

Travel: Government Features

Travel Service Guide

Includes: Hotel Per Diems, Federal Government Rates, State Government Rates, FedRooms®, and Fly America Act

Last Revised: March 1, 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
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
March 1, 2023	Updates throughout this guide.
January 14, 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
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August 29, 2019	Added Known Limitation to the Hotel Per Diems section
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
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March 10, 2019	Updated the copyright; no other changes; cover date not updated
January 2, 2018	Updated the copyright; no other changes; cover date not updated Changed at least one reference to another Travel Service Guide.
September 27, 2016	Clarified information about rules
August 23, 2016	Added new icon for the Fly America Act
June 23, 2016	Added screenshots for new user interface changes
April 7, 2016	Added: <ul style="list-style-type: none"> • Definition of GSA • Screen samples for Government Airfare (Legacy Program) • Government Airfare (Enhanced GSA City Pair Program) • Enhanced FedRooms Functionality
March 10, 2016	Fly America icon changed from flag to shield
January 25, 2016	Added information about Fly America Rule to Include/Exclude Open Skies
August 10, 2015	Initial publication

Government Features

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 provides examples and configuration information for corporate customers that use government travel features. Those features include:

- Hotel per diems for Professional and Standard Travel & Expense
- Use of government rates for flights, hotels, and cars
- Use of FedRooms® hotel rates
- Displaying and incorporating Fly America into travel policy

General Services Administration – Definition

The General Services Administration (GSA) is an independent government agency that manages and supports the basic functioning of federal agencies. It provides workspace, products, communications, and transportation to more than 1 million federal workers. It manages government buildings and oversees the preservation of more than 480 historic buildings. The GSA also provides product and service procurement support, facilitating the federal government's purchase of goods and services from non-government vendors. It is also tasked with developing government-wide policies and regulations.

Section 3: Hotel Per Diems

Overview

Determining how reasonable a hotel rate is for a given location is a challenge for many travel managers. Many companies use per diems, or daily allowances, in order to ensure that their travelers are not spending more than what has been deemed appropriate for a given location. The GSA provides per diem guidelines, which are followed by government employees.

By implementing travel policies based on government per diem rates, travel managers can save travel spend by leveraging data the government uses to estimate location-based hotel room rate value.

Known Limitation

There are nuances as to how each source provides the nightly rate upon which travel policy is based. If multiple nights are returned, the hotel per diem rule is calculated against the nightly rate returned by the source, which may or may not be the highest rate returned.



For more information about rate changes overstay and how policy is applied, refer to the *Hotel Rate Changes Over Stay Fact Sheet*.

End-User Experience: Professional Edition – Travel-Only; End-User Experience: Standard Edition – With or Without Expense

When a traveler conducts a hotel search with per diem configured, the **Hotel Per Diem Locations** page appears. The traveler selects a location (usually a county). Then the lodging rate, meal rate, and incidentals rate are displayed immediately below per the location specified.

Search for Locations near:

Country *(Select a Country to get a list of locations or States)*
 United States Of America (US) ▼

State/Province 
 District of Columbia (DC) ▼

Location
 Washington Naval District -- District Of Columbia ▼

Lodging Rate	Meals Rate	Incidentals Rate
\$ 177	\$ 66	\$ 5

After the user selects the location area and clicks **Next**, the hotel search results page appears where the location per diem is listed top center.

Lodging Per Diem limit for Collin County -- Collin County: \$114

Displaying: 75 out of 75 results. Previous 1 2 3 Next | All Results



1. Candlewood Suites Dallas Park Central
 12525 Greenville Ave, Dallas, TX 75243 [Map it](#)

📍 4.02 miles ★ ★ ★ ★ ★

From **\$84**

[View Rooms](#)

Most Preferred Vendor for CommaSavvy / E-Receipt Enabled
[Hotel details](#)

Each hotel rate is marked in or out of policy, depending on how the travel per diem rule has been configured.

Known Limitation

In the event there are multiple nights within the trip, the hotel per diem rule is calculated against the first room night. Travelers are shown only the first night’s room rate on the search results page. In order to reduce confusion, the hotel per diem policy rule is only enforced on the first night’s rate as opposed to each night or the average of all nights.

End-User Experience: Professional Edition – Travel & Expense

When a traveler conducts a hotel search with per diem configured, the traveler searches for the hotel and sees the rate applicable to each hotel in the search results, based on the location of that individual property.

For example, when searching Washington, D.C., hotels may also be pulled from neighboring areas such as Loudoun County, Virginia, which offers a much lower per diem rate. Providing hotel-level per diem rates provides additional insight to the traveler on what is acceptable and what is not when it comes to travel spend. This information will state the rate for each part of the stay if the stay crosses different rate 'seasons' or effective rates.

Configuration: General

This section provides configuration information for:

- Professional Edition – Travel Only
- Professional Edition – Travel & Expense
- Standard Edition – With or without Expense

Configuration: Professional Edition – Travel Only

To enable per diem functionality for Travel-Only customers, the administrator simply enables per diem rules for the appropriate rule classes.



For more information on using the Travel Rule Builder, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide*.

► **To enable:**

1. When you use the Travel Rule Builder, on the **Travel Rule Builder** page, be sure to select **Hotel** from the Select rule category drop-down list.
2. On the **Travel Rule Template View** page, enter the rule name and violation code as usual.

3. Select the **Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]** check box and make the desired choices in the field that appear.

! **IMPORTANT:** There is a similar option named **Hotel Rate is [condition] the government hotel level based per diem rate [plusMinus] [money] [currencyOrPercent]**. Be careful – do not use this option.

4. Enable the rule with the appropriate level of enforcement.

Configuration: Professional Edition – Travel & Expense

User Information

For a user to be able to see per diem rates per hotel property, the user must be a Travel Wizard User and an Expense User. Below is an example of the User Details page in User Administration for a given user with per diem setup.

<input checked="" type="checkbox"/> Travel Wizard User	<input type="checkbox"/> Request User	<input type="checkbox"/> Request Approver
<input checked="" type="checkbox"/> Expense User	<input type="checkbox"/> Expense Approver	<input type="checkbox"/> Authorized Support Contact
<input type="checkbox"/> Invoice User	<input type="checkbox"/> Invoice Approver	<input type="checkbox"/> Company Bill Statement User
<input type="checkbox"/> Company Bill Statement Approver		

Ensure that the required fields **Country of Residence**, **Reimbursement Currency** and **Ledger** are completed. Additional fields may be required, based on the configuration under Expense for determining the correct per diem configuration for that user.

