

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

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Revision History

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

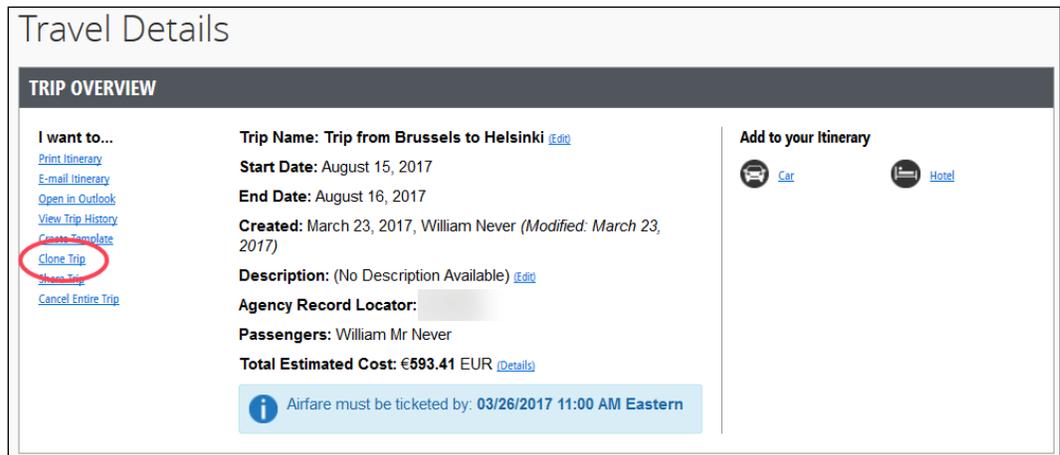
Section 4: Manifest Administrator Experience

Multi-User Clone

Getting Started

► **To start the process:**

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

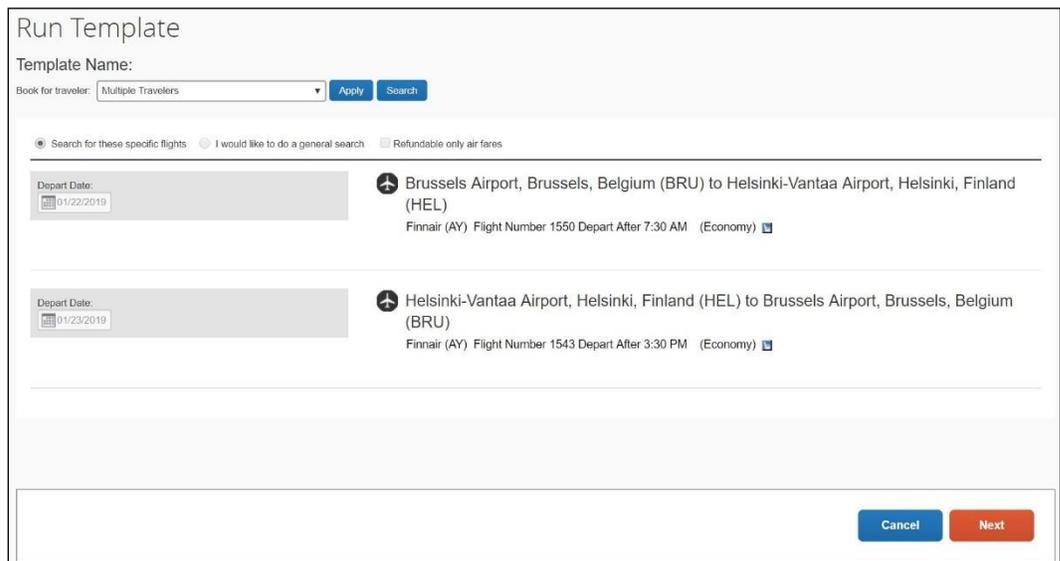


The screenshot shows the 'Travel Details' page for a trip named 'Trip from Brussels to Helsinki'. The 'TRIP OVERVIEW' section includes the following information:

- Trip Name:** Trip from Brussels to Helsinki (Edit)
- Start Date:** August 15, 2017
- End Date:** August 16, 2017
- Created:** March 23, 2017, William Never (Modified: March 23, 2017)
- Description:** (No Description Available) (Edit)
- Agency Record Locator:** [Redacted]
- Passengers:** William Mr Never
- Total Estimated Cost:** €593.41 EUR (Details)

On the left side, under 'I want to...', the 'Clone Trip' link is circled in red. Other links include Print Itinerary, E-mail Itinerary, Open in Outlook, View Trip History, Create Template, Share Trip, and Cancel Entire Trip. On the right side, there is an 'Add to your Itinerary' section with icons for Car and Hotel. A blue banner at the bottom states: 'Airfare must be ticketed by: 03/26/2017 11:00 AM Eastern'.

The **Run Template** page appears.



The screenshot shows the 'Run Template' page. The 'Template Name:' field is empty. Below it, there is a 'Book for traveler:' dropdown menu set to 'Multiple Travelers', with 'Apply' and 'Search' buttons. There are three radio buttons for search criteria: 'Search for these specific flights' (selected), 'I would like to do a general search', and 'Refundable only air fares'.

The flight search results are as follows:

- Depart Date:** 01/22/2019
Brussels Airport, Brussels, Belgium (BRU) to Helsinki-Vantaa Airport, Helsinki, Finland (HEL)
Finnair (AY) Flight Number 1550 Depart After 7:30 AM (Economy) [Details]
- Depart Date:** 01/23/2019
Helsinki-Vantaa Airport, Helsinki, Finland (HEL) to Brussels Airport, Brussels, Belgium (BRU)
Finnair (AY) Flight Number 1543 Depart After 3:30 PM (Economy) [Details]

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

[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

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

[View Trip Information](#)

Manifest Name

Trip from Brussels to Helsinki Manifest

Manifest Passengers

Displaying: 0 out of 0 results.

| First Name | Last Name |
|------------|-----------|
|------------|-----------|

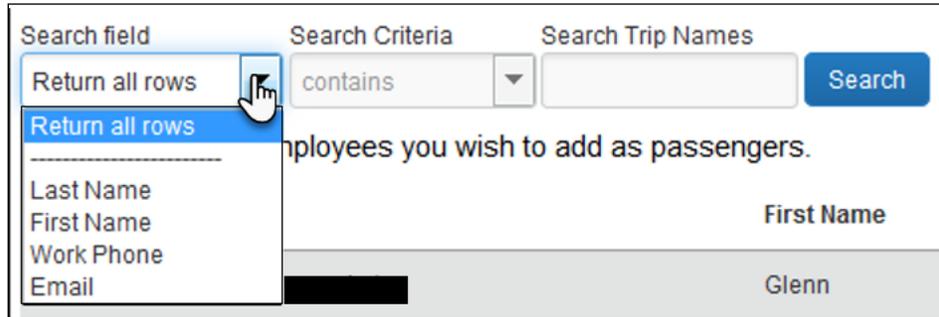
Both processes are described on the following pages.

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.

