

Travel: View More Air Fares

Travel Service Guide

Last Revised: September 20, 2019

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

Contents

View More Air Fares	1
Section 1: IMPORTANT – About this Guide	1
Section 2: Overview.....	1
View More Fares.....	1
Using Sabre.....	2
Benefits	2
Section 3: End-User Experience	2
View More Fares.....	2
Using Sabre.....	3
Section 4: Configuration	5
Professional vs Standard Travel.....	5
Configuration – Professional Edition	5
Travel System Admin – Enable the Feature	5
Company Admin – Compliance	5
Section 5: Known Issues / Limitations	7
Section 6: FAQ.....	7
Questions.....	7

Revision History

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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
September 20, 2019	Updated <i>Overview</i> and <i>What the User Sees</i> sections with All Brands Pricing information for Sabre
June 20, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
May 21, 2019	Added information about Dual Fare Display under the Overview section
March 10, 2019	Updated the copyright; no other changes; cover date not updated
February 1, 2018	Removed information about Specify Booking Class, since it is not a best-practice option

Date	Revision Notes/Comments
July 26, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
January 3, 2018	Updated the copyright; no other changes; cover date not updated
October 5, 2017	Added Known Limitation about Specify Booking Class
May 5, 2017	Added FAQ about Virgin America
October 7, 2016	Removed FAQ about branded fares
August 15, 2016	Added an FAQ about the Free Checked Bags column
June 20, 2016	Updated screen shots to reflect UI enhancements
March 30, 2016	General updates; initial publication in the new format

View More Air Fares

Section 1: IMPORTANT – About this Guide

Be aware of the following:

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

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

Section 2: Overview

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

View More Fares

The View More Air Fares feature allows a user to see multiple fares for a given set of flights, as well as multiple cabins, if allowed. If View More Air Fares is enabled, the user will see the lowest fare offered on the plane alongside the lowest refundable fare. If the user is allowed to book in higher cabins than economy, they will see the lowest fare offered in any higher cabin allowed. Last, if specific fare classes have been programmed in Manage Discounts, those fares will also be included.

View More Air Fares is available for all GDSs supported in Concur Travel.

Using Sabre

If using Sabre and the View More Fares feature is enabled, when the user expands the sliver to see the fare matrix and clicks the **View More Fares** link, additional fares are loaded. If the fare on the right side of the dual fare display was not populated and a bookable fare is returned from the **View More Fares** search, it will be added to the dual fare display.



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

If using Sabre and **View More Fares** is enabled, users are presented with branded fares as options. With the AllBrandsPricing web service functionality, Concur Travel no longer uses simple pricing commands to get the lowest refundable and non-refundable in each cabin but instead presents the user with all the available or applicable brands for the specifically requested itinerary.

Benefits

View More Air Fares provides the user/arranger with a choice of fare options for the flights selected. This allows the user/arranger to decide which is best. For example, the lowest fare may be \$200 and non-refundable, but the lowest refundable fare is \$250. While it is \$50 more but if a change to the trip is likely, the refundable fare may prove cheaper in the long run, once a change fee is included.

Section 3: End-User Experience

View More Fares

The user clicks **Show details** on the search results page. The **View more fares** link appears in the lower-left corner.

Fare Details	Free Checked Bags	Refundable	In Policy	
Economy Fare details / Rules	0	No		\$433.70
View more fares				

Worldspan

Once the user clicks **View more fares**, the **Fare details** section expands to include the lowest fare returned as well as the lowest refundable fare and any other fares set up to return. These results will show in the Branded Fare view.

Fare Options	Free Checked Bags	Refundable	In Policy	
Economy Fare details / Rules	0	No		\$433.70
Choice Economy Fare details / Rules	1	Yes		\$796.70

Worldspan

NOTE: View More Air Fares may have a financial impact to your fulfillment travel agency because clicking **View more fares** generates additional fare scans with the GDS. Please be sure you review this feature and the setup options with your fulfillment travel agency before enabling.

Using Sabre

When the user searches fares and is using Sabre, they will be able to select from all the applicable branded fares if available and offered.

When the user clicks **View more fares**:

The screenshot displays a Sabre flight search interface. At the top, it shows two flight segments: a departure from San Francisco (SFO) to Dallas (DFW) via Salt Lake City (SLC) on Tuesday, Jan 7, and a return from Dallas (DFW) to San Francisco (SFO) via Atlanta (ATL) on Wednesday, Jan 8. The fare options table below lists three fare types: Basic Economy (E) at \$214.00, Main Cabin (V) at \$284.01, and Economy (M) at \$1,013.99. The Economy (M) fare is marked as refundable and includes a 'View: Delta' link.

