance: 1704 miles  
E-Ticket  
Emissions: 659.4 lbs CO<sub>2</sub>  
Cabin: Wanna Get Away (S)

For assistance with this flight, please contact Southwest directly:  
Reservations and Information (available 24 hours) 1-800-I-FLY-SWA (1-800-435-9792)  
Reservations and Information - En Espanol 1-800-VAMONDOS (1-800-826-6667)  
Teletypewriter (TTY) 1-800-533-1305  
Automated Flight Information 1-888-SWA-TRIP (1-888-792-8747)

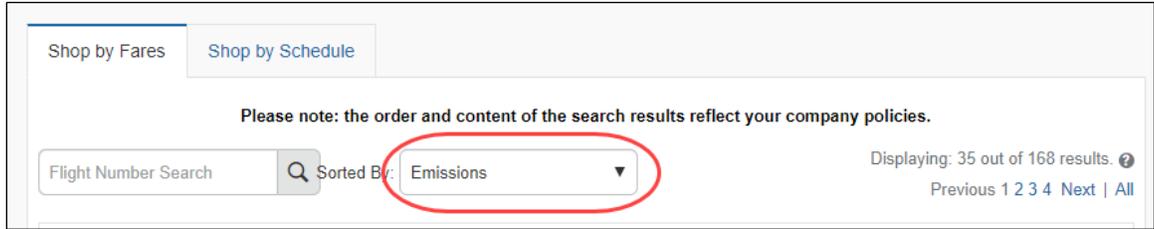
Confirmation: K2S2B7  
Status: Booked directly in Southwest /K2S2B7

Seat: No seat

 [Add to your Itinerary](#)

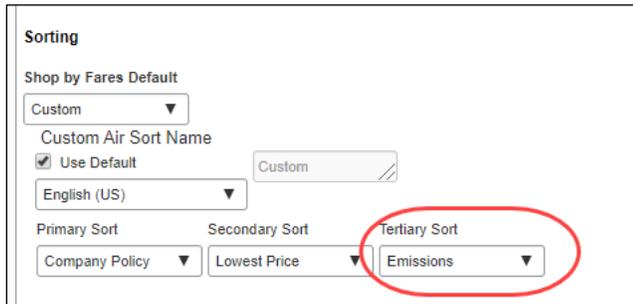
## Sorting

Users can also sort the search results by emission amounts:



The screenshot shows a search interface with two tabs: "Shop by Fares" and "Shop by Schedule". Below the tabs is a note: "Please note: the order and content of the search results reflect your company policies." There is a search input field labeled "Flight Number Search" with a magnifying glass icon. To its right is a dropdown menu labeled "Sorted By:" with "Emissions" selected. Further right, it says "Displaying: 35 out of 168 results." and "Previous 1 2 3 4 Next | All".

Customers can build out a custom sort that takes Emissions into consideration:



The screenshot shows a "Sorting" configuration panel. It has a "Shop by Fares Default" dropdown set to "Custom". Below that is a "Custom Air Sort Name" section with a checked "Use Default" checkbox and a "Custom" input field. There is also a language dropdown set to "English (US)". At the bottom, there are three sort options: "Primary Sort" (Company Policy), "Secondary Sort" (Lowest Price), and "Tertiary Sort" (Emissions). The "Emissions" option in the tertiary sort is circled in red.

