



Concur Cliqbook Travel Release Notes January, 2008

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Summary	4
Major Features	4
Minor Features	4
Profile/PNR Management	5
<i>New Profile Data Point for Air Carrier XE (ExpressJet)</i>	5
<i>JetBlue not Available in the Dropdown for Preferred Carriers</i>	5
<i>JetBlue (B6) Filtered out of the Profile Template</i>	6
<i>Support Jet Airways (9W) to Write the FF Number to a Specific Profile Line</i>	6
<i>New Profile Data Points for Air Carrier's: KE, SL, and VX</i>	7
Air	8
<i>Air Canada Direct Connect: FlightPass Booking Seat Selection</i>	8
<i>Air Canada Direct Connect: "Review Page" for FlightPass Bookings</i>	9
<i>Flights not Removed after Post Ticket Change in Sabre</i>	10
<i>Multi-GDS Carrier Record Locator</i>	10
<i>Guest Traveler cannot be Booked on Trip Templates or Clone Trip</i>	11
<i>Allow Cliqbook to Properly Interpret Southwest Business Select K Class When it is Returned in Search Results</i>	11
<i>Add Bear Skin Airlines (JV)</i>	11
<i>Additional Airports Added to Concur Cliqbook Travel</i>	12
<i>Update Name/Logo for LAN Airlines Alliance</i>	12
Hotel	12
<i>Hilton Direct Connect Rates now Available in the PNR</i>	12
<i>Non-GDS Hotel Most Preferred Custom Text Missing</i>	13
Rail	13
<i>Deutsche Bahn Display Perfected on the Rail Tab when it is the Only Rail Provider Enabled</i>	13
<i>Deutsche Bahn: Allow User to Pick First/Second Class Based on Travel Policy</i> .14	
<i>Deutsche Bahn: Explain "Form Of Identification" on Credit Card Page</i>	15
<i>Deutsche Bahn: Show Duration Time on Schedule and Price/Matrix Page</i>	16
Parking	17
<i>Update To Park 'N Fly Locations</i>	17
Meetings	18
<i>Update Ordering of Survey Questions in Summary Step and E-mail</i>	18
<i>Incorrect Location Code on Meeting Group Hotel Passive Segment</i>	18
<i>Preview Button Now Shows Unsaved Changes</i>	18
<i>Quotation Marks in a Meeting Name Works Properly with the View Details Link in Meetings List</i>	19
<i>Attendee Companions Going to Multiple Events Showing up Multiple Times When Revisiting the Companion Screen</i>	19
<i>Meeting Step Menu Now Only Bolds Current Step, Not All Steps of the Same Type</i>	19
<i>Customizable Text on Meeting Step Buttons</i>	20
<i>Allow Attendee to Choose What Group They are in During Self Registration</i>	20
<i>Attendees Screen Remembers View Settings after Actions in the Current Meeting</i>	22
<i>Meeting Group Hotel Edit Additions</i>	22
<i>Group Name Column Support for Attendee Import</i>	23
<i>Meeting Questions Maximum Length Displayed</i>	24
<i>Attendees First and Last Names in Separate Columns on Arrival & Departure Report</i>	25
Administration	26
<i>E-Receipts</i>	26

<i>Administer Approval Queue Manual Assignment Update</i>	<i>36</i>
<i>Change the "Hide Change-Password link" Module Property to a Config Level Setting.....</i>	<i>37</i>
<i>XML Sync Needs to be Able to Push Profiles to the GDS Sync Queue</i>	<i>37</i>
<i>Configure User Session Timeout</i>	<i>38</i>
<i>Billable Agent-booked-trip Summary Report</i>	<i>38</i>
Miscellaneous.....	38
<i>Modify Rail Icon in Profile Frequent Flyer Section.....</i>	<i>38</i>
<i>Modify Rail Icon on "Add Travel Programs" Pop-up</i>	<i>39</i>
<i>Update Cliqbook to use Vinnet Per Diem When it Exists Without Having to Activate Trip Pre-auth</i>	<i>39</i>

Summary

Major Features

- Air Canada Direct Connect FlightPass Booking Seat Selection
- Deutsche Bahn Enhancements
- Cliqbook Meeting Enhancements
- E-Receipts

Minor Features

- Air Canada Direct Connect "Review Fare" Screen for FlightPass Bookings
- Guest Travel Supports Trip Templates and Clone Trip
- Interpret Southwest Business Select K Class
- Configurable User Session Timeout

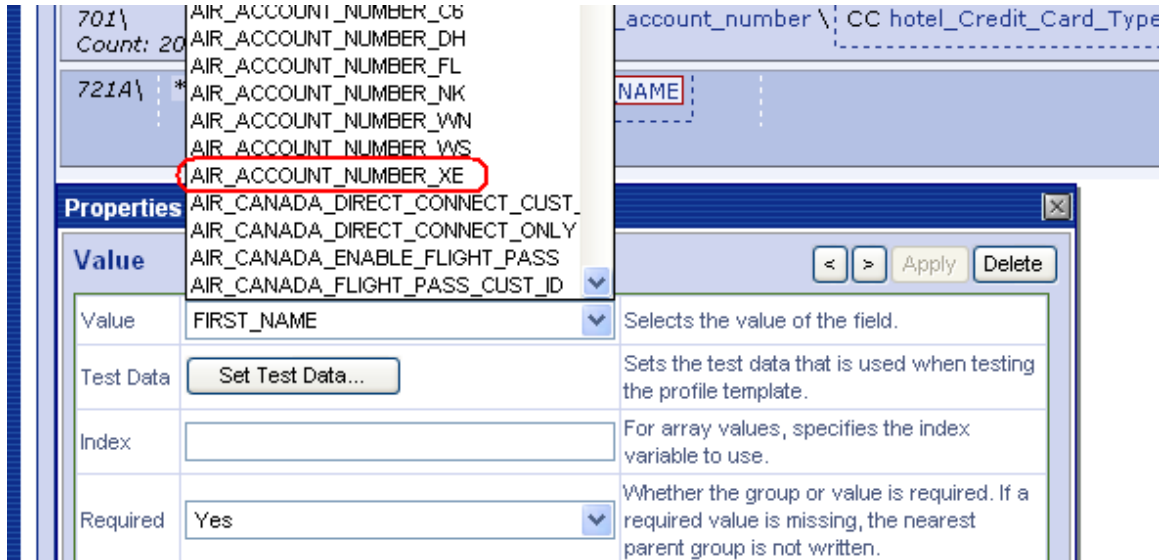
Profile/PNR Management

New Profile Data Point for Air Carrier XE (ExpressJet)

GDS' Supported: All GDS'

Configuration Setting: default on

A new Profile Template Editor Value type data point AIR_ACCOUNT_NUMBER_XE has been added for the ExpressJet (XE) frequent flyer number. The ExpressJet frequent flyer number may not be sent via normal format requests in the GDS.

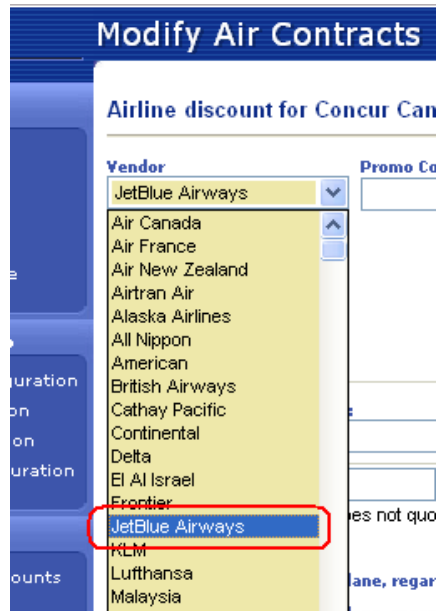


JetBlue not Available in the Dropdown for Preferred Carriers

GDS' Supported: All GDS'

Configuration Setting: default on

For those customers who book JetBlue via the GDS and want to display it as a preferred carrier in Cliqbook, JetBlue is now listed in the airline "Vendor" dropdown in Administration->Travel System Admin->Manage Corporate Discounts-> Add air discount.



JetBlue (B6) Filtered out of the Profile Template

GDS' Supported: Sabre

Configuration Setting: default on

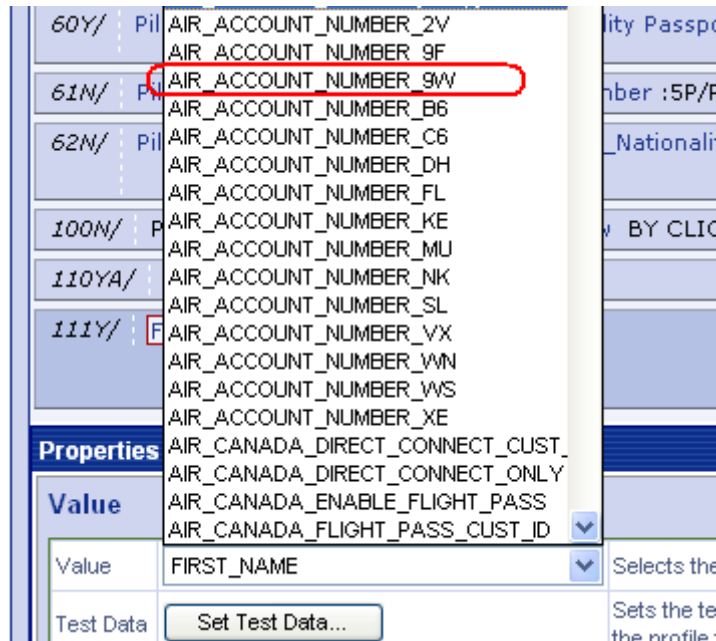
JetBlue (B6) allows frequent flyer numbers to be added in Sabre via normal format requests. The JetBlue frequent flyer number is no longer being filtered out with the Profile Template Editor Value type data point "notspecialairprogram" filter.

Support Jet Airways (9W) to Write the FF Number to a Specific Profile Line

GDS' Supported: Apollo/Galileo

Configuration Setting: default on

A new Profile Template Editor Value type data point AIR_ACCOUNT_NUMBER_9W has been added for the Jet Airways (9W) frequent flyer number. The Jet Airways frequent flyer number may not be sent via normal format requests in Apollo/Galileo GDS.



New Profile Data Points for Air Carrier's: KE, SL, and VX

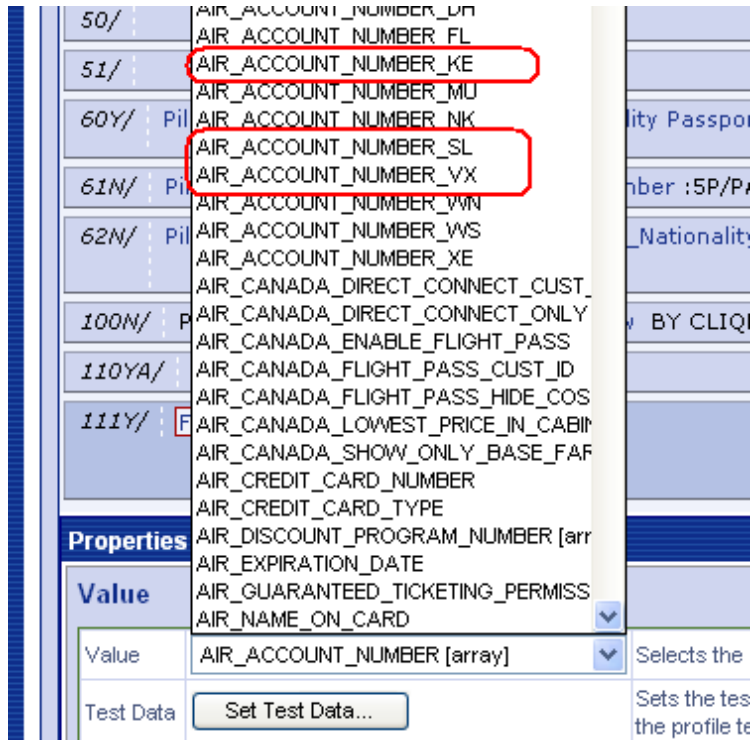
GDS' Supported: Apollo

Configuration Setting: default on

New Profile Template Editor Value type data points are now available to enter Frequent Flyer numbers for the following airlines:

- Korean Air (KE): AIR_ACCOUNT_NUMBER_KE,
- Rio-Sul (SL): AIR_ACCOUNT_NUMBER_SL, and
- Virgin America (VX): AIR_ACCOUNT_NUMBER_VX.

The frequent flyer number for those carriers may not be sent via normal format requests in Apollo GDS.

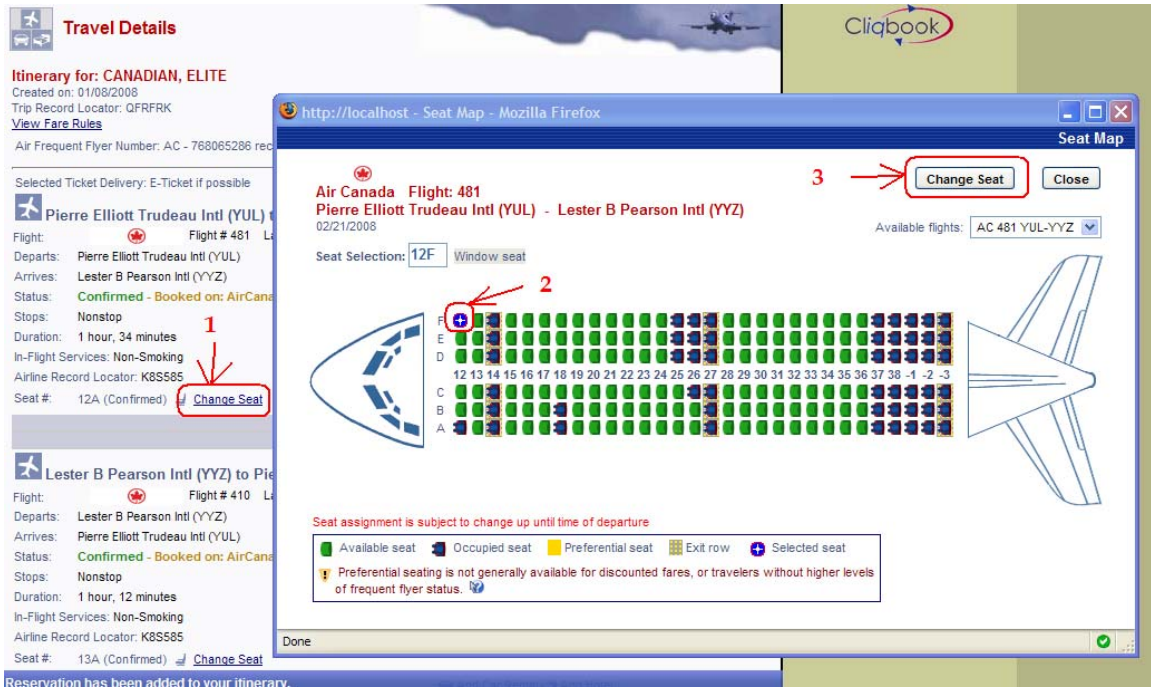


Air

Air Canada Direct Connect: FlightPass Booking Seat Selection

GDS' Supported: Air Canada Direct Connect
Configuration Setting: default on

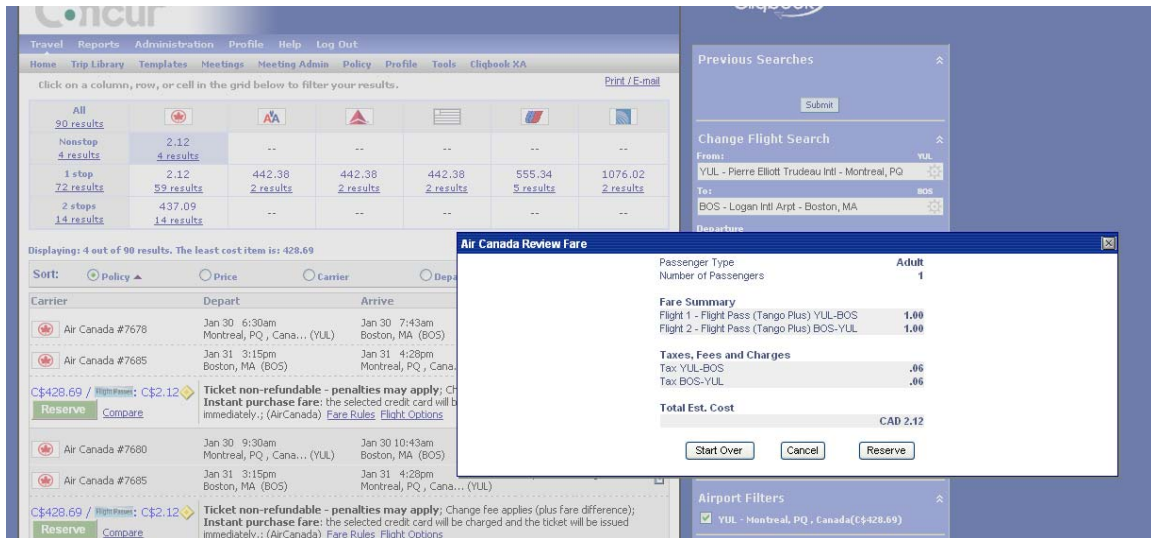
Seat selection for Air Canada Flight Pass bookings is now available in Concur Cliqbook Travel. Once a FlightPass booking has been confirmed, the traveler can click on the "Change Seat" link on the itinerary, and the seat map will be displayed. Next, select an available seat and click on the "Change Seat" button.



Air Canada Direct Connect: "Review Page" for FlightPass Bookings

GDS' Supported: Air Canada Direct Connect
Configuration Setting: default on

When performing a FlightPass booking via the Cliqbook Air Canada Direct Connect, the user will now be presented with the Air Canada Review Fare screen prior to confirming the booking (after choosing a fare and clicking on the "Reserve" button). This screen provides detailed information regarding the FlightPass itinerary and resembles the review page that is presented to the user during retail (credit card) Air Canada Direct Connect bookings. The Air Canada Review Fare screen for FlightPass bookings has been implemented for both the Flex-faring and Search by Price displays.



The FlightPass booking is confirmed by clicking on the "Reserve" button on the above screen, at which time the FlightPass credits are instantly decremented. The user may click on the "Cancel" button to choose another fare.

Flights not Removed after Post Ticket Change in Sabre

GDS' Supported: Sabre
Configuration Setting: default on

Post Ticket Change in Sabre now removes old flights from the PNR after running QREX and sending the trip to the agency queue for re-issue.

Multi-GDS Carrier Record Locator

GDS' Supported: Sabre
Configuration Setting: default on

Travelers can now feel assured that their Cliqbook bookings are confirmed, and are also informed about a delay in obtaining the record locator from the airline.

It was reported that passive Sabre bookings were displaying ABRQ for the airline record locator in the Cliqbook itinerary and itinerary e-mail. ABRQ is not a record locator, but a place holder returned from the airline indicating that it has received the booking request. A timing issue of when the airline returns the record locator was preventing Cliqbook from obtaining it during the booking. To alleviate this timing issue, Cliqbook now makes additional, time-delayed attempts to retrieve the airline record locator during the booking. In the majority of cases the airline record locator is returned with these retries. In the case where it is not returned, a message is displayed in the itinerary and in the e-mail explaining what has happened.

