

Travel: Lufthansa Pay As You Fly (PAF)

Travel Service Guide

Last Revised: October 1, 2018

Applies to Concur Travel:

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

Contents

Lufthansa Pay As You Fly (PAF)	1
Section 1: IMPORTANT – About this Guide	1
Section 2: Professional and Standard Travel	1
Section 3: Overview	1
Section 4: End-User Experience	2
TMC Experience	3
Section 5: Configuration	4
Section 6: FAQ	7

Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
February 14, 2020	Updated the copyright; no other changes; cover date not updated
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
October 1, 2019	Updated: <ul style="list-style-type: none">• Configuration section to include guidance on how to configure QueueDefinitionOverride line in PNR Finishing Template• Ticketing FAQ to refer to new PNR Finishing Template guidance
September 14, 2018	Initial publication

Lufthansa Pay As You Fly (PAF)

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

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.

Pay as You Fly (PAF) is a premium product for Lufthansa corporate travelers. The Pay as You Fly product offers benefits that go far beyond the journey itself, based on the concept of "book, fly, and pay."

With the PAF program, bookings are done as usual via the travel agency or Concur Travel. Tickets for all confirmed segments are issued by Lufthansa, 24 hours before departure. Check-in and boarding follow Lufthansa standard processes. Payment processing is triggered after the traveler has checked in at the airport.

PAF is available on all Lufthansa German domestic and European flights, based on one-way and point-to-point connections.

NOTE: This feature applies to Amadeus only.

USER/CUSTOMER BENEFIT

This program provides cost savings for participating companies and allows travelers the ultimate flexibility in booking their flights for corporate travel, since change and cancellation fees are not applied until tickets have been issued.

Section 4: End-User Experience

When enabled, if the user performs a one-way flight search where Lufthansa flights are offered and if a PAF fare is offered on those flights, then the user will see a new icon with descriptive text indicating that a PAF fare is available after they click on the **View Fares** button to view the Fare Matrix (expanded view):

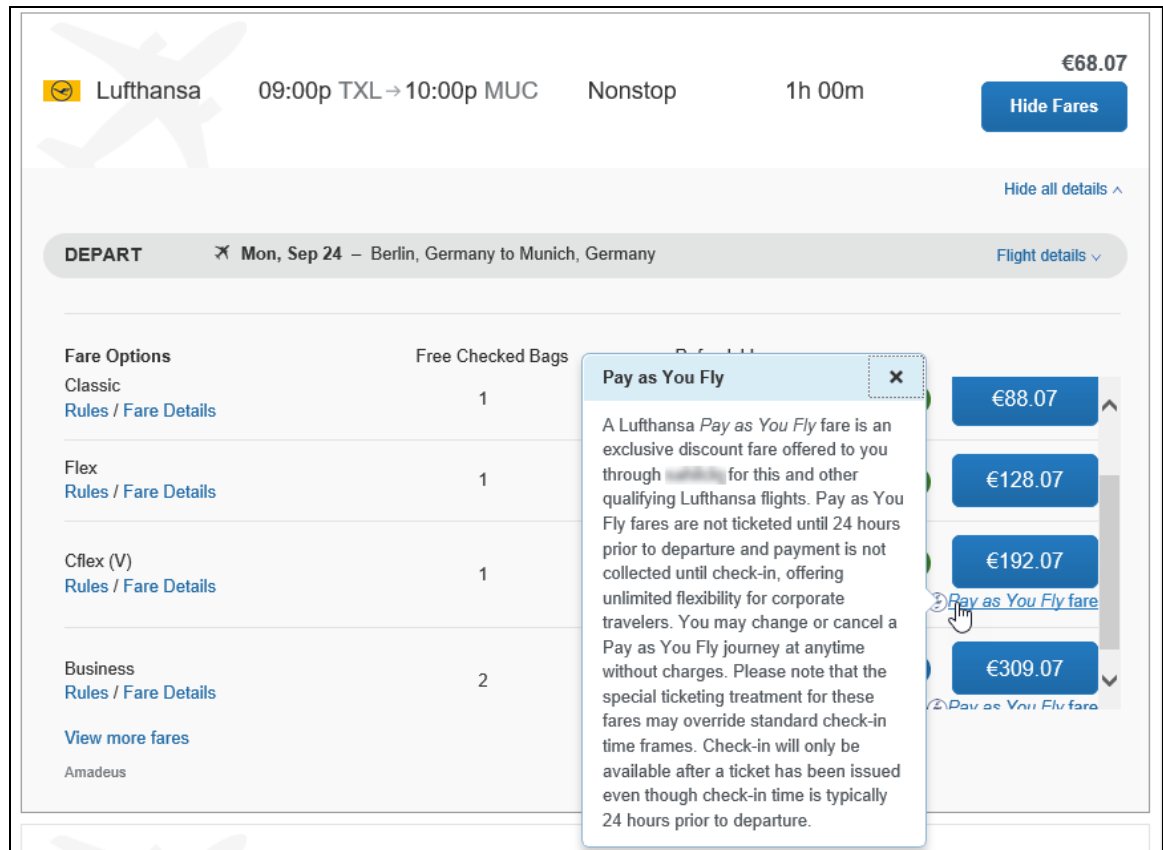
The screenshot displays the Lufthansa flight search results for a one-way flight from Berlin, Germany to Munich, Germany on Monday, September 24. The flight is nonstop, lasting 1h 00m, and is priced at €68.07. The interface includes a 'Hide Fares' button and a 'Hide all details' link. Below the flight details, there is a table of fare options with columns for Fare Options, Free Checked Bags, and Refundable. The table lists five fare options: Light, Classic, Flex, Cflex (V), and Business. The Light fare is the cheapest at €68.07, while the Business fare is the most expensive at €309.07. The Cflex (V) and Business fares are marked as 'Pay as You Fly' fares. A 'View more fares' link is located at the bottom of the table.

