

Travel: Multi-User Clone Trip

Travel Service Guide

Also known as Manifest Clone

Last Revised: June 25, 2021

Applies to Concur Travel:

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

Contents

Multi-User Clone Trip	1
Section 1: IMPORTANT – About this Guide	1
Section 2: Professional and Standard Travel	1
Section 3: Overview	1
Benefits	2
Permissions	2
Supported Activities and Restrictions	3
Section 4: Manifest Administrator Experience	4
Multi-User Clone	4
Getting Started	4
Add/Import Passengers	5
Manage Custom Trip Fields	9
Define Form of Payment Choices	10
Define Email Options	11
Finish the Process	12
Section 5: Arranger Experience	13
Use the Manifest Tab	13
Multiple Hotels	15
Airline Record Locator	16
Section 6: Configuration	16
Travel System Admin	16
Company Admin	17
PNR Finishing	18
FAQs	19

Revision History

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July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
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October 29, 2018	Clarified the benefits
October 9, 2018	Removed DRAFT Removed: The Refundable only air fares check box is unavailable.
September 21, 2018	Edits throughout
September 20, 2018	General updates; initial publication in the new format

Multi-User Clone Trip

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

This feature is currently available only to companies and organizations using Concur Travel, Professional Edition.

Section 3: Overview

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

While the single-user Clone/Share Trip feature allows users/arrangers to easily book identical trips and to share trips with others for *individual* users, the Multi-User Clone Trip feature provides an effective solution for a *large group*. The Multi-User Clone Trip feature allows an arranger to clone an already reserved trip (Concur Travel & Expense or agent originated) for multiple travelers (unlimited). It will create a unique PNR or reservation for each traveler and copy the lowest-logical fare (LLF) and finishing requirements.

Multi-user clone is different from the single-user clone in that we are cloning the fare basis code of the original trip for all new trips. The single-user clone feature clones the flights of the original trip but policy is applied, and the user/arranger is taken through the booking process. With multi-user clone, policy (class of service, airline preference, refund ability, etc.) is determined by the first trip only. If there is a change in class of service or fare during the multi-user clone, the clone process ends, and a report is sent to the arranger.

Due to this difference in functionality, the **Refundable** check box on the multi-user clone page is unavailable (grayed out) as it serves no purpose.

Note the following:

- The Multi-User Clone Trip feature is also referred to as Manifest Clone.
- The terms "user," "traveler," and "passenger" are used interchangeably and all refer to a Concur Travel user.

Benefits

Arrangers benefit from the Multi-User Clone Trip feature in that:

- It provides the ability to book flights and hotel rooms for a large group at once, saving time and effort.
- The **Manifest** tab in the arranger view gives an easy overview of all existing manifests for an arranger including manifest name, start and end date, status, a list of all passengers and their respective record locator.
- Both ghost cards and credit cards from the user profiles are supported for payment.

Permissions

Because a multiuser clone trip bypasses policy, this feature is permission based to allow company administrators to determine who should be allowed to manage travel on behalf of a large group.

To use the Multi-User Clone Trip feature, the user must have the Manifest Administration permission (described later in this guide) **and** is either:

- An arranger for all affected users
 - or –
- Have the self-assigning assistant permission **and** the affected users have not blocked self-assigning assistants

Supported Activities and Restrictions

Note the following:

- **Worldspan:** This feature is currently not supported on configurations using Worldspan GDS. The Clone/Share Trip feature for individual users is available, however.
- **Integrated with Request:** This feature cannot be used with configurations with Travel integrated with Request.
- **Guests:** This feature is not available for non-profiled travelers (guests). While it is possible to clone a trip for a guest, this can only be done on a one-by-one basis, using the single-user Clone Trip feature.
- **Segments:** Only air and hotel segments are cloned. The original itinerary can contain a car segment, but it will be ignored during the clone process. There are currently no plans to support car rentals with this feature.
- **Status:** The **Clone Trip** link on the itinerary page is only available once a booked trip reaches the *Confirmed* status. As long as the status of the trip is *Sending to agency*, a Manifest Administrator will not be able to clone a trip. Usually a trip reaches *Confirmed* status after a few minutes.
- **Direct Connect:** The following direct connect providers are not supported for this feature:
 - ♦ Travefusion
 - ♦ Any rail provider
 - ♦ Any ground provider
 - ♦ Any hotel or accommodation provider available via the SAP Concur hotel connector (for example, Booking.com, Premier Inn, Airbnb)
- **Policy:** Travel policy of the first trip is cloned and used for all other bookings in the multi-user cloned trip.
 - ♦ The LLF is copied for each trip and is not recalculated for each booking.
 - ♦ The clone process stops if the fare increases to alert the Manifest Administrator and they can decide whether to proceed at a higher fare or look for something different.
 - ♦ Travel policy does not apply to class of service. If the original trip is in first class, the trip template for the subsequent cloned trips will also default to first class.
- **GDS scan impact:** This feature essentially "clones" an itinerary for as many travelers as are included on the manifest. It will use a number of scans comparable to making multiple individual reservations in Concur Travel and may, in fact, save on search scans, since each reservation can be made without performing air and hotel searches.