Selected Ticket Delivery: E-Ticket if possible



Baltimore Washington Intl Arpt (BWI) to Metro Oakland Intl Arpt (OAK)

Flight: **Southwest** Flight # 0805 Economy (H) Boeing 737-300
Airlines

Departs: Baltimore Washington Intl Arpt (BWM) Tue
03/11/2008 at
8:15 AM

Arrives: Denver Intl Arpt (DEN) Tue
03/11/2008 at
10:20 AM

Status: **Confirmed - Booked on: Sabre/DJFOVB** Ticketing: E-Ticket

Stops: 1 Meal: No Meal
Served

Duration: 4 hours, 5 minutes Fit Miles: 1500

Airline Record Locator: Carrier Record Locator is not available at this time but should be available within the next 24 hours. However, your reservation is confirmed. To obtain the Carrier Record Locator you can either periodically check your itinerary in Concur Cliqbook or contact your travel agent for assistance.

The airline makes the record locator available within 22 hours of the booking. If the traveler periodically re-checks their itinerary in Cliqbook, then the airline record locator will be displayed at some point during the 22 hour period. It is most common for the airline record locator to be available in the itinerary a few minutes after the booking is made. The traveler should contact their travel agent if the airline record locator is still not appearing on the Cliqbook itinerary after 22 hours.

Guest Traveler cannot be Booked on Trip Templates or Clone Trip

GDS' Supported: All GDS'
Configuration Setting: default on

Guest Travel now has the ability to be booked in Concur Cliqbook Travel using the Trip Templates and Clone Trip functions.

Allow Cliqbook to Properly Interpret Southwest Business Select K Class When it is Returned in Search Results




GDS' Supported: Sabre
Configuration Setting: default on

Southwest has a new fare class (K) named "Business Select" that offers a few extra benefits. K class will still be classified as Economy cabin in Cliqbook, since it's an Economy seat. Classifying it in Business cabin would adversely impact travel policy rules. This fare can now be booked in Cliqbook if it is the cheapest, or cheapest refundable Economy fare available. Southwest K class will appear as "BUSINESS SELECT" in the Search by Price display.

Add Bear Skin Airlines (JV)

GDS' Supported: Apollo
Configuration Setting: default on

Bearskin Airlines began non-stop service from YKF-YOW round trip starting October 1, 2007. This carrier has been added to Cliqbook and is currently available in the Apollo GDS.

Outbound Wed, Jan 30 9:00 AM ± 23 hours 4 results							Return Thu, Jan 31 9:00 AM ± 23 hours 1 results						
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
	320	YKF	YOW	6:45am	7:55am	Economy		325	YOW	YKF	11:00am	12:10pm	Economy
1 hour; Bearskin Airline; Equipment: Fair; (Apollo)							1 hour 10 minutes; Equipment: Fair; (Apollo)						
	324	YKF	YOW	10:00am	11:10am	Economy							

Additional Airports Added to Concur Cliqbook Travel

GDS' Supported: All GDS'
Configuration Setting: default on

The following airports have been added to Concur Cliqbook Travel:



- Chandigarh Airport (IXC) in Chandigarh, India.
- Williams Gateway Airport (AZA) in Mesa, AZ.

Update Name/Logo for LAN Airlines Alliance

GDS' Supported: All GDS'
Configuration Setting: default on

The logo for LAN Airlines has been updated in Concur Cliqbook Travel. LAN is actually a service alliance of 4 airlines:

- LA - LAN Airlines
- LP - LAN Peru
- XL - LAN Ecuador
- 4M - LAN Argentina

Outbound Wed, Feb 20 12:00 PM ± 23 hours 1 results							Return Thu, Feb 21 12:00 PM ± 23 hours 1 results						
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
	511	MIA	LIM	1:20am	6:50am	Economy		510	LIM	MIA	10:40am	4:25pm	Economy
5 hours 30 minutes; Equipment: 767; (Apollo)							5 hours 45 minutes; Equipment: 767; (Apollo)						

Displaying: 2 out of 187 results.

Hotel

Hilton Direct Connect Rates now Available in the PNR

GDS' Supported: All GDS'
Configuration Setting: default on

Hilton Direct Connect hotel rates are now stored as a remark in the passive GDS segment.

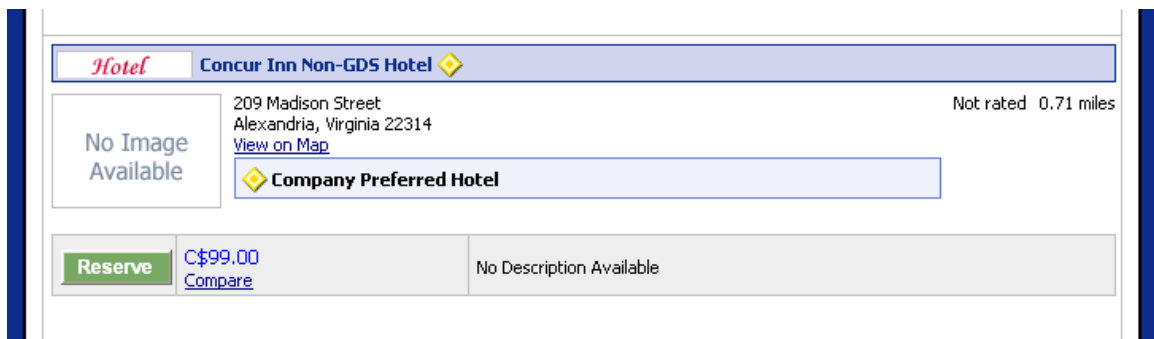
Apollo GDS PNR example:

CANCEL POLICY - 4PM CXL ON ARR DATE.
 2 DOUBLE BEDS BUSINESS RM
 CREDIT CARD GUARANTEE
 CLIQBOOK-MERCHANT-CF*HILTON-117
RATE USD 329.00
 *****PRINT THIS CONFIRMATION FOR HOTEL CHECK IN*****
 RESERVED BY ALEX BEAR
 CONFIRMATION NUMBER -3285643462

Non-GDS Hotel Most Preferred Custom Text Missing

GDS' Supported: All GDS'
Configuration Setting: default on

Previously, the preferred text (i.e. "Company Preferred Hotel") was displayed only for GDS hotels with either a negotiated rate or that were specified as a preferred. However, non-GDS hotels can also be specified as preferred via Administration->Travel System Admin->Manage Non-GDS Hotels. The hotel display has been updated to show the preferred text when a hotel is non-GDS with preference set to "Company Preferred" or "Most Preferred".

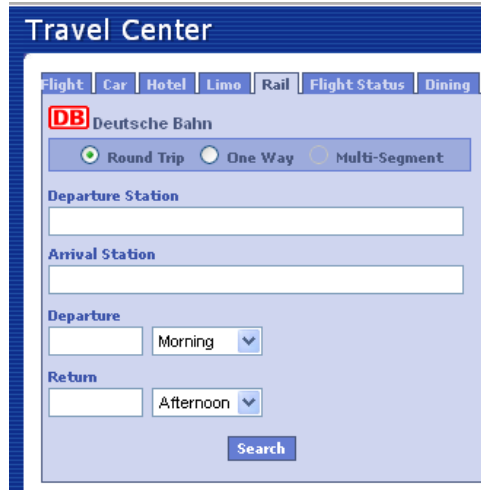


Rail

Deutsche Bahn Display Perfected on the Rail Tab when it is the Only Rail Provider Enabled

GDS' Supported: Deutsche Bahn
Configuration Setting: default on

When Deutsche Bahn is the only rail provider enabled for a travel configuration, the travel homepage "Rail" tab did not display the rail vendor name. Also, there is messaging that states "If you need a car or hotel reservation, you will need to make a separate booking," which is not applicable to Deutsche Bahn.



The screenshot shows the "Travel Center" interface with a blue header. Below the header are tabs for "Flight", "Car", "Hotel", "Limo", "Rail", "Flight Status", and "Dining". The "Rail" tab is selected, and the Deutsche Bahn logo is displayed. The form includes radio buttons for "Round Trip" (selected), "One Way", and "Multi-Segment". There are input fields for "Departure Station" and "Arrival Station". Below these are "Departure" and "Return" sections, each with a time dropdown menu (Morning and Afternoon respectively). A "Search" button is located at the bottom right of the form.

Deutsche Bahn: Allow User to Pick First/Second Class Based on Travel Policy

GDS' Supported: Deutsche Bahn
Configuration Setting: default off

The ability to search and book First Class fares is now supported for Deutsche Bahn. If a user's rule class "allows" First Class in the "Flight - Class of Service" Rule Template Category, they will be able to search and book First Class Deutsche Bahn fares.

Flight - Class of Service (Edit)

- Cabin classes allowed: Business class when Flight distance is greater than 0 M - Allow
- Cabin classes allowed: First class when Flight distance is greater than 0 M - Allow

From the Air tab on the travel homepage, the traveler can select Class of service = "First class" when searching mixed air/rail in order to view Deutsche Bahn First Class availability. When First Class is allowed for a traveler, both First Class and Second Class are searched concurrently, and the Search by Schedule display will render Deutsche Bahn class dropdowns based on the Class of service selected on the travel homepage. Deutsche Bahn does not allow mixed classes in a single itinerary, so the selected class must be the same for all segments (either all First, or all Second).

From the Rail tab on the travel homepage, enter a city pair and search to view Deutsche Bahn fares. On the Search by Price display, set Class of service = "First" and click on the Search button. First Class Deutsche Bahn fares will then be displayed.

The screenshot displays the Concur Cliqbook interface. The main content area shows search results for Deutsche Bahn (DB) with a price of 243.00. The results are sorted by Policy. The sidebar on the right contains search filters, including 'Previous Searches', 'Change Rail Search' (with 'From: Frankfurt(Main)Hbf, Germany' and 'To: Hamburg Hbf, Germany'), and 'Rail Station Filters' (with 'Frankfurt(Main)Hbf, Germany(€243)' and 'Hamburg Hbf, Germany(€243)' selected).

Carrier	Depart	Arrive	Duration	Class
DB Deutsche Bahn #670	Feb 13 10:58am Frankfurt(Main)Hbf, Germany	Feb 13 2:35pm Hamburg Hbf, Germany	3h 37m	InterCity Express First Class
DB Deutsche Bahn #673	Feb 14 4:24pm Hamburg Hbf, Germany	Feb 14 8:00pm Frankfurt(Main)Hbf, Germany	3h 36m	InterCity Express First Class


Deutsche Bahn: Explain "Form Of Identification" on Credit Card Page

GDS' Supported: Deutsche Bahn
Configuration Setting: default on

When performing a Deutsche Bahn booking in Cliqbook, the "Card To Use For Identification Purposes" dropdown has been moved above the "Seat Selection" dropdown because of its importance. Previously, the "Card To Use For Identification Purposes" was at the bottom of the page and it was obscured because the user's browser is not tall enough, and the user missed selecting this field.

If a BahnCard exists, it is displayed before any personal credit cards in the "Card To Use For Identification Purposes" field dropdown values.

The screenshot shows a dropdown menu for "Card To Use For Identification Purposes". The options are: "BahnCard 50 (...7079)", "BahnCard 50 (...7079)", and "Test Visa (...1111)". The "BahnCard 50 (...7079)" option is highlighted.

Hovering the mouse over , explains what the "form of identification" is. If the booking being made is e-ticketable, then the traveler would see:

Please select the *form of identification* and your seating preferences below.

Card To Use For Identification Purpose

Seat Selection:

Smoking Preference:

Train Wagon Preference:

Form of Identification

The ticket for the booking you are making will be a self-printed online ticket which requires that you present to the conductor the printout of your ticket together with a valid form of identification which can be your BahnCard if you have one or a personal credit card.

If the booking being made requires that the ticket be picked up by the traveler, they would see:

Please select the *form of identification* and your seating preferences below.

Card To Use For Identification Purpose

Seat Selection:

Smoking Preference:

Train Wagon Preference:

Form of Identification

The ticket for the booking you are making needs to be picked up at a ticket machine at the train station. Since any price reductions that may be associated with this booking are given based on your particular situation (such as the use of a BahnCard or the benefit of a corporate discount being in effect), your ticket cannot be transferred to someone else. For this reason you are required to present a valid form of identification when you pick up your ticket at the ticket machine which can be your BahnCard if you have one or a personal credit card.

Deutsche Bahn: Show Duration Time on Schedule and Price/Matrix Page

**GDS' Supported: Deutsche Bahn
Configuration Setting: default on**

In Deutsche Bahn, the "Stops: 0" that was displayed for each stop has been replaced with a single segment duration time. Note: "stop" in Deutsche Bahn means you get out of the train and change to another. It does NOT mean the quick, and sometimes frequent, stops the train makes while you remain seated in the same train. The Search by Schedule and Search by Price displays have now been modified to properly show the duration of travel in each Deutsche Bahn segment.

Carrier	Depart	Arrive	Duration	Class
Deutsche Bahn #S42	Feb 13 12:41pm Berlin Bundesplatz, Germany	Feb 13 12:46pm Berlin Südkreuz (S), Germany		S-Bahn First Class
Walk	Feb 13 12:46pm Berlin Südkreuz (S), Germany	Feb 13 12:51pm Berlin Südkreuz, Germany		First Class
Deutsche Bahn #177	Feb 13 12:53pm Berlin Südkreuz, Germany	Feb 13 2:52pm Dresden Hbf, Germany		EuroCity First Class
Deutsche Bahn #1	Feb 13 3:00pm Dresden Hbf, Germany	Feb 13 3:07pm Dresden-Dobritz, Germany	2h 26m	S-Bahn First Class
Deutsche Bahn #1	Feb 15 7:20pm Dresden-Dobritz, Germany	Feb 15 7:28pm Dresden Hbf, Germany		S-Bahn First Class
Deutsche Bahn #17234	Feb 15 7:40pm Dresden Hbf, Germany	Feb 15 8:56pm Ruhland, Germany		Regional Express First Class
Deutsche Bahn #38537	Feb 15 9:06pm Ruhland, Germany	Feb 15 9:51pm Falkenberg(Elster), Germany		Regional Express First Class
Deutsche Bahn #38324	Feb 15 10:11pm Falkenberg(Elster), Germany	Feb 15 11:36pm Berlin Südkreuz, Germany		Regional Express First Class
Walk	Feb 15 11:36pm Berlin Südkreuz, Germany	Feb 15 11:41pm Berlin Südkreuz (S), Germany		First Class
Deutsche Bahn #S46	Feb 15 11:42pm Berlin Südkreuz (S), Germany	Feb 15 11:47pm Berlin Bundesplatz, Germany	4h 27m	S-Bahn First Class

€48.85 [Reserve](#) [Compare](#)

E-Ticketing Available; Fare does NOT include price of seat reservations; (DeutscheBahn)
 Cabin classes allowed: First class, Business class when Marketing airline is in American, Continental, KLM, Lufthansa, Air Berlin, Alitalia, Amtrak, Deutsche Bahn
[Fare Rules](#)

Parking

Update To Park 'N Fly Locations

GDS' Supported: Park 'N Fly
Configuration Setting: default on

The following updates to Park N' Fly locations have been made in Cliqbook:

NEW LOCATIONS:

Chicago - O'Hare
Marriott Suites

Dallas Love Field
Thrifty Airport Parking

Hartford
FASTTRACK-Blue Lot

Memphis
Park it here

Newark
AviStar - Haynes
FASTTRACK - Economy

Omaha

Park N Go

Philadelphia
FASTTRACK - Economy

Tulsa
Airport All Covered Parking

LOCATION CHANGES:
Dayton
Park 'N Go is now Park-N-Go

Hartford
AviStar is now FASTTRACK

Philadelphia
AviStar Priority is now FASTTRACK South
AviStar SunPark to FASTTRACK North

St. Louis
SunPark Is now FASTTRACK

Meetings

Update Ordering of Survey Questions in Summary Step and E-mail

GDS' Supported: All GDS'
Configuration Setting: default on

On a meeting summary step, or in a triggered e-mail which included a summary, the ordering of the survey questions and answers would not always match the order they were presented to the attendees. This has been updated to reflect the order they were presented.

Incorrect Location Code on Meeting Group Hotel Passive Segment

GDS' Supported: All GDS'
Configuration Setting: default on

Under certain rare circumstances, the wrong GDS city code would be written to the passive segment in the GDS for a meeting hotel. This has been fixed.

Preview Button Now Shows Unsaved Changes

GDS' Supported: All GDS'
Configuration Setting: default on

When editing steps in Meeting Admin, the window displayed when pressing the "Preview" button will now render all changes made to the step (text, images, etc.), without the need to actually save the step first. This was how the "Preview" button worked prior to the introduction of the new templates in 2007.

Quotation Marks in a Meeting Name Works Properly with the View Details Link in Meetings List

GDS' Supported: All GDS'
Configuration Setting: default on

A meeting name having quotation marks in it would cause the "View Details" link on the "Meetings List" page to have a javascript error. The "View Details" link will now correctly display the information.

Attendee Companions Going to Multiple Events Showing up Multiple Times When Revisiting the Companion Screen

GDS' Supported: All GDS'
Configuration Setting: default on

If a companion was added to a meeting, and then added to more than one event, that companion would show up multiple times if the attendee went back into the meeting and went to the companion screen. This would prevent the attendee from continuing, because two companions are not allowed to have the same exact name. The companion is now only displayed once.

Meeting Step Menu Now Only Bolds Current Step, Not All Steps of the Same Type

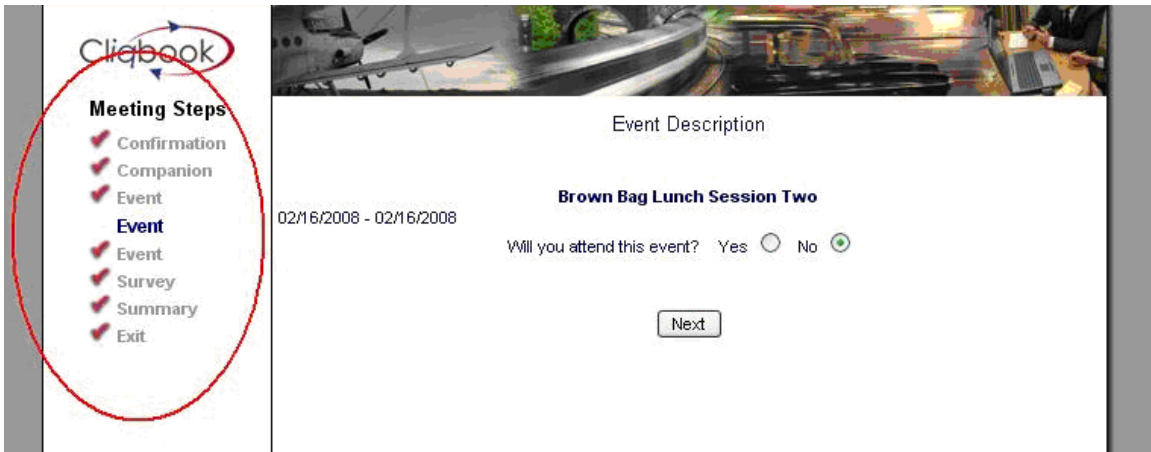
GDS' Supported: All GDS'
Configuration Setting: default on

When a meeting had multiple steps of the same type (for example, "Information" steps), the "Steps" menu on the left hand margin in Meeting Admin would bold/highlight every step of that type when any one of those steps was being edited. Similarly, attendees would see the menu (on the left or right hand side, depending on the template) bold/highlight every step of that type. Now, only the step that the administrator or attendee is actually viewing is bold/highlighted, so it is clear where the user is in the meeting registration process.