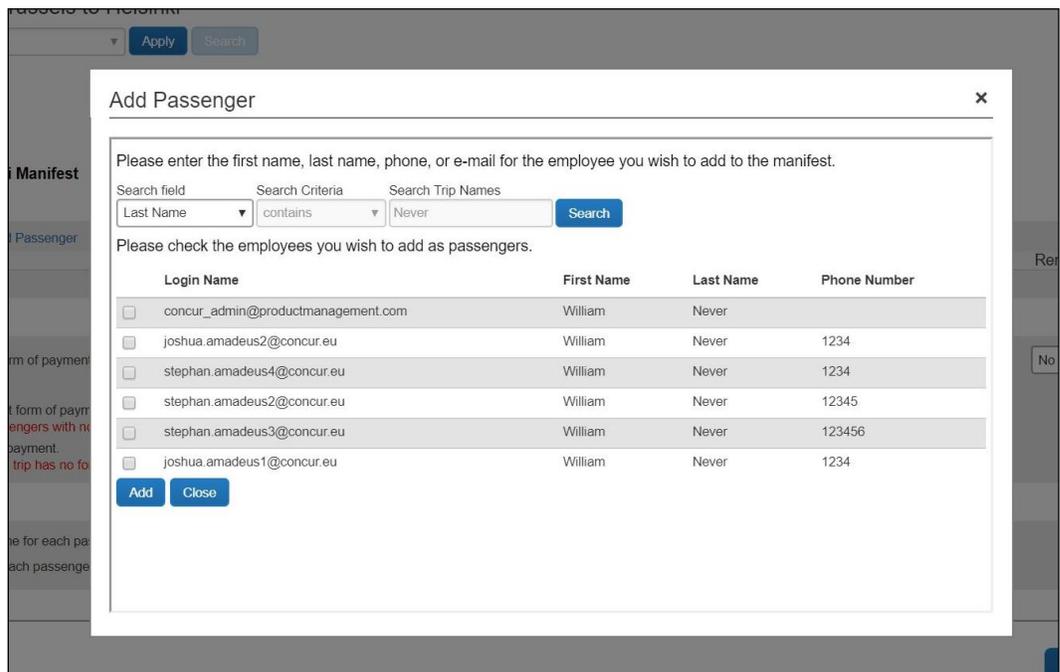


The screenshot shows a search interface with three main sections: "Search field", "Search Criteria", and "Search Trip Names". The "Search field" dropdown menu is open, showing options: "Return all rows", "Last Name", "First Name", "Work Phone", and "Email". The "Search Criteria" dropdown is set to "contains". The "Search Trip Names" field is empty. A "Search" button is visible. Below the search fields, there is a table with columns "Last Name" and "First Name". One row is visible with the name "Glenn".

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.



The screenshot shows the "Add Passenger" dialog box. It contains a search form with the following fields: "Search field" (set to "Last Name"), "Search Criteria" (set to "contains"), and "Search Trip Names" (set to "Never"). A "Search" button is present. Below the search form, there is a table with columns: "Login Name", "First Name", "Last Name", and "Phone Number". The table contains several rows of employee data, each with a checkbox in the "Login Name" column. At the bottom of the dialog, there are "Add" and "Close" buttons.

| 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 |

- 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 | ! Edit | Remove |
| William | Never | +3236411394 | ! Edit | Remove |
| William | Never | | ! Edit | 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.



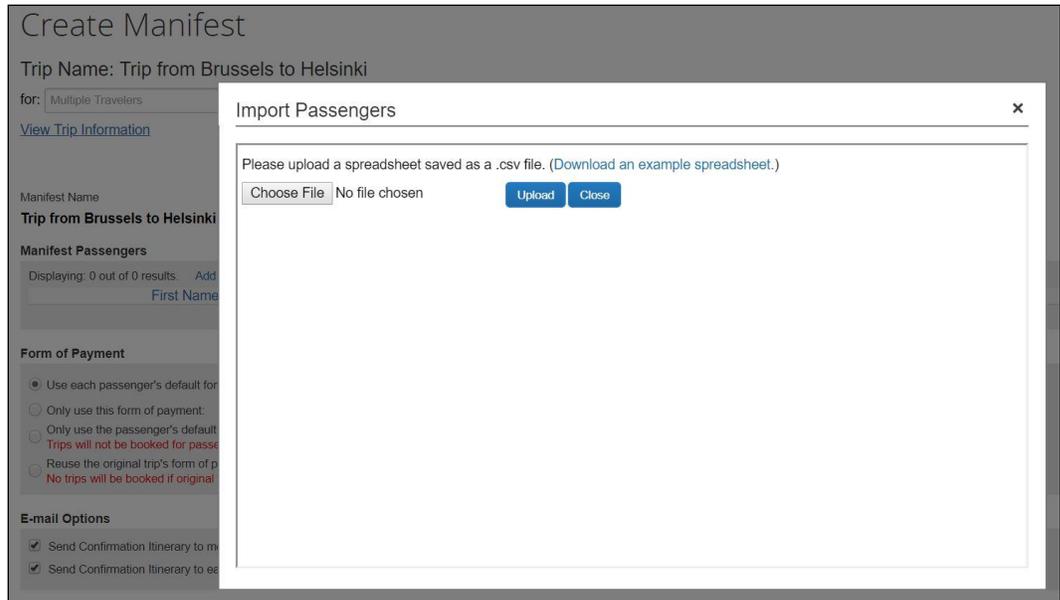
Refer to the *Manage Custom Trip Fields* on the following pages.

