Travel: Virtual Payment – AirPlus A.I.D.A.

Travel Service Guide

Last Revised: July 7, 2021

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
July 26, 2023	Updated *Important: About This Guide* 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
July 7, 2021	Added information re: AirPlus 5000 EUR credit limit, *AirPlus A.I.D.A.* section
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
February 14, 2020	Updated the copyright; updated China terminology to Hong Kong, China
June 20, 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
September 10, 2018	Added Austria to the list of available counties
May 20, 2018	Added information about using AirPlus A.I.D.A. and Conferma
January 3, 2018	Updated the copyright; no other changes; cover date not updated
December 13, 2017	Split the existing AirPlus TSG into: • *Virtual Payment – AirPlus A.I.D.A. Travel Service Guide* • *AirPlus Company Account Travel Service Guide*
December 6, 2017	Changed the name on the cover from *AirPlus* to *Virtual Payment – AirPlus* Added the *Concur Travel's Virtual Payment Solutions* section No change in the revision date because there are no significant content changes.

October 24, 2017	These fields were removed:
	• Travel System Admin:
	  ♦ Show popup with A.I.D.A. MasterCard for print during car and hotel reservations
	  ♦ Send Confirmation Fax to Hotel
	• Company Admin:
	  ♦ Hotel room charges to include for A.I.D.A.

September 19, 2017	Added information about: • General updates • A.I.D.A. fax function support • A.I.D.A support for rental car bookings decommissioned
December 10, 2014	Correct address is: CC-EOperator@concur.com
July 10, 2014	Added FAQ about hotel changes
February 11, 2014	Additional information in the *AirPlus A.I.D.A.* section about using a virtual credit card for centralized bill-back
October 2, 2013	General updates; moved to the new format

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Virtual Payment – AirPlus A.I.D.A.

Section 1: IMPORTANT – About this Guide

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.

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: Concur Travel's Virtual Payment Solutions

Concur Travel supports two solutions for virtual payments:

- **Virtual Payment – AirPlus:** As described in this guide
- **Virtual Payment – Conferma:**

  📖 Refer to the *Virtual Payment – Conferma Travel Service Guide*.

NOTE: Customers can have Conferma and AirPlus. Refer to *Supported Service Types* in this guide for more information.

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AirPlus Guides

Also, be aware that there are two AirPlus guides:

- *Virtual Payment – AirPlus A.I.D.A. Travel Service Guide*
- *AirPlus Company Account Travel Service Guide*

All Travel Service Guides are available on the Concur Support Portal or in Travel Administration online help.

Section 3: Professional vs Standard Edition

AirPlus is available only in Professional Travel.

Section 4: AirPlus A.I.D.A.

AirPlus A.I.D.A. is an extension of the AirPlus Company Account offering. Each time a service is booked that cannot be paid or guaranteed with the AirPlus Company Account, a virtual MasterCard will be requested from AirPlus for supported service types if A.I.D.A. is set up in the travel configuration.

📖 It is important to be familiar with the Company Account process and options before pursuing A.I.D.A. For more information about the AirPlus company account, refer to the *AirPlus Company Account Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

AirPlus does not charge any additional fee for generating virtual MasterCard cards for bookings. In addition, the virtual cards are automatically integrated to the central-bill system.

AirPlus A.I.D.A. is available in the same countries as AirPlus Company Account: Australia, Austria, Belgium, Denmark, France, Germany, Hong Kong, China, Italy, Netherlands, Spain, Sweden, Switzerland, United Kingdom, and the United States.

To conform with PSD2/SCA fraud protection efforts, AirPlus now places a 5000 EUR credit limit on virtual credit cards issued by Concur Travel.