Expense and Invoice Settings		Approvers	Expense Preferences	Expense Delegates	Commuter Pass Routes	Company Car
Country of Residence UNITED STATES	State/Province Select one	Ledger DEFAULT	Reimbursement Currency US, Dollar	Cash Advance Account Code 10799	Driver ID	
<input type="checkbox"/> Is a Test User?	Org Unit 1-Division (DEV) Development	Org Unit 2-Department	Org Unit 3-Region	Custom 19-Payroll ID STOP	Choose Vendor Access Group 1	
Choose Vendor Access Group 2	Choose Vendor Access Group 3	Bill Manager				
Default Language English (United States)						

Travel Rule Builder – Company Admin



For more information on using the Travel Rule Builder, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide*.

► To enable:

1. When you use the Travel Rule Builder, on the **Travel Rule Builder** page, be sure to select **Hotel** from the Select rule category drop-down list.

2. On the **Travel Rule Template View** page, enter the rule name and violation code.

3. Select the **Hotel Rate is [condition] the government hotel level based per diem rate [plusMinus] [money] [currencyOrPercent]** check box and make the desired choices in the field that appear.

! **IMPORTANT:** There is a similar option named **Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]**. Be careful – do not use this option.

4. Enable the rule with the desired level of enforcement.

Travel System Admin

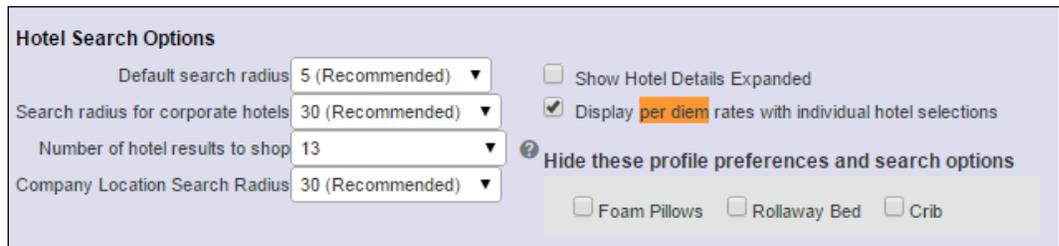
The option described here is available **only** for customers using both Travel & Expense and requires that users in Expense are configured to use per diems during their expense reporting process. Additional setup configuration is required in Expense for that part of the process.

▶ **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 **Hotel Search Options** section of the travel configuration page, select (enable) the **Display per diem rates with individual hotel selections** check box.



The screenshot shows the 'Hotel Search Options' section of a configuration page. It includes the following elements:

- Default search radius: 5 (Recommended) [dropdown]
- Search radius for corporate hotels: 30 (Recommended) [dropdown]
- Number of hotel results to show: 13 [dropdown]
- Company Location Search Radius: 30 (Recommended) [dropdown]
- Show Hotel Details Expanded
- Display **per diem** rates with individual hotel selections
- Foam Pillows
- Rollaway Bed
- Crib
- A link: Hide these profile preferences and search options

Configuration: Standard Edition – With or Without Expense



For more information on using the Travel Rule Builder, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide*.

▶ **To enable:**

1. When you use the Travel Rule Builder, on the **Travel Rule Builder** page, be sure to select **Hotel** from the Select rule category drop-down list.

Travel Rule Builder

Select rule category:
 Hotel

All of the checked conditions are true
 Any of the checked conditions are true

- Hotel rate is [condition] [currency][hotelrate]
- Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]
- Hotel Rate is [condition] the lowest rate at the hotel plus [money] [currencyOrPercent]
- Hotel Rate is [condition] the lowest rate at the hotel whose description contains any of the text '[DescriptionList]?' plus [money] [currencyOrPercent]
- Room rate is [condition] the lowest rate available plus [difference] [currencyOrPercent]
- Room rate is [condition] the lowest rate available at a preferred hotel plus [difference] [currencyOrPercent]
- Room rate is [condition] the lowest rate available at a [PreferredList] hotel plus [difference] [currencyOrPercent]
- Room rate is [condition] the lowest rate whose description contains any of the text '[DescriptionList]?' at a preferred hotel, plus [difference] [currencyOrPercent]

You may provide default values where you wish. Once you click Save, you must still enable the rule to become effective.

Default Value

• Hotel Rate is the government location based per diem rate

2. Select the **Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]** check box and make the desired choices in the field that appear.
3. Enable the rule with the desired level of enforcement.

Car vendor is not preferred
 Car size exceeds company preferred size of

Hotel
 Hotel property is not preferred and Hotel search results contain preferred properties
 Hotel rate is
 Hotel rate is the lowest rate at the hotel plus
 Hotel Rate is the government location based per diem rate

Refundation Airfare is greater than the least cost reservation system option on the same carrier/route

Section 4: Federal Government Rates

Overview

The GSA works to ensure that government employees have access to reasonable air, car, and hotel rates by negotiating with travel vendors in a way that is similar to corporate contract negotiation.

For car and hotel, special discount codes and rate codes are utilized to obtain government car and hotel rates.

Government air travel entails the utilization of a GSA program referred to as the City Pair Program (CPP). The CPP offers fares considerably lower than comparable commercial fares, saving the federal government billions of dollars annually.

In addition to the price savings, the City Pair Program has many features allowing government travelers all the flexibility possible in planning official travel.

The benefits of this service include:

- Fares priced on one-way routes, permitting agencies to plan multiple destinations
- No advance purchase required
- No minimum or maximum length stay required
- Fully refundable tickets
- Last seat availability
- No blackout periods
- Stable prices enabling travel budgeting
- Dual fares availability

For more details on the CPP, please visit the GSA website at:
<http://www.gsa.gov/portal/category/27075>.

If your employees are eligible to use government rates for travel, then setting up and displaying government rates for air, hotel, and car is a great way to save your company money on travel spend. Configuring each option is a bit different. This section will guide you through the setup of each type.

Professional Travel vs Standard Travel – Airfares

There are two programs for government airfares:

- The legacy program is available to Professional and Standard Travel.
- The enhanced program is available only to Professional Travel.

Both programs are described on the following pages.

Government Airfares – Legacy Feature

Overview

There are a few exceptions, but in general, only federal or military employees on official travel may use government airfares with a government form of payment.

NOTE: Concur Travel is unable to provide government rates through the Southwest Airlines Direct Connect.

End-User Experience

Once government rates are enabled, travelers will see government rates when they search flights for carriers that provide government rates.