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

USE THE "IMPORT PASSENGERS" OPTION

▶ *To import passengers:*

- 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.



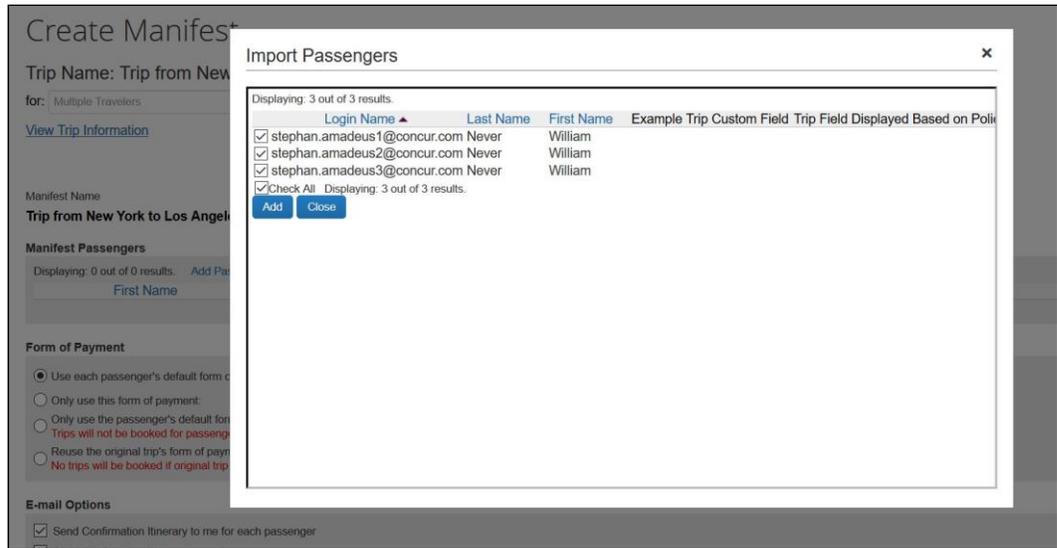
2. Download, fill in, and save the sample spreadsheet as instructed.

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.