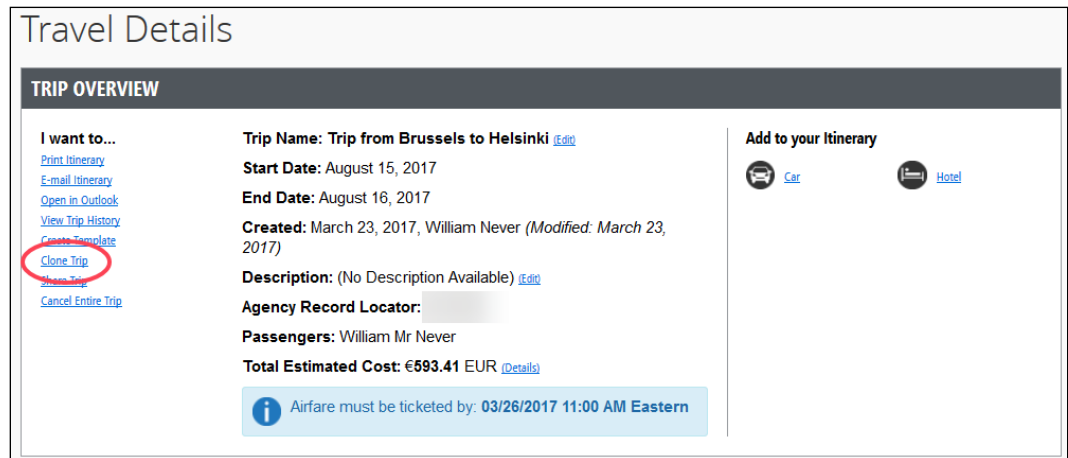
Section 4: Manifest Administrator Experience

Multi-User Clone

Getting Started

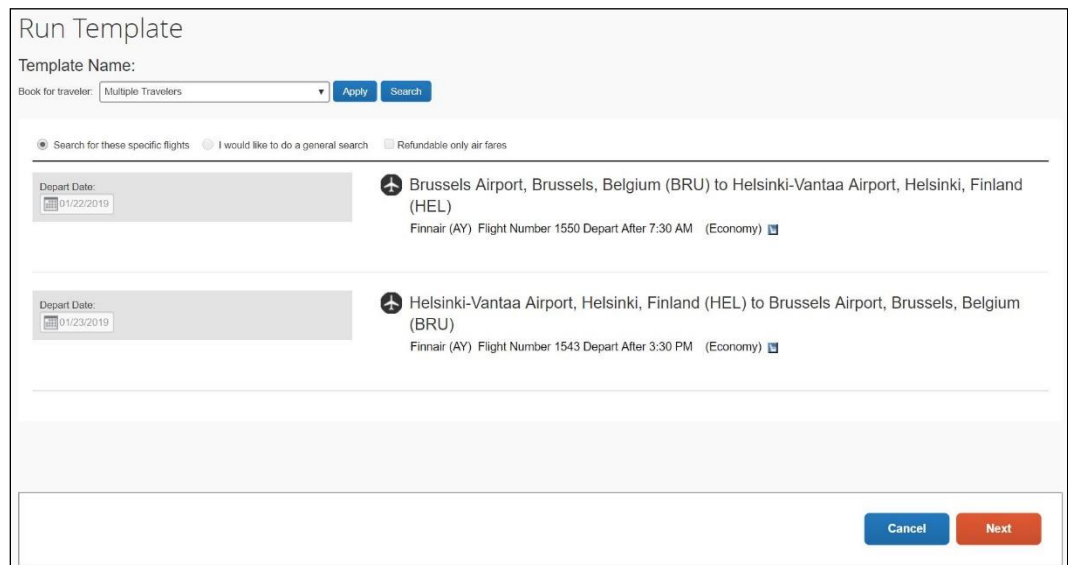
► **To start the process:**

1. From the **Travel Details** page of an existing itinerary, click **Clone Trip**.



The screenshot shows the 'Travel Details' page. On the left, under 'I want to...', the 'Clone Trip' link is circled in red. The main section, 'TRIP OVERVIEW', displays trip information: Trip Name (Trip from Brussels to Helsinki), Start Date (August 15, 2017), End Date (August 16, 2017), Created date (March 23, 2017), Description (No Description Available), Agency Record Locator, Passengers (William Mr Never), and Total Estimated Cost (€593.41 EUR). A blue banner at the bottom states: 'Airfare must be ticketed by: 03/26/2017 11:00 AM Eastern'. On the right, there is an 'Add to your Itinerary' section with icons for Car and Hotel.

