

# **Concur Travel:**

# **SNCF [PAO] Direct Connect**

## **Travel Service Guide**

**Last Revised: October 25, 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
October 25, 2023	Initial publication



# SNCF [PAO] Direct Connect

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## Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's administrator may or may not have the correct permissions to manage the feature described in this guide. If an administrator needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the administrator 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

SNCF PAO Rail – with more than 14,000 trains operated daily across France – is an asset to SAP Concur users all across Europe. With the SNCF integration with Concur Travel, it has become easier than ever to book train travel in France, Belgium and the UK. The SNCF PAO offering provides travelers with train travel search, advantage cards, and the opportunity to take advantage of multiple corporate discount codes.

SNCF offers a unique access to multiple inventories:

- TGV: High-speed trains within France
- TGV Lyria: High-speed trains between France and Switzerland
- TER: French Regional Trains
- Eurostar: High-speed trains between the UK, France, Belgium, the Netherlands and Germany

## Section 3: Benefits and Features

### Discount Cards and Fidelity Programs

Discount cards provide a discount to the traveler while fidelity programs provide rewards and points.

#### ***Discount Cards***

Discount cards include:

- **SNCF Advantage:** Advantage cards offer discounted train fares and benefits. Unlike most Frequent Traveler Programs, travelers are allowed to specify more than one advantage program per operator. For example, travelers may specify Carte Liberté, along with the Carte Avantage Week-End, or any other card if a traveler actually owns all of those cards.

Some cards are valid for the whole network of SNCF in France. Some cards are valid only for specific routes.

#### ***Fidelity Cards***

**SNCF Voyageur:** To take advantage of benefits, the user must enter the SNCF Voyageur Card in Profile. Then it is transmitted to SNCF with the booking, so the card owner collects bonus points. For details on the Voyageur program, refer to: <https://www.sncf.com/en/passenger-offer/rewards/sncf-voyageur-programme>

## Section 4: Club Eurostar End-User Experience – Profile

### Discount Cards and Fidelity Programs

#### ***Discount Card – SNCF Advantage***

Users must enter their Advantage card information in their Concur Travel profile. There are two types of cards:

- **Whole Network:** Valid for the whole network of SNCF in France.
- **Route-Specific:** Valid only for specific routes.

#### **▶ *To add an SNCF Advantage card to the user's profile:***

1. In **Profile > Profile Settings**, click **Frequent-Traveler Programs** in the **Travel Settings** section of the left menu.
2. In the **Advantage Programs** section, click **Add a Program**. The **Add Travel Programs** window appears.



### Add Travel Programs

**i** Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.  
For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 advantage programs at a time. Select the name of the company followed by the program number and the card expiration date.

1	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Select a carrier			
2	Select a carrier			
3	Select a carrier			
4	Select a carrier			
5	Select a carrier			

Save Cancel

3. Make the appropriate selections:

Field	Description
Air/Rail	Select <b>SNCF</b> .
Advantage Program	<p><b>Most Programs</b></p> <p>For most programs, select the applicable program.</p>

Field	Description
	<p>The <b>Card Type</b> section appears:</p> <div data-bbox="721 281 1341 541" style="border: 1px solid black; padding: 5px;"> <p>1 Air/Rail Carrier      Advantage Program</p> <p>SNCF      'Forfait' 2nd Class : ▾</p> <p>Card Type:</p> <p><input checked="" type="radio"/> Whole Network</p> <p><input type="radio"/> Route-Specific</p> </div> <p>Then:</p> <ul style="list-style-type: none"> <li>• If the card applies to the entire SNCF network, select <b>Whole Network</b>.</li> <li>• If the card applies to specific station pairs, select <b>Route-Specific</b>. The stations appear.</li> </ul> <div data-bbox="776 726 1396 1125" style="border: 1px solid black; padding: 5px;"> <p>1 Air/Rail Carrier      Advantage Program</p> <p>SNCF      'Forfait' 2nd Class : ▾</p> <p>Card Type:</p> <p><input type="radio"/> Whole Network</p> <p><input checked="" type="radio"/> Route-Specific</p> <p>From</p> <p>Departure city or train stati</p> <p>To</p> <p>Arrival city or train station</p> </div> <p>Enter the appropriate stations in the <b>From</b> and <b>To</b> fields.</p> <p>Note the following:</p> <ul style="list-style-type: none"> <li>• These fields are <b>not</b> required but if you add one station name, you must add the other.</li> <li>• We do not validate that the city pairs are correct. Users or arrangers should validate prior to entering this information into the profile.</li> </ul>
Advantage Program Number	Enter the program number exactly as it appears on the card, excluding spaces and dashes. Do not add additional characters. Do not include the carrier code.
Expiration Date	Enter the expiration date.

4. Click **Save**. The card appears in the **Advantage Programs** section of the user's profile.

## Fidelity Programs – SNCF Voyageur, Club Eurostar

► **To add a fidelity program to the user’s profile:**

1. In **Profile > Profile Settings**, click **Frequent-Traveler Programs** in the **Travel Settings** section of the left menu.
2. In the **Frequent-Traveler Program** section, click **Add a Program**. The **Add Travel Programs** window appears.

**Add Travel Programs**

Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.  
For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 advantage programs at a time. Select the name of the company followed by the program number and the card expiration date.