Configuration: Professional Travel

▶ 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, select (enable) the **Show Government Airfare** check box.



The screenshot shows a configuration panel with the following elements:

- A checked checkbox labeled "Show Government Airfare".
- An unchecked checkbox labeled "Show government Car rates".
- A dropdown menu with "Do not show" selected, positioned next to the text "government Hotel rates".

NOTE: By selecting **Show Government Airfare** – for Apollo, Worldspan, and Sabre – we send the passenger type code GVT and restrict the presentation of fares to those fares only.

Configuration: Standard Travel

► To enable:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Click the **Government Rates** tab.

DISCOUNTS AND TRAVEL CONTENT

THIS STEP ALLOWS YOU TO ADD VENDOR DISCOUNTS, ENABLE DIRECT CONNECT PROVIDERS AND IMPORT HOTEL 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.
sjl0715 (US)

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

To enable government rates, check the boxes below. Please be sure you qualify for these rates before enabling.

Show Government Airfares
 Show Government Car Rates
 Show Government Hotel Rates

Save

3. Select (enable) the **Show Government Airfare** check box.

NOTE: By selecting **Show Government Airfare** – for Apollo, Worldspan, and Sabre – we send the passenger type code GVT and restrict the presentation of fares to those fares only.

Government Airfares - Enhanced GSA City Pair Program Logic (Professional Travel)

Overview

Note the following about this program:

- This feature should be enabled only for customers that are entitled to use GSA CPP fares. A government-issued form of payment is required to purchase these fares.
- CPP offers Discounted Coach, Coach, Premium Economy, and Business Class fares. However, fare types must be configured in accordance with individual travel policies.
- This feature applies only to Sabre, Apollo, and Worldspan.
- This feature also applies to the Southwest Direct Connect.
- This feature applies only to Professional Travel.
- If using Sabre and this feature is enabled, the Dual Fare Display will be disabled regardless of any other configuration.

 For more detailed information on Dual Fare Display, refer to the *Dual Fare Display (Sabre Only) Travel Service Guide*.

When enabled, air shop requests use a government passenger type code (GVT by default) to obtain government airfare availability. Concur Travel will send vendor-specific shop requests to the GDS and Southwest Direct Connect based on awarded vendors in the GSA City Pair Program for the shopped market.

Additionally, commercial airfare shops can be triggered when the rule class option "non-refundable fare is allowed" is also enabled for a given rule class. This is considered a general shop (ADT default passenger type).

! **IMPORTANT:** Enabling this feature essentially reverses air refundability shopping behavior in Concur Travel. Non-refundable fares will no longer be searched by default. Customers must "allow" non-refundable fare types by rule class in order for them to be presented to users.

This feature also includes delayed ticketing logic, thus allowing for unique handling of CPP contract government fares (YCA/-CA) in relation to trip ticketing processes. The delayed ticketing logic provides a lead time of three days (prior to departure).

Additional information:

- The CPP air shop logic performs two searches: first, for CPP GVT passenger type fares, and second (if allowed) for commercial ADT passenger type fares. The latter is a low fare search that brings back commercial discounted fares.
- Southwest's commercial Business Select-branded fares are automatically suppressed in the GVT passenger type search via the Southwest [Direct Connect](#). The Southwest [GDS](#) GVT search already excludes Business Select.
- Business Select results will be returned in search results when the secondary ADT passenger type search is conducted in the GDS.
- Southwest files their Business Select fares in Economy (Coach), not business class. A customer who doesn't allow business class fares to be booked may still see them.

USER/CUSTOMER BENEFIT

For customers authorized to purchase GSA City Pair fares, this feature provides a user experience more geared toward government airfares, as well as delayed ticketing logic to help minimize ticket change costs prior to departure.

End-User Experience

When shopping a route where a GSA contract vendor has flights operating, government contract rates may be returned for the contract vendor, while non-contract government fares may be returned for other vendors that also operate within the searched market.

If the **GSA: Allow Non-Refundable Air** rule class option (described in the configuration information) is enabled, the standard non-refundable airfare shop will bring back additional fares. These fares are categorized as **Lowest Published** and appear on the bottom row of the search results.

The government contract itineraries are marked on applicable flight combinations.

Configuration: Professional Travel

Due to the limited scenarios where a customer will be authorized to utilize the GSA City Pair Program, this feature is available only via internal module property. Customers wanting to enable this feature should contact their Concur Travel representative or Concur Travel Client Support case for assistance.

ENABLE THE MODULE PROPERTY

Internal Concur Travel administrators use their normal steps to enable the **Use GSA City Pair Program Air Shopping Faring and Ticketing** module property.

With this module property enabled, all air searches will trigger government airfare shops only, by default.



For more information, refer to the *Module Properties **Client Version** User Guide*.

ALLOW NON-REFUNDABLE FARES

With the **GSA: Allow Non-Refundable Air** rule class option enabled, non-refundable airfare shops will be triggered to retrieve commercial airfares in addition to the CPP fares.

▶ 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 **Travel Administration** section of the left menu, click **Travel Admin**.
3. On the **Travel Policy** tab, in the Rule Class heading, click **Edit Classes**.
4. Click the edit icon for the applicable rule class.
5. Enable the check box in the **GSA: Allow Non-Refundable Air** column.

Scan Impact

One "preferred vendor" shop is triggered per GSA contract route. This is done to ensure Concur Travel receives fares from contract carriers in the specified market. If configuration is enabled for commercial fares, two shops are used and results for both GVT and ADT are returned.

FAQ

Q. Are Amtrak government fares supported with this feature?

A. Amtrak offers a program called Government Rail Travel Discount and those fares are made available to SAP Concur in the Amtrak Direct Connect. For those customers who want to include Amtrak's government fares in Concur Travel, please note the following:

- ◆ An eligible government Corporate Discount Code (the Corporate ID Number) must be configured for the Amtrak Direct Connect:



Amtrak [Direct Connect] Enable
Corporate Discount Code: Refunds to eVoucher: Allowed Amtrak Electronic Delivery Email:

- ◆ Discounted fares will appear in the search results prior to booking; however, they will not be denoted in the user interface as discounted in the same manner as CPP airfares.
- ◆ Amtrak government discount fares are often more readily available for booking when the trip is booked closer to the travel date because Amtrak's advance purchase fares are not discount eligible.
- ◆ When selected, the user/arranger is selecting the discounted fare at its face value with the discount already applied.