The **Run Template** page appears.



The screenshot shows the 'Run Template' page. It has a 'Template Name' field and a 'Book for traveler' dropdown menu set to 'Multiple Travelers'. Below this are two radio buttons: 'Search for these specific flights' (selected) and 'I would like to do a general search'. There is also a checkbox for 'Refundable only air fares'. The page displays two flight options: 1) Brussels Airport, Brussels, Belgium (BRU) to Helsinki-Vantaa Airport, Helsinki, Finland (HEL) on Finnair (AY) Flight Number 1550, departing after 7:30 AM in Economy class. 2) Helsinki-Vantaa Airport, Helsinki, Finland (HEL) to Brussels Airport, Brussels, Belgium (BRU) on Finnair (AY) Flight Number 1543, departing after 3:30 PM in Economy class. At the bottom right, there are 'Cancel' and 'Next' buttons.

2. In the **Book for traveler** list, select *Multiple Travelers*.
3. Select the appropriate radio button to search for the specific flights of the initial booking or do a general search.

4. Click **Next**. The **Create Manifest** page appears.

Create Manifest

Trip Name: Trip from Brussels to Helsinki

for: Multiple Travelers Apply Search

[View Trip Information](#)

To create a manifest, provide a name for the manifest and click the Next button.

Manifest Name

Trip from Brussels to Helsinki Manifest

Cancel Next

5. In the **Manifest Name** field, enter the name. SAP Concur will populate the **Manifest Name** field with the city pairs, but you can change it.
6. Click **Next**. The **Create Manifest** page refreshes. Follow the steps below for adding passengers (users).

Add/Import Passengers

There are two ways to add travelers – add each individually or use an import tool.

Create Manifest

Trip Name: Trip from Brussels to Helsinki

for: Multiple Travelers Apply Search

[View Trip Information](#)

Manifest Name

Trip from Brussels to Helsinki Manifest

Manifest Passengers

Displaying: 0 out of 0 results. Add Passenger Import Passengers

First Name Last Name

Both processes are described on the following pages.

USE THE "ADD PASSENGER" OPTION

If you choose to add them individually, you can search by first name, last name, phone, or email.

► To use the Add Passenger option:

1. On the **Create Manifest** page, click **Add Passenger**. The following page appears.

Search field: Return all rows, Last Name, First Name, Work Phone, Email

Search Criteria: contains

Search Trip Names:

Search

employees you wish to add as passengers.

First Name	Last Name
Glenn	[REDACTED]

2. Enter the desired criteria.

NOTE: If using the *Return all rows* options in the **Search field** list, Concur Travel will return a maximum of 300 rows in alphabetical order.

3. Click **Search**.
4. From the search results, select the desired users.

Add Passenger

Please enter the first name, last name, phone, or e-mail for the employee you wish to add to the manifest.

Search field: Last Name, Search Criteria: contains, Search Trip Names: Never, Search

Please check the employees you wish to add as passengers.

	Login Name	First Name	Last Name	Phone Number
<input type="checkbox"/>	concur_admin@productmanagement.com	William	Never	
<input type="checkbox"/>	joshua.amadeus2@concur.eu	William	Never	1234
<input type="checkbox"/>	stephan.amadeus4@concur.eu	William	Never	1234
<input type="checkbox"/>	stephan.amadeus2@concur.eu	William	Never	12345
<input type="checkbox"/>	stephan.amadeus3@concur.eu	William	Never	123456
<input type="checkbox"/>	joshua.amadeus1@concur.eu	William	Never	1234

Add Close

- Once selected, you will be returned to the main page where you will see them now listed.

Create Manifest

Trip Name: Trip from Brussels to Helsinki

for: Multiple Travelers

Search

[View Trip Information](#)

Manifest Name

Trip from Brussels to Helsinki Manifest

Manifest Passengers

Displaying: 3 out of 3 results.
 [Add Passenger](#)
[Import Passengers](#)

First Name	Last Name	Work Phone	Custom Fields	Remove
William	Never	498-581292	<div><div></div></div>	<div><div></div></div> Remove
William	Never		<div><div></div></div>	<div><div></div></div> Remove
William	Never	+3236411394	<div><div></div></div>	<div><div></div></div> Remove

Form of Payment

☒ Use each passenger's default form of payment from their profile, or this form of payment if the passenger has no default.

No Card Selected

☐ Only use this form of payment.

☐ Only use the passenger's default form of payment.

☐ Trips will not be booked for passengers with no default form of payment.

☐ Reuse the original trip's form of payment.

☐ No trips will be booked if original trip has no form of payment.