1	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	SNCF	Carte Week-End	<input type="text"/>	<input type="text"/>
2	Select a carrier	Carte Week-End	<input type="text"/>	<input type="text"/>
		'Forfait' 1st Class subscription	<input type="text"/>	<input type="text"/>
		'Forfait' 2nd Class subscription	<input type="text"/>	<input type="text"/>
3	Select a carrier	French Military 1st	<input type="text"/>	<input type="text"/>
		French Military 2nd	<input type="text"/>	<input type="text"/>
4	Select a carrier	Rail Plus Senior	<input type="text"/>	<input type="text"/>
		Rail Plus Junior	<input type="text"/>	<input type="text"/>
		Carte Avantage Jeune	<input type="text"/>	<input type="text"/>
5	Select a carrier	Carte Avantage Week-End	<input type="text"/>	<input type="text"/>
		Carte Avantage Senior	<input type="text"/>	<input type="text"/>
		Carte Liberté	<input type="text"/>	<input type="text"/>

Save Cancel

3. Make the appropriate selections:

Field	Description
Air/Rail	Select one of these: <ul style="list-style-type: none"> <li>• Eurostar</li> <li>• SNCF</li> </ul>
Frequent Traveler / Driver / Guest Number	Enter the number exactly as it appears on the card, excluding spaces and dashes. Do not add additional characters. Do not include the carrier code.

4. Click **Save**.

Fidelity programs appear in the **Frequent-Traveler Programs** section of the user's **Profile** page.

Example:

Frequent-Traveler Programs			
Your Frequent Traveler, Driver, and Hotel Guest Programs			<a href="#">+ Add a Program</a>
	Eurostar Eurostar Frequent Traveller	Search this vendor	
	SNCF Voyageur	Search this vendor	

## SNCF VOYAGEUR NOTES

There are several levels of Voyageur card, based on the number of bonus points the customer has earned:

- Voyageur
- Grand Voyageur
- Grand Voyageur Le Club

Regardless of the level, the "Voyageur" name appears in the user's profile.

The level can automatically change after the customer has earned a certain number of bonus points. When that happens, the customer will be informed by SNCF directly. For the booking process, the status name is irrelevant. The status will be recognized by SNCF according to the card number in the booking process to make sure that the correct number of bonus points will be collected.

## Configuration/Activation

If SNCF has been enabled for the site, users can use their discount cards and fidelity programs. There is no configuration required by the administrator; however, the user must enter their card information in their profile.

## Travel Preferences

### Overview

The user configures travel preferences via **Profile > Profile Settings > Travel Preferences** (in the **Travel Settings** section of the left menu).

Rail Travel Preferences							
Seat	Coach	Noise Comfort					
Don't Care	Don't Care	Don't Care	Don't Care				
<b>Other Rail Preferences</b>							
The following preferences may not be supported by all rail systems.							
Bed	Bed Category	Berth	Deck	Space Type	Fare Space Comfort	Special Meals	
Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	Don't Care
Contingencies		Ticket Delivery					
Don't Care		E-ticket when possible					

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**NOTE: These preferences are applied only if the SNCF segments that the user is booking offer these choices** (this is unlike air travel).

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### Configuration/Activation

There is no configuration required by the administrator; the preferences fields are available automatically in the user's profile. The user must simply complete the fields.

## Section 5: End-User Experience - Booking

### General Booking Information

Using the **Train Search** tab, the user searches for train travel options.

The screenshot displays the 'Train Search (SNCF)' interface. At the top, there are navigation options: 'Booking for myself' (selected) and 'Book for a guest'. Below this are icons for different travel modes: airplane, train, car, and a train icon. The main section is titled 'Train Search (SNCF)' and features two tabs: 'Round Trip' (selected) and 'One Way'. The form includes the following fields and options:

- From:** A text input field with the placeholder 'Departure city or train station' and a 'Find a train station' link.
- To:** A text input field with the placeholder 'Arrival city or train station' and a 'Find a train station' link.
- Departure:** A date picker, a 'depart' dropdown, and a 'Morning' dropdown.
- Return:** A date picker, a 'depart' dropdown, and an 'Afternoon' dropdown.
- Class:** A dropdown menu set to 'Second'.
- Search by:** A dropdown menu set to 'Price'.
- Filters:** Three checkboxes: 'Refundable only', 'Direct Trains Only', and 'SNCF discount code', all of which are currently unchecked.
- Search:** A prominent blue button at the bottom.

In addition to the standard search fields, these may be available:

Field	Description
Refundable only (Not recommended)	If enabled, users can search for refundable fares only. Since TER offers are non-refundable, it's recommended that customers not use this setting.
Direct Trains Only	If enabled, SAP Concur searches for routes that involve no change of trains, which does not necessarily mean "non-stop".
Class of Service	If first-class is enabled, the <b>Class of Service</b> dropdown appears. The options may include: <ul style="list-style-type: none"> <li>• <b>First:</b> The search returns first-class fares.</li> <li>• <b>Second:</b> The search returns second-class fares.</li> <li>• <b>Any:</b> The search returns both first- and second-class fares. (Sometimes, first-class is less expensive than second-class due to applied discounts.)</li> </ul>
SNCF discount code	When the user enables the <b>SNCF discount code</b> check box, two additional fields appear: <div data-bbox="613 852 1097 1033" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• If the user has a promo code (provided by SNCF), the user selects <b>Promotional code</b> and then enters the code.</li> <li>• If the user has an Advantage code (provided by SNCF), the user selects <b>Advantage (CUI/BVD)</b> and then enters the code.</li> </ul> <p><b>NOTE:</b> The Advantage Code is for one-time use only. In case the rail ticket is cancelled or refunded, the Advantage Code can be re-used.</p> <ul style="list-style-type: none"> <li>• If the user has a Bon Voyage code (provided by SNCF), the user selects <b>Advantage (CUI/BVD)</b> and then enters the code.</li> </ul> <p><b>NOTE:</b> "Bon Voyage" is used by SNCF to provide financial compensation to a customer when a train is delayed, for example. These codes can be used only one time.</p>

### **Mixed Flight/Train Search Tab**

The user can search for flights and trains at the same time using the **Mixed Flight/Train Search** tab. On the search results page, flight and train results appear together.