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Supported Service Types

Service Types	A.I.D.A. Support	Comments
Air	GDS: yes Travelfusion: yes	A virtual AirPlus A.I.D.A. MasterCard will be generated based on an acceptance check. If AirPlus Company Account is not accepted, a virtual A.I.D.A. MasterCard will be generated.
Rail	Not supported	No A.I.D.A. MasterCard will be generated for Rail transactions.
Hotel	GDS: yes (restrictions apply) Direct Connect: yes (restrictions apply)	For hotel transactions, an A.I.D.A. MasterCard will always be generated at the time of the reservation. The A.I.D.A. card can be used for the *guarantee*. SAP Concur cannot ensure the acceptance of A.I.D.A. at the hotel. Unless clients have a special agreement with specific hotels to use SAP Concur-generated A.I.D.A. cards, we do not recommend that clients use SAP Concur-generated A.I.D.A. cards for *payments* at the hotel. ***AirPlus and Conferma Virtual Payment*** A customer can have both AirPlus A.I.D.A. and Conferma Virtual Payment. However, since the AirPlus A.I.D.A. card can only be used to guarantee – but not pay for – hotel, Conferma provides a better user experience. Therefore, when a customer has a contractual relationship with Conferma and AirPlus – for ***hotel*** GDS bookings – the default option for virtual payment is Conferma. Customers can use AirPlus A.I.D.A. for ***air*** bookings. That means, if the customer uses both AirPlus A.I.D.A. and Conferma Virtual Payment – for hotel bookings – AirPlus A.I.D.A. should not appear in the form of payment list on the **Review and Reserve** page. There are no configuration steps for this preference; it is the default action. 📖 Refer to the *Virtual Payment – Conferma Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

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Service Types	A.I.D.A. Support	Comments
Car	GDS: no Direct Connect: no	Rental car suppliers do not accept virtual credit cards at this time. For this reason, SAP Concur has disabled A.I.D.A. card generation for rental car transactions. The acceptance of AirPlus Company Account will be checked for rental car bookings for each specific supplier in each country. Only if AirPlus Company Account is accepted, AirPlus will be offered as form of payment option for guarantee/payment.
Ground	Not supported	No A.I.D.A. MasterCard will be generated for ground transactions. AirPlus Company Account can be used as form of payment/guarantee if ground supplier accepts it.

A virtual A.I.D.A. MasterCard can be authorized several times but can be used for payment once. For each A.I.D.A. transaction, DBI data will be sent to AirPlus. As the virtual MasterCard transactions are linked to the AirPlus Company Account, the transactions will be charged to the customers' central AirPlus invoice and are part of the existing CDF-3 feed to Concur Expense.

For more information about DBI data, refer to the *AirPlus Company Account Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

Requirements for the Use of AirPlus A.I.D.A.

The requirements for the use of AirPlus A.I.D.A are:

- The use of A.I.D.A. must be enabled in the travel configuration (described below).
- The client must have an AirPlus contract signed in one of the following countries: Australia, Belgium, Denmark, France, Germany, Hong Kong, China, Italy, Netherlands, Spain, Sweden, Switzerland, United Kingdom, and the United States. This has no impact on the validity of the virtual MasterCard. They are valid everywhere MasterCard is accepted. Additionally, the client must contact their AirPlus representative for setting up the use of A.I.D.A. in the AirPlus system.
- An AirPlus Company Account (ghost card) must be stored in the **Corporate Ghost Cards** section in Concur Travel.

  For ghost card configuration information, refer to the *AirPlus Company Account Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

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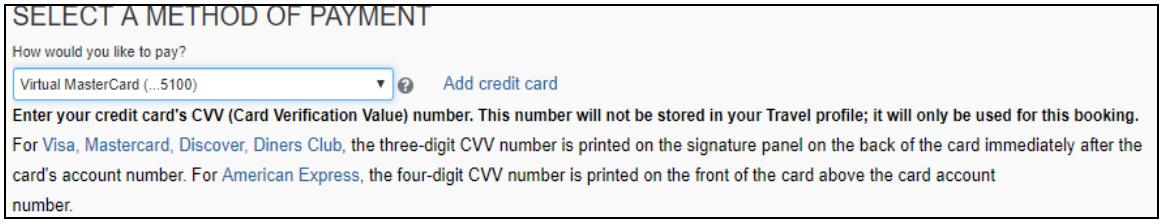
Section 5: End-User Experience