E-mail Options

☒ Send Confirmation Itinerary to me for each passenger
 ☒ Send Confirmation Itinerary to each passenger

Cancel

Finish

- ◆ Click the **Edit** link to populate custom trip field data, if required.



Refer to the *Manage Custom Trip Fields* on the following pages.

- ◆ Click the **Remove** link to remove a passenger from the list.

USE THE "IMPORT PASSENGERS" OPTION

► **To import passengers:**

1. On the **Create Manifest** page, click **Import Passengers**. A popup appears that allows you to download an example spreadsheet or to browse for and upload an already prefilled spreadsheet.

2. Download, fill in, and save the sample spreadsheet as instructed.

The sample spreadsheet contains the following columns:

- ◆ Login ID
- ◆ Column for each required trip question

	A	B
1	LOGIN_ID	Project Number
2	stephan.amadeus3@concur.eu	56987
3	stephan.amadeus4@concur.eu	18739
4		

3. When done, upload the spreadsheet into Concur Travel. The successfully imported passengers will be listed in a popup window.

4. Review the information for accuracy.
5. Select the desired users.
6. Click **Add**. The users appear on the main page.



Refer to the *Manage Custom Trip Fields* below.

Manage Custom Trip Fields

During the multi-user clone creation process, some companies must provide custom field answers for the manifest passengers. If a trip field is required, the clone cannot be finished until every passenger's required trip fields have been completed.

If there are no custom trip fields, the **Manifest Passengers** section appears like this.

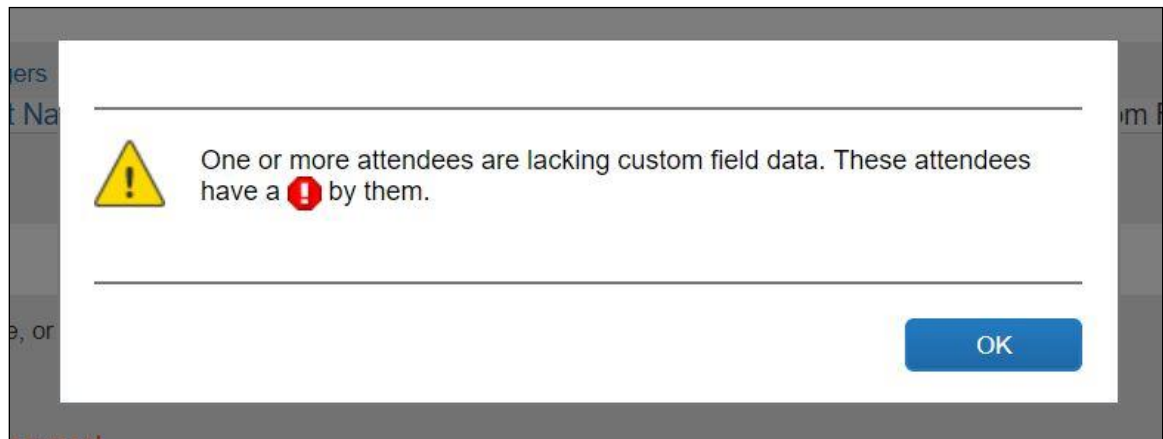
Manifest Name					
Trip from Brussels to Helsinki Manifest					
Manifest Passengers					
Displaying: 2 out of 2 results. Add Passenger Import Passengers					
First Name	Last Name	Work Phone	Remove		
William	Never	123456	Remove		
William	Never	1234	Remove		

If there are one or more required custom trip fields, the **Manifest Passengers** section displays an additional column called **Custom Fields**. Each user will have a green check or red exclamation depending on whether their required trip fields have data. In the following example, the first user's required fields have been completed, but the second user's required fields have not.

Manifest Passengers					
Displaying: 2 out of 2 results. Add Passenger Import Passengers					
First Name	Last Name	Work Phone	Custom Fields		
William	Never	123456	✓	Edit	
William	Never	1234	!	Edit	

Click **Edit** to enter or change the custom field information.

When you click the **Finish** button to initiate the trip-cloning process, the following error message appears if there are user with incomplete required trip fields.



NOTE: SAP Concur only displays custom trip fields on this page for which the check box **Display for regular trips** is activate.

Define Form of Payment Choices

Once the users have been imported, you must determine the form of payment for each one. Depending on the company's travel configuration page, you may see any or all options:

- The default form of payment in each user's profile or a specified form of payment if there is no default
- Only a specified form of payment
- Only the user's default form of payment
- Only the original trip's form of payment

Corporate or ghost cards are not considered unless specifically chosen by the arranger. The user's personal card choice in their Concur Travel profile takes precedence and a corporate ghost card is available only with **the first two** options below and then would apply to all cloned users.