The screenshot shows a web form titled "Step Information" with a green header. At the top, there are links for "Choose Background Color" and "Choose Text Color". Below this are navigation buttons: "Previous", "Preview", "Save", "Setup Event", and "Next". The main content area is divided into several sections by dashed lines:

- A section for an image, showing a collage of travel-related images (airplane, train, car) with a "Choose Image" link below it.
- An "Event Description" section with an "Edit Meeting Event Text" link.
- An "Instructions for completing the event step" section with an "Edit Event Step Help Text" link.
- A section for the "Cliqbook" logo with a "Choose Image" link.
- An "Event Participation Query" section with a text input field containing "Will you attend this event?".
- An "Event Description" section with an "Edit Event Description Text (Only shown when attending event)" link.
- An "Event Questions" section with the text "What Beverage Would You Prefer? Please Choose A Session Focus".
- A "Step Description" section with a text input field.
- A "Send Email When Attendee Sees This Step" checkbox.

At the bottom, there are navigation buttons: "Previous", "Preview", "Save", "Setup Event", and "Next".



Customizable Text on Meeting Step Buttons

GDS' Supported: All GDS'
Configuration Setting: default off

The text for meeting registration step buttons can now be customized in the admin setup screens. For each registration step, the labels for all the buttons can be edited. A description of the button is next to each area where the text can be customized.



Allow Attendee to Choose What Group They are in During Self Registration

GDS' Supported: All GDS'
Configuration Setting: default off

An option on the Self Registration Step Setup page now allows for attendees to select what attendee group they are in (via a drop down) during self-registration. Groups can be protected by a password so that only certain attendees can join a group. The group self-registration password is set on the Group Attendees page in Meeting Admin. If the Self Registration Password is left blank, then any attendee can join with that group. If all passwords for all groups are blank, the "Group Password" field will not be displayed on the self registration page.

How to enable the feature:

Enable the "Allow attendees to choose group" checkbox on the Self Registration Step Setup page



Self Registration URL:
<https://app2.outtask.com/m.asp?m=6600958&h=M4EHilsf20YfjnYrlpD2VxEyHQ%3D>

Customize the buttons for this step below by changing the text next to the button description.

Move to next screen

Step Description

Send email after self registration

Allow attendees to choose group

If desired, edit group(s) and specify a Self Registration Password:

Attendee Group

You can change the name, description, rules class, and match criteria in this section. The rules class on a group overrides what is chosen in the Agency area. Match criteria is used to automatically assign attendees to a group when they are added or self register. After you have made your changes, you must press the "Save" button.

Group Name

Group Description

Travel Policy Rules Class

This group matches on the following criteria: ALL

[Edit group match criteria](#)

Self Registration Password

Meeting Attendees

To add attendees to the group, mark them and press the "Add" button. Attendees can only be in one group. Attendees in this group will be displayed in the section below.

[Filter](#)

Displaying: 99 out of 99 results.

<< Previous 1 2 3 4 5 6 7 8 9 10 Next >> | All

Email ▲	Last Name	First Name	Label	Group Name	Employee	Status
<input type="checkbox"/> Adrienne.Kelley-Cobbs@concur.com	Kelley-Cobbs	Adrienne		Default	Yes	
<input type="checkbox"/> alice.whalen@concur.com	Whalen	Alice		Default	Yes	
<input type="checkbox"/> amy.collins@concur.com	Amy	Collins		Default	Yes	
<input type="checkbox"/> andrewf@concur.com	Andrew	Fraser		Default	Yes	

What the attendee sees:



Meeting Self Registration

If you already have a Cliqbook account, please log into it here: [Login](#)

Email	Verify Email
<input type="text"/>	<input type="text"/>
First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone Number	Phone Type
<input type="text"/>	<input type="text"/>
Meeting Group	
<input type="text"/>	

Submit

Attendees Screen Remembers View Settings after Actions in the Current Meeting

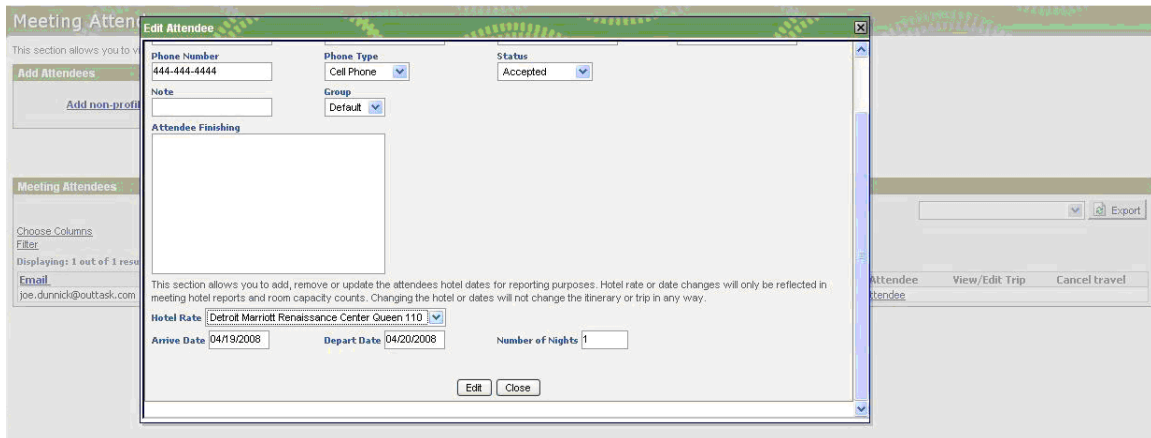
GDS' Supported: All GDS'
Configuration Setting: default on

The Meeting Attendees screen attendee view in Meeting Admin will no longer reset to the "default" view when attendees are added, modified, or removed. The visible columns, the sort order, and the filter will all be remembered. One thing to note is that if you add or edit an attendee so that they no longer fit the current filter criteria, the attendee will not be shown until the filter is set. The purpose of this feature is to facilitate attendee management. The settings are not yet such that they are remembered if you leave the Meeting Attendees screen and then return.

Meeting Group Hotel Edit Additions

GDS' Supported: All GDS'
Configuration Setting: default on

Editing what attendees are in which group hotel block has been enhanced. Administrators can now add, change, or remove attendees from a hotel block, in addition to the existing ability to change the dates. Adding, changing, and removing attendees is accomplished by using the "Hotel Rate" dropdown on the Edit Attendees window in Meeting Admin (clicking on the edit link in the attendees screen displays this). Note that an administrator can put an attendee in a hotel rate that isn't normally allowed for that attendee group. The hotel rate edit section will not appear when editing attendees in a meeting that does not have any hotel rates.



These changes are for reporting and capacity management only, and they will not affect an attendee's Concur Meetings trip or itinerary. If an administrator desires to change an attendee's itinerary, they should assist that attendee. If an attendee books a trip after an administrator has placed them in a hotel block, the attendee's choice will override what the administrator initially selected (the administrator could override the attendee's choice, however).

In addition, a few minor changes were made to the Meeting Hotel Admin screen in Meeting Admin:

1. When editing hotel rates, the default remark text will be displayed (previously it was blank)
2. When editing hotel rates, the first rate ("Rate 1", not yet added) will now have the "Add to all groups" checkbox enabled by default.

This feature provides more control for Meeting Admins to generate hotel capacity reports and to switch attendee's hotels, if circumstances require a change.

Group Name Column Support for Attendee Import

GDS' Supported: All GDS'

Configuration Setting: default on

When importing attendees into a meeting through a .csv file, a new column "GROUP_NAME" is now supported. The attendees will be placed into the group for that meeting which matches the value of the GROUP_NAME column. The sample .csv file with optional fields has been updated to include GROUP_NAME.

	L	M	N	O	P	Q	R	S
1	COMPANY_STATE	COMPANY_ZIP_CODE	CUSTOM_FINISHING	GROUP_NAME				
2	MI	48201	Finishing1	group1				
3	MI	48201	Finishing2	group2				
4	MI	48201	Finishing3	group3				
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

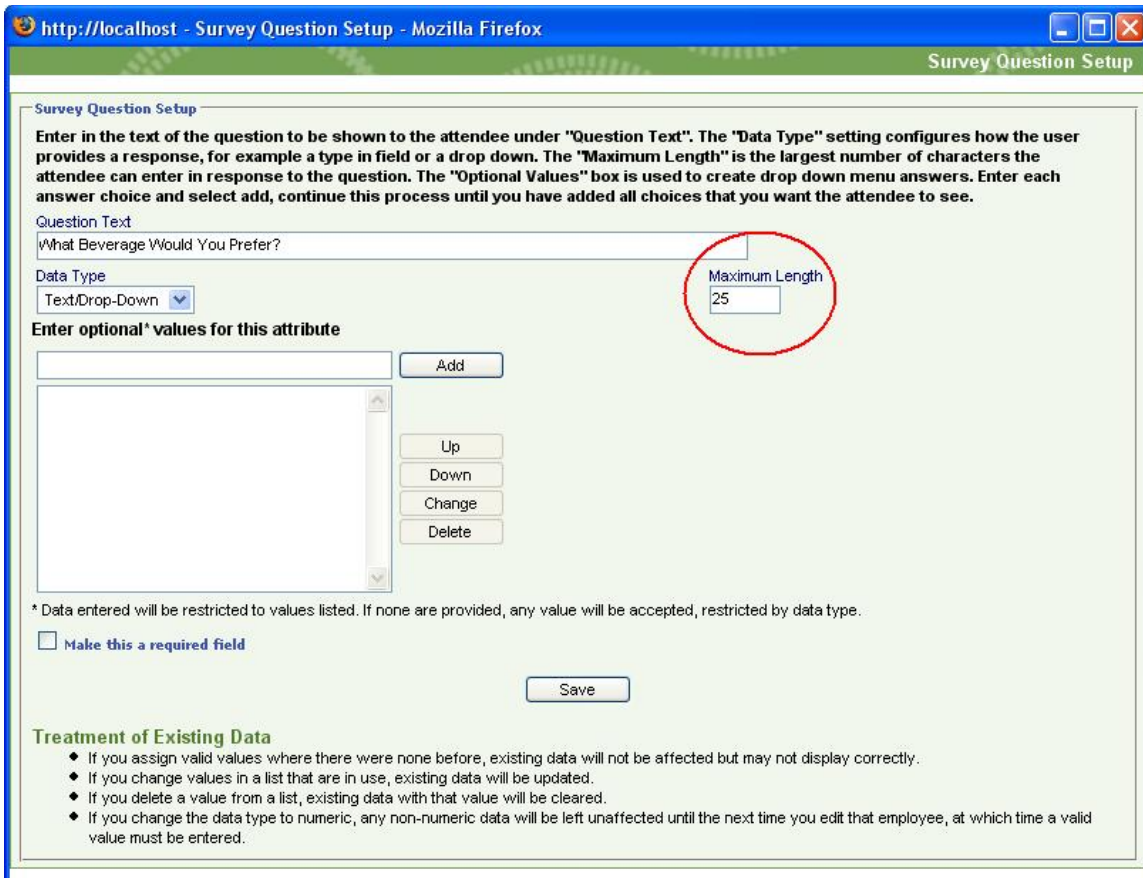
If no GROUP_NAME value (or column) is provided, matching the group based on the attendees e-mail will be used. If there are multiple groups with the same name, the attendee will not match.

Meeting Questions Maximum Length Displayed

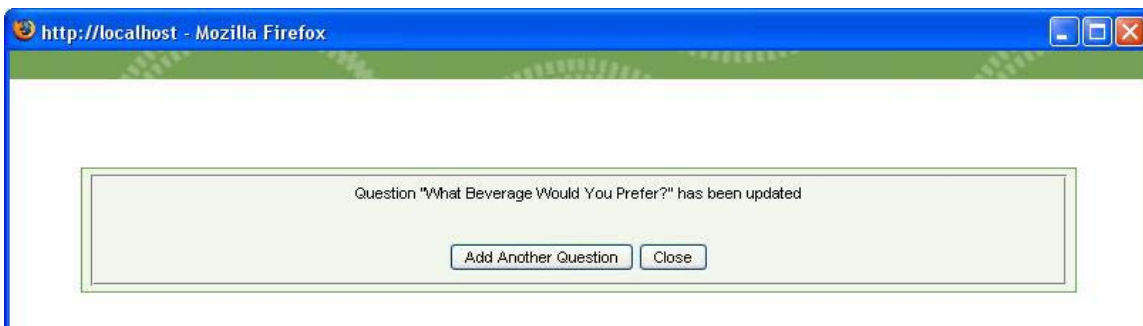
GDS' Supported: All GDS'

Configuration Setting: default on

When adding questions to a meeting for event or survey steps, the Survey Question "Maximum Length" now has a default value (100 for text/drop-down, 255 for long text). This default will save a step when adding questions.



The success screen after adding or editing the question has been enhanced slightly to reflect what was updated.



Attendees First and Last Names in Separate Columns on Arrival & Departure Report

GDS' Supported: All GDS'
Configuration Setting: default on

To allow for easier sorting and readability, the attendee name column on the Meeting Attendee Arrivals & Departures report has been separated into two columns, First Name and Last Name.

Administration

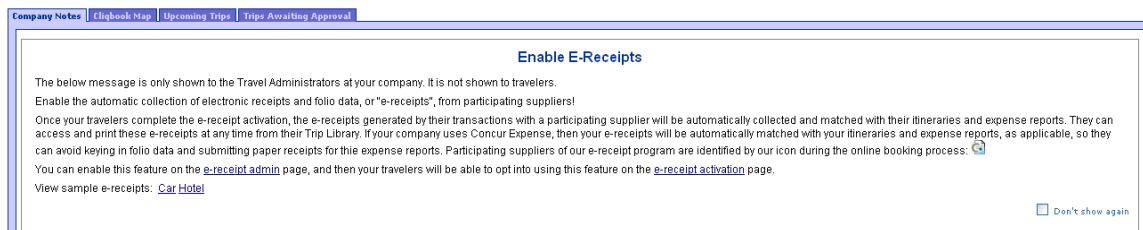
E-Receipts

GDS' Supported: All GDS'

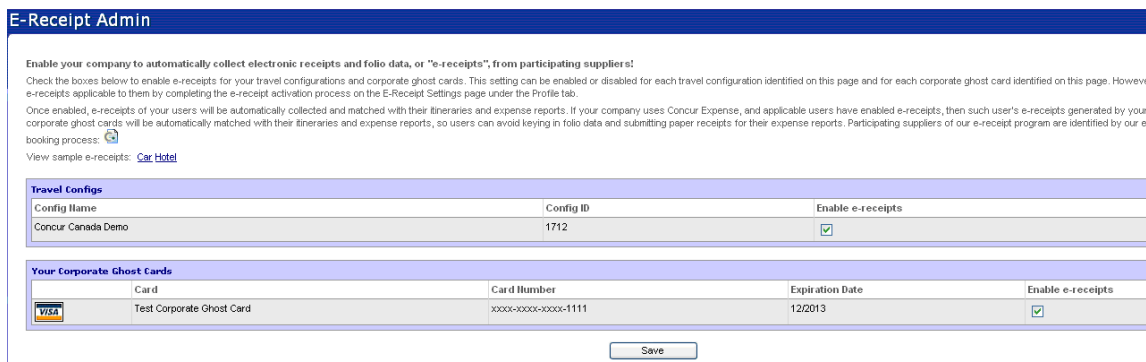
Configuration Setting: default off

IMPORTANT: The "Enable car folio feed" setting in the Car Search Options section of the travel configuration has been replaced by the new "E-Receipts Enabled" setting in the E-Receipts section of the travel configuration. There is now a single option for all e-receipt providers (car or hotel). The new "E-Receipts Enabled" setting allows travelers to opt-in to receive e-receipts. Any customer currently using the "Enable car folio feed" option will need to enable the new "E-Receipts Enabled" setting and opt-in beginning January 18th, because they must accept a new legal agreement from Concur.

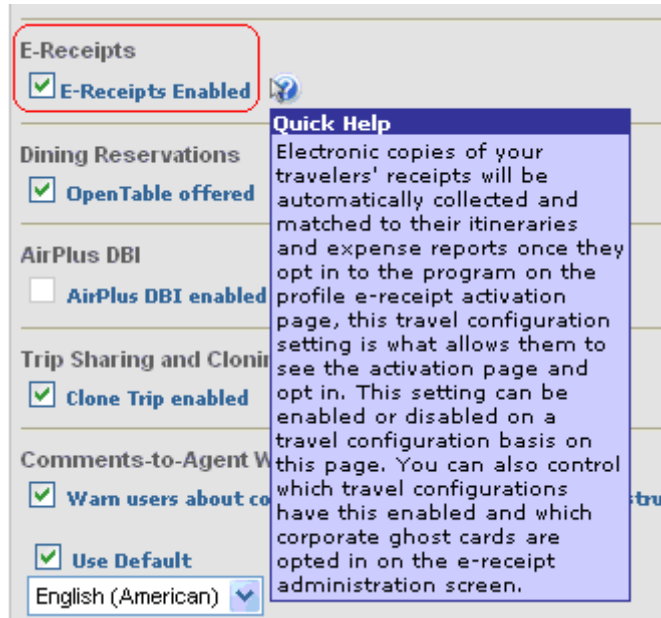
There is a new message displayed on the Company Notes tab of the travel homepage inviting Travel Administrators to enable the automatic collection of electronic receipts and folio data, or "e-receipts," from participating suppliers. This message is only visible to users with the Travel Policy Administrator permission, not regular travelers.



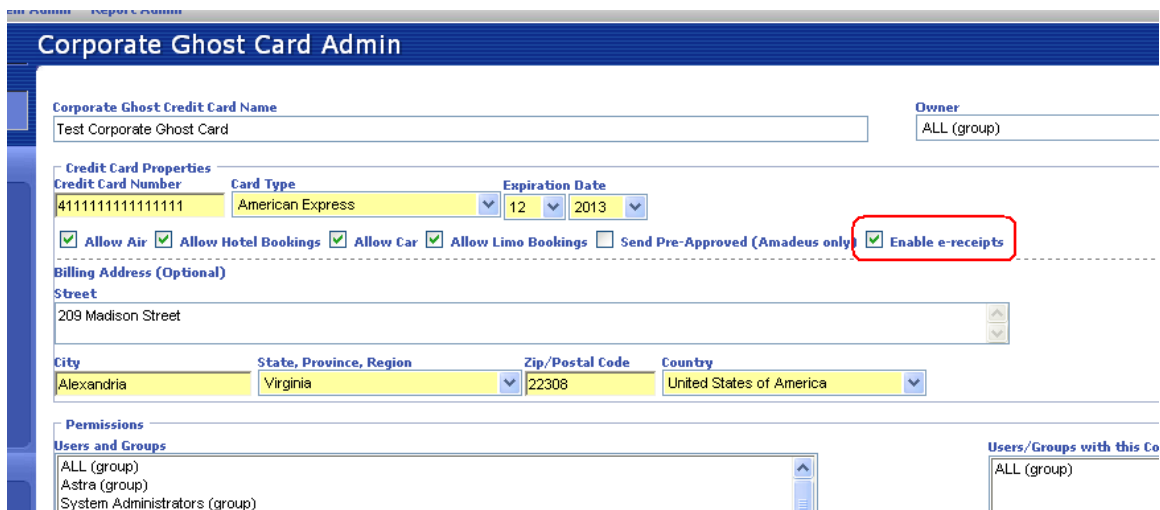
Click on the link to the e-receipt admin page in the message. Company Administrators can enable e-receipts on a travel configuration basis by clicking on the "Enable e-receipts" setting. Company Administrators can also opt selected Corporate Ghost Cards in by clicking on the "Enable e-receipts" setting. The E-Receipt Admin screen can alternatively be accessed via Administration->Company Admin->E-Receipt Admin.