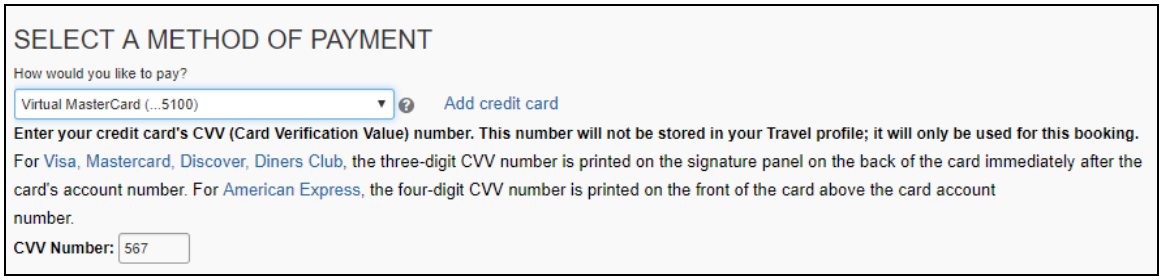
General Use

If the AirPlus Company Account is not accepted, a virtual MasterCard will be automatically generated and offered as a payment option.

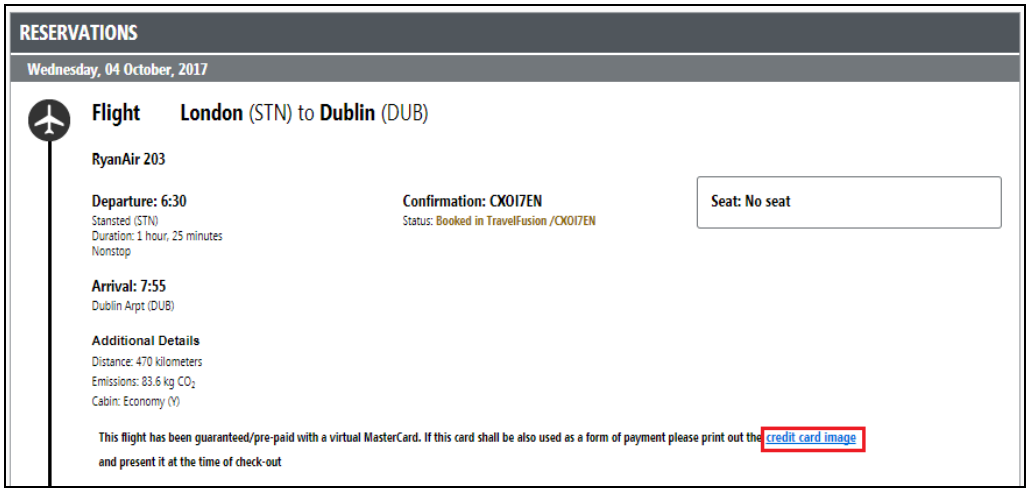


Flights with Low-Cost Carriers

For flights with low-cost carriers booked in Travelfusion, typically a CVV is required. The CVV will be automatically provided and the **CVV Number** field will be automatically pre-populated.



Some low-cost carriers may require the credit card (form of payment) for identification at the time of check-in. To obtain a printed copy, the user clicks the **credit card image** link on the itinerary. This allows the user to store the credit card image as a PDF file or to open it in the Adobe Reader to print it out – having the printed copy ready at check-in.