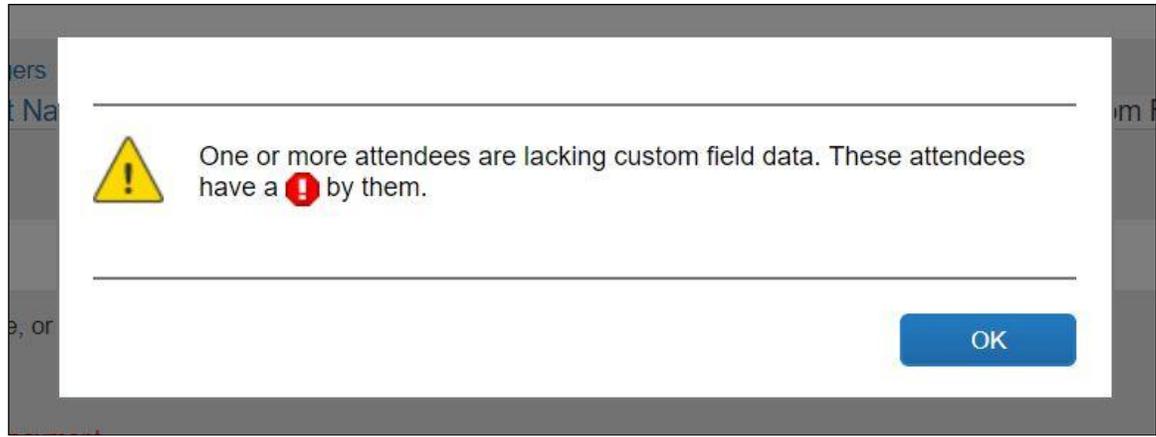
| Manifest Name | | | | | |
|---|-----------|------------|------------------------|--|--|
| Trip from Brussels to Helsinki Manifest | | | | | |
| Manifest Passengers | | | | | |
| Displaying: 2 out of 2 results. Add Passenger Import Passengers | | | | | |
| First Name | Last Name | Work Phone | Remove | | |
| 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 | <input checked="" type="checkbox"/> Edit | | |
| William | Never | 1234 | <input type="checkbox"/> 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

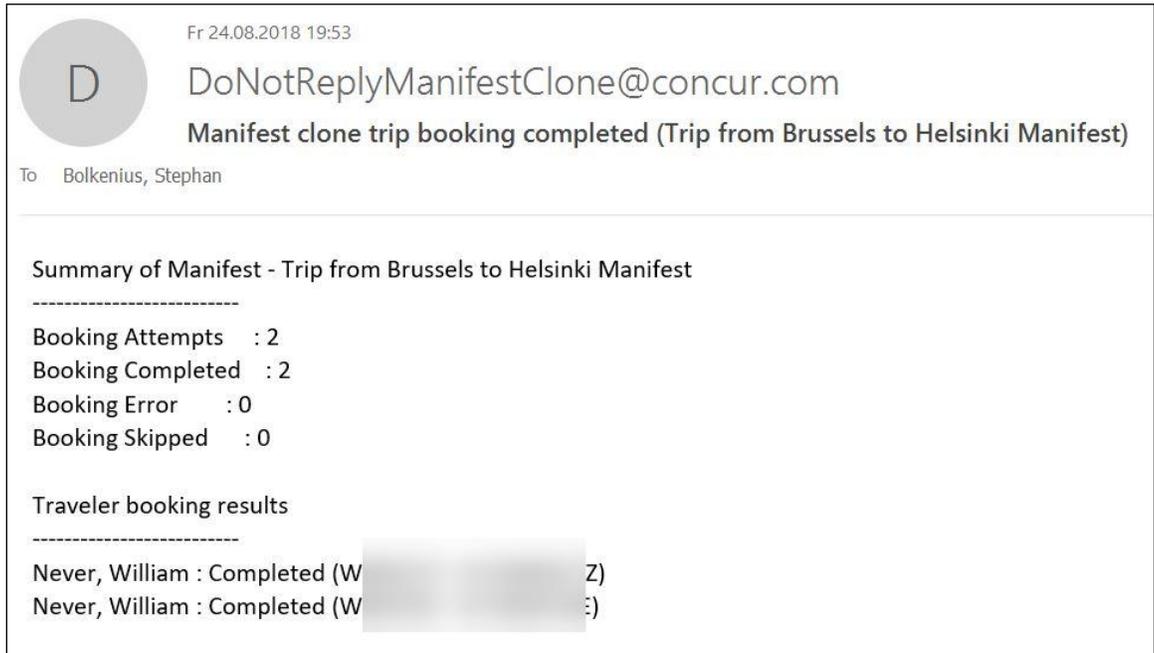
The following information appears:

- 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.