## Rail

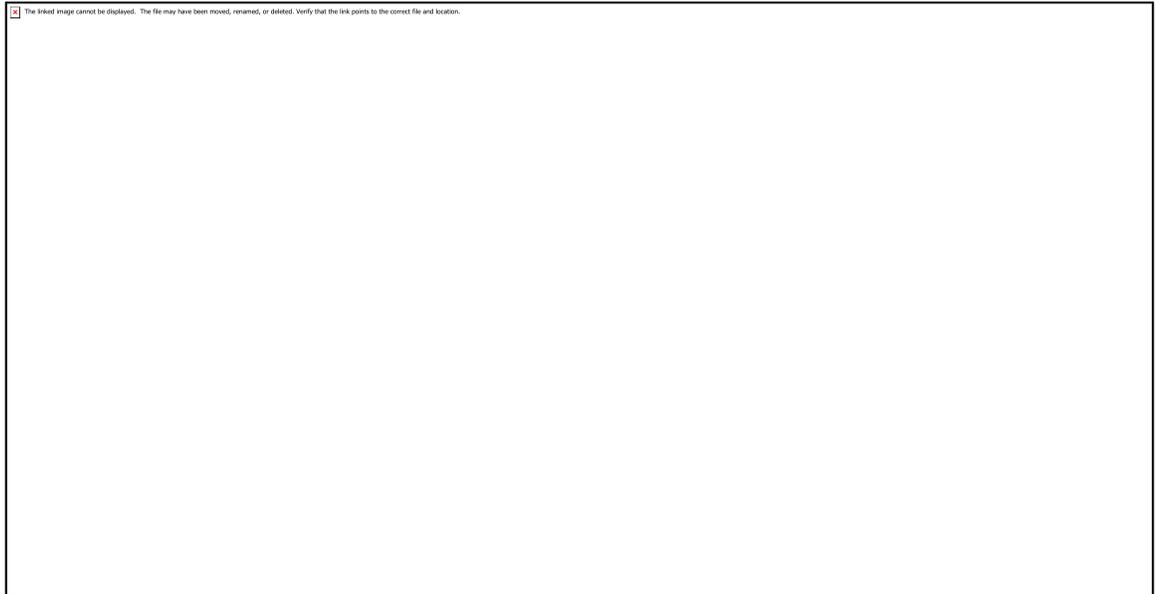
The EU Green deal aims to decrease 90% of carbon emission by 2050. Rail has been chosen as the most sustainable way of travelling, producing 0.4% of the total greenhouse emissions in EU. France and Germany are currently taking some legal measures to ban short distance flights. Rail traffic is planned to double by 2030. Please refer to [this article](#) for more information.

Many rail providers are now including carbon emission comparisons on their tickets to show users the savings by taking rail over air or car. These comparisons may also display in Concur Travel, such as with SNCF.

### SNCF

SNCF (French Rail) allows users to see the CO2 footprint directly IN Concur Travel to ensure they are booking the most sustainable option. However, SNCF does not display this information on the ticket. For more information on SNCF's emissions reduction, visit their [webpage](#).

## Example: SNCF CO2 Display



### **Amtrak**

According to Amtrak, rail travel produces up to 83% fewer greenhouse gas emissions than driving and up to 73% fewer emissions than flying. This makes Amtrak the best option to reduce your travel carbon footprint. Customers traveling along the Northeast Corridor can see the environmental difference they're making by riding Amtrak.

For more information on Amtrak's emissions reduction, visit their [Sustainability at Amtrak page](#).



AMTRAK eTicket

PRESENT THIS DOCUMENT FOR BOARDING

RES# [REDACTED]-10JUN21

RESERVATION NUMBER [REDACTED]

NYP ➔ BOS One-Way  
NY MOYNIHAN-PENN STA, BOSTON SOU STA, MA JUNE 28, 2021

TRAIN	NORTHEAST REGIONAL	NY MOYNIHAN TRAIN HALL AT PENN STATION - BOSTON (SOUTH STATION)	DEPARTS	ARRIVES (Mon Jun 28)
190	Jun 28, 2021	1 Business Class Seat	6:55 AM	11:10 AM
Car 190   Seat 4F				

PASSENGERS (1) AMTRAK GUEST REWARDS  
 [REDACTED] ADULT No member number provided. Join at Amtrak.com

Proper identification is required for all passengers. This document is valid for only passengers listed. See www.amtrak.com/ID for details.

IMPORTANT INFORMATION

- NOT VALID ON OTHER DATES/TRAINS
- RAIL FARE ONLY VALID WHEN TRAVELING IN BUSINESS CLASS

• **Congratulations on your CO2e savings.** This train trip will produce 83% less greenhouse gas emissions than if you drive (143.33 lb. of CO2e) and 73% than if you fly (81.51 lb. of CO2e). For more information visit [Amtrak.com/sustainability](https://www.amtrak.com/sustainability).  
 • Visit [Amtrak.com/coronavirus](https://www.amtrak.com/coronavirus) to learn about Amtrak's enhanced safety and cleaning measures and updated travel information.  
 • **Facial coverage:** Per federal law and Amtrak policy, all customers and employees must wear a face mask or covering that fully covers the

### Renfe

According to Renfe, rail transports emits between five and seven times less CO2 than road transport and seven to ten times less than air transport.