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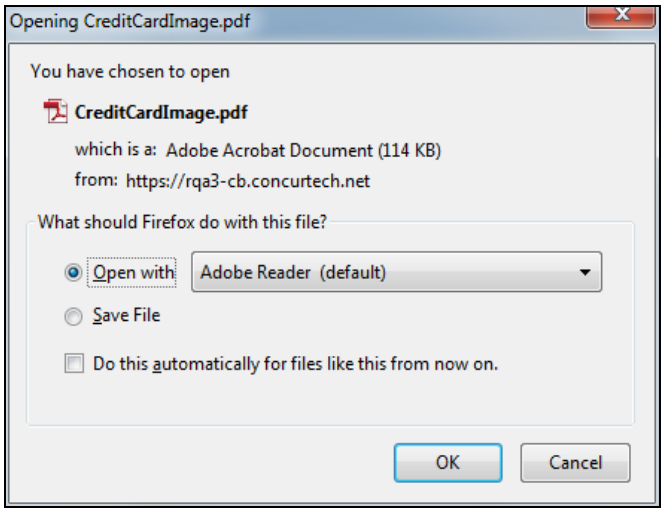

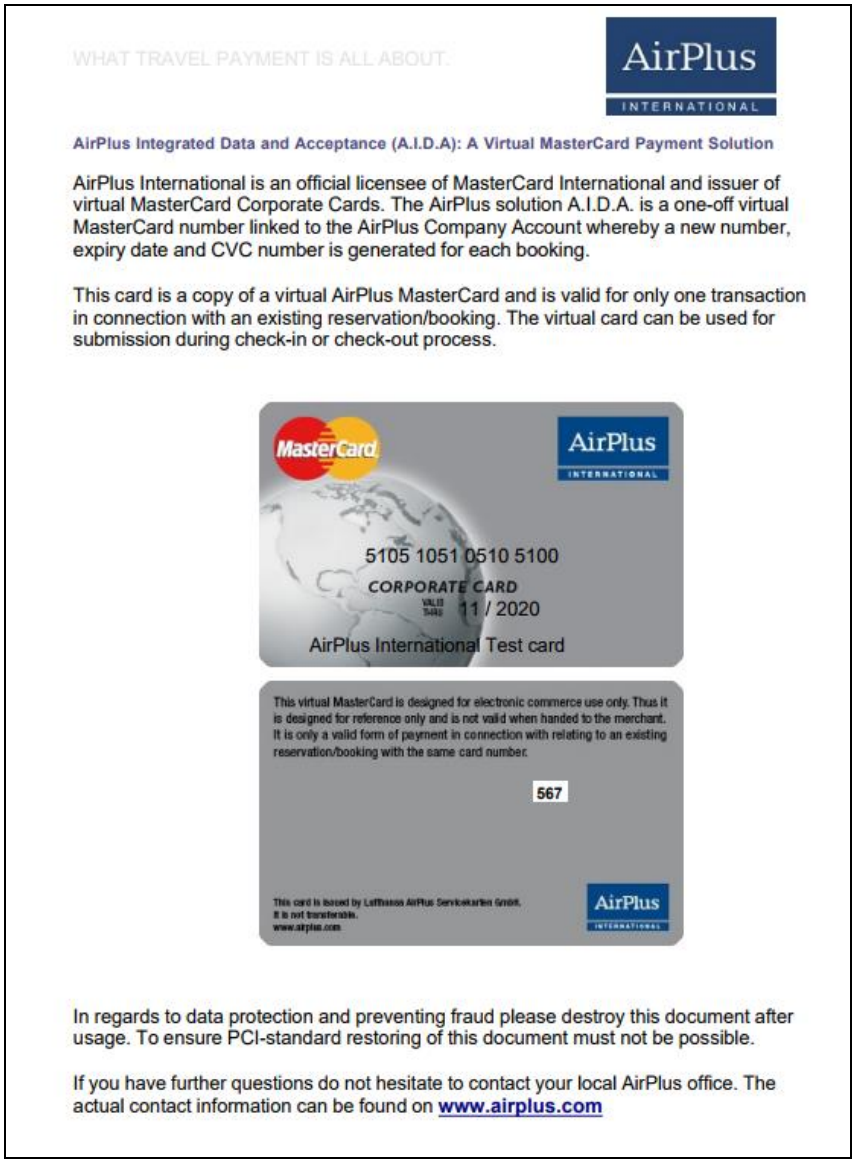

WHAT TRAVEL PAYMENT IS ALL ABOUT.