Q. How does the delayed ticketing logic for CPP fares work?

A. Delayed ticketing is a fundamental component of all CPP bookings, regardless of booking source; it refers to the fact that City Pair Program fares do not require advance purchase. Confirmed bookings do not require immediate approval, so there may be an extended period of time between booking, approval, and ticketing; however, there is a specified time by which these trips must be ticketed to avoid auto-cancellation. Auto-cancellation occurs earlier for premium cabin classes. For coach fares:

- ◆ If the reservation is **booked 72 hours or more prior to travel**, the trip's **last ticket date is set to 48 hours prior to departure**.
- ◆ If the reservation is **booked less than 72 hours but more than 8 hours prior to travel**, the trip's **last ticket date is set to 6 hours prior to departure**.
- ◆ If the reservation is **booked 6 hours or less prior to travel**, the **last date to ticket is set to 30 minutes**.

- ◆ For a non-contract government fare, including those that mimic CPP fares, the approval/ticketing deadline is generally set to the next day, following public fare standards.
- ◆ For Premium Economy and Business Class CPP fares, automatic cancellation routines will ensure an un-ticketed reservation is cancelled 7 days prior to travel.

Type of Fare	Ticketing Timing Behavior
Commercial fare and Non-Contract Government (_DG)	The trip is ticketed without delay. The trip status is shown as <i>Ticketed</i> soon after trip approval.
Contract Government fare (YCA/_CA/_CP/_CB)	The trip's ticketing is delayed until the lead time prior to departure. The trip status is shown as <i>Confirmed</i> after approval. The status will not change to <i>Ticketed</i> until the delayed ticketing process occurs, for example 3 days prior to departure.

Government Hotel Rates

Overview

There are two ways to retrieve government rates for hotel. One way is to configure hotel rates to display for users (described here) by travel configuration. The preferred way to configure government hotel rates for federal government travelers is through FedRooms configuration (covered in the next section).

NOTE: Not all hotels offer federal and state government rates.

End-User Experience

Once government rates are configured, your travelers will see government rates as appropriate when they search for hotels that offer government rates.

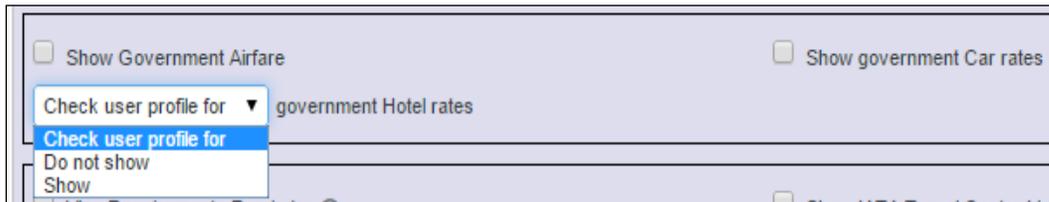
Configuration: Professional Travel

▶ 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**.

- In the **Wizard Options** section of the travel configuration page, select the appropriate option for the **government Hotel rates** list.



Option	Description / Action
Check user profile for	Select this option so that government hotel rates will appear only if Government is selected in the Travel Preferences section of profile: <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Travel Preferences</p> <p>Eligible for the following discount travel rates/fare classes</p> <p> <input type="checkbox"/> AAA/CAA <input checked="" type="checkbox"/> Government <input type="checkbox"/> Military <input type="checkbox"/> Senior/AARP </p> </div>
Do not show	Select this option to disable government hotel rates for the travel configuration.
Show	Select this option to allow all users of the travel configuration to see and reserve government hotel rates, regardless of whether the user has selected Government in the Travel Preferences section of profile.

Configuration: Standard Travel

▶ **To enable:**

- In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.

2. Click the **Government Rates** tab.

DISCOUNTS AND TRAVEL CONTENT

THIS STEP ALLOWS YOU TO ADD VENDOR DISCOUNTS, ENABLE DIRECT CONNECT PROVIDERS AND IMPORT HOTEL 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.
sjl0715 (US)

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

To enable government rates, check the boxes below. Please be sure you qualify for these rates before enabling.

Show Government Airfares
 Show Government Car Rates
 Show Government Hotel Rates

Save

3. Enable the **Show Government Hotel Rates** check box.

NOTE: Selecting this option will allow all users of the travel configuration to see and reserve government hotel rates, regardless of whether the user has selected **Government** in the **Travel Preferences** section of profile.

Government Car Rates

Overview

You can also provide government rates for rental cars.

NOTE: Not all vendors have government rates available.

End-User Experience

Once government rates are configured, your travelers will see government rates when they search for cars, for vendors that provide government rates.

Hertz

Mini Car - \$99.49 per day (Hertz)

Unlimited miles
Pick-up: Terminal: SEA
Automatic transmission
(Government rate)

Total cost*
\$139.03

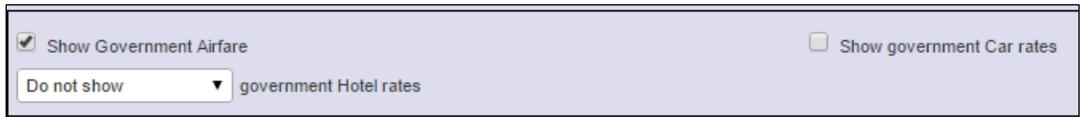
Configuration: Professional Travel

▶ 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, select (enable) the **Show government Car rates** check box.



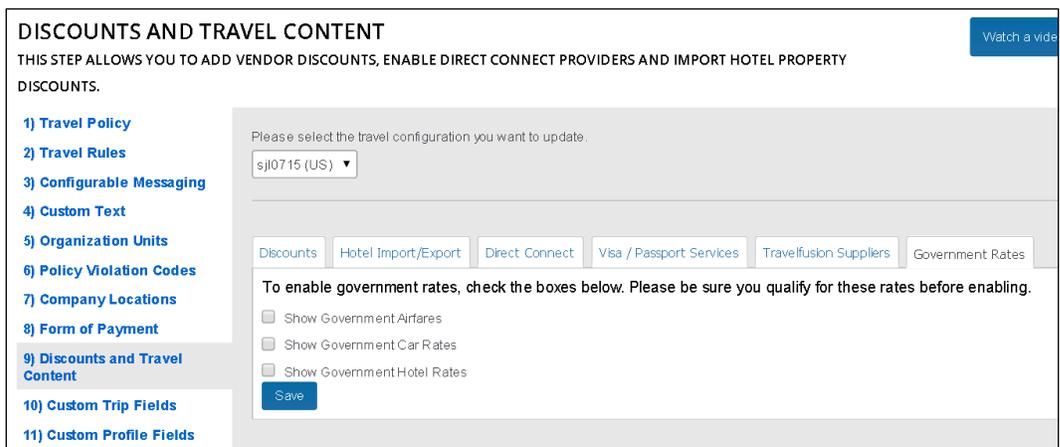
The screenshot shows a configuration panel with two main sections. The first section has a checked checkbox for 'Show Government Airfare' and an unchecked checkbox for 'Show government Car rates'. Below this is a dropdown menu set to 'Do not show' and the text 'government Hotel rates'.

