



# Travel Incorporated

## 2013 Bullets! – Concur Travel Release Notes

### September 2013

#### Admin

- Air Canada Direct Connect updated to V16 – This will support Small Business programs in the future. This upgrade will allow Concur to support new functionality for Air Canada Direct Connect in future releases, such as Air Canada's Rewards for Small Business program

#### Rail

- Changes to Amtrak Corporate Discount programs. Some fare basis codes no longer qualify.

Effective September 1, 2013, Amtrak implemented changes to its corporate discount program. For customers continuing in the Amtrak Corporate Account program, no action is needed.

Customers that will no longer participate in the Amtrak Corporate Account Program will need to ensure that the Amtrak Corporate ID is removed from their Concur Travel configuration(s).

Customers with inquiries related to contracts, pricing, or their Amtrak Corporate Account Number should contact their Amtrak Corporate Account Manager.

**\*\* Rail Coming soon\*\*** – Amtrak Print Anywhere – allows users to print document online instead of printing it at the station or kiosks. Amtrak eTicketing has been implemented on all Amtrak trains for several months, replacing "paper tickets." The major change for travelers was that the document they received at the Quik-Trak or station was an eTicket travel document instead of a paper value ticket. The process of actually getting the document did not change at all. Travelers may not have noticed that the paper document now looks different, but it is considered an eTicket.

With this change, Amtrak also introduced the ability to receive eTickets electronically so they can be printed by the traveler before going to the station. Until recently, this was only available for Amtrak bookings made on Amtrak's website or via Amtrak's call center. Amtrak has advised that the Print Anywhere functionality is now available through the Amtrak Direct Connect. Concur is working diligently to incorporate it into Concur Travel.

**\*\*Rail Coming soon\*\*** - Support for redeeming eVouchers through Concur's Amtrak Direct Connect. Although Concur has supported the ability for travelers to receive eVouchers for canceled Amtrak bookings since April 2013, the ability to redeem those eVouchers through the Amtrak Direct Connect has not been available.