► **To select the form of payment:**

On the **Create Manifest** page, select the desired option.

Form of Payment

☒ Use each passenger's default form of payment from their profile, or this form of payment if the passenger has no default: Example Corporate Ghost Card (...1111) ▼
☐ Only use this form of payment:
☐ Only use the passenger's default form of payment.
Trips will not be booked for passengers with no default form of payment.
☐ Reuse the original trip's form of payment.
No trips will be booked if original trip has no form of payment.

- **Use each passenger's default form of payment from their profile, or this form of payment if the passenger has no default:** The user's default credit card for air in Profile is used. If unavailable (either the user has no credit cards in Profile or none of the credit cards is set as default for air), then a default credit card is used instead. All corporate ghost cards are available in the dropdown, regardless of arranger or user restrictions.
- **Only use this form of payment:** All corporate ghost cards are available in the dropdown, regardless of arranger or user restrictions.
- **Only use the passenger's default form of payment:** The user's default credit card for air in Profile is used and no corporate default card / ghost card is considered. If unavailable (either the user has no credit cards in the Profile or none of credit cards is set as default for air), then no trip will be booked for this user. Corporate ghost cards are not considered at all with this option.
- **Reuse the original trip's form of payment:** The form of payment used for the initial booking will be used for all cloned trips.

Define Email Options

► **To define email options:**

On the **Create Manifest** page, select the desired email option(s).

E-mail Options

☒ Send Confirmation Itinerary to me for each passenger
☒ Send Confirmation Itinerary to each passenger

Finish the Process

► To finish the clone process:

On the **Create Manifest** page, click **Finish**. The page refreshes.

Create Manifest

Trip Name: Trip from Brussels to Helsinki

for:

[View Trip Information](#)

Your manifest has been added to the processing queue. You will receive an e-mail shortly indicating the status of the trip cloning.

Manifest Name
Trip from Brussels to Helsinki Manifest

Manifest Passengers

Displaying: 2 out of 2 results.

First Name	Last Name	Work Phone
William	Never	123456
William	Never	1234

Form of Payment

Reuse the original trip's form of payment.
No trips will be booked if original trip has no form of payment.

E-mail Options

☐ Send Confirmation Itinerary to me for each passenger

☐ Send Confirmation Itinerary to each passenger

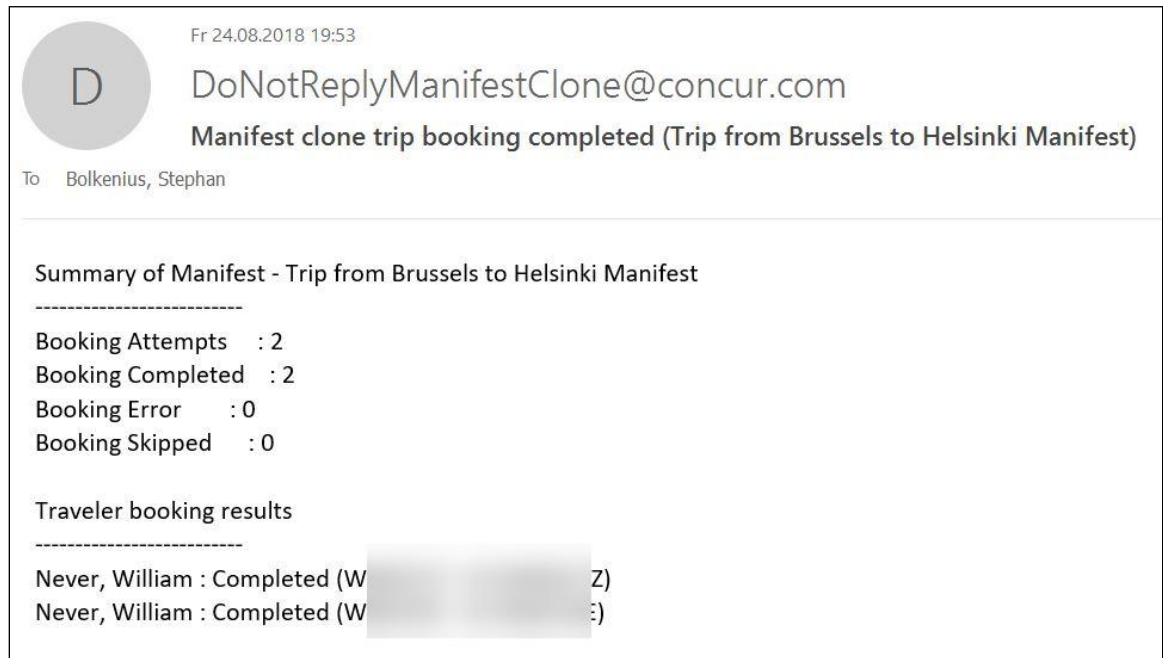
The following information appears:

- A link to view the original itinerary
- The list of the users you selected to receive the cloned trip
- The form of payment option selected
- The e-mail option(s) selected

In addition, the arranger will receive an email with the trip status for every user. The email includes:

- Names and record locators of successful bookings
- Names of users who did not have successful bookings and why
- Summary of number attempted, number successful, etc.