NOTE: Using the **Show government Car rates** option will result in requesting cars using the "government" rate category (Sabre example: /RC-G). While this is still an accepted method for obtaining government car rates, most car rental vendors expect a special corporate discount (CD) number to be utilized as well.

Configuration: Standard Travel

▶ To enable:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Click the **Government Rates** tab.



The screenshot shows the 'DISCOUNTS AND TRAVEL CONTENT' setup page. It includes a sidebar with navigation links (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 (highlighted), (10) Custom Trip Fields, and (11) Custom Profile Fields. The main content area has a dropdown for 'Please select the travel configuration you want to update.' set to 'sjl0715 (US)'. Below this are tabs for 'Discounts', 'Hotel Import/Export', 'Direct Connect', 'Visa / Passport Services', 'Travelfusion Suppliers', and 'Government Rates'. The 'Government Rates' tab is active, showing three checkboxes: 'Show Government Airfares', 'Show Government Car Rates', and 'Show Government Hotel Rates'. A 'Save' button is at the bottom.

3. Select (enable) the **Show Government Car Rates** check box.

NOTE: Using the **Show Government Car Rates** option will result in requesting cars using the "government" rate category (Sabre example: /RC-G). While this is still an accepted method for obtaining government car rates, most car rental vendors expect a special corporate discount (CD) number to be utilized as well.

Section 5: State Government Rates

Although Concur Travel does not support any special handling for state government fares, Concur Travel does support the use of state government discount codes. They are configured the similarly to corporate discounts.

Configuration: Professional Edition

▶ **To add a discount for the travel configuration:**

1. On the discount page, click **Add air discount**.
2. Set up the discount codes as follows:

For Sabre:

- Enter GST*ST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO standard passenger type code**.

For Worldspan:

- Enter GST*ST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO passenger type code**.

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 searching to see the state government fares.

For Apollo:

- Enter GSTLUSST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO passenger type code**.

Using Texas as an example, the discount code would be GSTLUSTX.

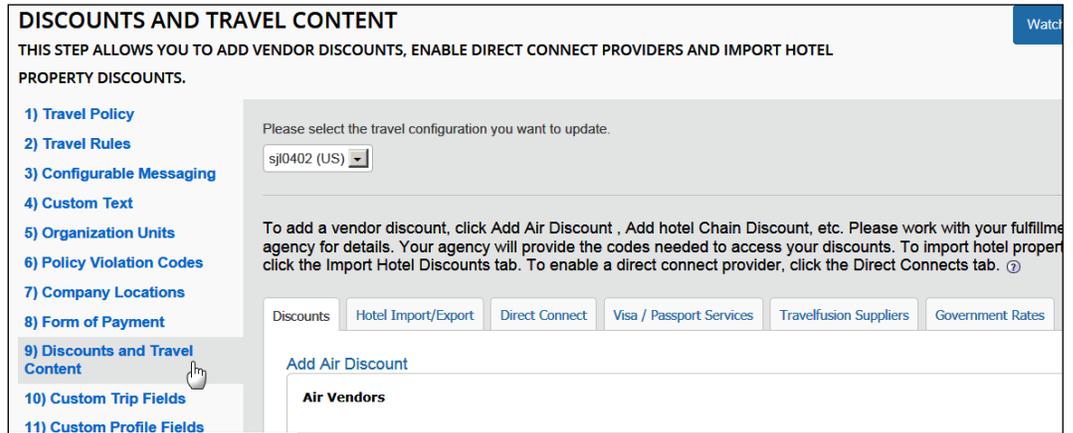


For more information on configuring discount codes, refer to the *Discounts Travel Service Guide*.

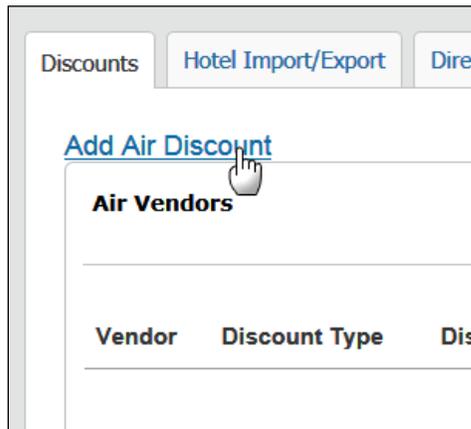
Configuration: Standard Edition

► To access discounts:

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



2. Select the desired configuration.
3. On the **Discounts** tab, click **Add Air Discount**.



4. Set up the discount codes as follows:

For Sabre:

- Enter GST*ST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO standard passenger type code**.

For Worldspan:

- Enter GST*ST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO passenger type code**.

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.

For Apollo:

- Enter GSTLUSST (where ST is the state code) in the **Discount Code** field.
- Select **ATPCO passenger type code**.

Using Texas as an example, the discount code would be GSTLUSTX.



For more information on configuring discount codes, refer to the *Discounts Travel Service Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

Section 6: FedRooms®

Overview

FedRooms® is a GSA program that provides hotel rooms for federal government travelers while on official business. The FedRooms program leverages government buying power to offer safe, economical, and compliant hotel lodging at per diem or better rates at hotels globally. There are currently over 8900 properties that are included in the program, in over 2600 markets. In addition to cost savings, many FedRooms come with better check in/out times, more favorable cancellation policies, and other amenities. All FedRooms properties are FEMA-compliant.

To enable FedRooms for your site, you must have your TMC register your (Sabre or Apollo) pseudo city, (Worldspan) Subscriber ID/SID, or (Amadeus) Office ID with the FedRooms Team. If you are interested in utilizing FedRooms content, more information can be found on <https://www.fedrooms.com/travel.html> or contact your TMC representative.