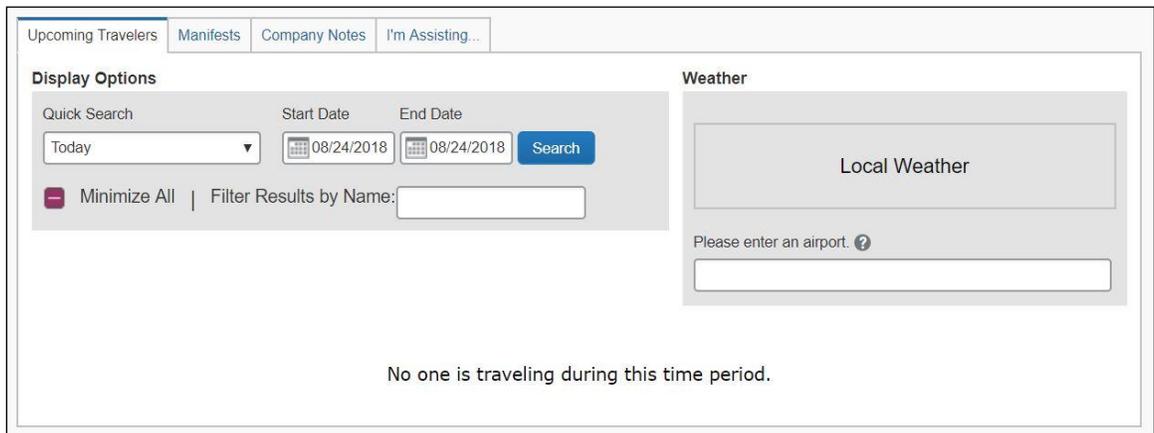
Email Example:



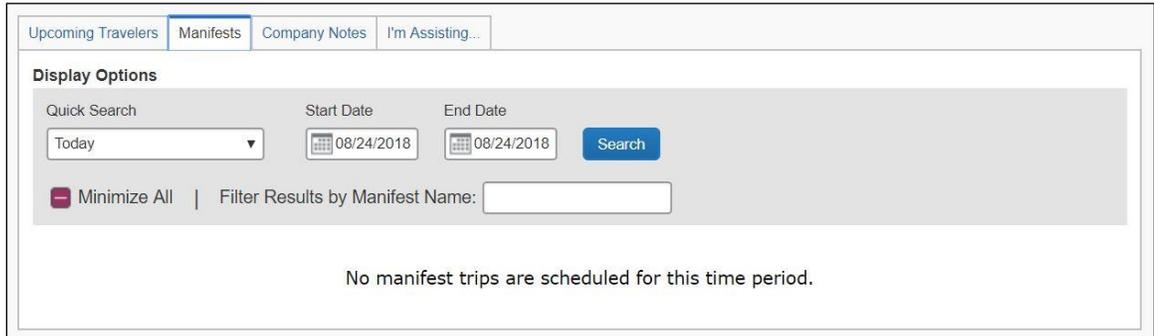
Section 5: Arranger Experience

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.