Travel System Administrators can alternatively enable e-receipts for a specific travel configuration by clicking on the new "E-Receipts Enabled" setting in the E-Receipts section of the travel configuration.



Company Administrators can alternatively opt-in selected Corporate Ghost Cards by clicking on the "Enable e-receipts" setting for an individual card in Company Admin->Corporate Ghost Cards.



Once e-receipts are enabled for a travel configuration, users in the travel configuration will see a notice on the travel homepage prompting them to sign up for e-receipts.

Travel Information

 You haven't signed up to receive e-receipts. [Sign up here](#)

Company Notes | Cliqbook Map | Upcoming Trips

The below message is only shown to the
We've seen many of you taking advantage
available, there has been a good amount


The Concur Community Forum was created

- Communicate with Concur client
- Exchange best-practices and info
- 24/7 access to support, ideas and
- Provide input for new services
- Learn about other Concur products

If you haven't had a chance to join the forum

1. Visit www.concur.com
2. Click on the "Community" link in the global navigation
3. Click on the "Forgot Password" tab
4. Enter your email address

Quick Help

Once you complete the e-receipt activation, the e-receipts generated by your transaction with a participating supplier will be automatically collected and matched with your itineraries and expense reports. You can access and print these e-receipts at any time from your Trip Library. If your company uses Concur Expense, then your e-receipts will be automatically matched with your itineraries and expense reports, as applicable, so you can avoid keying in folio data and submitting paper receipts for your expense reports. Participating suppliers of our e-receipt program are identified by our icon during the online booking process: 


[Forgot Password](#) | [System Settings](#) | [Travel Vacation Reassignment](#) | [Change E-Mail Settings](#)

E-Receipt Activation

Enable the automatic collection of electronic receipts and folio data, or "e-receipts", from participating suppliers!

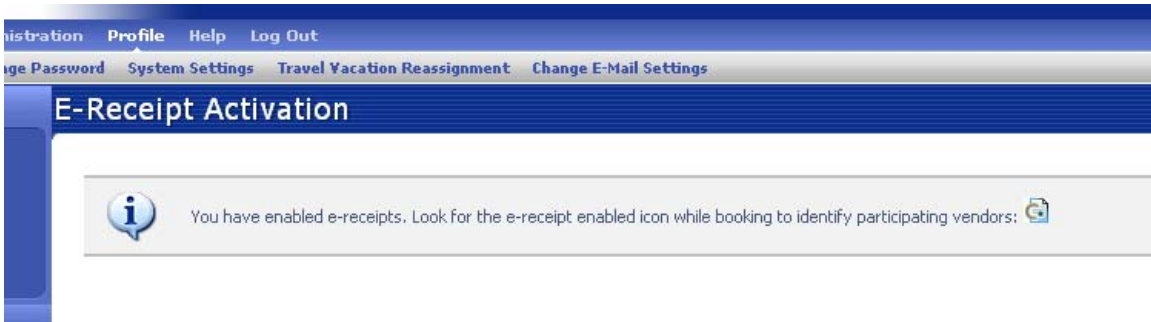
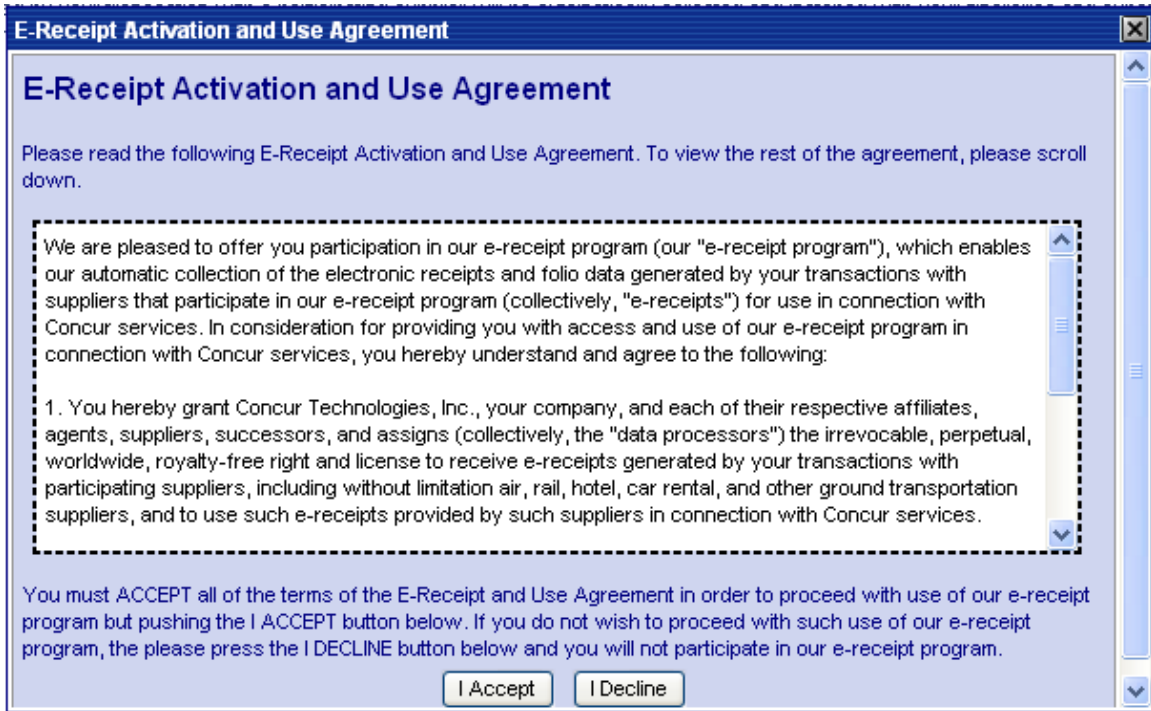
Click here to enable the automatic collection of electronic receipts and folio data, or "e-receipts", from participating suppliers!

[E-Receipt Activation](#)

Once you complete the e-receipt activation, the e-receipts generated by your transaction with a participating supplier will be automatically collected and company uses Concur Expense, then your e-receipts will be automatically matched with your itineraries and expense reports, as applicable, so you can by our icon during the online booking process: 

View sample e-receipts: [Car](#) [Hotel](#)

Click on the E-Receipt Activation link, and the user must accept the E-Receipt Activation and Use Agreement. They can also view sample e-receipts there.



Once a user accepts, they cannot opt themselves out. They can opt a particular card out though - for example if they have a personal card they use for vacations and they don't want any receipts from that card to ever show up in their company expense reports.

The user profile page identifies which cards are opted into the program (defaults to all cards once you opt in):



If you edit a card, there is a "Receive e-receipts for this card" setting for the individual card.

Edit Credit Card

Edit your credit card information as necessary and click **Save Changes** when finished. **All fields are required.**

Display Name (e.g., My Corporate Card) **Your name as it appears on this card**

Test Visa John Smith

Card Type **Credit Card Number** **Expiration Date**

VISA XXXX-XXXX-XXXX-1111 1 2010

Use this card as the default card for:

Plane Tickets **Car Rentals** **Hotel Reservations**

Receive e-receipts for this card:

What if a user opt's in and then decides they don't want to be in the program any more? The user could opt all of their cards out. But what if they add a new card and it defaults to opted in? User Administrators can opt a user out of the program – however, they cannot opt a user into the program, since the user must accept a legal agreement to participate.

There is an "Enable E-Receipts" setting on the User Detail screen for an individual user.

User Detail

Save

Login Name* (must be a valid email address) **Password*** (Blank to leave unch

admin@concur.ca

Title **First Name*** **Middle Name** **Nickname**

Mr. Vernon outtask.ca

Account Activation Date **Account Termination Date**

03/15/2007

Rule Class

Canadian Alliance (Concur Canada Demo)

Position/Title **Manager Name**

Edit None

Org. Unit/Division **Email Address**

cliqbookqa@concur.com

Employee ID **PAR/Level 2 STAR** **XML Profile Sync ID**

Enable e-receipts

When the "Enable E-Receipts" setting on the User Detail screen is unchecked and disabled, there is a message that explains that the only the user can opt themselves in because they must accept a legal agreement to participate.

User Detail

Login Name* (must be a valid email address) **Password*** (Blank to leave unchanged)

admin@concur.ca

Title **First Name*** **Middle Name** **Nickname**

Mr. Vernon

Account Activation Date **Account Termination Date**

03/15/2007

Rule Class

Canadian Alliance (Concur Canada Demo)

Position/Title **Manager Name**

Org. Unit/Division **Email Address**

cliqbookqa@concur.com

Employee ID **PAR/Level 2 STAR** **XML Profile Sync ID**

Enable e-receipts

E-Receipt activation must be done by the users directly as they must accept a legal agreement to enable this feature. They can do so [in their profile](#).

When a user that has opted in books a hotel for an e-receipt enabled provider, they will see a special icon.

Home Arrangers Trip Library Templates Meetings Meeting Admin Policy Profile Tools Cliqbook XA

Check-in Thu, Mar 20 - Check-out Fri, Mar 21

Hotels located 5 kilometers from alexandria, va. [Change search](#) [Map of hotels](#) [Print](#) / [E-mail](#)

Filter by [Hotel chain](#) | [Hotel Amenities](#) | With names containing:

Displaying: 100 out of 100 results. << Previous 1 2 3 4 5 6 7 8 9 10 Next >> | All

Sort: Preference Price Chain Rating Distance Policy

Crowne Plaza Hotel - Hamilton Cp Washington, Dc [Info](#)

10.96 kilometers

1001 14th St NW
Washington, District Of Columbia 20005
202/682-0111
[View on Map](#)

Other Fees: Internet: Chain-wide rate of \$9.99 at most locations.

<input type="button" value="Reserve"/>	183.00 AUD \$159.00 Compare	Best Flexible Rate 2 Double Beds Nonsmoking With Wireless Internet Connection 7 Layers Pillow Mattress And 6 (Rate Code: 2DNO13A) Rate details / Cancellation policy
<input type="button" value="Reserve"/>	183.00 AUD \$159.00 Compare	Best Flexible Rate 1 Queen Bed Nonsmoking With Wireless Internet Connection 7 Layers Pillow Mattress 6 Pillows (Rate Code: 1DNO13A) Rate details / Cancellation policy
<input type="button" value="Reserve"/>	183.00 AUD \$159.00 Compare	Best Flexible Rate 1 King Bed Leisure Nonsmoking With Wireless Internet Connection 7 Layer Pillow Mattress 6 (Rate Code: KNGO13A) Rate details / Cancellation policy

[View more hotel rates](#)

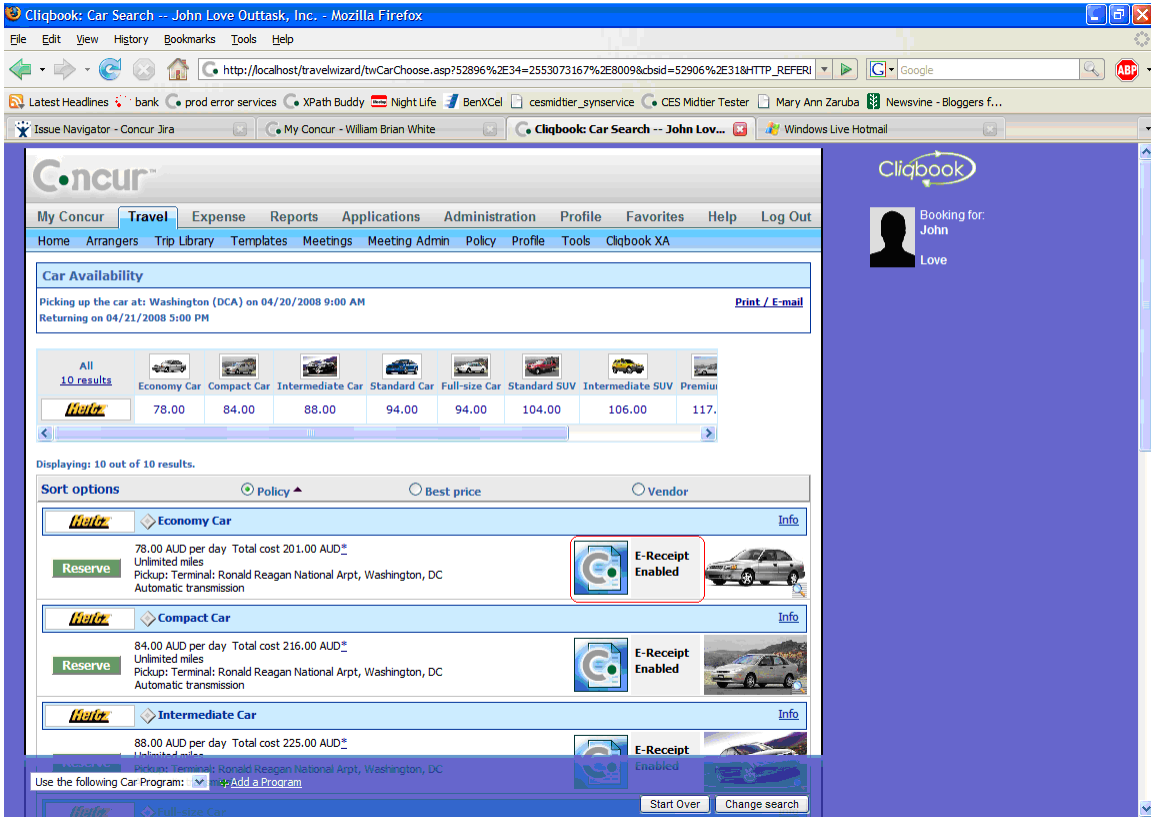
Crowne Plaza Washington Nation [Info](#)

6.24 kilometers

1489 Jefferson Davis Hwy
Arlington, Virginia 22202
703/416-1600
[View on Map](#)

Use the following Hotel Program: [Chain-wide rate of \\$9.99 at most locations.](#)

When a user that has opted in books a car for an e-receipt enabled provider, they will see the same special icon.



Clqbook users can see these e-receipts in two travel reports.

Hotel Receipt Detail report:

Hotel Receipt Detail Show this Report by default

Vendor: All Vendors Country: All Countries Booking Source: All Sources
 Date Range: All Entries HTML (display to Screen) Submit

Name	Department	Guest	Vendor	Preferred	Hotel	City	State	Country	Arrive	Depart	Booked Rate	Charged Rate	Booked Nights	Ac
Love, John	Development	Test2, Maria	Crowne Plaza	False	ATLANTA-RAVINIA(PERIMETER CTR)	Atlanta	GA	United States of America	11/02/2007	11/05/2007	\$79.99	\$135.00	2	3
Love, John	Development	Test2, Maria	Crowne Plaza	False	ATLANTA-RAVINIA(PERIMETER CTR)	Atlanta	GA	United States of America	11/02/2007	11/05/2007	\$79.99	\$135.00	2	3
Love, John	Development	LOVE, JOHN	Hilton	False	HLTN ALEXANDRIA OLD				12/13/2007	12/14/2007	\$249.00	\$286.00	1	1
Love, John	Development	LOVE, JOHN	Hilton	False	HILTON CRYSTAL CITY				03/03/2008	03/04/2008	\$259.95	\$299.00	1	1
Love, John	Development	LOVE, JOHN	Hilton	False	HLTN ALEXANDRIA OLD				03/15/2008	03/19/2008	\$249.00	\$286.00	4	4
Love, John	Development	LOVE, JOHN	Hilton	False	HLTN ALEXANDRIA OLD				04/04/2008	04/05/2008	\$249.00	\$286.00	1	1
Love, John	Development	LOVE, JOHN	Hilton	False	HLTN ALEXANDRIA OLD				04/08/2008	04/09/2008	\$329.00	\$378.00	1	1
Love, John	Development	LOVE, JOHN	Hampton Inns	False	HAMPTON INN ALEXAND				04/20/2008	04/21/2008	\$179.00	\$206.00	1	1
Love, John	Development	LOVE, JOHN	Hilton	False	HLTN ALEXANDRIA OLD				05/03/2008	05/04/2008	\$299.00	\$344.00	1	1

Receipt pop-up:

http://localhost - Hotel Receipt - Mozilla Firefox

Hotel Receipt

Close

CROWNE PLAZA
HOTELS & RESORTS

Folio No. 0000296584

Maria Test2

Room no. 1446
Arrival 11/2/2007
Departure 11/5/2007

Date	Description	Charges	Credits
11/2/2007	Package Rate		\$-135.00
11/2/2007	Package Rate	\$135.00	
11/2/2007	*Accommodation	\$121.50	
11/2/2007	State Tax	\$8.51	
11/2/2007	County Tax	\$6.08	
11/2/2007	Misc Rebate	\$13.50	
11/3/2007	Room Service Lunch	\$19.50	
11/3/2007	Room Service - Gratuity	\$8.00	
11/3/2007	Room Service - Srv Chg	\$3.51	
11/3/2007	Room Service - F&B Tax	\$1.82	
11/3/2007	Package Rate		\$-135.00
11/3/2007	Package Rate	\$135.00	
11/3/2007	*Accommodation	\$121.50	
11/3/2007	State Tax	\$8.51	
11/3/2007	County Tax	\$6.08	
11/3/2007	Misc Rebate	\$13.50	
11/4/2007	Package Rate		\$-135.00
11/4/2007	Package Rate	\$135.00	
11/4/2007	*Accommodation	\$121.50	
11/4/2007	State Tax	\$8.51	
11/4/2007	County Tax	\$6.08	
11/4/2007	Misc Rebate	\$13.50	
	Total	\$886.60	\$-405.00
	Charged on MasterCard	*****5100	\$-481.60

CROWNE PLAZA HOTEL
ATLANTA-RAVINIA (PERIMETER CTR)
4355 Ashford Dunwoody Road
Atlanta GA 30346
Telephone: 770-395-7700 Fax: 770-395-9453

Close

Car Rental Receipt Details report:

Car Rental Receipt Details [Show this Report by default](#)

Vendor	Country	Booking Source
All Vendors	All Countries	All Sources
Date Range		
All Entries	HTML (display to Screen)	Submit

Name	Department	Primary Passenger	Vendor	Rental Location	Pickup Date	Dropoff Date	Estimated Daily Rate	Actual Daily Rate	Days	Car Class Reserved	Car Cl
White, Brian	Development	SUSAN ELA	Hertz	LOS ANGELES AP, CA	10/11/2006	12/06/2006	\$65.99	\$46.99	4	ICAR	A
White, Brian	Development	JIM WHEATON	Hertz	LOS ANGELES AP, CA	10/12/2006	12/06/2006	\$65.99	\$81.50	2	ICAR	F
White, Brian	Development	NIKCOLE SANNER	Hertz	LOS ANGELES AP, CA	10/17/2006	12/06/2006	\$77.99	\$76.50	2	SBAR	C
White, Brian	Development	BRIAN WHITE	Hertz	LOS ANGELES AP, CA	10/01/2007	10/03/2007	\$64.99	\$64.99	2	ICAR	I
White, Brian	Development	BRIAN WHITE	Hertz	LOS ANGELES AP, CA	10/22/2007	10/24/2007	\$59.99	\$59.99	2	ICAR	I
Love, John	Development	JOHN LOVE	Hertz	LOS ANGELES AP, CA	12/01/2007	12/03/2007	\$65.99	\$65.99	2	ICAR	I

Receipt pop-up:

http://localhost - Rental Car Receipt - Mozilla F... Close

Rental Car Receipt

Close

Hertz e-receipt 145724448

BRIAN WHITE
VEHICLE 2326908
CLS I

CDP: 346660 - CONCUR INC
 RES: D4228823422

RENTED: 10/1/2007 5:00:00 PM @ LOS ANGELES AP, CA
RETURN: 10/3/2007 12:00:00 PM @ LOS ANGELES AP, CA

MILEAGE IN	11004
MILEAGE OUT	10089
MILES DRIVEN	85
CLASS RESERVED	I
CLASS RENTED	I
CLASS CHARGED	I
CAR DESC	N/L MALIBU R509LT
ENGINE SIZE	
FUEL TYPE	

DAYS	2 @ \$64.99	\$129.98
LDW/CDW	1 @ \$47.98	\$47.98
AIRPORT FEE	1 @ \$18.63	\$18.63
VEHICLE LICENSE FEE	1 @ \$0.88	\$0.88
CUSTOMER FACILITY	1 @ \$12.00	\$12.00
NEVERLOST	1 @ \$21.90	\$21.90
FUEL SERVICE	1 @ \$33.79	\$33.79
TAX/VAT	12.4%	\$32.88

CHARGED ON VIS *****1111 \$298.04

Close

Integrated travel and expense customers can see the e-receipts in the expense application itself.