A company's configuration may allow a user to select first-class for train travel, but they may be restricted to business or economy class for air travel. Since there is only one class-of-service field on the **Mixed Flight / Train Search** tab, Concur Travel uses this logic:

- The class-of-service dropdown on the **Mixed Flight / Train Search** tab will reflect the classes of service allowed for air only. The allowed classes of service rules for train will be handled in the background and affect the results. If first-class is allowed for rail, users will see first-class results; if not, they will only see second-class.
- When searching for a route that has train and flight options, train options will always show first- and second-class fares in the search results (when first-class is allowed in the company's travel policy).

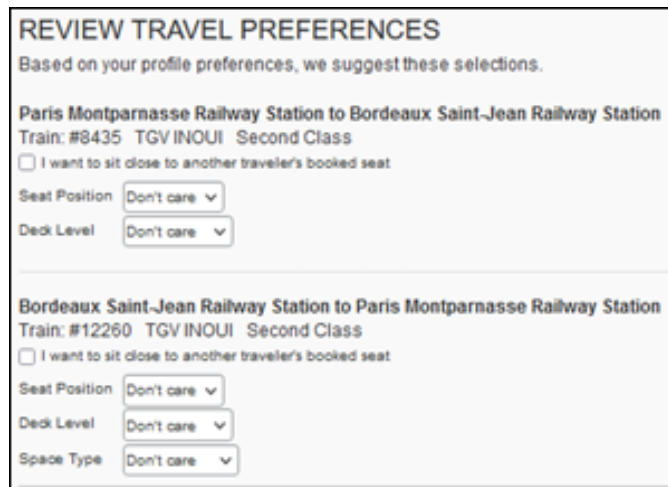
### **Review and Reserve Train Page**

On the **Review and Reserve Train** page, the user can make additional selections, such as seat position, space type, and special meals, which are prepopulated with the information from the user's profile but can be changed.

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**NOTE:** These preferences are applied only if the SNCF segments that the user is booking offer these choices. This feature is not applied to air travel.

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The screenshot displays the 'REVIEW TRAVEL PREFERENCES' section. It starts with the heading 'REVIEW TRAVEL PREFERENCES' and a sub-heading 'Based on your profile preferences, we suggest these selections.' Below this, there are two train segments. The first segment is 'Paris Montparnasse Railway Station to Bordeaux Saint-Jean Railway Station' with 'Train: #8435 TGV INOUI Second Class'. It includes a checkbox 'I want to sit close to another traveler's booked seat' (unchecked), a 'Seat Position' dropdown menu set to 'Don't care', and a 'Deck Level' dropdown menu set to 'Don't care'. The second segment is 'Bordeaux Saint-Jean Railway Station to Paris Montparnasse Railway Station' with 'Train: #12260 TGV INOUI Second Class'. It includes the same checkbox (unchecked), a 'Seat Position' dropdown menu set to 'Don't care', a 'Deck Level' dropdown menu set to 'Don't care', and a 'Space Type' dropdown menu set to 'Don't care'.

For payment, the user selects the appropriate form of payment or, if configured, can pay via invoice.

### **Ticketing Notes**

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**NOTE:** For trips with departure outside of France involving other vendor's routings, SNCF does not issue tickets.

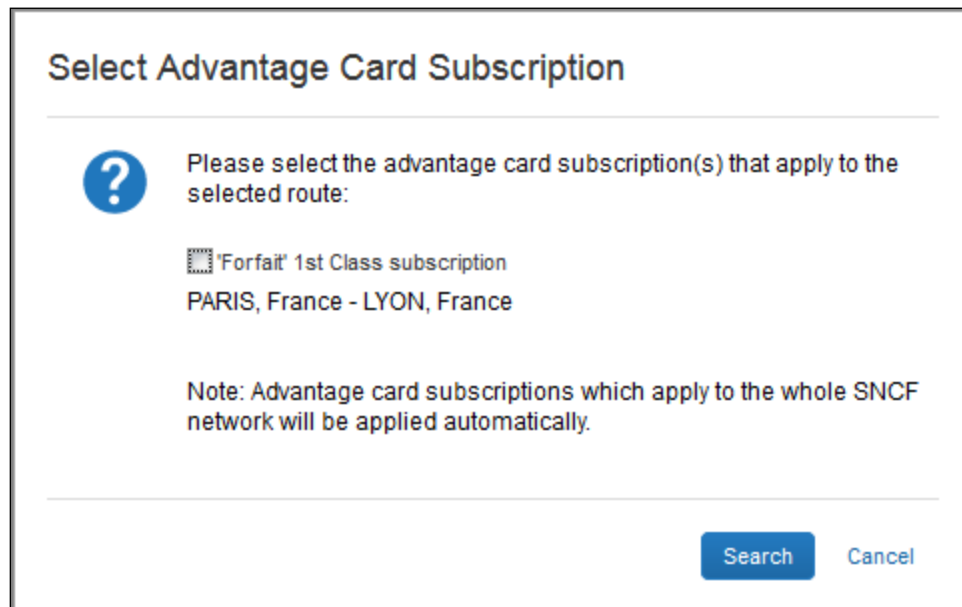
**NOTE:** For international trips with departure in France, where the only option is a paper ticket, the fulfillment of the tickets depends on the agreement the TMC has in place with SNCF.

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## Advantage Cards Notes

Users can have a “whole network” or “route-specific” SNCF Advantage card. If using a route-specific SNCF Advantage card and:

- If the searched route does not exactly match the route of an Advantage card, then the **Select Advantage Card Subscription** page appears. The user makes the appropriate selection.
- If the searched route matches the exact route of the Advantage card, then the card is automatically applied, and the user is not required to select the route.



The screenshot shows a dialog box titled "Select Advantage Card Subscription". It contains a question mark icon and the text: "Please select the advantage card subscription(s) that apply to the selected route:". Below this, there is a checkbox labeled "'Forfait' 1st Class subscription" with the route "PARIS, France - LYON, France" listed underneath. A note at the bottom states: "Note: Advantage card subscriptions which apply to the whole SNCF network will be applied automatically." At the bottom right, there are two buttons: "Search" and "Cancel".