Professional and Standard Travel - Two Programs

There are two programs:

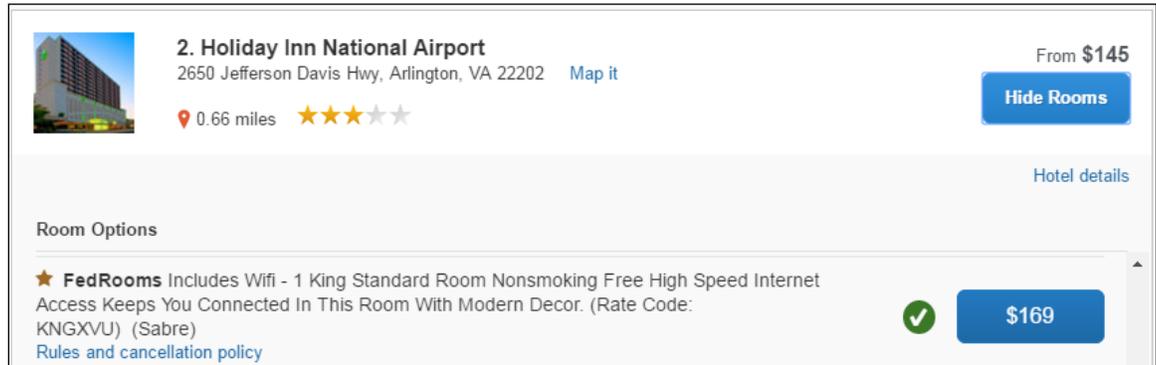
- The basic program is available to Professional and Standard Travel.
- The enhanced program is available only to Professional Travel.

Basic Feature

This feature is available to Professional and Standard Travel.

End-User Experience

When travelers conduct a search, they will see any rates from the GDS that include the word "FedRooms" in the rate name.



2. Holiday Inn National Airport
2650 Jefferson Davis Hwy, Arlington, VA 22202 [Map it](#) From \$145
0.66 miles ★★★★★ [Hide Rooms](#)
[Hotel details](#)

Room Options

★ **FedRooms** Includes Wifi - 1 King Standard Room Nonsmoking Free High Speed Internet Access Keeps You Connected In This Room With Modern Decor. (Rate Code: KNGXVU) (Sabre) ✓ **\$169**
[Rules and cancellation policy](#)

Configuration: Professional Travel

Once you have set up FedRooms with your TMC, you must enable it for your site.

► **To enable:**

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

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

2. Scroll down to the Hotel Consortium section and add a new hotel consortium rate with discount code XVU.



Modify Travel Discounts

Hotel Consortium 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.

Consortium Name:

Discount Code:

[Save](#) [Delete](#) [Cancel](#)

Configuration: Standard Travel

Once you have set up FedRooms with your TMC, you must enable it for your site.

► To enable:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. On the **Discounts** tab, scroll down to the **Hotel Consortiums** section.
3. Add a new hotel consortium rate with discount code XVU.

Add Discount X

Hotel Consortium Discount for Travel Config: sjl0715 (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

Enhanced Program (Professional Travel)

Overview

Two features are available, which depend on the importance of FedRooms being highlighted. Both features require the XVU code be enabled.

1. **Prioritize GSA FedRooms® in hotel search results:** This is used if a company would like to identify FedRooms hotels at the property level. It allows companies to run FedRooms-prioritized searches. When enabled, the search results show the closest FedRooms and FEMA-approved hotels that meet the search criteria. Any additional hotels in the initial shop appear in the order defined by the **Hotel Sort Default** travel configuration setting.

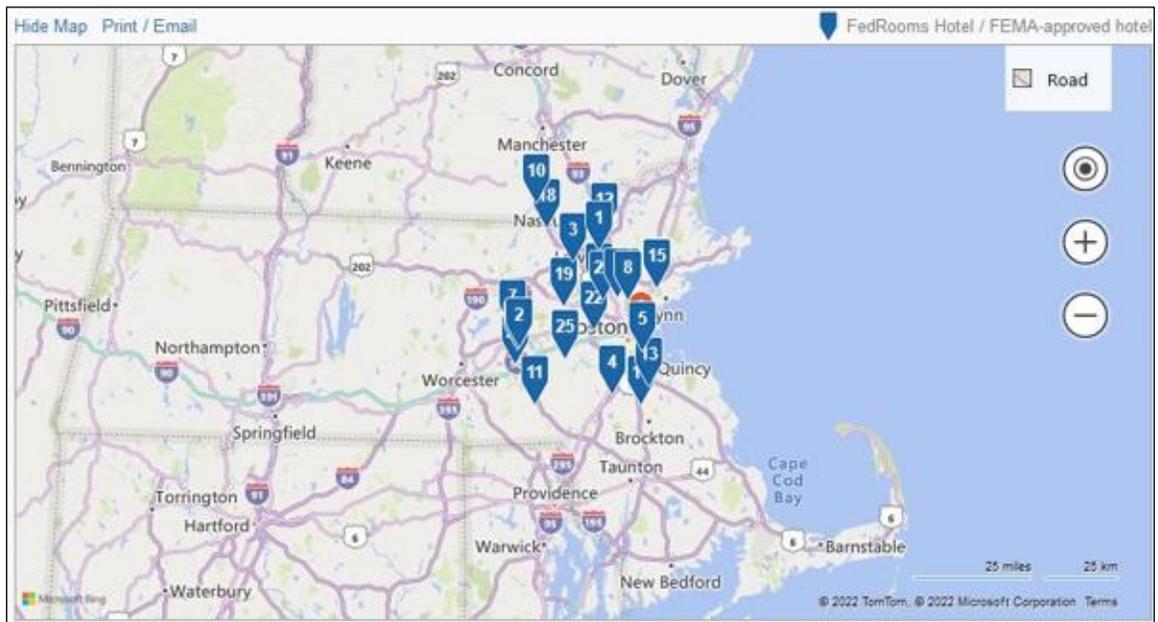
2. **Return All FedRooms Hotel Results in the Search Radius Before Any Non-preferred Hotels:** This ensures that FedRooms hotels in a configured radius are sorted to the top of the search results above other results. However, Company Preferred hotels will appear before the FedRooms hotels in that area. To use this feature, it must be configured with the **Prioritize GSA FedRooms® in hotel search results** option.

NOTE: FedRooms rates are independent – based on the GDS Pseudo City Code (PCC) having FedRooms enabled and a consortium-level discount code of “XVU” set – but this should have been a part of the initial configuration setup for a company wanting to use the pre-existing Basic FedRooms feature.