JOHN LOVE



HLTN ALEXANDRIA OLD

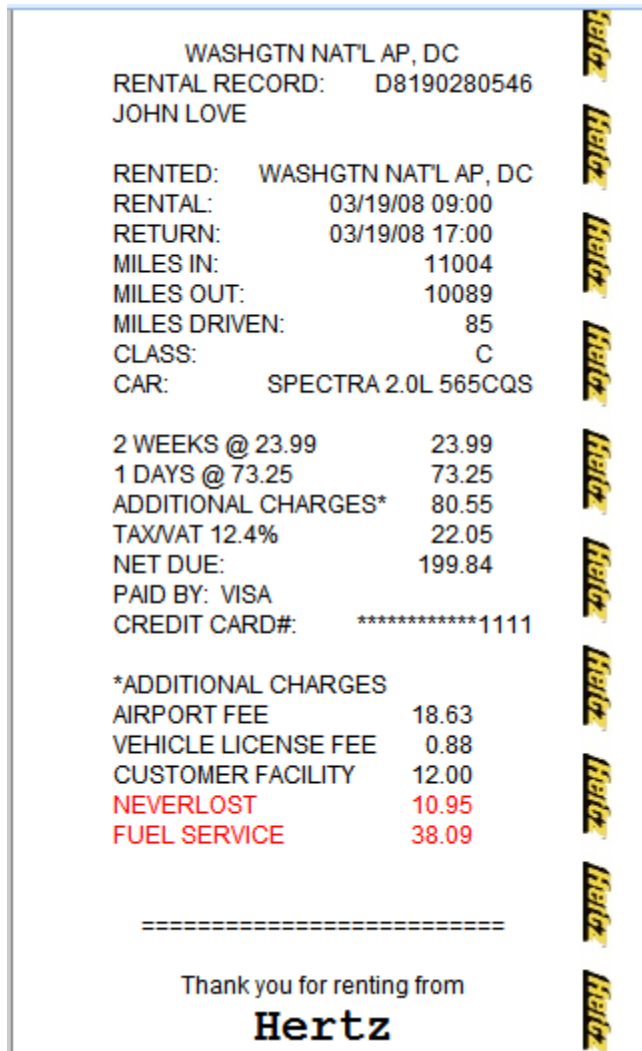
Confirmation # 3287813726NON
SMKING CONF

Hilton

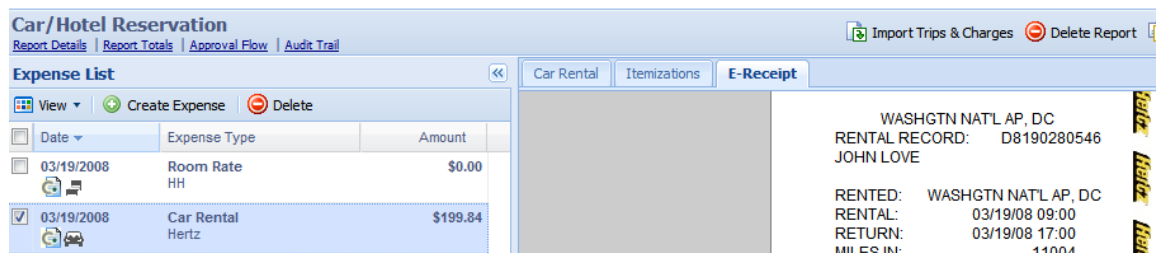
Reservations www.hilton.com or
1-800-HILTONS

Arrival Date 03/15/08
Departure Date 03/19/08
Room Rate \$286.00

DATE	REFERENCE	DESCRIPTION	DETAIL	AMOUNT
03/15/08	16161904	RESTAURANT		\$20.31
03/15/08	16161905	PHONE		\$22.37
03/15/08	16161906	GUEST ROOM	GST RM-CORP NEGOTIATED	\$286.00
03/15/08	16161906	ROOM TAX		\$21.45
03/15/08	16161906	GENERAL EXCISE TAX		\$14.30
03/16/08	16161906	MINIBAR		\$20.31
03/16/08	16161907	MOVIE RENTAL		\$9.95
03/16/08	16161908	PHONE		\$17.39
03/16/08	16161909	GUEST ROOM	GST RM-CORP NEGOTIATED	\$286.00
03/16/08	16161909	ROOM TAX		\$21.45
03/16/08	16161909	GENERAL EXCISE TAX		\$14.30
03/17/08	16161909	LAUNDRY		\$20.88
03/17/08	16161910	VALET PARKING		\$10.00
03/17/08	16161911	PHONE		\$16.61
03/17/08	16161912	GUEST ROOM	GST RM-CORP NEGOTIATED	\$286.00
03/17/08	16161912	ROOM TAX		\$21.45
03/17/08	16161912	GENERAL EXCISE TAX		\$14.30
03/18/08	16161912	PHONE		\$25.33
03/18/08	16161913	GUEST ROOM	GST RM-CORP NEGOTIATED	\$286.00
03/18/08	16161913	ROOM TAX		\$21.45
03/18/08	16161913	GENERAL EXCISE TAX		\$14.30
03/18/08	16161913	CREDIT CARD	AMERICAN EXPRESS	\$-1287.00
			** BALANCE **	\$0.00



These e-receipts show up as e-receipts in expense reports. They are automatically found and matched to the correct expenses.



Administer Approval Queue Manual Assignment Update

GDS' Supported: All GDS'
Configuration Setting: default on

The Administration > Company Admin > Approval Queues section has been modified with the Manager and new Approver selection. This will improve the user interface

by refreshing only a section of the data instead of the entire page, to eliminate server timeout.

This screen allows you to reassign requests from one person's approval queue into another person's approval queue. To do this:

1. Select a manager (left).
2. Check the items you wish to reassign (center).
3. Select the user who will take over responsibility for approving these items (right).
4. Click **Reassign**.

Change the "Hide Change-Password link" Module Property to a Config Level Setting

GDS' Supported: All GDS'
Configuration Setting: default off

The "Hide Change-Password link" module property has been changed from a company-wide setting to a travel configuration-specific setting. For previously launched customer sites, please contact Concur Support to configure this setting by creating a case in [Concur Client Central](#). For customer sites currently in implementation, please work directly with your implementation manager.

Configuration	Services			
Default	Outtask Basic	Hide Change-Password link	false	True/False
Configuration	Services			

XML Sync Needs to be Able to Push Profiles to the GDS Sync Queue

GDS' Supported: All GDS'
Configuration Setting: default off

There is now an optional "Sync to GDS Sync Option" XML Profile sync configuration setting that will cause an incoming XML profile sync to put an updated profile into the GDS Batch profile sync queue, so that the GDS will be updated. Note: even if the flag is enabled, this will occur only when GDS profile sync is enabled within the travel configuration. For previously launched customer sites, please contact Concur Support to configure this setting by creating a case in [Concur Client Central](#). For customer sites currently in implementation, please work directly with your implementation manager.

Profile-Sync Configuration

Configure User Session Timeout

GDS' Supported: All GDS'

Configuration Setting: default on

A new company-level module property has been added to customize the user session timeout for Concur Travel & Expense. The session timeout for a company can be set from 30 minutes to up to 2 hours. The value entered in the "Session Timeout, minutes" module property should be a number between 30 and 120. Please contact Cliqbook Client Services to configure this.

Company Wide	Outtask Basic Services	Session Timeout, minutes [30-120 minutes]	120	Integer
--------------	--	--	-----	---------

Please keep in mind that the timeout operates with plus or minus 10 minutes accuracy, due to the frequency at which inactive sessions are expired.

Billable Agent-booked-trip Summary Report

GDS' Supported: All GDS'

Configuration Setting: default off

A new "Billing - Billable Agent-Booked Trip Summary" report has been created that will, for all travel configurations where the agent booked PNR fee is greater than \$0, list the number of Cliqbook-booked trips and the number of agent-booked trips in the specified time frame. NOTE: For current month trips, some agent-booked trips may not be listed. They will be pulled when billing runs on the first of the month and the correct travel configuration for billing purposes is determined.

**Cliqbook reporting must be enabled for this feature to work properly.

summary

Company Reports

Billable Agent-Booked Trip Summary Show this Report by default

For current month trips, some agent-booked trips may not be listed. They will be pulled when billing runs on the first of the month and the correct travel configuration for billing purposes is determined.

Date Range

By Month January 2008 HTML (display to Screen) Submit

Billable Agent Booked Trips Summary

Agency Company	Agency Name	Customer Company	Travel Configuration	Invoice Agency	Agent Booked PNR Fee	Number Agent-Booked Trips	Number Cliqbook Trips
----------------	-------------	------------------	----------------------	----------------	----------------------	---------------------------	-----------------------

Miscellaneous

Modify Rail Icon in Profile Frequent Flyer Section

GDS' Supported: All GDS'

Configuration Setting: default on

The rail graphic in the Cliqbook profile->"Frequent-Traveler Programs" section now contains the colors inverted so it is consistent with the other air/car/hotel graphics.

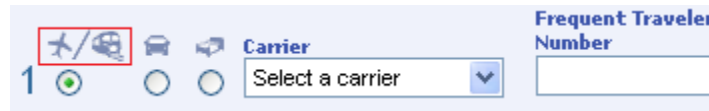


Modify Rail Icon on "Add Travel Programs" Pop-up

GDS' Supported: All GDS'

Configuration Setting: default on

The airline symbol in the Cliqbook profile->"Frequent Traveler Programs" section->Add a Program has been replaced with the air symbol, a slash and a rail symbol.



Update Cliqbook to use Vinnet Per Diem When it Exists Without Having to Activate Trip Pre-auth

GDS' Supported: All GDS'

Configuration Setting: default on

If a Cliqbook customer is not setup for Preauthorization, we will use the company's Vinnet database (if one exists) for per diems. This will in effect allow a customer with a Vinnet database configured to use company specific per diems in Cliqbook - but use the standard Trip Approval e-mail instead of the Travel Preauthorization e-mail (if configured for approvals).



**Concur Cliqbook Travel
Release Notes
February, 2008**

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Summary	4
Major Features	4
Minor Features	4
Administration/Profile/PNR Management	5
<i>Updated XML Documents</i>	5
<i>Access to forms needed for e-receipts</i>	7
<i>Build Asynchronous Profile Check</i>	8
<i>Clone Company Configuration Available To Travel Agencies</i>	8
<i>Company location country incorrect for South Korea; should say Republic of Korea</i>	11
<i>Administer Approval Queue Not Finding "Company Admin" To Reassign</i>	11
<i>True Trip Cancel/Documentation in PNR</i>	12
<i>AlternateSourceBookingData BaseFare Datapoint Available in Finishing Template Editor</i>	13
<i>AlternateSourceBookingData Seat Datapoint Available in Finishing Template Editor</i>	14
<i>Ability to Create a GDS Profile Name with HR Data Flows from CES</i>	15
<i>Apollo Profile Purge Not Occurring When Profiles Stored in Alternate PCC</i>	16
<i>Phase One of the Sabre Web Services Migration</i>	16
Air	17
<i>Cross-GDS Rapid Reprice for Apollo</i>	17
<i>SABRE: Enhanced Last Day to Purchase Algorithm</i>	21
<i>Use OAG to Remove Availability Searches in GDS Search by Schedule That an Airline Doesn't Serve</i>	23
<i>Post Ticket Change Finishing Data Point – Add Collect/Penalties (Change Fees)</i>	24
<i>Automatic Air Upgrade – Add Option to Only Apply to Ticketed Itineraries</i>	24
<i>Air Canada Direct Connect: Display FlightPass Cost Per Credit Base Amount In Flex-faring</i>	25
<i>Air Canada Direct Connect: Invalid FlightPasses Appearing in Cliqbook Due to "Zone Logic" Issue</i>	26
<i>Multi-GDS Southwest in Apollo/Stored Fare (HHPR) Revalidation for Invoicing</i>	27
<i>Additional TravelFusion Vendors</i>	27
Hotel	29
<i>Reduce vertical space on hotel shop</i>	29
<i>Hotel Receipt Report – Show Hotel Receipt on Itinerary View</i>	29
Rail	31
<i>BahnCard 100 Supported in the Deutsche Bahn Interface</i>	31
<i>Deutsche Bahn: Deutsche Bahn fares on Price page needs to show agency currency in addition to the Euro</i>	36
<i>Deutsche Bahn: Need associated airport codes for non-German rail stations served by Deutsche Bahn</i>	37
<i>Deutsche Bahn: Use meta-stations wherever possible</i>	38
Meetings	38
<i>Simplify Meeting Links and Meeting List</i>	38
<i>Meeting Matching Dates</i>	39
<i>Arrival & Departure Meeting Report to Use 24 Hour Clock for Proper Sorting</i> ..	40
<i>Warning About Deleting Meeting Questions</i>	41
<i>Customize Text In Popup When Choosing "Hotel Only" Trip</i>	41
<i>Meeting Event Report</i>	42
<i>Add Using Rail Button to Alt Travel Step</i>	44
<i>Default Credit Card Showing Up For Profiled Attendees Even Though Meeting Is Set To "Always Use This Card"</i>	44

Matched Meeting Trips Should Respect Meeting Settings45
Miscellaneous.....45
Customizable Rejected Trips Email Text.....45
*Ticket Change: Provide a Way to Change Existing Ground Services When
Ticket, Date or Cities Change*47

Summary

Major Features

- OAG Improvements
- Clone Company Configuration
- Apollo post ticket change using Rapid Reprice
- Deutsche Bahn 100 Card support
- Pre-ticket change land segments out of order

Minor Features

- Air Canada Direct Connect Improvements
- Meeting Improvements
- True Trip Cancel / Documentation in PNR

Administration/Profile/PNR Management

Updated XML Documents

GDS' Supported: N/A

Configuration Setting: default on

The Concur Cliqbook Travel XML Profile Sync schema file has been updated to include a few elements that were added in past releases:

XML Profile synchronization support of the second passport field:

```
- <xs:element name="Passports" minOccurs="1" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="Passport" minOccurs="0" maxOccurs="2">
- <xs:complexType>
- <xs:sequence>
  <xs:element name="PassportNumber" type="xs:string" minOccurs="0" />
  <xs:element name="NameOnPassport" type="xs:string" minOccurs="0" />
  <xs:element name="PassportExpDate" type="xs:date" minOccurs="0" />
  <xs:element name="PassportIssueDate" type="xs:date" minOccurs="0" />
  <xs:element name="PassportIssuePlace" type="xs:string" minOccurs="0" />
  <xs:element name="PassportCitizenship" type="xs:string" minOccurs="0" />
  <xs:element name="PassportIssuingCountry" type="xs:string" minOccurs="0" />
</xs:sequence>
</xs:complexType>
</xs:element>
</xs:sequence>
</xs:complexType>
</xs:element>
```

XML Profile synchronization support of the Air France Carte Abonnement Card fields:

```
- <xs:element name="Air" minOccurs="1" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
  <xs:element name="AirSmokingCode" type="xs:boolean" minOccurs="0" />
  <xs:element name="AirRemark" type="xs:string" minOccurs="0" />
- <xs:element name="AirMemberships" minOccurs="0" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="AirMembership" minOccurs="0" maxOccurs="unbounded">
- <xs:complexType>
- <xs:sequence>
  <xs:element name="AirMembershipChain" type="xs:string" minOccurs="1" />
  <xs:element name="AirMembershipLevel" type="xs:string" minOccurs="0" />
  <xs:element name="AirMembershipAccountNo" type="xs:string" minOccurs="1" />
/>
  <xs:element name="AirMembershipPreferredFlag" type="xs:boolean"
minOccurs="0" />
<xs:element name="AirMembershipDiscountProgramNumber"
type="xs:boolean" minOccurs="0" />
```

```
</xs:sequence>
</xs:complexType>
</xs:element>
</xs:sequence>
</xs:complexType>
</xs:element>
```

XML Profile synchronization support of the Credit Card Billing Address fields:

```
- <xs:element name="CreditCards" minOccurs="1" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="CreditCard" minOccurs="0" maxOccurs="unbounded">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="CreditCardVendor" minOccurs="1">
- <xs:simpleType>
- <xs:restriction base="xs:string">
  <xs:enumeration value="Unknown" />
  <xs:enumeration value="AX" />
  <xs:enumeration value="DC" />
  <xs:enumeration value="DS" />
  <xs:enumeration value="CA" />
  <xs:enumeration value="VI" />
  <xs:enumeration value="CB" />
  <xs:enumeration value="ER" />
  <xs:enumeration value="TP" />
  <xs:enumeration value="JC" />
  <xs:enumeration value="AA" />
  <xs:enumeration value="DL" />
  <xs:enumeration value="NW" />
  <xs:enumeration value="TW" />
  <xs:enumeration value="UC" />
  <xs:enumeration value="UA" />
  <xs:enumeration value="EC" />
  <xs:enumeration value="CP" />
  <xs:enumeration value="AS" />
  <xs:enumeration value="PO" />
  <xs:enumeration value="AWRDCCR" />
</xs:restriction>
</xs:simpleType>
</xs:element>
  <xs:element name="CreditCardAccountNo" type="xs:string" minOccurs="1" />
  <xs:element name="CreditCardExpDate" type="xs:gYearMonth" minOccurs="1" />
  <xs:element name="NameOnCard" type="xs:string" minOccurs="1" />
- <xs:element name="Usages" minOccurs="1" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="Usage" minOccurs="0" maxOccurs="unbounded">
- <xs:complexType>
- <xs:attribute name="Type" use="required">
- <xs:simpleType>
- <xs:restriction base="xs:string">
```

```

<xs:enumeration value="BusinessAir" />
<xs:enumeration value="BusinessCar" />
<xs:enumeration value="BusinessHotel" />
<xs:enumeration value="PersonalAir" />
<xs:enumeration value="PersonalCar" />
<xs:enumeration value="PersonalHotel" />
<xs:enumeration value="RegistrationFee" />
<xs:enumeration value="GuestFee" />
<xs:enumeration value="Misc" />
</xs:restriction>
</xs:simpleType>
</xs:attribute>
<xs:attribute name="PrimaryIndicatorFlag" type="xs:boolean" use="optional" />
</xs:complexType>
</xs:element>
</xs:sequence>
</xs:complexType>
</xs:element>
- <xs:element name="BillingAddress" minOccurs="0" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
  <xs:element name="StreetAddress" type="xs:string" minOccurs="1"
maxOccurs="1" />
  <xs:element name="City" type="xs:string" minOccurs="1"
maxOccurs="1" />
  <xs:element name="StateProvince" type="xs:string" minOccurs="1"
maxOccurs="1" />
  <xs:element name="Country" type="xs:string" minOccurs="1"
maxOccurs="1" />
  <xs:element name="ZipCode" type="xs:string" minOccurs="1"
maxOccurs="1" />
</xs:sequence>
</xs:complexType>
</xs:element>

```

Access to forms needed for e-receipts

GDS' Supported: N/A

Configuration Setting: Enable E-Receipt

Some participating e-receipt vendors require that our customers send a form authorizing them to share e-receipt folios with Concur. This has been documented in the e-receipt travel service guide previously, but to make it easier for customers we have added links to these forms on the e-receipt administration page. These forms are listed below the sample e-receipts.