**NOTE:** Only some routes display this information on Renfe tickets.

For more information on Renfe sustainability, visit their [emissions reduction page](#).



Users can request a hybrid car type from the initial search:

**Car Search**

Pick-up date: 01/20/2020 12:00 pm ▼  
Drop-off date: 01/23/2020 12:00 pm ▼

Pick-up car at:  
 Airport Terminal  Off-Airport  
Please enter an airport:  
SEA - Seattle-Tacoma Intl Airport - Seattle, WA

Return car to another location  
▼ More Search Options

Car Type (Select up to 3)  
**Compact Car Hybrid**  
Intermediate Car  
Intermediate Car Hybrid  
Standard Car  
Standard Car Hybrid

Users can also filter car search results based on car type:

PICK UP: (SFO) ON MON, JAN 20 12:00 PM  
RETURN: THU, JAN 23 12:00 PM

Show as **USD** ▼

Hide matrix Print / Email

All	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Standard Convertible	Full-size Car	Full-size Car Hybrid
122 results								
<b>AVIS</b> Most Preferred	251.39	255.21	263.88	--	272.21	695.59	280.54	--
<b>Hertz</b> Most Preferred	258.11	262.05	270.94	288.03	339.57	--	--	--

**Trip Summary**

**Select a Car**  
Pick-up: Mon, 01/20/2020  
Drop-off: Thu, 01/23/2020

**Finalize Trip**

**Change Car Search** ▼

**Car Display Filters** ▲

Unlimited miles  
 Air conditioning  
 **Hybrid**

**Car Transmission**  
 Automatic  
 Manual

Displaying: 3 out of 122 results. ?




**Intermediate Car Hybrid - \$69.62 per day (Hertz)**

Automatic transmission  
 Unlimited miles, Pick-up: Terminal: SFO  
 Adults: 4, Large bags: 1, Small bags: 2\*\*

Total cost\*

**\$288.03**

⚠️ [Location details](#)

Most Preferred Car Vendor for zTravel Product Management




**Full-size Car Hybrid - \$61.67 per day (Sabre)**

Automatic transmission  
 Unlimited miles, Pick-up: Terminal: SFO  
 Adults: 5, Large bags: 2, Small bags: 1\*\*

Total cost\*

**\$257.47**

⚠️ [Location details](#)

Customers control which car types are supported and can include/exclude hybrid cars:

**Car Search Options**

Allow automatic reservations of...

**Allowable Car Types**

- Any Car Class
- Mini Car
- Economy Car
- Compact Car
- Intermediate Car

Default Car Type:

Default Car Transmission:

## Travel Alternatives (Teleconference)

**NOTE:** This feature is not available with Standard Travel.

If enabled, this feature offers the user an alternative to travel, based on the client's teleconference options. This allows the user to make an educated decision about whether to book travel or whether a virtual meeting will suffice.

In addition to saving energy and conserving the carbon footprint, this can also provide a significant savings for the client's travel budget.

When a user requests same day travel, they are prompted to consider Travel Alternatives:

Please consider travel alternatives for this trip.

**?** **Would you like to go through the travel alternatives calculator wizard?** (You may skip this now and go through the wizard at a later time, but before confirming your travel.)

**Yes** No Later

There are three options:

- If the user clicks **No**, the Travel Alternatives feature is turned off for the trip. The user completes the booking with no further prompts.
- If the user clicks **Later**, the user advances to the search results page. The calculator described below appears later in the air search.
- If the user clicks **Yes**, the user is presented with the calculator entry form.

When the user selects Yes, they enter their meeting details:

Travel Alternatives Calculator Wizard

How many meetings are you expecting to attend? 2

	# of ppl	type of meeting	duration
Meeting #1:	Small (2)	Web/Voice	1 hour(s)
Meeting #2:	Medium (6)	Web/Voice	2 hour(s)

Cancel Continue

The user selects the number of meetings they are planning to attend. The window updates based on the number of meetings. The user enters the number of attendees, the type, and the duration for each meeting.