## Section 6: Configuration

### Overview

Follow the appropriate steps for your edition of Concur Travel:

- Part 1: Professional and Standard Editions – Client Agreement
- Part 2: Professional Edition – Configuration in Concur Travel  
– *or* –  
Part 2: Standard Edition – Configuration in Concur Travel
- Part 3: Professional and Standard Editions – Additional Tasks or Information



## Part 1: Professional and Standard Edition – Discount Cards, Fidelity Programs, Rail Preferences

### Discount Cards and Fidelity Programs

If SNCF has been enabled for the site, users can use their discount cards and fidelity programs. There is no configuration required, however, the user must enter their card information in their profile as described in the *End-User Experience – Profile* section of this guide.

### Rail Preferences

There is no configuration required by the administrator; the preferences fields are available automatically in the user’s profile. The user must simply complete the fields as described in the *End-User Experience – Profile* section of this guide.

## Part 2: Professional Edition – Configuration in Concur Travel

### General Configuration/Activation

▶ **To configure:**

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

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

---

2. In the **Rail Connectors** section of the **Company Travel Configuration** page, locate **SNCF [PAO]**.



3. Complete the appropriate fields.

Field	Description
Enable	Select to enable.
SNCF PCC	Enter your agency’s SNCF PCC.
Connection Environment	Select a desired option: <b>Production</b> –provides access to all fares and offers <b>Test</b> – should be used only for test purpose

Field	Description
Suppress paper tickets when e-ticket is available	Select, if desired.
Allow searching for trains using arrive by	Select, if desired. If disabled, users will not be able to choose between arrive or depart options when searching for SNCF [PAO] trains; the dropdown will be hidden, and all searches will be based on departure.
Agency Invoice	If enabled, will use same value as set in SNCF [PAO]. All purchases are managed through your company's fulfillment travel agency will display in the <b>Method of Payment</b> section.
hours auto-cancel prior last day to ticket	Select the desired number of hours that Concur Travel subtracts from SNCF's last date to ticket (LDT). For example, assume that Concur Travel receives the last date to ticket from SNCF as 2023-04-20 18:00:00. Further assume that this field is set to 5 hours. This means that Concur Travel will actually show 202304-20 13:00:00 to the user as a last date to ticket to ensure the user submits changes within the time slot allowed. This also means that if the trip is not submitted or approved by 2023-04-20 13:00:00 and auto-cancel is enabled, Concur Travel will cancel the trip.

Branch Access will be granted to the specified SNCF PCC. SAP Concur will open the branch access to the agency's SNCF PCC with the first SNCF [PAO] reservation created.

The agency must establish branch access from their SNCF PCC to SAP Concur SNCF PCC (B930). The agency should contact their GDS representative with this request.

### **Discount Codes**

▶ **To add discount codes:**

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

## View Travel Discounts

Company Name

Choose

Choose a company travel configuration.

No Travel Config selected - manage company-wide discounts ▾

Choose

Choose a GDS Type

Choose a GDS Type ▾

3. Select the desired company, configuration, and GDS.
4. In the **Rail Vendors** section, click **Add rail discount**.

+ Add rail discount

### Rail Vendors

Vendor	Discount Code	TripLink Discount Code
No records		

The **Modify Travel Discounts** window appears.

## Modify Travel Discounts

**Rail discount for Travel Config: SarkaTest**

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Please note: for vendors that are not available in your company's reservation system (GDS), this page vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor  
SNCF ▼

Discount Type	Discount Number	Description
SNCF Discount Code (FCE)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FCE)	<input style="width: 100%;" type="text"/>	

**Following FBCs are not supported anymore and will be eventually removed:**

Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	
Eurostar Discount Code (FBC)	<input style="width: 100%;" type="text"/>	

Preference ⓘ  
Most Preferred ▼

Valid From 📅  Valid Until 📅

Save
Cancel

5. Make the appropriate selections.

Field	Description
Vendor	Select <b>SNCF</b> .
Discount Code	Enter the code provided by the vendor to access discount rates.
Preference Level	Select the preference level you want to display to users via the dropdown. <ul style="list-style-type: none"> <li><b>Most preferred</b></li> <li><b>Preferred</b></li> <li><b>Less preferred</b></li> <li><b>Not preferred</b></li> </ul>
Valid From / Valid Until	You can add the valid from and valid until dates if the contract has specific start and end dates.

6. Click **Save**.

## Lowest Logical Fare (LLF) When Utilizing Mixed Flight/Train Display

You can control whether Concur Travel considers rail for LLF eligibility in a mixed air and rail display.

### ▶ To enable LLF:

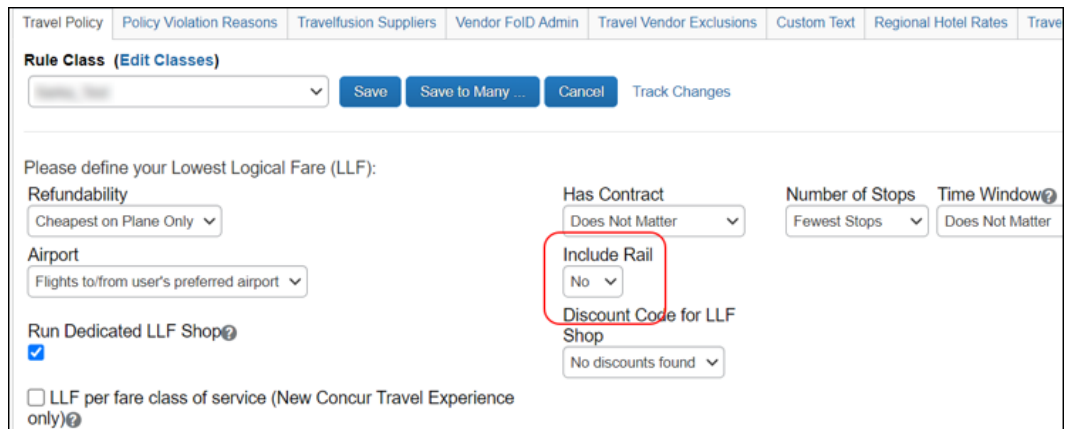
1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

---

**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. Select the desired rules class.
4. Click **Edit** to the right of **Flight**.
5. In you want to include rail fares in the LLF calculation, select **Yes** from the **Include rail** list.