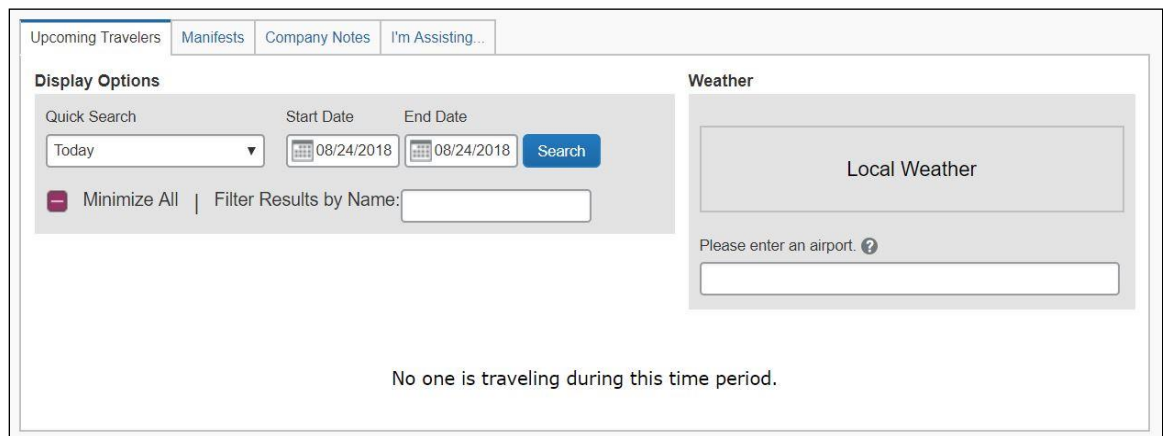
Email Example:



Section 5: Arranger Experience

Use the Manifest Tab

This tab is visible only to arrangers who are associated with a configuration with the Multi-User Clone Trip feature activated.



The **Manifests** tab provides information that is very similar to that on the **Upcoming Travelers** tab.

The screenshot shows the 'Manifests' tab selected in the top navigation bar. Below the tabs is a 'Display Options' section with a 'Quick Search' dropdown set to 'Today', 'Start Date' and 'End Date' both set to '08/24/2018', and a 'Search' button. There is also a 'Minimize All' button and a 'Filter Results by Manifest Name:' text input field. Below these options, a message states: 'No manifest trips are scheduled for this time period.'

The date search works the same way as on the **Upcoming Travelers** tab. The **Filter Results by Manifest Name** field uses the manifest names. Existing manifests appear in the list if the arranger has any manifests that fall within the specified date range.

The screenshot shows the 'Manifests' tab selected. The 'Display Options' section has 'Quick Search' set to '(Use a pre-defined search)', 'Start Date' as '08/24/2018', and 'End Date' as '03/28/2019'. Below the search options is a table of manifest trips:

	Start Date:	End Date:	Status
+ Trip from Brussels to Helsinki Manifest	01/22/2019	01/23/2019	Created but not Submitted
+ Trip from Brussels to Helsinki Manifest	01/22/2019	01/23/2019	Created but not Submitted
- Trip from Brussels to Helsinki Manifest	01/22/2019	01/23/2019	All Passengers Booked

Below the manifest list is a table of passengers for the selected manifest:

Passenger Name	Locator	Airline Locators	Status
Never, Stephan Amadeus Test User 3	W	AY:W	Booking Completed
Never, Stephan Amadeus Test User 4	W	AY:W	Booking Completed

Each manifest appears with the manifest name, the start and end date, and the manifest status. If the manifest has at least one passenger, the arranger will see a list of those passengers along with the record locator of each passenger's trip (if booked) and the passenger's status.

NOTE: Manifests and users associated with errors during the booking process display with a red background and a message like "Error During Processing", "No Booking / Sold Out," or "Skipped Due to Previous Error."

Multiple Hotels

A cloned trip may contain multiple hotels or contain air and hotel. The following rules determine how Concur Travel conducts clone trip bookings and whether a clone trip PNR is created:

- Air + Hotel(s):
 - ♦ Air booking must be successful or no hotel bookings.
 - ♦ One hotel booking failure stops all remaining hotel booking attempts, but already-booked air/hotel segments remain in PNR.
 - ♦ No PNR is created when air booking fails.
- Hotel(s) only:
 - ♦ One hotel booking failure stops all remaining hotel booking attempts, but already-booked hotel segments remain in PNR.
 - ♦ No PNR is created when the first hotel booking fails.