End-User Experience

The user sees the following:

Hotel map:



Hotel search results:

The screenshot displays two hotel listings. The first listing is for '1. Holiday Inn Tewksbury/Andover' with a price of \$79. It includes a photo of the hotel, address (4 Highwood Drive, Tewksbury, MA 01876), distance (21.51 miles), and a 4-star rating. Below the listing, there are five room options, each with a 'FedRooms' label and a price of \$79, except for the 'Government Rate' which is \$99. The second listing is for '2. Holiday Inn Marlborough' with a price of \$94, including a photo, address (265 Lakeside Ave, Marlborough, MA 01752), distance (26.17 miles), and a 4-star rating. A 'View Rooms' button is visible for the second listing.

Each FedRooms hotel should display FedRooms rates if available with highlighted text.

Once selected, FedRooms and FEMA hotels are reserved just as any other hotel in the system. There are no further distinctions between this feature and normal hotel bookings.

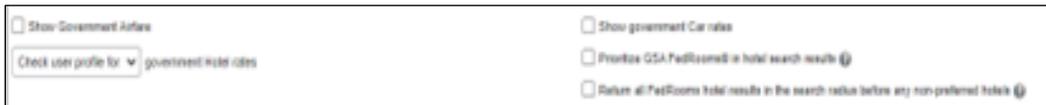
Configuration for Professional Travel

▶ **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**.

- In the **Wizard Options** section of the travel configuration page, locate the government features.



- Select (enable) the **Prioritize GSA FedRooms® in hotel search results** check box.

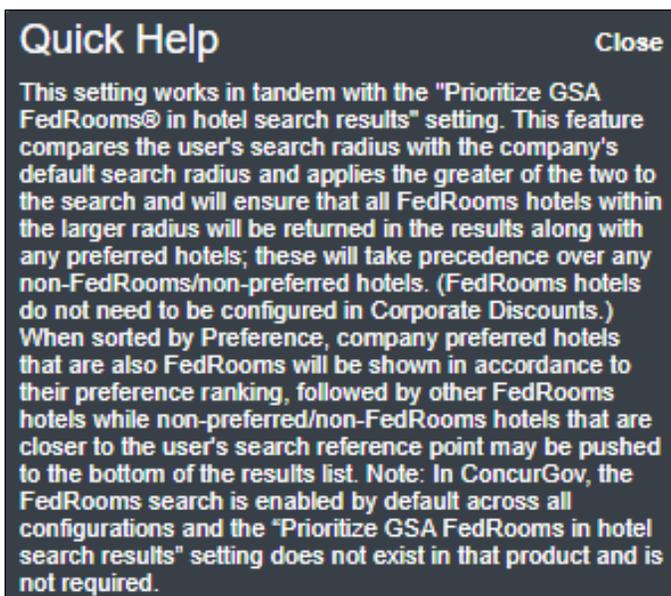
The help text reads:



NOTE: To ensure that this feature works correctly, select **Show** in the **Government Hotel rates** list.

- If desired, select (enable) the **Return All FedRooms Hotel Results in the Search Radius Before Any Non-Preferred Hotels** check box.

The help text reads:



FedRooms FAQs

Q. How do I know if I'm able to see FedRooms content within the GDS?

A. FedRooms has provided guidance for each GDS in their *How to Book FedRooms guide*, available at <https://www.fedrooms.com/travel.html>.

Q. What does a FedRooms rate look like in the GDS?

A. Each hotel company may have systemic limitations that make FedRooms availability look a little different. The hoteliers identify the rates loaded under **XVU** by using **FedRooms** in the rate name.



For more information, visit <https://www.fedrooms.com/travel.html> and reference the *Travel Counselors* section.

Section 7: Fly America Act

Overview

Customers traveling on behalf of the US Government must follow the Fly America Act. The Fly America Act states that government employees, contractors, etc. must use a US air carrier **if** the flight is paid for by the US Government.

There are some locations where a US carrier is not available on a reasonable schedule or is not available at all. To fill this gap, the US Government has entered into Open Skies Agreements with several countries, allowing those countries' carriers to be used just like US carriers.

Some people traveling on behalf of the US Government **can** use the Open Skies carriers; others **cannot**. Those travelling on behalf of Defense or Defense Contractors – which follow the Defense Travel Regulations – cannot use Open Skies carriers. Generally, almost everyone else travelling on behalf of the US federal government can use Open Skies carriers.

Concur Travel provides Fly America options for both types – those who can and those who cannot use the carriers of countries under the Open Skies Agreement:

- For travelers who can use US carriers **and** Open Skies carriers:
 - ◆ A shield  icon can be set to indicate which flights are compliant.

NOTE: This icon does not include enforcement. It simply helps the traveler identify a compliant carrier.

- ◆ For enforcement, rules can be set to require approval if the traveler chooses a flight that is **not** Fly America Act with Open Skies compliant.

- For travelers who can use US Fly America Act carriers **but not** Open Skies carriers:
 - ◆ For enforcement, rules can be set to require approval if the traveler chooses a flight on an Open Skies carrier.



For more information on the Fly America Act or the Open Skies agreements, visit <https://www.gsa.gov/policy-regulations/policy/travel-management-policy/fly-america-act>.

Professional Travel vs Standard Travel

The shield  icon mentioned above is available for Professional Travel only. For Standard Travel, the option is set to OFF and is not available for change.

The enforcement portion (rules) applies to both Professional and Standard Travel.

End-User Experience

Fly America Act with Open Skies Compliant Options – Shield Icon (Professional Travel)

Travelers who can use the Open Skies carriers will see a shield  icon on both the **Shop by Schedule** and **Shop by Fares** tabs.

If the user hovers the mouse pointer over the shield  icon, the user will see the Fly America Act tip: “This option is Fly America Act with Open Skies Exceptions compliant.”

Policy Rules – Enforcement (Professional and Standard Travel)

If rules to apply policy are added, the out-of-policy reason code and explanation will appear in the view request, approval emails, and the Travel Policy Exceptions report.

Configuration: Professional Travel

Fly America Act with Open Skies Compliant Options – Shield Icon

▶ 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**.

- In the **Air Search Options** section of the travel configuration page, select (enable) the **Denote Icon for Fly America Act with Open Skies Compliant Options** check box.

Air Search Options

Default Search Window (Domestic): Default Search Window (International): Minimum Window:

Use the domestic and international Default Search Windows for the Travel Policy Time Windows. Use domestic default search w

Default Search Type:
 Don't show prices on Schedule

Access to Guaranteed Ticketing carriers:

Use Premium Search

Company uses Air France Abonnement

Air bookings via Concur Mobile enabled

Hide Multiseg Air/Rail Search Option

Hide Propeller Planes Filter

Run extra search on hub when an associated airport is selected

Enable multiple booking sources capability

Enable "View More Air Fares" Option

Allow user to specify airline for deeper search

Show Air Details Expanded

Auto-check all Airport Filters in Flight Search

Denote Icon for Fly America Act with Open Skies Compliant Options

Show no car/hotel alert

Quick Help Close

Enabling this feature will show an icon next to all Fly America Act with Open Skies compliant options.