Form links:

View sample e-receipts: [Car](#) [Hotel](#)

Some participating vendors require our customers to fax in a form giving them permission to share your folio data with Concur. Please complete and submit these forms according to the instructions within [Hertz Intercontinental Hotel Group](#)

The forms themselves have complete details about what the vendor is requesting and how to complete this process.



IHG E-folio Agreement

Once the e-receipt program has been enabled in Cliqbook, sign and fax the *Exhibit C – Form Agreement for Employers* (attached below) to receive data from IHG.

1. The Signed e-folio program agreement *must be* faxed to IHG's Worldwide Sales department at (770) 604-2876.
2. The account will be activated within 5 business days of the receipt of the above mentioned documentation.
3. Concur will be notified via e-mail when activation is complete
4. When the agreement has been signed a copy must be:
 - Given to the account
 - Faxed to IHG's Worldwide Sales department (770) 604-2876
 - Originals *must be* mailed to:

Build Asynchronous Profile Check

GDS' Supported: ALL

Configuration Setting: default on

Cliqbook will now run a profile check in the background when a traveler starts typing into the date fields on the Flight, Car, or Hotel tabs on the travel home or travel arranger pages. If successful, this will speed up the time it takes when starting the travel wizard. The "Checking Your Profile..." text will still be displayed momentarily while we test the profile result, but it will not be shown for nearly as long as before. It is possible that the background profile check will not complete, in which case the normal profile check at the start of the travel wizard will occur.

NOTE: If booking for a meeting, the asynchronous profile check will not occur because there may be meeting specific profile data that is not yet known.

Clone Company Configuration Available To Travel Agencies

GDS' Supported: ALL

Configuration Setting: default off

Users with the Travel Agent Administrator permission can now clone an existing company travel configuration via the Travel System Admin->Clone Company Configuration link.

Travel Admin

Agency Setup
View Travel Agencies
New Agency
View Project Tracking
New Project
Sabre Password Change

Company Cliqbook Setup
Company Travel Configuration
Create New Configuration
Load Travel Configuration
Clone Company Configuration

- 1) Complete the required fields, and the options you wish to copy from one configuration to another.
 - a. Source section

Source	
Company	Travel Configuration Name
<input type="text"/>	None selected

- i. Company
 - ii. Default Configuration Name
- b. Destination section

Destination	
Company	Travel Configuration Name
<input type="text"/>	Create new travel configuration ...

- iii. Blank Field = Enter the new configuration name
 - c. Options
 - i. General Settings
 1. Agency Config =
 - a. Use existing – use the Agency Configuration currently associated to the company site you are adding the new Travel Configuration into.
 - b. Clone existing to..... – Provide a new Agency Configuration name that you would like created.
NOTE: all of the same data included in the initial Agency Configuration is copied. You

will need to manually make queue and contact changes directly within the new Agency Configuration.

Load Company Travel Configuration

Source
Company: [] Travel Configuration Name: None selected

Destination
Company: [] Travel Configuration Name: Create new travel configuration ...

Options

General settings
Agency config: Use existing

Copy company modules Copy alternative travel configs Copy custom messages
 Password expiration settings Custom fields

Discounts
 Copy air discounts Copy car discounts Copy hotel discounts
 Copy hotel consortium discounts Copy property-specific hotel discounts Copy WebFare Login Credentials
 Non-GDS hotels Hubs AAirpass

Rules
 Copy rule templates Copy rules

Clone Cancel

- ii. Copy company modules – system settings that only a Concur can modify.
- iii. Password expiration settings - system settings that only a Concur can modify.
- iv. Copy alternative travel configs – these are Navitaire, New Skies and Alternate GDS configurations
- v. Custom fields – these are the profile and Cliqbook wizard fields found within the customer site at Administration > Company Admin > Manage Custom Fields
- vi. Copy custom messages – these are found within the customer site at Administration > Company Admin > Travel Policy > Custom Text.

d. Discounts

- i. Copy air discounts
- ii. Copy hotel consortium discounts
- iii. Non-GDS hotels
- iv. Copy car discounts
- v. Copy property-specific hotel discounts
- vi. Hubs

- vii. Copy hotel discounts
- viii. Copy Webfare Login Credentials
- ix. AAirpass

e. Rules

- i. Copy rule templates – these are the default travel policy rules available by default when a new policy is created. **NOTE: If this is not selected, the site admin will need to manually create rules via the Travel Rule Template Builder, before they will be available to add in a policy.**
- ii. Copy rules – these are both the **Travel Policies** and the **Policy Violation Reason** Codes found within the Company site at Administration > Company Admin > Travel Admin > Policy Violation Reasons.

2) Select 'Clone' when the above items are complete.

Items to note as they will need to be updated after you clone a configuration within the company:

Administration > Company Admin > Travel Admin:

- 1) Update websites to search
- 2) Update Vendors to exclude
- 3) Update Regional Hotel Rates

Company location country incorrect for South Korea; should say Republic of Korea

GDS' Supported: N/A

Configuration Setting: default on

Renamed country:

Korea, North (Democratic People's Republic of Korea)

Korea, South (Republic of Korea)

Administer Approval Queue Not Finding "Company Admin" To Reassign

GDS' Supported: ALL

Configuration Setting: default on

A new "Company Admin" Manager selector option was added to the Administer Approval Queue->Reassign Approval Requests page, so that requests assigned to "Company Admin" can be reassigned to another user.

This screen allows you to reassign requests from one person's approval queue into another person's approval queue. To do this:

1. Select a manager (left).
2. Check the items you wish to reassign (center).
3. Select the user who will take over responsibility for approving these items (right).
4. Click **Reassign**.

Manager	All Queued Requests
<input type="radio"/> <input type="text"/> <input checked="" type="radio"/> Company Admin <input type="button" value="Select"/>	<input type="checkbox"/> Check all <input type="checkbox"/> Peter Brown's Trip From (Atlanta, GA) to (Raleigh, NC) <input type="checkbox"/> Todd Horst's Trip From (Washington, DC) to (Toronto, Canada) <input type="checkbox"/> Todd Horst's Car/Hotel Reservation

True Trip Cancel/Documentation in PNR

GDS' Supported: All

Configuration Setting: default n/a

Here are the remarks we are adding to PNR for various scenarios:

NEVER - Cliqbook does not cancel segments before queueing to agency

REMARKS:

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
 CB/CXL/Q ONLY*NO ACT BY CB*PASSIVE EXIST*
 -----then an exact copy of the current queuing line-----

or

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
 CB/CXL/Q ONLY*NO ACT BY CB*NO PASSIVE*
 -----then an exact copy of the current queuing line-----

ALWAYS - Cliqbook tries to cancel all non-passive segments before queueing to agency

REMARKS:

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
 CB/CXL/CXL LIVE*LIVE AND DC AIR SEGS CXL BY CB*NO PASSIVE*
 -----then an exact copy of the current queuing line-----

or

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
 CB/CXL/CXL LIVE*LIVE AND DC AIR SEGS CXL BY CB*UNCANCELLABLE OR PASSIVE
 EXIST*

-----then an exact copy of the current queuing line-----

or

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
CB/CXL/CXL LIVE*NO ACT BY CB*UNCANCELLABLE OR PASSIVE EXIST*

-----then an exact copy of the current queuing line-----

NO PASSIVES OR NO ACTION - Cliqbook tries to cancel all segments before queuing to agency if no passives or no further action is taken and the PNR is NOT QUEUED, but message reported to traveler to contact agency for assistance

REMARKS IF ALL LIVE SEGMENTS:

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
CB/CXL/CXL LIVE*LIVE AND DC AIR SEGS CXL BY CB*NO PASSIVE*

-----then an exact copy of the current queuing line-----

REMARKS IF PASSIVES EXIST AND CLIQBOOK TAKES NO ACTION:

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
CB/CXL/CXL LIVE*NO ACT BY CB*UNCANCELLABLE OR PASSIVE EXIST*

-----then an exact copy of the current queuing line-----

NO PASSIVES OR QUEUE - Cliqbook will cancel all segments if there are no uncancellable segments, otherwise the entire PNR will be queued to the agency

REMARK IF ALL LIVE SEGMENTS:

CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
CB/CXL/CXL ALL*LIVE AND DC AIR SEGS CXL BY CB*NO PASSIVE*

-----then an exact copy of the current queuing line-----

REMARK IF UNCANCELLABLE SEGMENTS OR PASSIVES:

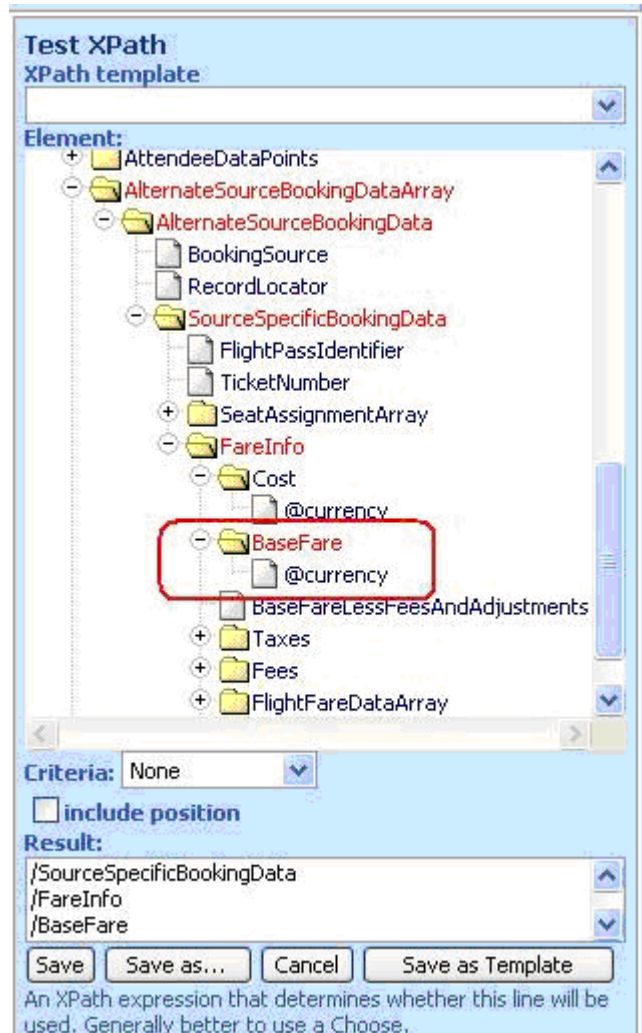
CB/CXL/PAX REQ CXL RESERVATION*2008-03-10 10:00:03*
CB/CXL/CXL ALL*NO ACT BY CB*UNCANCELLABLE OR PASSIVE EXIST*

-----then an exact copy of the current queuing line-----

AlternateSourceBookingData BaseFare Datapoint Available in Finishing Template Editor

GDS' Supported: AirTran/JetBlue/Air Canada/Virgin Blue Direct Connects Configuration Setting: default on

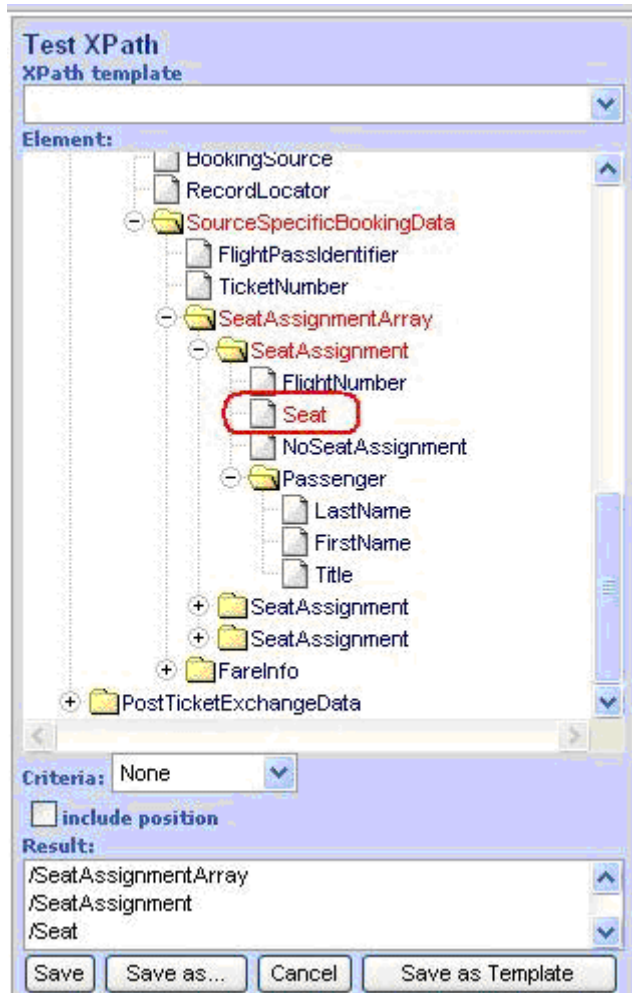
The/PNRFinishData/AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/BaseFare datapoint symbol has been added in the Finishing Template Editor.



AlternateSourceBookingData Seat Datapoint Available in Finishing Template Editor

GDS' Supported: AirTran/JetBlue/Air Canada/Virgin Blue Direct Connects Configuration Setting: default on

The/AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/SeatAssignmentArray/SeatAssignment/Seat datapoint symbol has been added in the Finishing Template Editor.



Ability to Create a GDS Profile Name with HR Data Flows from CES

GDS' Supported: ALL

Configuration Setting: default off

When HR data flows from CES to Cliqbook, and there is no value specified for a user's Cliqbook GDS name, a new option has been added that will create a new profile in the GDS for the user. This option to write a GDS profile name, so the data is pushed to the GDS when sent from the company, mirrors the process put in place for Cliqbook-only HR data feeds from October 2007. The profile template is referenced when the option is enabled and Cliqbook validates against the GDS, then updates the PAR/Level 2 Star field in the employees profile. When the PAR/Level 2 Star field is populated, and the HR data is passed, the record is queued by Cliqbook to be updated in the GDS.

This new configuration-level module property is named 'Sync UserDataWS updates to GDS for users with no PAR/STAR2'.

Default Configuration	Outtask Basic Services	Safe Harbor Agreement Prompt	false	True/False
Default Configuration	Outtask Basic Services	Safe Harbor Deactivate Account	false	True/False
Default Configuration	Outtask Basic Services	Orn Disagree		
Default Configuration	Web Service for User Synchronization	Sync UserData/VS updates to GDS for users with no PAR/STAR2	false	True/False
Default Configuration	Web Service for User Synchronization	UserData/VS GDS sync fields	CliqbookToGDS	String

To enable this feature, for a customer out of implementation, please create a case in Concur Client Central. If engaged in implementation, please work with your designated Cliqbook contact.

Apollo Profile Purge Not Occurring When Profiles Stored in Alternate PCC

GDS' Supported: Apollo
Configuration Setting: default N/A

Agencies housing profiles in an alternate PCC from the booking PCC were experiencing issues with PAR purge. Cliqbook now reaches into the alternate profile PCC to purge/delete the PAR. **IMPORTANT NOTE:** This function may only be utilized if emulation between the profile PCC and the Concur Service Bureau PCC (16Y3) have been completed. Please contact your implementation Manager if your customer site is not launched or Galileo for procedures to complete emulation.

Phase One of the Sabre Web Services Migration

GDS' Supported: Sabre
Configuration Setting: default off

Cliqbook has begun Phase One of the Sabre Web Services Migration. Agency partners are working with SABRE to obtain Web Services credentials, and those credentials are updated in the AGENCY CONFIGURATTION along with normal EPR credentials for branch sign in. SABRE has asked that we roll out profile synchronization first to assist them in monitoring handling of loads on their servers. To begin using SABRE Web Services, go to the agency configuration page (Administration -> Travel System Admin -> View Travel Agencies) and enter the credentials per below:

Sabre Web Service Cliqbook Agent Sign-On

This section controls the travel agent that Cliqbook uses to sign into Sabre using web service. Scan charges are assigned to the agent specified here. The Agent PCC must be set to the agent's home PCC. This is usually the same as the agency's Booking PCC, but can be different (for instance, if there are several rels different, it must have branch access to the Booking PCC and Profile PCC.)

For Sabre: To use Outtask's Agent (1688), leave blank. (Outtask would incur the scan charges, which is *highly undesirable*. Please use the agency's sign-on instead.)

Agent PCC / Corporate ID <input style="width: 95%;" type="text" value="C7AC"/>	Agent ID / Office ID <input style="width: 95%;" type="text" value="9999"/>	Agent Password <input style="width: 95%;" type="password" value="xxxxxxx"/>
---	---	--

Entering the above credentials has no affect on profile handling in any company until "use Web Services for SABRE profiles" is initiated in the company profile. This option may be easily turned on or off if issues arise. Once initiated all profiles will be handled in the same PCC and Level 2 STAR as originally saved by DataBahn. Please

initiate this option in the “profile options” section of the Company Configuration per the below:

Profile Options

Send users an email whenever their profile is updated

Use TravelScreen with profiles (Apollo and Galileo only)

Use web service for Sabre profiles

Warn users if their profile is missing passport inform

GDS/Profile Synchronization

NOTE: If an agency has setup an Internet Pseudo City Code (IPCC) to act as a service bureau that emulates to booking or profile PCC’s, emulation **MUST** be completed between the IPCC and the booking/profile PCC’s.

Air

Cross-GDS Rapid Reprice for Apollo

GDS’ Supported: Apollo

Configuration Setting: default off

Ticket change rules will now be supported for Apollo agencies using Worldspan Rapid Reprice to drive their ticket changes. **NOTE:** There is a surcharge for this feature, and it is higher if you do not have a Worldspan Set, but would like to use Concur’s. The per charge fee is currently being determined.

Cross-GDS Rapid Reprice for Apollo benefits companies by:

- Using Worldspan’s industry-leading reliability to quote ticket change fees, resulting in fewer debit memos.
- Allowing back-office automation of ticket re-issue based on user-driven changes via Concur Cliqbook.

Known Limitations...

- Apollo agencies that delete the stored fare quote when they issue tickets will not be supported.
- If you want to use Rapid Reprice to quote changes to negotiated fares, **THOSE FARES MUST BE LOADED INTO YOUR WORLDSPAN SID, AS WELL AS YI9 (Cliqbook’s) USING THE SAME CODE USED TO OBTAIN THEM IN APOLLO.** We’ll point this out again during setup.

Airlines supported today include AA, CO, DL, NW, UA, US, AS, KLM, HA, HP, and YX. Cliqbook works from the list WorldSpan provides at INFO REISSUEPART, to determine supported carriers.

Changes are limited to the same class of service, and alternate routings will be offered.