When a user's clone trip is partially booked (such as an air + hotel trip has only air segments booked), this booking is counted under **Booking Error** in the summary, but the booking result for that user is indicated as Partially Completed with a record locator. Here is an example of a notification email in such a case:

Manifest clone trip booking completed (Denver Meeting Manifest)

Extra line breaks in this message were removed.

To:

Summary of Manifest - Denver Meeting Manifest

Booking Attempts : 4

Booking Completed : 3

Booking Error : 1

Booking Skipped : 0

Traveler booking results

Smith, John : Error (Credit Card Expired) Newton, Paul :

Completed () Never, William : Completed ()

Vernon, Bear : Completed ()

Airline Record Locator

In addition to the GDS record locator, the multi-user clone captures airline record locators during its current process. The airline record locator is often identical to the GDS record locator (as in the examples below), but it may differ in some cases.

Each airline record locator associates to a carrier code in:

- The notification email, following GDS record locator:

Traveler booking results

Never, William : Completed (WMO - AY:WMO)

Never, William : Completed (WMX - AY:WMX)

- The **Airline Locators** column on the arranger's **Manifest** tab:

Upcoming TravelersManifestsCompany NotesI'm Assisting...

Display Options

Quick Search

(Use a pre-defined search)

Start Date

08/24/2018

End Date

03/28/2019

Search

Minimize All

Filter Results by Manifest Name:

<div>+</div>	Trip from Brussels to Helsinki Manifest	Start Date: 01/22/2019	End Date: 01/23/2019	Created but not Submitted
<div>+</div>	Trip from Brussels to Helsinki Manifest	Start Date: 01/22/2019	End Date: 01/23/2019	Created but not Submitted
<div>-</div>	Trip from Brussels to Helsinki Manifest	Start Date: 01/22/2019	End Date: 01/23/2019	All Passengers Booked
Passenger Name		Locator	Airline Locators	Status
Never, Stephan Amadeus Test User 3		WMO	AY:WMO	Booking Completed
Never, Stephan Amadeus Test User 4		WMX	AY:WMX	Booking Completed

Section 6: Configuration

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. Locate the **Trip Sharing and Cloning** section of the travel configuration page.

3. Select (enable) the **Clone Trip enabled** check box.

Trip Sharing and Cloning
☒ Clone Trip enabled

Manifest Clone FOP Options (Manifest Clone is disabled when all options are unchecked)
☒ Allow option: "Use each passenger's default FOP when available; otherwise use a specified FOP"
☒ Allow option: "Only use a specified FOP"
☒ Allow option: "Only use each passenger's default FOP"
☒ Allow option: "Only use original trip's FOP">

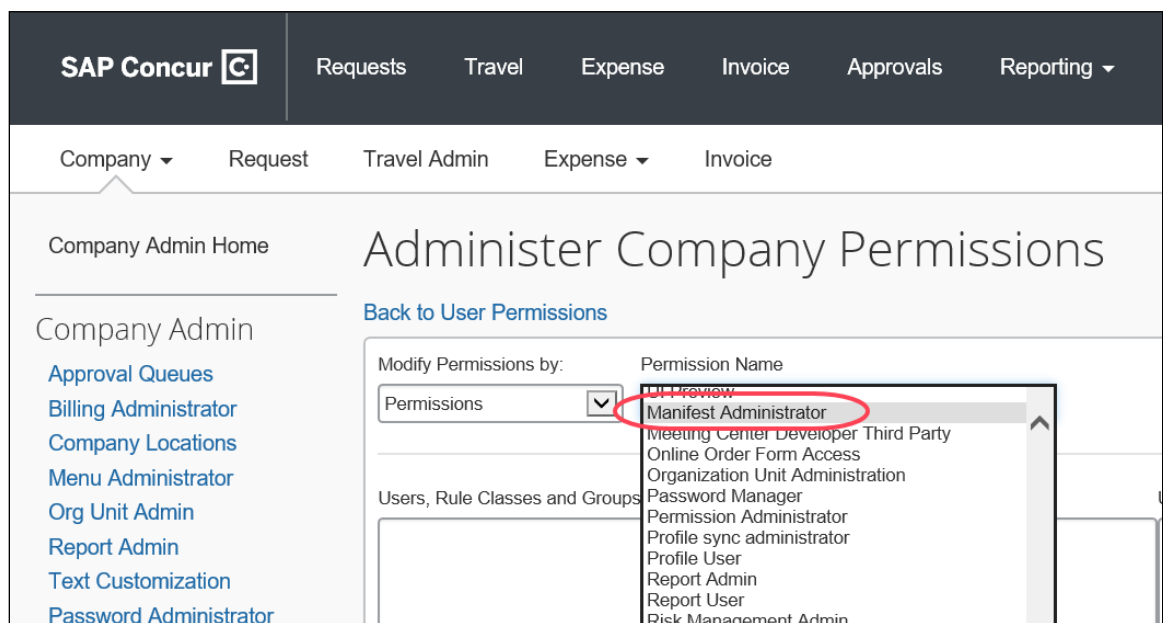
4. In the **Manifest Clone FOP Options** section, select any or all of these:

- ◆ Allow option: "Use each passenger's default FOP when available; otherwise use a specified FOP"
- ◆ Allow option: "Only use a specified FOP"
- ◆ Allow option: "Only use each passenger's default FOP"
- ◆ Allow option: "Only use original trip's FOP"

NOTE: At least one option must be selected to enable to Multi-User Clone Trip feature.

Company Admin

In order to use the Multi-User Clone Trip feature, the arranger must be assigned the Manifest Administration permission.



The permission is assigned using **Administration > Company > Company Admin > User Permissions** (left menu).



For more information about assigning permissions, refer to the *Concur Travel: Company Administration User Guide*.

PNR Finishing

SAP Concur adds a historical remark to the multi-user clone PNR during the sell process. The remark has the keyword "CB/MUC/" followed by the name of the manifest associated with the PNR. In addition to the standard historical remark, a finishing data point is available in the finisher template editor in the "Trip" node.

Test XPath
XPath template

Element:

DELIVERY_FAX

GUEST_ID

GUEST_FIRST_NAME

GUEST_LAST_NAME

GUEST_PHONE

GUEST_PHONE_TYPE

GUEST_PHONE_IATA

GUEST_EMAIL

GUEST_EMAILRAW

BOOKED_VIA

RULE_CLASS_NAME

RULE_CLASS_ID

CANCEL_COMMENTS

IS_MULTI_SOURCE_AIR

IS_MULTI_USER_CLONE_TRIP

AUTHORIZATION_NUMBER

AlternateTripsAry

RulesData

Criteria:

None

☐ include position
Result:

/PNRFinishData

/Trip

/IS_MULTI_USER_CLONE_TRIP

Save

Save as...

Cancel

Save as Template

An XPath expression that determines whether this line will be used. Generally better to use a Choose.

FAQs

Q. What types of trips are supported?

A. One-way, round trip, and multi-segment itineraries are all supported. Direct connect, split ticketing, instant purchase, and mixed content (GDS + direct connect) trips are also supported.

Travelfusion and Rail are not supported with this version.

Only air and hotel itineraries are cloned. The original itinerary can contain a car reservation, but it will be ignored during the clone process. There are no plans to support car rentals with this feature.

Q. What types of travelers are supported?

A. This feature only applies to profiled travelers (Concur Travel users) within the same configuration as the original trip user. Guest travel is not supported.

Q. Will travel policy be applied?

A. No. The assumption is that the policy of the first trip will be cloned. The LLF will be copied for each trip and is not recalculated for each booking. The clone will stop if the fare increases to alert the arranger and they can decide whether to proceed at a higher fare or look for something different.

Travel policy does not apply to class of service. If the original trip is in first class, the subsequent cloned trips will also be defaulted in first, regardless of the travel policy to which users are associated.

Q. When is multi-user clone offered?

A. Like the single-user clone and share-trip features, this is available for trips on hold, trips submitted for purchase, and ticketed itineraries. However, once a trip is cloned, it is automatically sent to ticketing.

Q. What is the average processing time?

A. 2-3 minutes per traveler. The email summary is sent once every user has been processed.

Q. What is added to the PNR?

A. SAP Concur adds a historical remark to the multi-user clone PNR during the sell process. The remark has the keyword "CB/MUC/" followed by the name of the manifest associated with the PNR. In addition to the standard historical remark, a finishing data point is now available in the finisher template editor in the Trip node.

Q. What could stop a multi-user clone?

A. If the flight is sold out, the clone process will end. Every trip that was successful until that point will be sent to ticketing.

The email the arranger receives will detail the reservations that went through and those that did not.

If a profile move fails, Concur Travel & Expense will skip that user and move onto the next one. Again, the email summary will identify if this occurs.

Last, the clone will stop if there is a change in price.

Q. Are the TSA requirements supported?

A. Yes, if the TSA requirements are set in the user's profile, they will be passed correctly. If they are not saved to the user's profile, they must be added by the agency or at the airport.

Q. What GDS are supported for multi-user clone?

A. This feature is supported via Amadeus, Apollo, Galileo, and Sabre.

Q. What happens if an arranger attempts to clone a trip where the fare basis has expired or no longer exists?

A. The arranger will not be able to perform the multi-user clone function. They will receive an error message stating "NO FARE FOR CLASS USED".