The screenshot shows the 'Rule Class (Edit Classes)' configuration page. At the top, there are navigation tabs: Travel Policy, Policy Violation Reasons, Travelfusion Suppliers, Vendor FoID Admin, Travel Vendor Exclusions, Custom Text, Regional Hotel Rates, and Travel. Below the tabs, there is a dropdown menu for 'Rule Class' and buttons for 'Save', 'Save to Many...', 'Cancel', and 'Track Changes'. The main section is titled 'Please define your Lowest Logical Fare (LLF):'. It contains several configuration options: 'Refundability' (Cheapest on Plane Only), 'Airport' (Flights to/from user's preferred airport), 'Run Dedicated LLF Shop' (checked), and 'LLF per fare class of service (New Concur Travel Experience only)' (unchecked). On the right side, there are 'Has Contract' (Does Not Matter), 'Number of Stops' (Fewest Stops), and 'Time Window' (Does Not Matter). The 'Include Rail' dropdown menu is highlighted with a red box, showing the 'No' option selected. Below it is the 'Discount Code for LLF Shop' dropdown menu, which shows 'No discounts found'.

6. Click **Save**.

## First-Class in SNCF [PAO]

### ▶ To enable first-class for SNCF [PAO]:

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. Load the desired rules class.
4. Click **Edit** to the right of **Flight – Class of Service.**

5. In the **Cabin classes allowed** list, select **First class, Business class.**
6. Click in the **when Marketing airline is in** field to access a list of carriers:

---

**NOTE:** If the **when Marketing airline is in** field already contains a code, then in the **Choose from** window, press and hold the Ctrl key before clicking SNCF. If you press and hold Ctrl while clicking SNCF, SNCF will **appear with** the existing code. If you do not hold Ctrl, then SNCF will **replace** the existing code.

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7. Click **SNCF.**

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**NOTE:** "2C" is the carrier code for SNCF [PAO].

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8. Click **Done**.
9. Click **Save**.

## Part 2: Standard Edition – Configuration in Concur Travel

### General Configuration/Activation

► **To configure:**

1. In the **Travel Setup Wizard**, click the **Discounts and Travel Content** setup step.
2. Select the desired configuration.
3. Click the **Direct Connect** tab.
4. Locate **SNCF [PAO]**

5. Complete the appropriate fields.

Field	Description
Enable	Select to enable.
SNCF PCC	Enter your agency's SNCFR PCC.
Connection Environment	Select a desired option: <b>Production</b> –provides access to all fares and offers <b>Test</b> – should be used only for test purpose
Suppress paper tickets when e-ticket is available	Select, if desired.
Allow searching for trains using arrive by	Select, if desired. If disabled, users will not be able to choose between arrive or depart when searching for SNCF trains; the dropdown will be hidden, and all searches will be based on departure.
Max Num Companions	Currently not available.

Field	Description
Agency Invoice	If enabled, will use same value as set in SNCF.
Hours auto-cancel prior last day to ticket	Select the desired number of hours that Concur Travel subtracts from SNCF's last date to ticket (LDT). For example, assume that Concur Travel receives the last date to ticket from SNCF as 2023-04-20 18:00:00. Further assume that this field is set to 5 hours. This means that Concur Travel will actually show 2023-04-20 13:00:00 to the user as a last date to ticket to ensure the user submits changes within the time slot allowed. This also means that if the trip is not submitted or approved by 2023-04-20 13:00:00 and auto-cancel is enabled, Concur Travel will cancel the trip.

6. Click **Save**.

### **Branch Access**

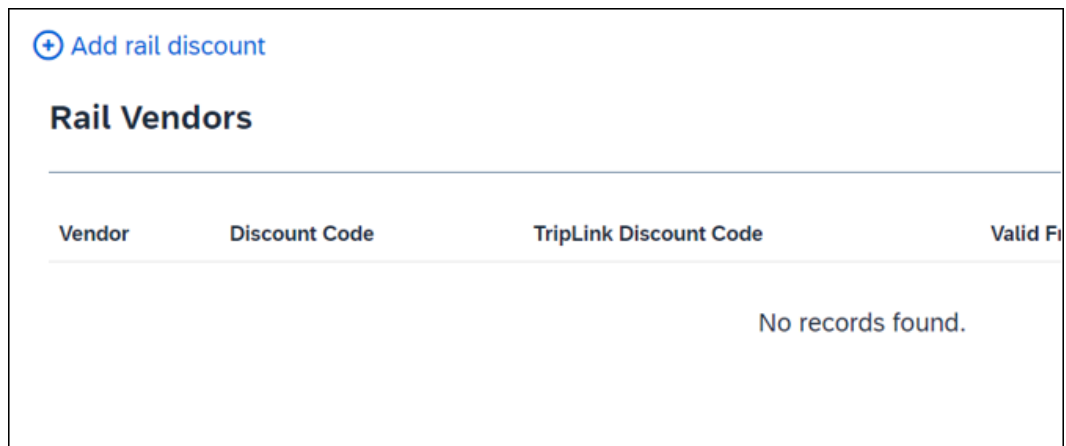
Branch Access will be granted to the specified SNCF PCC. SAP Concur will open the branch access to the agency's SNCF PCC with the first SNCF reservation created.