AirPlus INTERNATIONAL

AirPlus Integrated Data and Acceptance (A.I.D.A): A Virtual MasterCard Payment Solution

AirPlus International is an official licensee of MasterCard International and issuer of virtual MasterCard Corporate Cards. The AirPlus solution A.I.D.A. is a one-off virtual MasterCard number linked to the AirPlus Company Account whereby a new number, expiry date and CVC number is generated for each booking.

This card is a copy of a virtual AirPlus MasterCard and is valid for only one transaction in connection with an existing reservation/booking. The virtual card can be used for submission during check-in or check-out process.

MasterCard
AirPlus INTERNATIONAL
5105 1051 0510 5100
CORPORATE CARD
11 / 2020
AirPlus International Test card

This virtual MasterCard is designed for electronic commerce use only. Thus it is designed for reference only and is not valid when handed to the merchant. It is only a valid form of payment in connection with relating to an existing reservation/booking with the same card number.

567

This card is issued by Lufthansa AirPlus Servicekarten GmbH.
It is not transferable.
www.airplus.com

AirPlus INTERNATIONAL

In regards to data protection and preventing fraud please destroy this document after usage. To ensure PCI-standard restoring of this document must not be possible.

If you have further questions do not hesitate to contact your local AirPlus office. The actual contact information can be found on **www.airplus.com**

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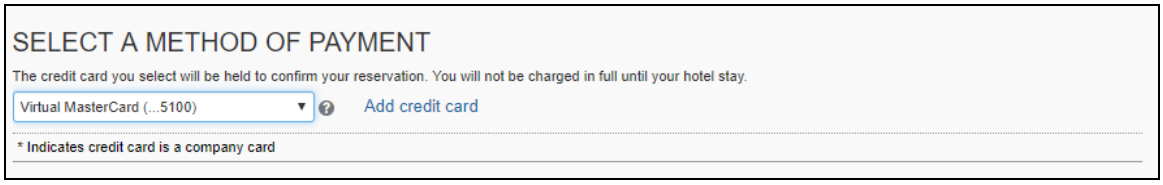
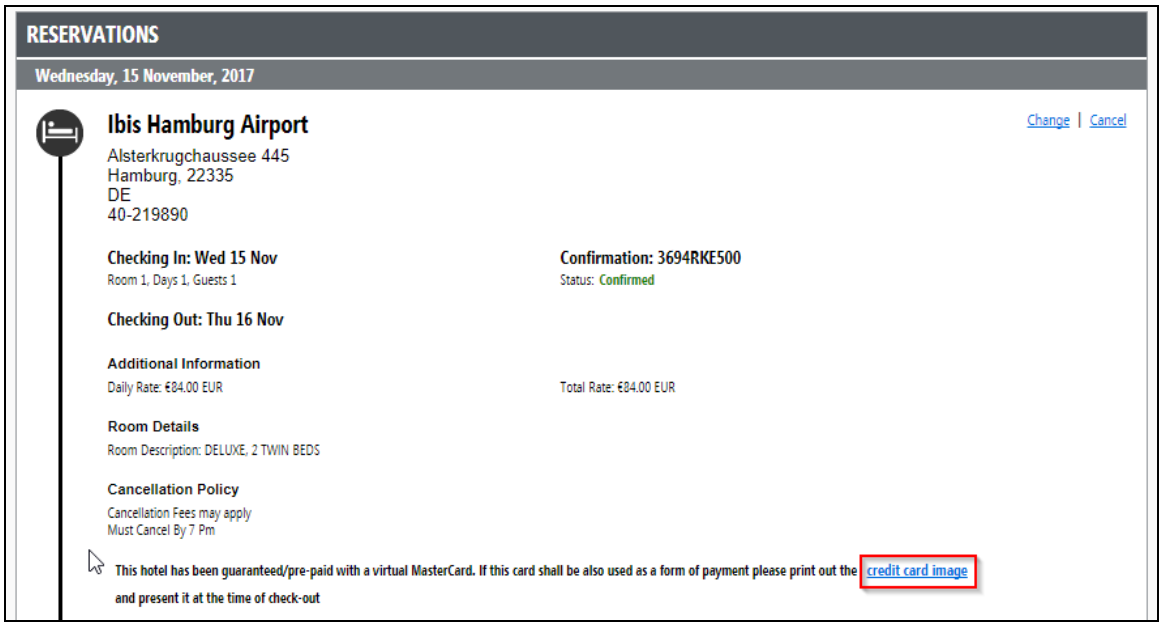
Hotel