The user clicks **Continue**.

The user is taken to the search results and selects their flight:

United<sup>1</sup>

	07:51 AM STL	→	09:20 AM ORD	Nonstop	1h 29m
	05:50 PM ORD	→	07:20 PM STL	Nonstop	1h 30m

<sup>1</sup> UA 4587 operated by GOJET AIRLINES DBA UNITED EXPRESS, UA 4611 operated by TRANS STATES AIRLINES DBA UNITED EXPRESS

More fares/details ▾

Economy **\$444.59**

**Select**

Least-Cost Logical

Economy Flexible **\$572.60**

**Select**

The user proceeds through the booking. If they have requested hotel and car, additional search results appear. When done, the **Estimated Cost of Teleconference** section appears at the top of the user's itinerary.

Estimated Cost for Teleconference:

	# of ppl	type of meeting	duration	cost
Meeting #1:	2	Web/Voice	60	USD60.00
Meeting #2:	6	Web/Voice	120	USD360.00
			<b>Total:</b>	<b>USD420.00</b>

This trip has an estimated total cost of **USD444.59**. If you booked the teleconference instead, you could be saving **USD24.59** off the cost of this trip.

If you want to cancel this trip and book the teleconference, click the button labeled "Book Teleconference" below.

[Book Teleconference](#)

**TRIP OVERVIEW**

**I want to...**  
[Print Itinerary](#)  
[E-mail Itinerary](#)

**Trip Name:** Trip from St Louis to Chicago [\(Edit\)](#)

**Start Date:** January 20, 2020

**End Date:** January 20, 2020

**Created:** September 25, 2019, [REDACTED] (Modified: September 25, 2019)

**Description:** (No Description Available) [\(Edit\)](#)

**Agency Record Locator:** [REDACTED]

**Passengers:** [REDACTED]

**Total Estimated Cost:** \$444.59 USD [\(Details\)](#)

Airfare must be ticketed by: 09/27/2019 12:55 AM Eastern

[Change frequent flyer program](#)

**Add to your Itinerary**

[Car](#)    [Hotel](#)

Booked outside Concur? Enter your trip [manually](#), connect with [TripIt](#), or send your itinerary to [plans@concur.com](mailto:plans@concur.com).

At this point, the user has two options:

- **Book Teleconference:** The user can click **Book Teleconference**, which will result in a cancelled itinerary. The user will see a new window directing them to the teleconference website, if the client entered a URL on the setup page. The user is prompted on whether they want to proceed.
- **Book Travel:** If the user does not want to book the teleconference, they simply complete the reservation as usual. If the client has set up reason codes for Travel Alternatives, the user sees the list of reasons at this point and asked why they chose not to book the teleconference.

## Section 4: Reporting

There is at least one report related to Environmental Sustainability – Car Rental Details (for hybrid car info). Information on Air Carbon Footprint Detail and Summary reports is also available in the *Pre-Built Standard Reports Catalog*.



For more information about these reports and others, refer to the *Travel Reporting User Guide*, which is available on the SAP Concur support portal or in Travel Administration online help. The *Travel Reporting User Guide* also indicates if the reports are available to Professional and Standard travel.

## Section 5: Configuration

The following section provides configuration information for both Professional and Standard Travel.

### Professional Travel – Configuration in Concur Travel

#### *Travel System Admin – Carbon Emissions*

▶ **To enable:**

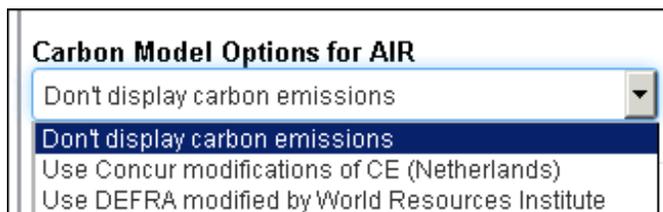
1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

---

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

---

2. In the **Wizard Options** section of the travel configuration page, locate **Carbon Model Options fir AIR**.



3. Select either:
  - ◆ Use Concur modifications of CE (Netherlands)  
– or –
  - ◆ Use DEFRA modified by World Resources Institute

The exact calculations for the selected option appear.