The agency must establish branch access from their SNCF PCC to SAP Concur's SNCF PCC (B930). The agency should contact their GDS representative with this request.

### **Discount Codes**

▶ **To add discount codes:**

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Select the desired configuration.
3. Click the **Discounts** tab (if it is not already selected).
4. In the **Rail Vendors** section, click **Add rail discount**.






The **Add Discount** window appears.

## Add Discount

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  
 SNCF

TripLink Discount Code [?](#)

**Discount Type**      **Discount Number**

SNCF Discount Code

Eurostar Discount Code (FBC)

Eurostar

**This step allows you to add vendor discounts, enable direct connect providers and import hotel property discounts.**

Description of the Eurostar route for this FBC

5. Make the appropriate choices.

Field	Description
Vendor	Select <i>SNCF</i> .
Discount Code	Enter the code provided by the vendor to access discount rates.
Eurostar Discount Code (FBC)	FBCs are not supported anymore and will be eventually removed.
Preference Level	Select the preference level you want to display to users via the dropdown. <ul style="list-style-type: none"> <li>• <i>Most preferred</i></li> <li>• <i>Preferred</i></li> <li>• <i>Less preferred</i></li> <li>• <i>Not preferred</i></li> </ul>
Valid From / Valid Until	You can add the valid from and valid until dates if the contract has specific start and end dates.

6. Click **Save**.

## Lowest Logical Fare (LLF) When Utilizing Mixed Flight/Train Display

### ► To configure:

1. In the Travel Setup Wizard, click the **Travel Rules** setup step.
2. Click the **Benchmark Fare** tab.

**Benchmark Lowest Airfare**

Select the options to define the lowest airfare. These options define the b save your changes before moving on to the next step.

Refundability ? Does Not Matter v Number of Stops ? Does Not Matter v Include Rail ? No v

Save

3. Select the desired configuration.
4. In the **Include rail** list, click **Yes**.
5. Click **Save**.

## First-Class in SNCF

### ► To enable first-class for SNCF:

1. In the Travel Setup Wizard, click the **Travel Rules** setup step.
2. Select the desired configuration.
3. Locate **Flight – Class of Service**.

**Flight Class of Service**

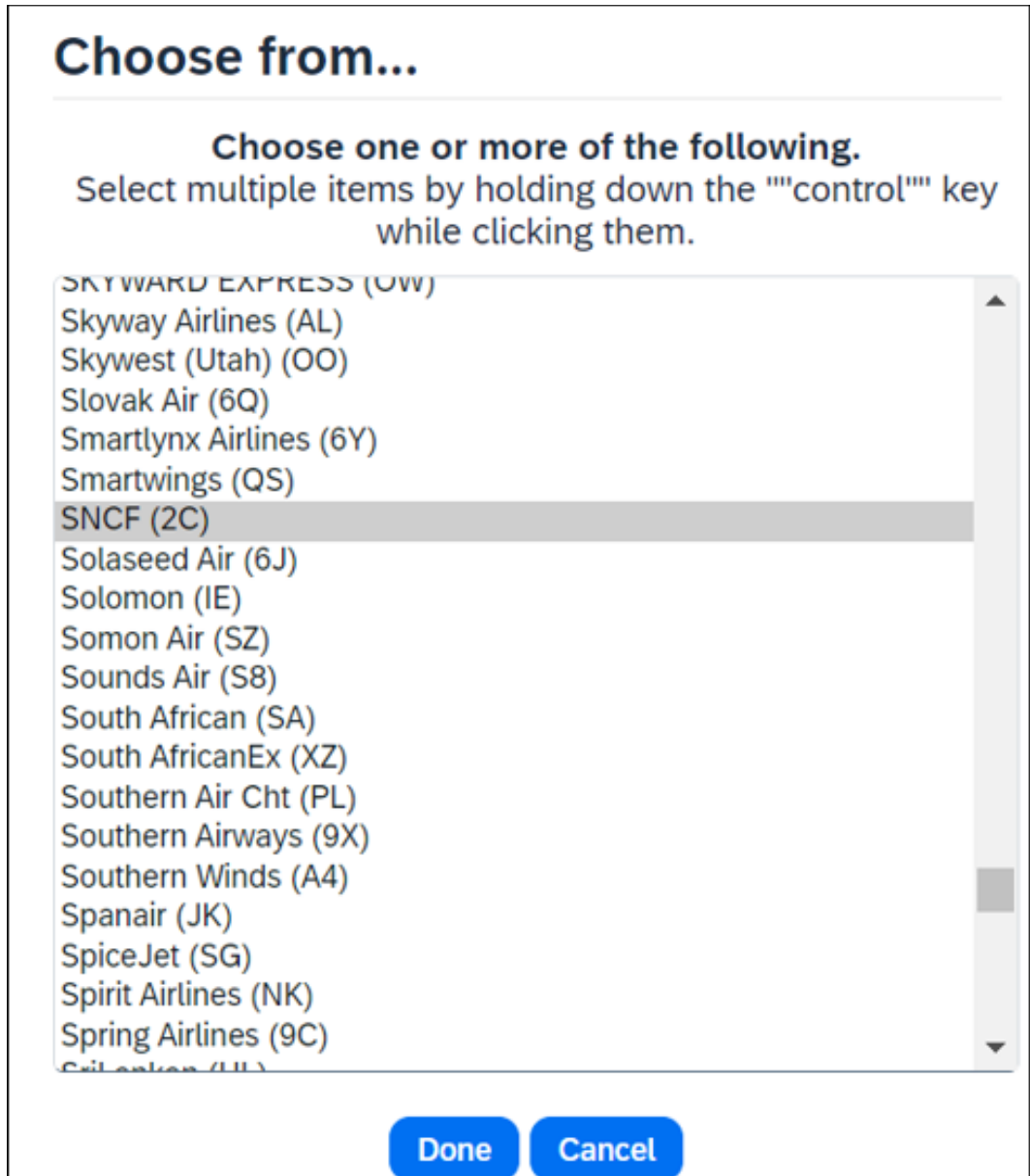
Not allow v Business class allowed when Flight distance is greater than or equal to v 1 Miles v