Hotels typically do not accept the AirPlus Company Account for guarantee or payment. For this reason, an A.I.D.A. MasterCard will be created as guarantee for booking if it is set up in the **Company Ghost Cards** section in Concur Travel and if no personal credit card is stored as default in the user's profile. In the booking workflow, the user will be informed that a virtual MasterCard has been created and will be used as guarantee for the hotel reservation.



On the itinerary page, the link to the A.I.D.A. MasterCard image appears.



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Section 6: Configuration of AirPlus A.I.D.A.

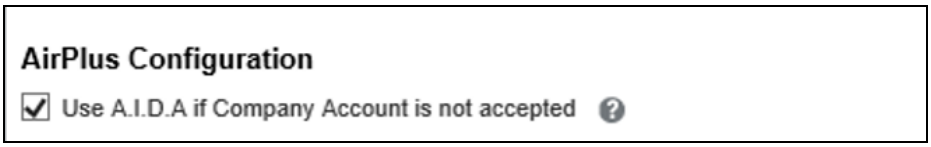
Travel System Admin – AirPlus A.I.D.A.

To enable:

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 **AirPlus Configuration**.



3. Select (enable) the **Use A.I.D.A. if Company Account is not accepted** check box.

Section 7: Production Test Process

AirPlus cannot provide test credit cards for live testing for PCI reasons. If the AirPlus workflow including A.I.D.A. needs to be tested in production, it can only be done with a real existing customer AirPlus card. If the customer agrees to that in the implementation process, it is highly recommended to create test bookings with fully refundable fares or hotel rates that can be cancelled without cancellation fees.

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Section 8: FAQ

Q. What is the AirPlus Company Account?

A. The AirPlus Company Account, a Universal Air Travel Plan (UATP) program, is accepted by most GDS airlines around the world as a preferred form of payment when purchasing flight tickets. AirPlus is the world's largest issuer of UATP accounts.

It also provides descriptive billing information (DBI), which allows a company to get a clear picture of travel spend via invoices that are tailor-made to meet the company's needs. The ability of AirPlus to apply traveler-specific data (Employee ID) to each transaction allows SAP Concur to allocate the transaction to the traveler's expense report.

📖 For more information, refer to the *Company Account - AirPlus Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

Q. Do I have to print out the A.I.D.A. MasterCard image?

A. Not necessarily. For low-cost flight bookings, we recommend that you print since some low-cost carriers will request a credit card at the time of check-in.

Q. Will the A.I.D.A. MasterCard image sent to the hotel by fax?

A. No. That option is not available. For virtual payments of hotel accommodation, consider SAP Concur's Conferma integration.

📖 For more information, refer to the *Virtual Payment - Conferma Travel Service Guide* available on the Concur Support Portal or in Travel Administration online help.

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