Fare Options	Free Checked Bags	Refundable		
Basic Economy (E) Rules Benefits/Services	0	No		\$214.00
Main Cabin (V) Rules Benefits/Services	0	No		\$284.01
Economy (M) Rules	View: Delta	Yes Fees may apply		\$1,013.99

Initial Shop-by-schedule response (with AllBrands implemented):

Delta

06:00 AM SFO → 01:27 PM DFW 1 SLC 5h 27m
DL 2401 / DL 648

01:08 PM DFW → 10:40 PM SFO 1 ATL 1h 32m
DL 2269 / DL 2857

Basic Economy **\$214.00**

Main Cabin **\$284.01**

[Select](#) [Select](#)

[Hide fares/details](#)

DEPART Tue, Jan 7 – San Francisco, CA to Dallas, TX / 45m layover in Salt Lake City, UT [Hide details](#)

Tue, Jan 7 06:00a SFO → 09:00a SLC 2h 00m Delta 2401 [View seats](#)
221 / 257 lbs CO₂

Layover in Salt Lake City, UT 45m Salt Lake City Airport

09:45a SLC → 01:27p DFW 2h 42m Delta 648 [View seats](#)
221 / 424 lbs CO₂

RETURN Wed, Jan 8 – Dallas, TX to San Francisco, CA / 3h 55m layover in Atlanta, GA [Hide details](#)

Wed, Jan 8 01:08p DFW → 04:05p ATL 1h 57m Delta 2269 [View seats](#)
Airbus Industrie A321 / 313 lbs CO₂

Layover in Atlanta, GA 3h 55m Atlanta Hartsfield-Jackson Intl Airport

08:00p ATL → 10:40p SFO 5h 40m Delta 2857 [View seats](#)
Boeing 737-900 / 832 lbs CO₂

Fare Options	Free Checked Bags	Refundable		
Basic Economy (E) Rules Benefits/Services	0	No	i	\$214.00
Main Cabin (V) Rules Benefits/Services	0	No	i	\$284.01

[View more fares](#)

Sabre

The user clicks **View more fares** with branded fares (AllBrands):

Delta

06:00 AM SFO → 01:27 PM DFW 1 SLC 5h 27m
DL 2401 / DL 648

01:08 PM DFW → 10:40 PM SFO 1 ATL 1h 32m
DL 2269 / DL 2857

Basic Economy **\$214.00**

Main Cabin **\$284.01**

[Select](#) [Select](#)

[Hide fares/details](#)

DEPART Tue, Jan 7 – San Francisco, CA to Dallas, TX / 45m layover in Salt Lake City, UT [Hide details](#)

Tue, Jan 7 06:00a SFO → 09:00a SLC 2h 00m Delta 2401 [View seats](#)
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08:00p ATL → 10:40p SFO 5h 40m Delta 2857 [View seats](#)
Boeing 737-900 / 832 lbs CO₂

Fare Options	Free Checked Bags	Refundable		
Basic Economy (E) Rules Benefits/Services	0	No	i	\$214.00
Main Cabin (V) Rules Benefits/Services	0	No	i	\$284.01
Delta Comfort Plus (W, W, S, S) Rules	View: Delta	No	i	\$432.00
First Class (F) Rules	View: Delta	No	i	\$996.00
Main Cabin (M) Rules Benefits/Services	0	Yes Fees may apply	i	\$1,013.99
Delta Comfort Plus (W, W, S, S) Rules	View: Delta	Yes Fees may apply	i	\$1,182.00
First Class (D) Rules	View: Delta	Yes Fees may apply	i	\$1,412.00

[View more fares](#)

Sabre

Section 4: Configuration

Professional vs Standard Travel

For Professional Travel, follow these steps shown in this section.

For Standard Travel, the View More Air Fares features in ON by default and is not available for change.

Configuration – Professional Edition

Travel System Admin – Enable the Feature

▶ **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. On the travel configuration page, locate the **Air Search Options** section.
3. Select (enable) the **Enable "View More Air Fares" Option** check box.

Company Admin – Compliance

CREATE AND ENABLE RULES

▶ **To create the new rule:**

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 Rule Builder**.
3. In the **Select Rule Template Category** list, select *Flight – View More Fares*.
4. Click **OK**.
5. Click **Add**.