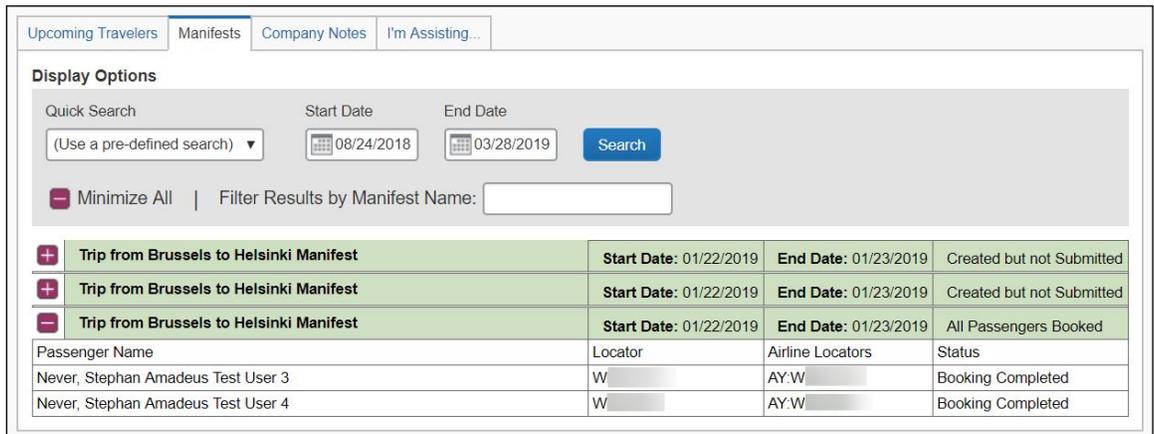


The **Manifests** tab provides information that is very similar to that on the **Upcoming Travelers** tab.



The screenshot shows the 'Manifests' tab selected. Under 'Display Options', there is a 'Quick Search' dropdown set to 'Today', 'Start Date' set to '08/24/2018', and 'End Date' set to '08/24/2018'. A 'Search' button is present. Below this, there is a 'Minimize All' button and a 'Filter Results by Manifest Name:' input field. The main content area displays the message: '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 with search criteria: 'Quick Search' set to '(Use a pre-defined search)', 'Start Date' set to '08/24/2018', and 'End Date' set to '03/28/2019'. The table below lists three manifest trips:

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

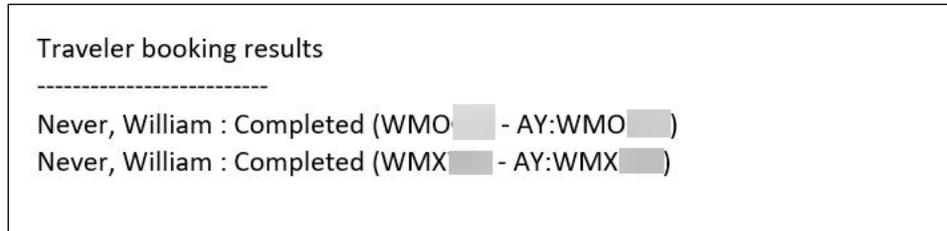
Smith, John : Error (Credit Card Expired) Newton, Paul : Completed () Never, William : Completed () Vernon, Bear : Completed ()

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:



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

The screenshot shows the 'Manifests' tab with a search bar and a table of manifest entries. The table has columns for Trip Name, Start Date, End Date, and Status. Below the table is a detailed view of passenger information.

| Trip Name | 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 |

| Passenger Name | Locator | Airline Locators | Status |
|------------------------------------|----------------|-------------------|-------------------|
| Never, Stephan Amadeus Test User 3 | WMO [redacted] | AY:WMO [redacted] | Booking Completed |
| Never, Stephan Amadeus Test User 4 | WMX [redacted] | AY:WMX [redacted] | 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 screenshot shows the SAP Concur Admin interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', and 'Reporting'. Below this, there are tabs for 'Company', 'Request', 'Travel Admin', 'Expense', and 'Invoice'. The main content area is titled 'Administer Company Permissions' and includes a 'Back to User Permissions' link. On the left, there is a 'Company Admin' sidebar with links to 'Approval Queues', 'Billing Administrator', 'Company Locations', 'Menu Administrator', 'Org Unit Admin', 'Report Admin', 'Text Customization', and 'Password Administrator'. The main area contains a 'Modify Permissions by:' dropdown set to 'Permissions' and a list of 'Permission Name' items. The 'Manifest Administrator' permission is highlighted with a red circle. Other permissions in the list include 'Meeting Center Developer Third Party', 'Online Order Form Access', 'Organization Unit Administration', 'Password Manager', 'Permission Administrator', 'Profile sync administrator', 'Profile User', 'Report Admin', 'Report User', and 'Risk Management Admin'.

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".