Not allow v First class allowed when Flight distance is greater than or equal to v 1 Miles v

Not allow v Premium Economy allowed when Flight distance is greater than or equal to v 1 Miles v

Require Approval v Cabin classes allowed: First class, Business class v when Marketing airline is in 2C

4. In the **Cabin classes allowed** list, click **First class, Business class**.
5. Click in the **when Marketing airline is in** textbox to bring up a list of carriers:



**NOTE:** If the **when Marketing airline is in** field already contains a code, then in the **Choose from** window, hold the Ctrl key before clicking SNCF. If you hold Ctrl while clicking SNCF, then SNCF will **appear with** the existing code. If you do not hold Ctrl, then SNCF will **replace** the existing code.

6. Click **SNCF**.

**NOTE:** "2C" is the carrier code for SNCF.

7. Click **Done**.
8. Click **Save**.

## Part 3: Professional and Standard Editions – Additional Tasks or Information

### Finishing Template

Administrators can update the PNR finishing template to write the city pair information to the PNR.

► **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. In the **Profile & Finishing** section of the left menu, click **Finishing Template Editor**.

Finishing data points are available for:

- PAO OrderID
- Marketing carrier Reference

```
AlternateSourceBookingDataArray
AlternateSourceBookingData
BookingSource(SNCF)
BookingSourceUpper(SNCF)
RecordLocator(AD4XYG)
RailSpecificBookingData
VendorCode(2C)
OrderID(AD4XYG)
MarketingCarrierReference(FRDK47)
CarrierName(Eurostar)
Segment
Tickets
NumPassengers(1)
Passengers
```

Finishing data points are available for SNCF discount cards, in the AdvantagePrograms section.

```
AdvantagePrograms
RailProgram
ADVANTAGE_COMPANY_CODE(2C)
ADVANTAGE_COMPANY_NAME(SNCF)
ADVANTAGE_ACCOUNT_NUMBER( )
ADVANTAGE_PROGRAM_NAME( )
ADVANTAGE_PROGRAM_CODE( )
ADVANTAGE_OPTION_NAME(POINT-TO-POINT-OPTION-INTENDED-F
```

Finishing data points for rail frequent traveller cards are available in the AffinityCard section.

```

AffinityPrograms
AirProgram
AirProgram
AirProgram
AirProgram
HotelProgram
RailProgram
TRAVEL_COMPANY_CODE(9F)
ACCOUNT_NUMBER( )
TRAVEL_COMPANY_NAME(EUROSTAR)
TRAVEL_PROGRAM_NAME(EUROSTAR FREQUENT TRAVELLER)
TRAVEL_PREFERENCE_RATING(0)
TRAVEL_PROGRAM_TYPE(0)

```

## Profile Template

**NOTE:** There is no need to update the profile template if it's already configured to capture data for the existing SNCF connection.

► **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. In the **Profile & Finishing** section of the left menu, click **Profile Template Editor**.

- 1) Profile data points are available for SNCF discount cards, in the Air\_Advantage section.

### Properties

Value

Value	AIR_ADVANTAGE_COMPANY_CODE	Selects the value of the field.
Test Data	AIR_ADVANTAGE_ACCOUNT_EXPIRATION_DATE [array]	
	AIR_ADVANTAGE_ACCOUNT_NUMBER [array]	
Index	AIR_ADVANTAGE_CITY_FROM	
	AIR_ADVANTAGE_CITY_TO	
	AIR_ADVANTAGE_COMPANY_CODE	
	AIR_ADVANTAGE_COMPANY_NAME	
Required	AIR_ADVANTAGE_OPTION_CODE	
	AIR_ADVANTAGE_OPTION_NAME	
	AIR_ADVANTAGE_PROGRAM_CODE	
Filter	AIR_ADVANTAGE_PROGRAM_NAME	
	AIR_ADVANTAGE_SDN_DISCOUNT_CODE	
Lookup	AIR_ADVANTAGE_STATION_FROM	
	AIR_ADVANTAGE_STATION_TO	

## Nospecialairprogram – Profile Sync

Concur Travel supports a filter in the profile editor called `nospecialairprogram`. This filter prevents frequent flyer numbers from being written to the standard frequent flyer number format for a given carrier. Some carriers do not fully participate in the GDS and writing their numbers to the standard format will cause the PNR to fail. Often the TMC will write this number to a different field for tracking purposes.

Add **Air Frequent Traveler line** and assign the **nospecialairprogram** filter to the `Air_Travel_company_code` value.

! **IMPORTANT:** Once added, any new SNCF numbers added to the user's profile will sync to the GDS profile in the new format provided and **not** in the standard frequent flyer number format. All existing numbers will remain in the old format. To remove the incorrect format, the user should remove the number, save their profile, add the number back, and save again.

### Properties

Value	<input type="text" value="AIR_ADVANTAGE_COMPANY_CODE"/>	Selects the value of the field.
Test Data	<input type="button" value="Set Test Data..."/>	Sets the test data that is used when testing the profile template.
Index	<input type="text" value="airprogram"/>	For array values, specifies the index variable to use.
Required	<input type="text" value="Yes"/>	Whether the group or value is required. If a required value is missing, the nearest parent group is not written.
Filter	<input type="text" value="nospecialairprogram"/>	Specifies the filter function to evaluate for "fixing" the value.
Lookup	<input type="text"/>	Specifies the lookup table to use for translating the value.
Parser	<input type="text"/>	The parser specifies a regular expression used for reading the field.
	<input type="button" value="Suggest..."/>	Submatch is an advanced feature

## Passive Segments

### AMADEUS

MIS 1A HK1 ZZZ 22NOV-/TRN-SNCF-AD4XYG/13OCT2023-1001/22NOV20  
23-0839/FRPNO/22NOV2023-1000/GBSPX/06105/2//FA00/57.00EUR/PA  
X1

## SABRE

RAL 2C 13APR M GK1 STMALO RENNES/LV-0829/FR-FRXSB/AR-0920/  
AT-FRRNS/AD-13APR/RESA/OC-87/DC-87/NA-TER 854346/SP-/SI-1-F/CF-  
I7P2LJ-

### Standard Remarks

Standard remarks can change without notice so they should not be used by TMCs for back-office purposes. Instead, TMCs should create their own remarks via the finishing template.