**Carbon Model Options for AIR**  
 Use Concur modifications of CE (Netherlands)

METRIC UNITS  
 For flights under 1000 km - multiply flight distance in km by .178 to get kg of CO2.  
 For flights >= 1000 km, < 3750 km - multiply flight distance in km by .109 to get kg of CO2  
 For flights >= 3750 km, multiply flight distance in km by .098 to get kg of CO2

ENGLISH UNITS  
 For flights under 621 miles - multiply flight distance in miles by .632 to get lb of CO2  
 For flights >= 621 miles < 2330 miles - multiply flight distance in miles by .387 to get lb of CO2  
 For flights >= 2330 miles, multiply flight distance in miles by .348 to get lb of CO2

Calculations are based on air miles, either provided by the GDS, or calculated using the latitude and longitude of each airport. Miles are converted to kilometers automatically based on user preferences.

**NOTE:** Emissions displayed for Sabre and Amadeus air shop, as well as Apollo and Amadeus itineraries, are based on the calculated Great Circle distance between airports.

### Travel System Admin – Hybrid Cars

► **To enable:**

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

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

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

3. Complete the appropriate fields.

Field	Description / Action
Allowable car Types	Select (enable) the <b>Hybrid</b> check box for each desired type of car.
Default Car Type	Select the default hybrid car type, if desired.

4. Click **Save**.

## Company Admin – Travel Alternatives (Teleconference)

### ► To configure:

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

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

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2. In the **Travel Administration** section of the left menu, click **Travel Admin**.
3. Click the **Travel Alternatives** tab. This page appears.

The screenshot shows the 'Travel Alternatives' configuration page. At the top, there is a navigation bar with several tabs: 'Travel Policy', 'Policy Violation Reasons', 'Travelfusion Suppliers', 'Vendor FoID Admin', 'Travel Vendor Exclusions', 'Custom Text', 'Regional Hotel Rates', and 'Travel Alternatives'. The 'Travel Alternatives' tab is circled in red. Below the navigation bar, there is a message: 'This screen allows you to configure data used to calculate teleconference comparisons. You can enable/disable this option here.' The main content area is divided into several sections: 'Travel Configuration' with a dropdown menu set to 'CommaSavvy'; 'Travel Alternatives Settings' with a checked checkbox for 'Allow teleconference comparisons'; 'Teleconference Options' with checkboxes for 'Voice Only', 'Web/Voice', and 'Video', and input fields for 'Cost per person/min'; 'Meeting Size Options' with radio buttons for 'Use Default' and 'Custom approximation', and input fields for 'Small', 'Medium', and 'Large'; and 'Teleconference Name' and 'External URL for booking teleconference' with text input fields.

4. Complete the following fields.

Field	Description/Action
Allow teleconference comparisons	Select (enable) this check box to enable this feature. When a user searches for a trip that is less than or equal to 1 day, a prompt appears - asking for meeting information. This data will be used to compute an estimate cost for using travel alternatives, such as teleconferencing.

Field	Description/Action
Cost per person/min	<p>Click one of the following:</p> <ul style="list-style-type: none"> <li>• Voice Only (such as dial-in conferences)</li> <li>• Web/Voice (such as sharing applications, including a dial-in conference)</li> <li>• Video conferencing</li> </ul> <p>Enter a cost per minute, per participant for each option you select.</p> <p><b>NOTE:</b> Do not enter a currency symbol – just the dollar amount.</p>
Costs are quoted in currency	Click the currency associated with the quoted costs.
Teleconference Name	Enter the name of the desired meeting utility.
External URL for booking teleconference	<p>Enter the website address for the teleconference utility, if desired.</p> <p>If you provide a URL, when a user elects to cancel their trip in favor of the teleconference, a new window will open directing the user to this address.</p> <p><b>NOTE:</b> You must begin the URL with http:// or https:// for the hyperlink to work. We will hard code this with a future release.</p>
Meeting Size Options	<p>Select one of these:</p> <ul style="list-style-type: none"> <li>• <b>Use Default:</b> Select this option to use the settings for meeting size options of Small, Medium, and Large.</li> <li>• <b>Custom Approximation:</b> Select this option and then enter the desired number of attendees for small, medium, and large meetings.</li> </ul> <p><b>NOTE:</b> The use of these options allows for speedy input at the time of booking travel by simply selecting one of the three choices.</p> <ul style="list-style-type: none"> <li>• <b>User Supplied Data:</b> Select this option to require the user to enter the size of each meeting, allowing the estimate to be the most accurate. This option also requires the most involvement from the user.</li> </ul>