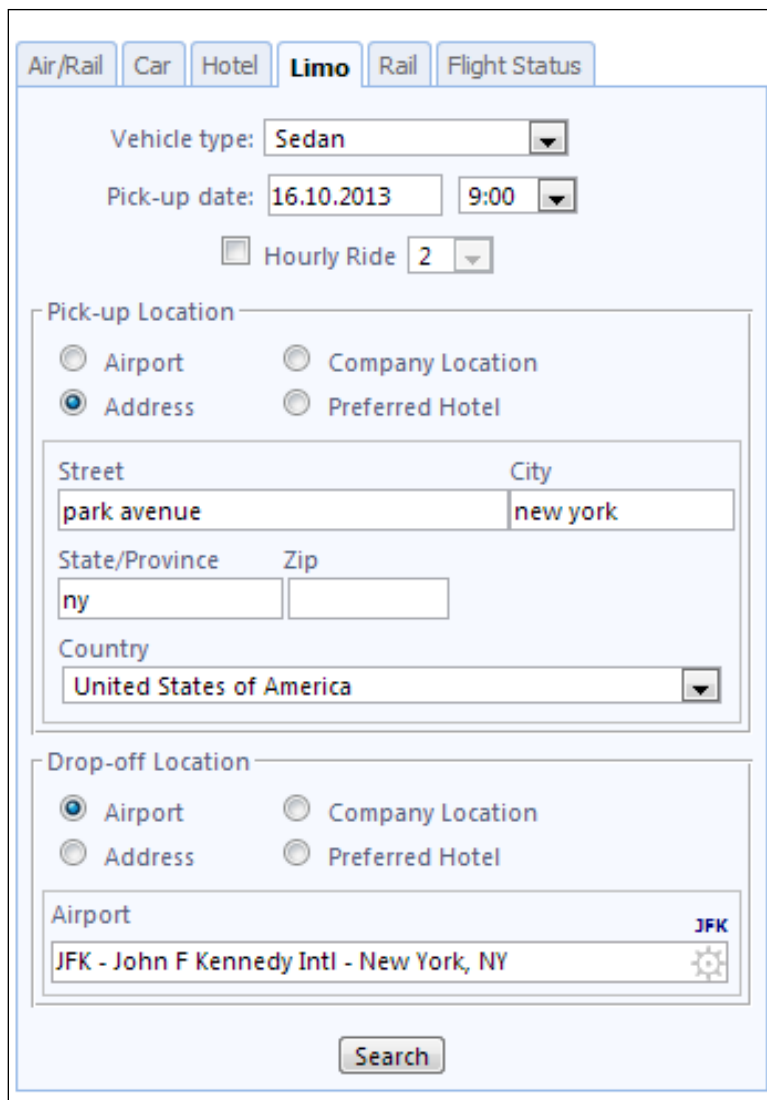
## Limo

Groundspan limo aggregator now supports direct billing For Limo companies that provide direct billing as a form of payment supported by an aggregator, we now support direct billing and we send the accounting fields to the Limo Company.

Direct billing must be established between the customer and the Limo Company. Currently, only GroundSpan – with their connected Limo Companies – supports direct billing.

### What the User Sees

The user starts a Limo search.



The screenshot shows a web form for searching for a limo. At the top, there are navigation tabs: Air/Rail, Car, Hotel, **Limo**, Rail, and Flight Status. The form includes the following fields and options:

- Vehicle type: Sedan (dropdown)
- Pick-up date: 16.10.2013 (text input) and 9:00 (dropdown)
- Hourly Ride:  (checkbox) and 2 (dropdown)
- Pick-up Location section:
  - Radio buttons: Airport, Company Location, Address (selected), Preferred Hotel
  - Street: park avenue, City: new york
  - State/Province: ny, Zip: (empty)
  - Country: United States of America (dropdown)
- Drop-off Location section:
  - Radio buttons: Airport (selected), Company Location, Address, Preferred Hotel
  - Dropdown menu: Airport, JFK - John F Kennedy Intl - New York, NY (with a gear icon)
- Search button at the bottom.

Air/Rail Car Hotel **Limo** Rail Flight Status

Vehicle type: Sedan

Pick-up date: 16.10.2013 9:00

Hourly Ride 2

Pick-up Location

Airport  Company Location  
 Address  Preferred Hotel

Street City  
park avenue new york

State/Province Zip  
ny

Country  
United States of America

Drop-off Location

Airport  Company Location  
 Address  Preferred Hotel

Airport **JFK**  
JFK - John F Kennedy Intl - New York, NY

Search

From the search results, the user selects the desired option.

Sorted By: Price - Low to High


<b>\$221.33</b> Estimated rate <b>Confirm</b> <input checked="" type="checkbox"/>	<b>GroundSpan Limo - Limo6 (GroundSpan)</b> Minimum charge: 2 hours Maximum passengers: 3
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Displaying: 1 out of 1 results.

Once selected, the option of *Direct Billing* will automatically be available if the customer has a direct billing agreement with the Limo provider.

### Confirm Booking

**Details**

Renting from: **GroundSpan Limo** LIMO SERVICE 

Pick-up at: Park Ave New York, NY US

Drop-off At: John F Kennedy Intl, New York, NY

Number of Passengers:

Form of Payment:

Request a Driver by Name:

Depending on the agreement between the customer and the Limo provider, either *Direct Billing* or *Credit Card* will be available or just one of each. If both options are available, the default option in the dropdown list is *Credit Card*.

After selecting the form of payment, the Limo booking can be completed by clicking **Book Limo**.

## FAQ

**Q:** How can I set up a direct billing agreement with my preferred Limo vendor?

**A:** First, you need to contact your preferred Limo vendor and establish a direct billing agreement. Once done, fill in the GroundSpan Account Request Form attached to the GroundSpan Travel Service Guide located on the Concur Support portal (formerly Concur Client Central) and send it to GroundSpan.