Ticket change for Apollo is enabled by working with the Cliqbook Support to enable your Worldspan SID as a GDS Connector in Cliqbook for ticket change pricing. For assistance setting up the alternate air connector, please contact Travel Support or follow the instructions below.

1) Create the Agency Configuration, that will be referenced when adding a new connector in the Company Travel Config. **NOTE:** If you have already completed this step, you can use the same Agency configuration for all of your customer sites, similar to how all other Alternate Air Connectors function.

On your agency site, navigate to: Administration > Travel System Admin > New Agency. Complete the following fields:

- Agency Name – make the name memorable so you will know what it is called when updating Company Travel Configuration. For Example: Concur Travel (Apollo Cross GDS RR)
- GDS Type = Worldspan
- Enter a value in the Urgent Contact Email Address, should Concur need to contact you.
- Booking PCC/SID/Office ID = Enter your SID
- The Profile PCC/SID/Office ID will automatically populate, but this is not referenced when using Rapid Reprice.
- PCC Time Zone = Enter the correct time zone

Scroll to the Queue section, and enter the number one in the PCC and Queue fields for:

- Ticketing
- Approval Hold
- Cancel and
- Inprocess

Defined Queues (queue types in red required)			
Queue Type	Queue To:	Pseudo City	Queue
Ticketing		1	1
Approval hold		1	1
Cancel		1	1
In Process		1	1

Keep all other default items selected, scroll to the top and select 'Submit'.

2) Navigate to the Company Travel Configuration, create the Worldspan connector and Save the Company Travel Configuration:

Connector Name	Agency	Agency PCC	GDS	Bar Spec	+ Add a new connector
Concur Apollo Rapid Reprice Alternate	Outtask.org Travel	Y19	Worldspan		

3) Go back into the Company Travel Configuration, and Enable the "Use Rapid Reprice..." connector switch for your Worldspan Connector:

Air Connector Switch Allows you to turn enable and disable various shop/sell options
Any airlines selected in alternate connectors will be automatically excluded in primary connector.

Worldspan — Shops and sells most domestic and international carriers.

Carriers: Suppress Passive: Use Rapid Reprice to price Ticket Changes

4) Enable post-ticketing changes:

Days on hold for days

Allow Auto Cancel of trips on hold Allow Auto Cancel of trips that

Show government Car rates Check user profile for No Personal Trips. Maximum Companions

Show Flight Finder Show "Add Air" on Existing Itin

Changes: Allow post-ticketing flight changes Allow ticket voids

Show the Commen

Show Internet Fai

Do not allow

5) Make sure you have your Apollo agency ticketing IATA code entered in your Apollo agency configuration in Cliqbook (Administration -> Travel System Admin -> View Travel Agencies). **This is required when the Cross GDS Rapid Reprice is in place:**

ARC/IATA Agency Number (booking source)

If you don't have a Worldspan SID, you can work with your Concur's Cliqbook Program Management team for options that involve using Concur's Worldspan SID. To review those options, please send your requests to ECSTMC_Requests@concur.com.

If Concur is hosting your WorldSpan for Rapid Reprice hits, and the company has a discount, then those ATPCO DISCOUNTS must be loaded on our service bureau SID (Y19), but if the agency is using their own native WorldSpan for Rapid Reprice hits, then discounts MUST be loaded on your SID and Y19 must be added to the WorldSpan tables for access to those discount rates.

Any ticketed trip should then be enabled for change, with a link showing on the itinerary as shown below:

Duration: 1 hour, 37 minutes
 In-Flight Services: Non-Smoking
 Airline Record Locator: LFGNOU
 Seat #: No seat assignment [Select Seat](#)
[Change This Leg](#)

The user will be prevented with flight options pulled from Apollo inventory for the leg they chose to change:

	151	MKE	OMA	1:30pm	2:50pm	Economy	
		58	OMA	DCA	3:45pm	7:02pm	Economy
4 hours 32 minutes; Equipment: 717, 717; (Apollo)							
		415	MKE	DCA	3:40pm	6:20pm	Economy
1 hour 40 minutes; Equipment: 717; (Apollo)							
		307	MKE	DCA	7:45pm	10:24pm	Economy
1 hour 39 minutes; Equipment: 717; (Apollo)							

Picking one will initiate a call out to Worldspan Rapid Reprice for the change quote:

Current Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
	419	MKE	DCA	Apr 17 12:20 PM	Apr 17 2:57 PM	Q

New Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
	415	MKE	DCA	Apr 17 3:40 PM	Apr 17 6:20 PM	Q

Original Airfare: \$516.49
 New Airfare: \$516.50

Airfare Difference: \$0.01
 Exchange Fee: \$100.00
 Cancellation Fee: \$0.00

Total Cost of Exchange: \$100.01

Finally, the changes will be written to the Apollo PNR to enable automated handling by your back-office. The old flight(s) will be canceled, the new one(s) added, the old fare store deleted, a new manual fare store added and several coded history remarks will be added with details of the exchange and the new fare calculation.

PNR

PRICING RECORDS EXISTS - SUBSCRIBER - \$NME

1.1DAVIS/TROYRAYMOND*4000-8567
 1 YX 410Q 15APR DCAMKE HK1 640A 735A * TU E
 2 YX 415Q 17APR MKEDCA HK1 340P 620P * TH E

PRICING RECORD (\$NME1)

>\$NME DAVIS/TROYRAYMOND *4000-8567

X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
 . DCA YX 410 Q 15APR 640A OK-QR14M1N . 231.16
 O MKE YX 415 Q 17APR 340P OK-QR14M1N . 231.16
 . DCA VOID
 VOID
 FARE-USD 462.32 DO TAXES APPLY?-Y
 EQUIV FARE..... COMM 0.00/ F CONST ..
 TD 1/..... 2/..... 3/..... 4/..... INT. MREC 01/01
 .PSGR 01/01
 .BOOK 01/01

TAX BREAKDOWN

>\$TA TAX BREAKDOWN SCREEN
 FARE USD 462.32 TTL USD 516.50 ROE
 T1 12.50-XT T2 34.68-US T3 7.00-ZP T4
 T5 T6 T7 T8
 T9 T10 T11 T12
 T13 T14 T15 T16
 T17 T18 T19 T20

U.S. PSGR FACILITY CHARGES
 AIRPORT 1 AMT AIRPORT 2 AMT
 AIRPORT 3 AMT AIRPORT 4 AMT

FARE STORE

ATFQ-OK/P

FM-USD 462.32/USD 34.68US/USD 19.50XT/USD 516.50 - PRICING RECO
 RD -

CLIQBOOK REMARKS

Remarks are written in the *PRCB including OLD FARE PAID + NEW FARE PAID,
 ADD/COLLECT + PENALTY Amount and FARE CALCULATION for New Fare (The
 remark information can be scripted by the agency mid-office system to perform the
 HB:FEX command to complete a touchless ticket exchange):

- 28 /CB/EXCH/1743/RAPID REPRICE PROCESSED 21FEB08
- 29 /CB/EXCH/1743/OLD FARE B462.32/TAX54.17/TTL516.49
- 30 /CB/EXCH/1743/NEW FARE B462.32/XT12.50/US34.68/ZP7.00/TTL516.50
- 31 /CB/EXCH/1743/ADD COLLECT FARE 0 PENALTY 100.00
- 32 /CB/EXCH/1743/TOTAL ADD COLLECT 100.00
- 33 /CB/EXCH/1743/ADT WAS YX MKE Q18.60 212.56YX WAS Q18.60
- 34 /CB/EXCH/1743/212.56USD462.32END YX ZPDCAMKE XT5.00AY7.50XF
- 35 /CB/EXCH/1743/DCA4.5MKE3
- 36 /CB/EXCH/1743/RAPID REPRICE COMPLETED

SABRE: Enhanced Last Day to Purchase Algorithm

GDS' Supported: Sabre
Configuration Setting: default N/A

Concur Cliqbook Travel will use information from the fare store system rather than the BargainFinder engine, so we will have more complete and accurate data from Sabre. We will also know when a last date to ticket is not returned. Use the day before first day of travel (or today for day-of bookings) as the last date to ticket. This means that fares with no advance purchase restriction can be held for as long as possible.

Below is a description of the new Last Day to Purchase (LDTP) algorithm used in our fare store system.

Rather than use the LDTP data from the fare shop response, we use the collected fare store responses at the time the booking is made and fares are stored into the actual PNR. We use the last date to ticket, first date of travel and booking date information from the fare stores, and pick the LDTP to use in the 7TAW/ line using the following criteria:

- If there are any live fares, ignore any passive fares in calculating LDTP
- For each fare in the document, calculate in ISO date/time format:
 - last date to ticket, which is the LDTP from the farestore response. Default to marker value if missing
 - first flight date, which is the first flight date in the farestore response. Default to marker value if missing
 - date of booking, which is the timestamp in the farestore of when the fare was stored. Default to marker value if missing
 - (day before first flight or today), subtract a day from flight unless flying today, then use today's date
 - sell request ticket by date, comes from the faring info in the sell request. This should be adjusted for agency's locale
 - system date, the current date on the system in system time zone
- For each fare in the document, using the above data points, select LDTP for the TAW line in this priority:
 - If LDTP and day before travel are both non-marker values, and day before travel is before the LDTP in the fare store, use day before travel. Some contracts get filed oddly and LDTP in fare store is date of expiration of contract, which may be after first day of travel
 - If LDTP is non-marker value, use that
 - If no LDTP and the carrier is Southwest, a guaranteed ticketing carrier, or a corporate jet carrier, use booking date because either it has to be purchased (Southwest), it has already been purchased (guaranteed ticketing) or is never actually purchased (corp jet carrier)
 - If first flight date is non-marker, if use day before travel, or booking date if traveling tomorrow
 - If booking date is non-marker, use that
 - If sell request's last date to ticket was present, use that
 - Use current system date
- Once you have the LDTP for each fare, sort the LDTPs for each fare by ascending date order and pick the earliest LDTP value
- Generate the 7TAW/ format using the earliest LDTP determined by the previous step
- Issue the 7TAW/ command

For informational purposes, the XML that Sabre provides us to determine the LDTP (for all dates other than the sell request ticket by date from our sell request, and the system date) looks like this:

```
<PRDATA>
  <!-- First flight date from Sabre -->
  <DEPARTURE_DATE_SEAMLESS_AVAILABILTY_CPA>06AUG2008</DEPARTURE_DATE_SEAMLESS_AVAILABILTY_CPA>
  <!-- LDTP from Sabre --
  > <LAST_DATE_TO_TICKET>15FEB2008</LAST_DATE_TO_TICKET>
  <FREE_FORM_TEXT> 6AUG DEPARTURE DATE-----LAST DAY TO PURCHASE
  15FEB</FREE_FORM_TEXT>
  <LOCATION_OF_REQUEST>C7AC/DCA</LOCATION_OF_REQUEST>
  <LOCATION_CODE>6YB9/DCA</LOCATION_CODE>
  <DUTY_CODE>* </DUTY_CODE>
  <AGENT_SABRE_SIGN_ON_DUTY_CODE>AOT</AGENT_SABRE_SIGN_ON_DUTY_CODE>
  <AREA_AGENT_SIGNED_IN_TO>A</AREA_AGENT_SIGNED_IN_TO>
  <TRANSACTION_TIME>0615P</TRANSACTION_TIME>
  <!-- Booking date from Sabre --
  > <TRANSACTION_DATE>17FEB</TRANSACTION_DATE>
  <VALIDATING_CARRIER>UA</VALIDATING_CARRIER>
</PRDATA>
```

Use OAG to Remove Availability Searches in GDS Search by Schedule That an Airline Doesn't Serve

GDS' Supported: ALL

Configuration Setting: default off

In the standard Concur Cliqbook Travel GDS Search by Schedule display, there is now the option to exclude dedicated/preferred carrier GDS availability searches when the carrier does not serve the route selected. This is made possible by the use of OAG schedule data in Concur Cliqbook Travel. This feature has the benefit of reducing unnecessary GDS scans.

To enable this feature, enable the "OAG Vendors Knock Out" setting in the company travel configuration.

The screenshot shows the 'Air Search Options' configuration panel. It includes three dropdown menus for search windows: 'Default Search Window (Domestic)' set to '3 (recommended)', 'Default Search Window (International)' set to '5 (recommended)', and 'Minimum Window' set to '2 (recommender)'. Below these is a dropdown for 'Access to Guaranteed Ticketing carriers' set to 'Allow unless manager approval is required'. There are two checkboxes: 'Use OAG (BETA)' which is unchecked, and 'OAG Vendors Knock Out' which is checked and highlighted with a red box. At the bottom, there is a section for 'Flex-faring - APOLLO/GALILEO/SABRE/AMADEUS ONLY' with two checked checkboxes: 'Within Australia' and 'Within Canada'.

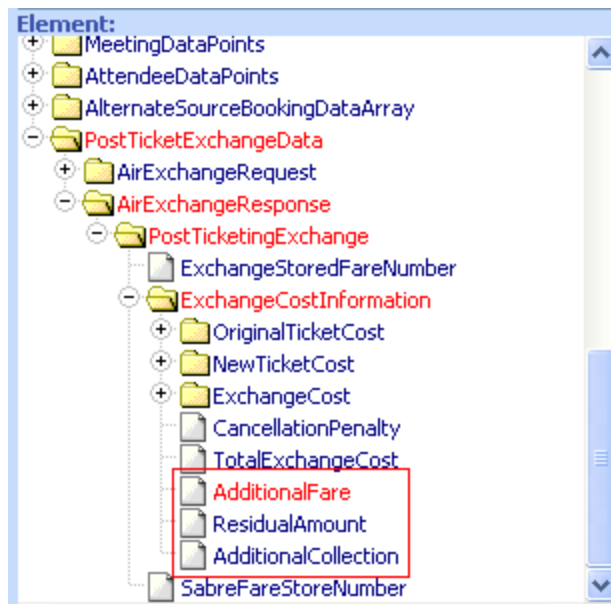
Post Ticket Change Finishing Data Point – Add Collect/Penalties (Change Fees)

GDS' Supported: Sabre

Configuration Setting: default N/A

Three new finisher datapoints have been added to accommodate mid and back office handling of add/collects. The new values are:

- AdditionalFare - positive only exchange cost. If exchanged for cheaper fare, node will not be created.
- ResidualAmount - negative only total exchange cost (fare difference + fee). If fare difference + fee is positive, node will not be created.
- AdditionalCollection - positive only total exchange cost (fare difference + fee). If fare difference + fee is negative, node will not be created.



Automatic Air Upgrade – Add Option to Only Apply to Ticketed Itineraries

GDS' Supported: Amadeus, Apollo, Sabre, and Worldspan

Configuration Setting: default N/A

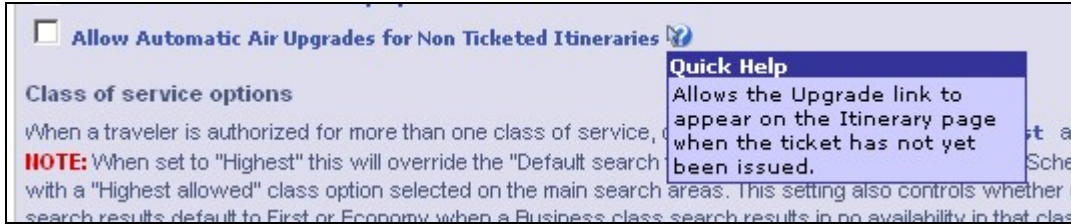
Airlines Supported: American, United, Delta (Domestic flights only)

The company must now explicitly indicate that they want to allow automatic air upgrades when the Itinerary is not ticketed.

The reason for this restriction is that if you request an upgrade prior to ticketing but within the time a traveler qualifies for the upgrade, the coach seats are cancelled and the upgraded seats are confirmed. This means that the ticketing agent will have to rebook the coach seats in order to issue the ticket and then cancel them afterwards, which is labor intensive and will cause a reservation to become touched rather than automated, which results in an extra cost to the customer.

This feature benefits customers because they can avoid extra costs by not allowing automatic air upgrades for non-ticketed itineraries.

To enable this feature, navigate to Administration -> Travel System Admin -> Select the Company and the option to allow the link to show if the itinerary is not ticketed.



On the ticketed itinerary in Cliqbook, when the traveler selects the 'Request Upgrade' option they will see a message applicable to the carrier's upgrade policies. For example, this is the message for American Airlines:

Seattle Tacoma Intl Arprt (SEA) to Dallas Ft Worth Intl (DFW)

Flight:	American Airlines	Flight # 1516	Economy (N)	Boeing 737-800
Departs:	Seattle Tacoma Intl Arprt (SEA)			Sun 04/13/2008 at 4:55 PM
Arrives:	Dallas Ft Worth Intl (DFW)			Sun 04/13/2008 at 10:30 PM
Status:	Confirmed	Ticketing:	E-Ticket	
Stops:	Nonstop	Meal:	Food for purchase	
Duration:	3 hours, 35 minutes	Flt Miles:	1663	
Airline Record Locator: GEGLDF				
Seat #: 26C				
Request Upgrade				

Upgrade Request

This Upgrade request is intended for AAdvantage Status Members Only (Executive Platinum, Platinum or Gold Membership) or Travelers in full economy Y or B class inventory. By utilizing this upgrade request you will be using 500 mile electronic upgrades. If you wish to use frequent flier miles to upgrade, or if this is an international flight, you will instead need to contact American Airlines (www.aa.com). If your upgrade is confirmed you will be required to produce the 500 mile electronic upgrades at departure. If you do not have enough upgrade certificates in your account, you will be required to purchase electronic upgrades directly from American Airlines prior to boarding your flight. **NOTE:** Once the upgrade has confirmed you are no longer confirmed in your original economy class of service and may have to pay an additional charge to back out of the upgrade.

Air Canada Direct Connect: Display FlightPass Cost Per Credit Base Amount In Flex-faring

GDS' Supported: Air Canada Direct Connect
Configuration Setting: default off

When Flex-Faring is enabled in Concur Cliqbook Travel for Canada, and the existing Air Canada Direct Connect "Show only base fare in flex-faring" travel configuration setting is enabled, the FlightPass Cost Per Credit is calculated in the following way:

1. FlightPass base cost (provided by Air Canada) divided by number of credits on the FlightPass.

2. Subtract CAD \$45 from the above Cost Per Credit amount. For FlightPass bookings, domestic itineraries include a standard \$45 in fees/surcharges/taxes (excluding GST/QST/HST).

The calculation above will only apply to Canadian domestic itineraries in flex-faring. If a traveler does a trans-border itinerary (i.e. Canada to US) on the same site, the display reverts to Search by Price in that case (where taxes are displayed in fare amounts), and the full FlightPass Cost Per Credit amount (with taxes, etc.) will be displayed.

Please note that if the FlightPass Cost Per Credit base amount is calculated above to be less than \$0 (i.e. for a test FlightPass provided by Air Canada), the FlightPass Cost Per Credit will appear as \$0.