5. Scroll down to the next section.

**Custom Message Options**

**Search Screen Prompt:**

Use Default

**B** *I* U ABC | | Format | Font Family | Font Size

Path:

---

**Cost Comparison Prompt:**

Use Default

**B** *I* U ABC | | Format | Font Family | Font Size

Path:

Field	Description/Action
Custom Message Options Cost Comparison Prompt	Either: <ul style="list-style-type: none"> <li>• Leave the <b>Use Default</b> check box selected to use the default text.</li> <li>– or –</li> <li>• To change the messaging, clear (disable) the <b>Use Default</b> check box for each and enter an alternate message.</li> </ul>

6. Scroll down to the next section (if there is one).

**Apply settings to:**

This travel configuration only

All travel configurations

This configuration and the following travel configurations

Concur OTE and Void Test  
 sabre profiles clone test  
 sabre profiles clone test 2

Field	Description/Action
Apply settings to	This option appears with multiple configurations. Click the appropriate option.

7. Click **Save Settings**.

## POLICY VIOLATION REASONS (OPTIONAL)

To track why a user did not take a travel alternative, you can use policy violation reasons.

---

**NOTE: This feature is not required to enable Travel Alternatives.**

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► **To monitor usage:**

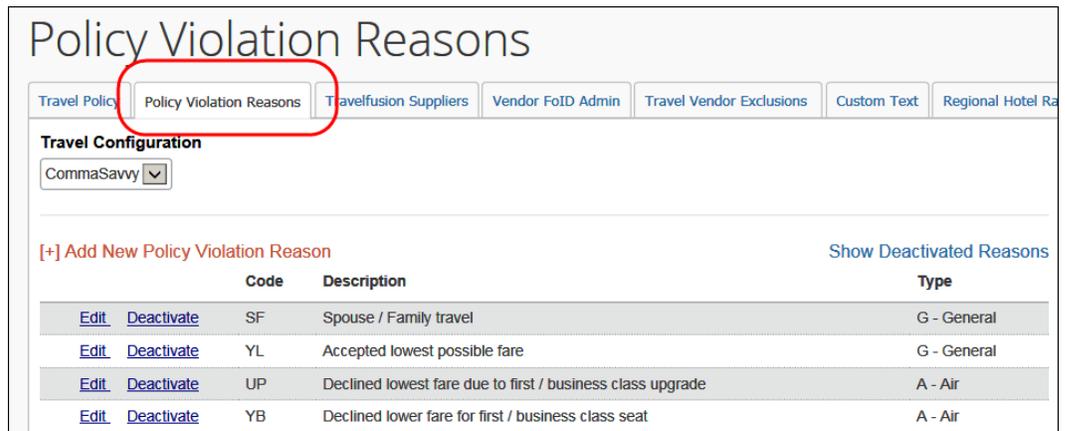
1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