Then, set up the accounting fields according to the agreement with your Limo vendor. Cost center is mandatory; all other accounting fields are optional.

**Q:** Do Limo aggregators **other than** GroundSpan support direct billing?

**A:** No; however, once they do, the feature will work the same way. We will keep you informed about other Limo aggregators supporting direct billing

### Miscellaneous

- Link to 'View eReceipts' on itinerary. Link only appears if an eReceipt on the itinerary is available.

### What the User Sees

E-receipts can be viewed by accessing the itinerary and then clicking the **View E-Receipts** link in the **I want to...** section.

Trip Overview

<b>I want to...</b> <ul style="list-style-type: none"> <li>• <a href="#">Print</a></li> <li>• <a href="#">E-mail Itinerary</a></li> <li>• <a href="#">Open in Outlook</a></li> <li>• <a href="#">Get Agency Assistance</a></li> <li>• <a href="#">View E-Receipts</a></li> <li>• <a href="#">View Trip History</a></li> <li>• <a href="#">Create Template</a></li> <li>• <a href="#">Clone Trip</a></li> <li>• <a href="#">Share Trip</a></li> <li>• <a href="#">Cancel Entire Trip</a></li> </ul>	<p><b>Trip Name:</b> Demo Trip (<a href="#">Edit</a>)</p> <p><b>Start Date:</b> 26 Sep, 2013</p> <p><b>End Date:</b> 28 Sep, 2013</p> <p><b>Created:</b> 29 Aug, 2013, Thomas Depasquale (<i>Modified: 29 Aug, 2013</i>)</p> <p><b>Description:</b> Demo Trip (<a href="#">Edit</a>)</p> <p><b>Comments to Agent:</b> This is a demo trip.</p> <p><b>Select client name:</b> ADVERTISING COUNCIL</p> <p><b>Purpose of Trip:</b> E-receipt test</p> <p><b>Is this trip Billable or NonBillable travel?:</b> Billable</p> <p><b>Select project code:</b> 01-04886 PeopleSoft Implementati</p> <p><b>Agency Record Locator:</b> CQ-QD4-6VHIR-7OY</p> <p><b>Ticket Number(s):</b> 0163204203522</p> <p><b>Passengers:</b> Thomas Depasquale</p> <p><b>Total Estimated Cost:</b> \$809.98 USD (<a href="#">Details</a>)</p>	<p><b>Add to your Itinerary</b></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <a href="#">Car</a> </div> <div style="text-align: center;">  <a href="#">Hotel</a> </div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 10px;"> <div style="text-align: center;">  <a href="#">Limo</a> </div> <div style="text-align: center;">  <a href="#">Add User Supplied Hotel</a> </div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 10px;"> <div style="text-align: center;">  <a href="#">Taxi</a> </div> </div> <p><b>Booked outside Concur?</b> Enter your trip <a href="#">manually</a>, connect with <a href="#">Triplt</a>, or send your itinerary to <a href="mailto:plans@concur.com">plans@concur.com</a>.</p>
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A popup page appears with e-receipt details. If there are multiple e-receipts linked to this itinerary, the user can use the arrow key to navigate to the next e-receipt.

E-Receipts

[Print](#) | [Email](#)

← 1 / 2 →

**Car Receipts**

LOS ANGELES AP, CA  
RENTAL RECORD:  
D3699223699

RENTED:  
Car Rental at Washington

RENTAL:  
26/09/2013 5:00 PM

RETURN:  
28/09/2013 12:00 PM

E-Receipts

[Print](#) | [Email](#)

← 2 / 2 →

**Hotel Receipts**

THOMAS DEPASQUALE  
Confirmation # 3699284369  
Folio # REA1494

Hilton

Arrival Date  
26/09/2013  
Departure Date  
28/09/2013  
Room Rate  
USD 86.00

HOTEL AT209 MADISON STREET  
ALEXANDRIA, VA, 22201  
209 MADISON STREET  
ALEXANDRIA VA,  
Reservations [www.hilton.com](http://www.hilton.com) or 1-800-  
HILTONS