NOTE: This will highlight the Fly America Act-compliant carriers (US carriers *plus* Open Skies carriers) with the shield icon in air search results.

Policy Rules – Enforcement



This section assumes that you know how to use the Travel Rule Builder. If not, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

▶ To make the rule parts available:

- 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 Rule Builder**.
3. On the **Travel Rule Template View** page, in the **Select Rule Template Category** list, select *Flight*.
4. Click **OK**. The existing rules appear.
5. Click **Add**.
6. Enter the rule name and violation code as usual.
7. Add a rule using any of the available options

The screenshot shows the 'Travel Rule Template View' interface. At the top, there are two input fields: 'Rule Name' and 'Violation Code'. Below these are two radio buttons: 'All of the checked conditions are true' (selected) and 'Any of the checked conditions are true'. A scrollable list of checkboxes follows, including options like 'The aircraft used for one or more flights is not one of [AircraftCodeList]', 'One or more connections requires changing airports', and 'Contains flights in cabin lower than that requested'. A red circle highlights the 'Fly America Act Compliant' options: 'Fly America Act Compliant', 'Is not Fly America Act Compliant', 'Is Fly America Act Compliant without Open Skies Exceptions', and 'Is not Fly America Act Compliant without Open Skies Exceptions'. At the bottom, there are 'Save' and 'Cancel' buttons.

- ◆ Use these for travelers who are allowed to choose US carriers **and** Open Skies carriers:
 - Fly America Act Compliant
 - Is not Fly America Act Compliant
- ◆ Use these for travelers who are allowed to choose US carriers **but not** Open Skies carriers:
 - Is Fly America Act Compliant without Open Skies Exceptions
 - Is not Fly America Act Compliant without Open Skies Exceptions

8. Click **Save**.

▶ **To create the rule:**

1. On the left menu, in the **Travel Administration** section, click **Travel Admin**.
2. On the **Travel Policy** tab, select the appropriate travel rule class/policy.
3. Scroll down to the **Flight** section and click **Edit**.
4. Locate the new rule you created and assign the correct violation level.
5. Save your changes.

Configuration: Standard Travel

Policy Rules – Enforcement

▶ **To make the rule parts available:**

1. In the Travel Setup Wizard, click the **Travel Rules** setup step.
2. Scroll to the bottom of the page and click **Do you need a custom rule**.
3. Select the **Flight** category.
4. Scroll through the list to locate the new rule part:

Travel Rule Builder

Select rule category:
Flight

All of the checked conditions are true Any of the checked conditions are true

- Contains flights in cabin lower than that requested
- Fly America Act Compliant
- Is not Fly America Act Compliant
- There is no GSA city pair carrier and fare is not Fly America Act compliant when results include Fly America compliant fares.
- Booking source is [Source]
- Booking source is not [Source]
- Non-refundable airfare is [condition] the [discountContract] fare plus [currency] [money] [currencyOrPercent]
- One or more fare basis codes do not contain [FareBasisText]
- Is Fly America Act Compliant without Open Skies Exceptions
- Is not Fly America Act Compliant without Open Skies Exceptions

You may provide default values where you wish. Once you click Save, you must still enable the rule to become effective.

5. Then:
 - ◆ Use these for travelers who are allowed to choose US carriers **and** Open Skies carriers:
 - Fly America Act Compliant
 - Is not Fly America Act Compliant
 - ◆ Use these for travelers who are allowed to choose US carriers **but not** Open Skies carriers:
 - Is Fly America Act Compliant without Open Skies Exceptions
 - Is not Fly America Act Compliant without Open Skies Exceptions
6. Save your changes.

▶ **To create the rule:**

1. Back on the **Travel Rules** tab, select the appropriate travel rule class/policy.
2. Scroll down to the **Flight** section and locate the rule you wish to update.
3. Assign the correct violation level.
4. Save your changes.

Section 8: Additional Information – Hotel Level Per Diem Rule – Integrated Concur Travel & Expense

Concur Travel currently offers the ability to call a hotel out-of-policy if its room rate prices do not correspond with a travel rule setup. For example, if a hotel room rate is higher than the hotel per diem for a given location, the room rate will be called out-of-policy.

- **For Travel-only customers**, there is one central database that contains *county*-level per diem limits as defined by the GSA. However, most hotel content sources do not provide *county* information for individual hotel properties. For this reason, users of Travel-only sites must select the county they are traveling to so that Concur Travel finds the applicable per diem limit. This is done using the county "picker" page that displays immediately after a user initiates a hotel search.

NOTE: The picker page is displayed only if the **location based** per diem travel policy rule is enabled for the user's rule class.

- **For integrated Travel & Expense customers who use the Travel Allowance feature**, the administrator can manage rates in Expense at the county level. This allows integrated customers more configurability with location limits and makes the county picker page redundant for these customers. Since the picker page has been tied to the per diem policy rule since inception, it has created a less intuitive experience for integrated Travel & Expense customers.

As described in the Hotel Per Diems section of this guide, there is a separate rule part for hotel per diems that is specifically for integrated Concur Travel & Expense customers. This will accomplish two things:

- ◆ It will allow integrated customers to bypass the per diem county picker page that is triggered by the presence of the existing per diem rule.
- ◆ The rule will calculate travel policy based on the hotel-level per diem limit as defined in Expense, instead of using the county-level limit obtained from the picker page selection.

IMPORTANT

Even if Concur Expense is configured to use travel allowances, for some configurations, travel allowances apply to all users – for other configurations, travel allowances may not apply to all users, all of the time. Be aware that the new rule part discussed here applies **only** when Expense travel allowances apply to the user. This rule part will not be applied when Expense travel allowances **do not** apply to the user even if the Expense configuration allows it.

For best results, a customer should consider using the new rule part:

- If travel allowances apply to all of the customer's users **all the time, or**
- If travel allowances do not apply to all of the customer's users all of the time, then the customer's users should be split into different travel classes, which separate the travel allowance users from those who do not use travel allowances. The travel class(es) that uses travel allowances could use the new rule part.



For more information on travel allowances, please refer to the *Expense: Travel Allowance Setup Guide*.