Fare Options	Free Checked Bags	Refundable		
Light Rules / Fare Details	0	No	✓	€68.07
Classic Rules / Fare Details	1	No	✓	€88.07
Flex Rules / Fare Details	1	No	✓	€128.07
Cflex (V) Rules / Fare Details	1	Yes Fees may apply	✓	€192.07 Pay as You Fly fare
Business Rules / Fare Details	2	Yes Fees may apply	i	€309.07 Pay as You Fly fare

[View more fares](#)

Amadeus

If the user clicks the **Pay as You Fly** logo or name, they will see a popover with a description of the fare:



TMC Experience

When a PAF fare has been booked, the Amadeus PNR will include the SRDEAL element. In the example that follows:

- ABCABC is the Company Code
- XXXXXXXXXXXX1111 is the form of payment (full credit card number will be sent)
- 0324 is the form of payment expiration date

```
--- TST RLR ---
RP/MUCLH2302/MUCLH2302          WS/RC  10AUG18/1840Z   NSRQ66
1.BALLIA/MICHA Q MRS
2  LH2053 V 29NOV 4 TXLMUC HK1      0630 0740    *1A/E*
3 APB 703-837-6102-B
4 TK TL28NOV/1800/MUCLH2302
5 SSR OTHS LH DEAL/ABCABC/XXXXXXXXXXXX1111/0324
```

Section 5: Configuration

PAF fares are only available as part of a client's negotiated contract with Lufthansa. This means a discount code must be configured for Lufthansa. Additionally, the Lufthansa PAF Company Code must be provided in order for Concur to be able to create GDS PNRs for PAF fares. Discounts can be accessed via Travel System Admin and Company Admin (if the user has the proper permissions).

PAF fares are only available on select fare families (brands), so Concur Travel must be configured to utilize branded fares.



For details on how to configure Concur Travel to utilize branded fares, refer to the *Branded Fares Travel Service Guide*, available on the Concur Support Portal or in Travel Administration online help.

► **To access discounts via Travel System Admin:**

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. In the **Company-Specific Configuration** section of the left menu, click **Manage Corporate Discounts**.

Company Name.
RandomVerbs.com Choose

Choose a company travel configuration.
RandomVerbs.com Choose

3. Select the desired company and click **Choose**.
4. Select the desired configuration and click **Choose**.

► **To access discounts via Company Admin:**

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.
2. In the **Travel Administration** section of the left menu, click **Manage Corporate Discounts**.

Company Name.
RandomVerbs.com ▼ Choose

Choose a company travel configuration.
RandomVerbs.com ▼ Choose

3. Select the desired company and click **Choose**.
4. Select the desired configuration and click **Choose**.

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

1. On the discount page, click **Add air discount**.

[+] Add air discount

Air Vendors

Vendor	Discount Type	Discount Code	TripLink Discount Code	Days Advance	Meeting Name	Valid From	Valid Until	Preference
American Airlines	Company preferred			0				
American Airlines	Private Fare	ABCS		0				Most Preferred
Continental	Company			0				

2. Select Lufthansa as the vendor. The page will update to show a new field, **Pay as You Fly Company Code**.

Modify Air Contracts

Airline discount for Travel Config: Amadeus

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.

Vendor: Lufthansa ▼ Promo Code: Discount Code:

Vendors not available in the GDS have this background color.
Major vendors have this background color.

TripLink Discount Code: ?

Optional Information:

This discount is for meeting: None ▼

Pay As You Fly Company Code: ?

Zone fare class of service: ?

- Click the QuickHelp icon to display a description of the program and basic instructions for enabling PAF fares.

► **To configure a QueueDefinitionOverride line for PAF bookings:**

Users must have the "agency admin" role.

- Select **Administration > Travel > Travel Sys Admin > Finishing Template Editor** (left menu) to make changes to the XML file.
- Locate the template you want to change.
- Click **Edit** in the **Action** column.
- Once the template is displayed, click the **Add line** button at the bottom of the **Line Definitions** tab and select the QueueDefinitionOverride line type.
- Build line as shown in the example below:

- For the **When** section, copy the following into the **Result** box:

```
/PNRFinishData
/CliqbookItineraryDisplay
/FareRulesArray
/FareRule
/FareBasisCode[contains(.,'PAF')]
```

- For the **Queueing** section, specify the PCC/OID, queue and queue category to be used for PAF PNRs.
- For the **Otherwise** section, leave blank.



For more details on how to configure PNR Finishing Templates in Concur Travel, refer to the *PNR Finishing Template Editor Guide*, available on the Concur Support Portal or in Travel Administration online help.

Section 6: FAQ

Q: Can any fare qualify to be a PAF fare?

A: No. PAF is only offered on the CFLEX fare family (brand). CFLEX is available in both Economy and Business class.

Q: Why don't I see PAF rates for every itinerary?

A. PAF fares are available **only** on direct flights. The PAF option is not displayed for flights with one or more stops.

Q. Is Concur Travel sending these reservations to a different GDS queue since tickets are not issued immediately?

A. No. TMCs should configure the QueueDefinitionOverride in their Amadeus finishing templates to send these records to a different queue. See the configuration information in this guide for additional details on how to do this.