## Section 7: FAQ

### The Basics

Topic	Comment
Integrated display with air:	Yes
CT Policy controlled:	Yes
Trips on Hold via Concur Travel:	Yes
Trip Changes via Concur Travel:	No
Trip Cancels via Concur Travel:	Yes (unless ticketed)
Refunds processed by:	TMC
Delivery Options:	Depends on route and user loyalty programs
Pre-Assigned Seating:	Yes (traveler Profile preferences)
Credit Cards Accepted:	Yes + Agency invoice
Multi-Segment Bookings:	No
Guest Booking Capability:	Yes
Ghost/BTA/Lodge Cards Accepted:	Yes
GDS Supported for passive segment:	Amadeus/Sabre
Must write GDS passive segment:	Yes
* Select Access Fee:	
* Sabre Convenience Fee:	

\* Refer to Support Portal for fees

## Questions

**Q.** What GDSs are currently supported for this feature?

**A.** Currently, Amadeus and Sabre are supported.

**Q.** What profile data is mandatory for booking creation?

**A.** Mandatory fields do not change. They remain the same with the new PAO platform.

In order to create a booking, we will have to provide traveler's:

- ♦ First Name
- ♦ Last Name
- ♦ Date of birth
- ♦ Advantage card number (if any)
- ♦ Email address

**Q.** What if the traveler forgets their Advantage card?

**A.** The traveler is required to present the card to the conductor when boarding a train and may be subject to a fine if the user cannot produce the card or if the card is invalid.

It is the traveler's responsibility to make sure their Advantage cards are valid and not expired. Even if the traveler specifies several Advantage cards in their profile, whether the user actually gets a discount is solely determined by the SNCF booking system.

**Q.** As an admin, how do I enable the combined Flight/Train display in Concur Travel?

**A.** Once a company's connection to SNCF is established, the combined Flight/Train display appears automatically to the end user.

**Q.** How long before departure can SNCF tickets be booked?

**A.** The traveler has 90 days. They also have a ticket time limit by which the booking must be ticketed by the agency.

**Q.** Is it possible to combine different classes of service in one return trip?

**A.** Yes. With the PAO platform implementation, the traveler will be able to book different classes of service for each segment of their trip.

**Q.** What does the traveler need when traveling with SNCF?

**A.** The traveler must bring their Advantage card(s) if one or more was used in the booking.

The traveler must bring **all** Advantage cards on the trip specified in the traveler's SAP Concur profile.



In the case of an e-ticket, there are two ways to pick up the ticket at the BLS machine. The traveler should be prepared to provide the following, depending on the e-ticket delivery method they chose during the booking:

- ♦ Name and SNCF confirmation number
- ♦ Fidelity card or credit card

**Q.** How are SNCF tickets fulfilled?

**A.** SNCF bookings need to be fulfilled by an agency. The user will be asked during the booking if they want to pick up the ticket at a self-service Kiosk using an ID card, or by using the traveler's name and confirmation number.

If using the first option of producing an ID card, it can be any valid credit card and even an Advantage card, but whichever card the user indicated during booking is the card the user must bring to the self-service Kiosk.

**Q.** Can the traveler select a seat?

**A.** No. The traveler can select a seat type in their SAP Concur profile (window, aisle, etc.), but not the actual seat itself.

Seat preferences are currently not supported for Eurostar and TER.

**Q.** Can SNCF bookings be cancelled?

**A.** Yes, unless the ticketing time limit has passed. Most importantly – it cannot be cancelled through Concur Travel once the booking has been ticketed. Once ticketed, the booking is managed by the agency; the traveler must contact the agency for cancellation.

**Q.** Can the traveler change a rail ticket?

**A.** No. The traveler must cancel and re-book, but only if the booking has not yet been ticketed.

**Q.** Can the traveler book SNCF outside of France?

**A.** SNCF will solve all the rail needs by all travelers in France. Outside France, unless the agency associated with the company is based in France (or unless the agency has a GDS PCC based in France or a Rail Europe agreement), the SNCF feature in Concur Travel should never be turned on for that company since that agency will never be able to ticket the booking.

**Q.** When booking Eurostar from the GDS, we can see three cabins available: Economy, Premium Economy, and First class. Why – with SNCF Direct Connect – can we see two cabins: Second and First?

**A.** The same inventory is available via SNCF Direct Connect. The difference is that the same fares are loaded differently in the GDS.

The matching is:

- ♦ GDS economy = SNCF second-class
- ♦ GDS premium economy = SNCF Standard Premier 01st
- ♦ GDS business class = SNCF first-class

## Q

**Q.** As an administrator, how do I apply for SNCF PCC?

**A.** If your agency already has an existing SNCF PCC, you can use that. For agencies based in France, contact SNCF. For agencies not based in France, contact Rail Europe.

## Known Limitations

Until further notice, the following features will be not supported or supported for the SNCF [PAO] direct connect:

- The multi-passenger booking feature.
- Seat preferences or selection for Eurostar and TER trains.
- Combining TGV and TER segments in one reservation might lead to additional work on the travel agency side for specific reservations. To prevent this situation, the recommendation for travelers with a middle name having either the SNCF loyalty or advantage card is to ask SNCF to not store their middle name in their database.