---

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

---

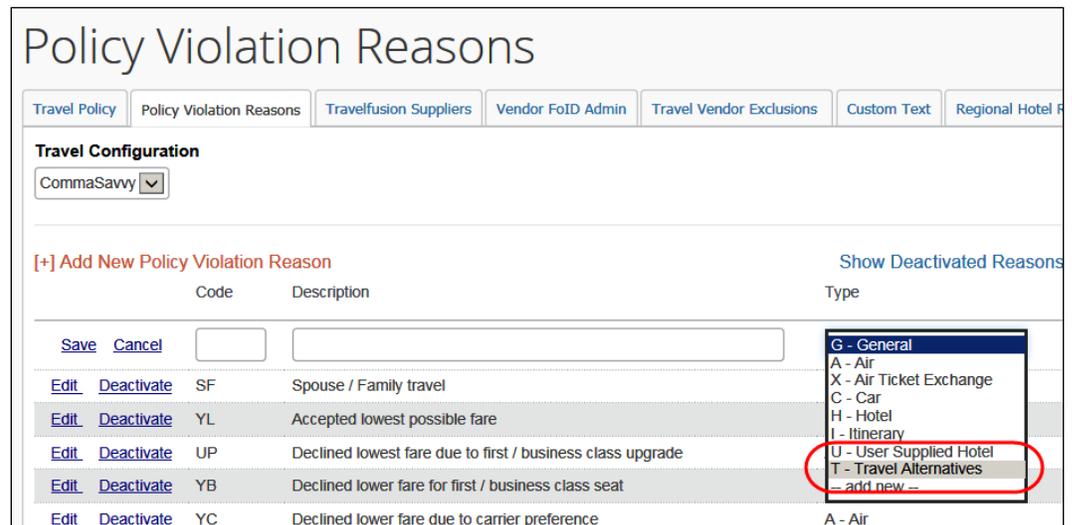
2. In the **Travel Administration** section of the left menu, click **Travel Admin**.
3. Click the **Policy Violation Reasons** tab. This page appears.



The screenshot shows the 'Policy Violation Reasons' page. The 'Policy Violation Reasons' tab is highlighted with a red circle. Below the tabs is a 'Travel Configuration' section with a dropdown menu set to 'CommaSavvy'. A red '+' icon and the text 'Add New Policy Violation Reason' are visible. A table lists existing reasons with columns for Code, Description, and Type.

	Code	Description	Type
<a href="#">Edit</a> <a href="#">Deactivate</a>	SF	Spouse / Family travel	G - General
<a href="#">Edit</a> <a href="#">Deactivate</a>	YL	Accepted lowest possible fare	G - General
<a href="#">Edit</a> <a href="#">Deactivate</a>	UP	Declined lowest fare due to first / business class upgrade	A - Air
<a href="#">Edit</a> <a href="#">Deactivate</a>	YB	Declined lower fare for first / business class seat	A - Air

4. Click **Add New Policy Violation Reason**.



The screenshot shows the 'Policy Violation Reasons' page with the 'Add New Policy Violation Reason' form open. The dropdown menu for 'Type' is open, showing options: G - General, A - Air, X - Air Ticket Exchange, C - Car, H - Hotel, I - Itinerary, U - User Supplied Hotel, T - Travel Alternatives, and -- add new --. The 'T - Travel Alternatives' option is highlighted with a red circle.

	Code	Description	Type
<a href="#">Save</a> <a href="#">Cancel</a>			
<a href="#">Edit</a> <a href="#">Deactivate</a>	SF	Spouse / Family travel	G - General
<a href="#">Edit</a> <a href="#">Deactivate</a>	YL	Accepted lowest possible fare	G - General
<a href="#">Edit</a> <a href="#">Deactivate</a>	UP	Declined lowest fare due to first / business class upgrade	A - Air
<a href="#">Edit</a> <a href="#">Deactivate</a>	YB	Declined lower fare for first / business class seat	A - Air
<a href="#">Edit</a> <a href="#">Deactivate</a>	YC	Declined lower fare due to carrier preference	A - Air

5. From the **Type** list, click *Travel Alternatives*.
6. Enter the other remaining values.



For more information about policy violation reasons, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

7. Click **Save**.

### ***Company Admin – Travel Rules***

Once the configuration is saved, the admin can create travel rules for hybrid cars. The process is the same for all travel rules; there is nothing particularly unique about creating rules related to hybrids.



For more information about the travel rule builder, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

## **Standard Travel – Configuration in Concur Travel**

### ***General Configuration Options***

For Standard Travel:

- **Carbon emissions:** The carbon model is auto-on and set to DEFRA.
- **Hybrid cars:** By default:
  - ◆ All car sizes and types – including hybrids – can be reserved.
  - ◆ The default car type is not a hybrid.
- **Travel alternatives (teleconference):** This feature is not available in Standard Travel.