6. Complete the new rule as usual, providing a name and violation code and select the appropriate rule options. Possible options are:
 - ◆ cheapest fare in {cabin} should be {green, yellow, red, or show but not allow} if fare is {>,<} the LLF {plus/minus} {amount}
 - ◆ refundable fare in {cabin} should be {green, yellow, red, or show but not allow} if fare is {>,<} the LLF {plus/minus} {amount}
 - ◆ refundable {cabin} should be {green, yellow, red, or show but not allow} if fare is {>,<} the cheapest fare in the same flight {plus/minus} {amount}
 - ◆ cheapest fare in {cabin} should be {green, yellow, red, or show but not allow} if fare is {>,<} the refundable in the same flight {plus/minus} {amount}
7. Save when done.

▶ **To enable the new rule:**

1. Click **Travel Admin** (left menu).
2. Select the desired class.
3. To the right of **Flight – View More Fares**, click **Edit**.
4. Select the desired rule action.
5. Save.

There is a view more airfare rule category under Travel Policy Administrator to help define what can be booked; for example, the first class “bucket” will only appear if you allow first class through the rules. We allow administrators to specify class of service codes.

SPECIFY BOOKING CLASS

In **Manage Corporate Discounts (Administration > Company > Company Admin)** when adding or editing an airline discount, the **Class of service codes for “View More Air Fares”** field is available as a configurable option.

Optional Information:

Zone fare class of service ?

If zone is not available or does not quote

Do Nothing

Shop lowest price on plane, regardless of cabin

Shop lowest price on plane, regardless of cabin without discount

Class of service codes for "View More Air Fares" ?

Advance Purchase Number of Days Minimum Number of Days

Preference ? Valid From Valid Until

Notes

Quick Help Close

If there are specific fare class of service codes for 'View More Air Fares', enter the class of service codes (like B,H separated with comma) that the flights must be booked in here

However, in light of recent fare filing changes for branded fares, this option is **no longer recommended as a best practice**. In the cases where airlines share a booking code across multiple brands, end users may see duplicated fares displayed, creating confusion about the fares that are available for booking.

Section 5: Known Issues / Limitations

Note the following:

- This feature adds a fare quote scan for each additional fare shown to the traveler when **View more fares** is selected. This could impact GDS scan costs. However, the feature may also reduce shopping scans since travelers can see multiple fares for a flight with one search session, instead of multiple searches.
- If this feature is enabled, then travelers will be able to book refundable fares, even if the travel configuration hides the refundable check box. **If you do not want to permit your travelers to purchase refundable tickets, please review the rules section and enable travel rules that reflect your policy.**

Section 6: FAQ

Questions

Q. Why don't all of the fare options appear for each of the flights presented on the **Shop by Price** page?

A. Each option increases the GDS scan charges to the travel agency. Depending on the GDS, there may be an increased fee. The traveler has the option to click the **View more fares** link in order to update the display and make a decision.

Q. If a user clicks the **View more fares** link and new, lower fares are returned, does Concur Travel consider those new fares when determining Lowest Logical Fare (LLF)?

A. No. The LLF has already been determined by the time the user clicks **View more fares**.

Q. We are using Amadeus and we have the View More Air Fares feature configured, but we are not automatically seeing additional fares for Air France domestic flights. Why is that?

A. These fares are still classified as Premium Economy in Amadeus, so SAP Concur's rules engine hides them unless travel policy is configured to allow Premium Economy.

For companies that want to see all domestic Air France fares, SAP Concur recommends enabling the following travel policy rule (or something similar):

Flight - View More Fares (Edit)
• Cabin classes allowed: Premium Economy and Marketing airline is in Air France and All Flights are within the country: France - Allow

Q. Why do some fares show a number in the **Free Checked Bags** column and other fares show a link to the airline's website?

A. The underlying framework for branded fares support and the GDS air shopping upgrades are still in progress. Until that work is completed, some fares will show a number for the baggage allowance and other fares will show the airline's website link.

Q. For Virgin America, why does the **View more fares** link appear even though the setting is configured to be OFF?

A. Due to the unique way that Virgin America offers fares, Concur Travel modified the way the search results returned to the user. We show the **View more fares** link for any Virgin America flight – regardless of any travel configuration settings. This will make all fare options available to users (within policy) and will match the Virgin America website. This will save time for users.