Air Canada Direct Connect

Tour Code: 1234567 | Lowest price in Cabin for North American travel: Cheapest | Enable Flight Pass | Hide Flight Pass average cost per credit | Show only base fare in flex-faring

Carrier	Depart	Arrive	Duration	Equipment	Class
Outbound					
Air Canada #481	Mar 11 6:00am Montreal, PQ, Cana... (YUL)	Mar 11 7:34am Toronto, ON, Canad... (YYZ)	Stops: 0		
Tango: <input type="radio"/> CAD 99.00 Tango Plus: <input type="radio"/> CAD 139.00 Latitude: <input type="radio"/> CAD 239.00 Flight Pass: <input checked="" type="radio"/> CAD 249.00					
1 hour 34 minutes; (AirCanada) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					
Return					
Air Canada #410	Mar 12 12:00pm Toronto, ON, Canad... (YYZ)	Mar 12 1:12pm Montreal, PQ, Cana... (YUL)	Stops: 0		
Tango: <input type="radio"/> CAD 99.00 Tango Plus: <input type="radio"/> CAD 139.00 Latitude: <input type="radio"/> CAD 239.00 Flight Pass: <input checked="" type="radio"/> CAD 249.00					
1 hour 12 minutes; (AirCanada) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					
Total: CAD 498.00					

Air Canada Review Fare	
Passenger Type	Adult
Number of Passengers	1
Fare Summary	
Canadian domestic itineraries include a standard \$45 in fees/surcharges/taxes (excluding GST/QST/HST).	
Flight 1 - Flight Pass (Latitude) YUL-YYZ	294.00
Flight 2 - Flight Pass (Latitude) YYZ-YUL	294.00
Taxes, Fees and Charges	
Tax YUL-YYZ	17.64
Tax YYZ-YUL	17.64
Total Est. Cost	CAD 623.28
<input type="button" value="Start Over"/> <input type="button" value="Cancel"/> <input type="button" value="Purchase Ticket"/>	

Air Canada Direct Connect: Invalid FlightPasses Appearing in Cliqbook Due to "Zone Logic" Issue

**GDS' Supported: Air Canada Direct Connect
Configuration Setting: default on**

For Air Canada Corporate FlightPasses, Air Canada's API provides only a list of valid cities (not city-pairs) for each FlightPass. However, some combinations of cities in that list are not actually valid. This is causing invalid FlightPasses (based on the city pair selected) to appear on the Cliqbook Flight Pass Selection screen. For example, for a US East Pass, Air Canada's API provides the following list of valid cities:

```
<RoutingList>ZBF|YFC|YQM|YSJ|YYG|YHZ|YQY|YDF|YQX|YYR|YWK|YWG|YHM|YGK|YXU|YYB|YOW|YZR|YAM|YSB|YQT|YTS|YYZ|YQG|YBC|YGP|YGR|YYY|YUL|YQB|YUY|YZV|YVO|YBG|YYT|ALB|ABE|ATL|BDL|BOS|BWI|CLT|ORD|CLE|CMH|DTW|FLL|IND|RSW|MCI|MSP|EWR|MDT|MIA|BNA|MCO|PHL|HPN|MHT|MKE|LGA|PIT|PVD|RDU|ROC|PBI|TPA|IAD|DCA|IAH|DFW|STL</RoutingList>
```

YYZ and YUL appear in the <RoutingList>, but YUL-YYZ is **not** a valid city pair for a US East Pass.

Concur and Air Canada developers, have created logic in Cliqbook that will resolve this issue. In order for this logic to work, however, the Air Canada FlightPass Name must be in the following format (with each value being delimited by a space)...

CustomerName TruncatedZone FareFamily NumberOfCredits

The TruncatedZone is the Air Canada internal code for each type of Corporate FlightPass (i.e. US East Pass = USEAST), and it MUST be the second space-delimited value in the FlightPass Name. If the FlightPass Name is not in the required format, invalid Flight Passes may continue to appear on the Cliqbook Flight Pass Selection screen.

NOTE: Travel agencies and customers will need to contact Air Canada to change the FlightPass Name format on all of their FlightPasses.

Multi-GDS Southwest in Apollo/Stored Fare (HHPR) Revalidation for Invoicing

GDS' Supported: Apollo
Configuration Setting: default N/A

Stored Fares (HHPR) in Apollo for Southwest Multi-GDS passive bookings were not being revalidated when ground services are added to the original air booking/PNR. This resulted in the inability to re-invoice the booking after the ground service update. The original Stored Fare is now being deleted and an updated Stored Fare is inserted following the ground service add, allowing agencies to invoice the PNR for back office reporting.

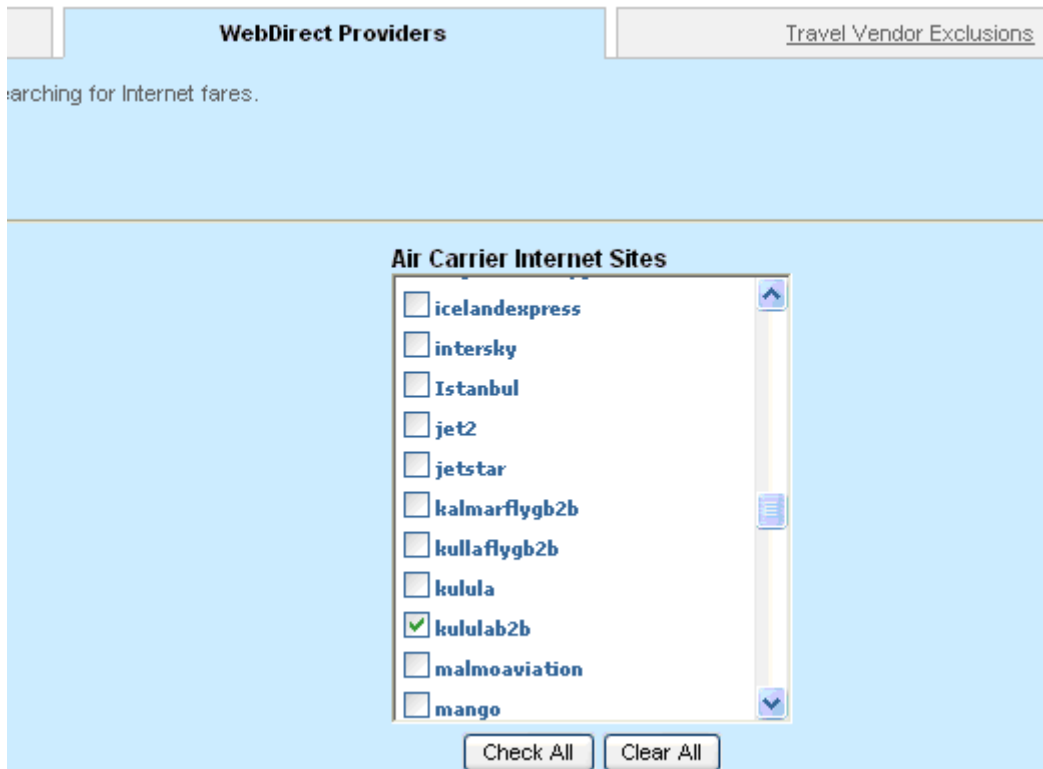
Additional TravelFusion Vendors

GDS' Supported: TravelFusion
Configuration Setting: default off

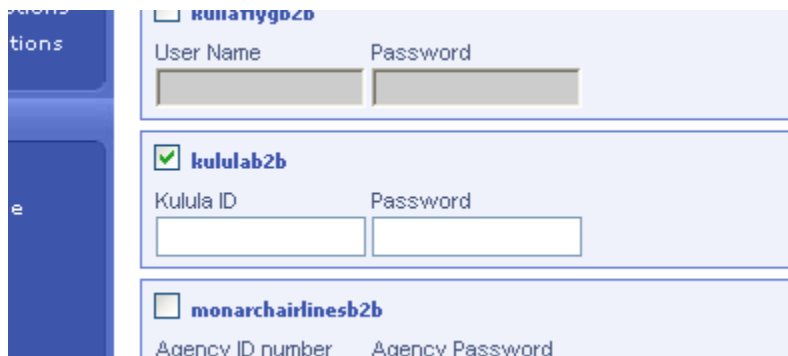
The following carriers are now supported via WebDirect Fare bookings (TRAVELFusion) in Cliqbook...

- kululab2b
- onetimeb2b
- skyeuropeb2b
- datb2b
- hogakustenflyg
- oaasishongkong

These carriers can be enabled in Administration->Company Admin->Travel Policy Administrator->WebDirect Providers...



In addition, to enable the B2B providers, the travel agency's login and password for the selected B2B provider MUST be entered in Travel System Admin->Manage Corporate Discounts->Edit WebFare Login Credentials.



Hotel


Reduce vertical space on hotel shop


GDS' Supported: All GDS'

Configuration Setting: default on

When shopping for a hotel on a 1024x768 screen, customers can only see 1-2 hotels due to the large amount of vertical space each one takes up. This change will re-arrange the display to consume less vertical space so more hotels show up on the screen at one time.

Travelodge **Travelodge** *** Info

 700 N Washington St - Alexandria, Virginia 22314 • 703/836-5100 0.3 miles
[View on Map](#)

Other Fees:  Breakfast: [Chain provides free breakfast at most locations.](#)
 Internet: [Chain provides free internet at most locations.](#)

[Reserve](#) **\$94.99** Custom Travel Systems Comfortable Room With 1 King Bed-smk Standard Amenities (Rate Code: K11VC2)
[Compare](#) [Rate details / Cancellation policy](#) [View more hotel rates](#)

Hotel Receipt Report – Show Hotel Receipt on Itinerary View

GDS' Supported: All

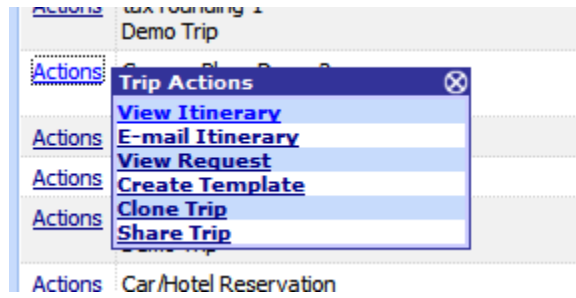
Configuration Setting: default n/a

Hotel e-receipts will now display in the itinerary view when loaded. Like car rental e-receipts they appear below the segment displays when viewing an itinerary for a completed trip. This is the common itinerary display that can be viewed by clicking on a completed trip in trip library, or accessed from the Hotel Receipt Detail report by clicking on the Record Locator link.

Hotel Receipt Detail report:

Link	Booking Source	Record Locator	Receipt
	Cliqbook GDS	DEMO0M	View
	Cliqbook GDS	DEMO0M	View
	Cliqbook GDS	DEMO29	View
	Cliqbook GDS	DEMO28	View
	Cliqbook GDS	V4RFHG	View
	Cliqbook GDS	DEMO22	View
	Cliqbook GDS	DEMO24	View
	Cliqbook GDS	DEMO14	View
	Cliqbook GDS	DEMO13	View
	Cliqbook GDS	DEMO23	View
	Cliqbook GDS	DEMO21	View

View Itinerary link in Trip Library:



Both open the common itinerary display shown here:

Hotel Segments

Vendor	Property Name	City	State	Country	Arrival Date	Departure Date	Conf. Num	Room Booking Code	Number of Rooms	Number of Nights	Rate
Hilton (H+)	HLTN ALEXANDRIA OLD	Washington	DC	US	12/13/2007	12/14/2007	3292889200NON SMKING CONF	A00LV3	1	1	\$249.00

Hotel Receipts

Hilton

JOHN LOVE

Room no. K4165
 Arrival 12/13/2007
 Departure 12/14/2007

Date	Description	Charges	Credits
12/13/2007	RESTAURANT	\$20.31	
12/13/2007	MINIBAR	\$20.31	
12/13/2007	MOVIE RENTAL	\$9.95	
12/13/2007	LAUNDRY	\$20.88	
12/13/2007	VALET PARKING	\$10.00	
12/13/2007	GIFT	\$9.72	
12/13/2007	TIP	\$2.00	
12/13/2007	PHONE	\$25.00	
12/13/2007	GUEST ROOM	\$286.00	
12/13/2007	ROOM TAX	\$21.45	
12/13/2007	GENERAL EXCISE TAX	\$14.30	

How to Use

For any user who has enabled e-receipts, we send their profile information to participating hotel vendors so that they can send us back matching folios. Some hotel companies require the customer company to send in a form authorizing them to share this data with us, see the e-receipt admin page for details (Administration - > Company Admin -> E-Receipt Admin). When that data transfer is set up we

automatically load the receipts and display them in the itinerary, in Cliqbook reports, and in Expense for CTE integrated customers.

NOTE: In the Company Travel Configuration (Administration -> Travel System Admin -> Select Company), the E-Receipts Enabled feature must be selected in conjunction with the other requirements listed above for the feature to successfully work. Please refer to the January 2008 release notes for additional functionality and setup information.

Rail

BahnCard 100 Supported in the Deutsche Bahn Interface

GDS' Supported: Deutsche Bahn Direct Connect
Configuration Setting: default on

BahnCard 100 is different from BahnCard 25 and BahnCard 50. It allows travel for free on all DB trains for 12 months from the date of issue. The second class BahnCard 100 costs 3,300 Euros, and first class is 5,500 Euros. The most important difference between the BahnCard 100 and its two cousins is that no ticket is required for any Deutsch Bahn trip. However, just like the other BahnCards, the discount is only applicable to the German portion of the trip. So cross-border trips should be handled as two separate bookings to take advantage of the discount provided by the BahnCard.

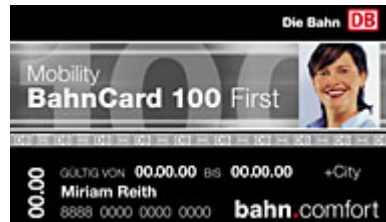
As part of this feature, a fix was made to also include the Bahncard's CLASS when setting up the BahnCard in the traveler's profile in Cliqbook. This is because each of the three BahnCard types (25, 50, and 100) comes in two flavors: first class and second class.

Here is what it looks like now when you attempt to add a BahnCard to your profile (Profile->Personal Information->Travel Preferences->Add A Program):

The screenshot shows a web form for adding a BahnCard. It is divided into two sections, labeled '1' and '2'. Section 1 has a 'Carrier' dropdown set to 'Deutsche Bahn', a 'Frequent Traveler / Driver / Guest Number' text box containing '7081410078067079', a 'Search this vendor' checkbox checked, a 'BahnCard Type' dropdown set to 'BahnCard 100', and a 'BahnCard Class' dropdown set to 'First'. Section 2 has a 'Carrier' dropdown set to 'Select a carrier', an empty 'Frequent Traveler / Driver / Guest Number' text box, a 'Search this vendor' checkbox checked, an empty 'BahnCard Type' dropdown, and a 'BahnCard Class' dropdown with 'First' and 'Second' options visible. There are also icons for airplane, train, and car on the left of each section.



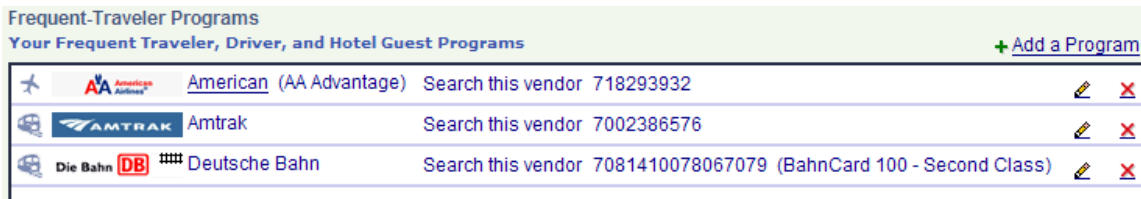
When testing and demoing Deutsche Bahn in "Test Mode" (enabled in the Travel Configuration page), please use **7081410078067079** as your test BahnCard number. An invalid number will cause the searches to fail. When making real Deutsche Bahn bookings, the BahnCard number, type, and class must all be correct (numbers entered correctly), valid (not expired), and the card must belong to the traveler (traveler's name appears on the card).




Example of a BahnCard 100 First Class

Attempts to cheat would be futile as the traveler has to physically present their BahnCard to the train conductor and if the card is found to be in default in any way, the traveler will have to pay the price difference and possibly a fine as well.

Here's what the Frequent Traveler Programs section of the Profile page looks like after the BahnCard information has been added:




To edit just the Deutsche Bahn entry, click on the  icon on the far right to bring up the Travel Program Editor. Make changes as necessary:

Edit a Travel Program

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".

Change your program number and click Save Changes.



Deutsche Bahn

BahnCard Number

BahnCard Type:

BahnCard Class:

Search this vendor.



The mere presence of the BahnCard in the traveler's profile means:

1. We will *always* include it as a frequent traveler number in the fare search request to obtain guest rewards and points;


2. We will *always* include the BahnCard type (25 or 50) and its class in the fare search request but ONLY IF the class being searched matches the BahnCard class.

(Note that this is *never* done for BahnCard 100 because BahnCard 100 does not require a ticket. The BahnCard 100 itself *is* the ticket. We will, however, *always* send the BahnCard information for frequent traveler purposes.)

3. The traveler must be responsible to ensure that his BahnCard is valid and current since there is no way to programmatically verify that. If the number is in the traveler's profile, Cliqbook will assume the card is valid and is of the type and class which the profile says it is. If the traveler determines that his BahnCard has expired or if he loses his card, then he should remove the BahnCard information from his profile before making a Deutsche Bahn booking.

When Deutsche Bahn is selected in the Rail tab of the Travel Center page and the user has a BahnCard specified in his profile, an indication of this is shown as a reminder to the traveler:

The screenshot shows a web interface for searching rail tickets. At the top, there are tabs for 'Flight', 'Car', 'Hotel', 'Rail', and 'Flight Status'. The 'Rail' tab is selected. Below the tabs, there is a 'Rail Vendor' section with radio buttons for 'Amtrak' and 'Deutsche Bahn', where 'Deutsche Bahn' is selected. Below that are radio buttons for 'Round Trip', 'One Way', and 'Multi-Segment', with 'Round Trip' selected. The 'Departure Station' is 'Frankfurt(Main)Hbf, Germany' and the 'Arrival Station' is 'Leipzig Hbf, Germany'. The 'Departure' date is '02/13/2008' with a 'Morning' dropdown, and the 'Return' date is '02/19/2008' with an 'Afternoon' dropdown. The 'Class of service' is 'Second'. At the bottom, there is a red-bordered box containing the text 'Your BahnCard 100 (Second class) is in effect.' followed by a small blue question mark icon. Below this box is a 'Search' button.

Hovering the mouse over the  icon pops up an alert warning the traveler that before he proceeds to make his booking, he should be absolutely certain that his BahnCard is valid or else suffer the consequences later:

Class of service: Second ▼

Your BahnCard 100 (Second class) is in effect. 

[Search](#)




You Are Responsible For Your BahnCard!

Your BahnCard 100 (Second class) is used to search for Deutsche Bahn fares whenever possible, but it is your responsibility to make sure it is valid, otherwise you may be required to pay the fare difference and a fine.




Basic Rules on BahnCard discounts:

1. Your BahnCard 25 First Class or BahnCard 50 First Class will yield discounts only if the selected trip is in first class.
2. Your BahnCard 25 Second Class or BahnCard 50 Second Class will yield discounts only if the selected trip is in second class.
3. Your BahnCard 100 Second Class will yield discounts only if the selected trip is in second class.
4. Your BahnCard 100 First Class will yield discounts for selected trips in EITHER class.

Changes have been made to the Price page to reflect this information. In the following example, the BahnCard in effect is a BahnCard 100 Second Class, but the trip segments are all First Class. Therefore, the BahnCard 100 offers *no* discount in this case:

 Deutsche Bahn #373	Feb 14 10:33am Berlin Hbf, Germany	Feb 14 12:53pm Göttingen, Germany		InterCity Express <u>First Class</u>
 Deutsche Bahn #577	Feb 14 1:17pm Göttingen, Germany	Feb 14 4:32pm Stuttgart Hbf, Germany	5h 59m	InterCity Express First Class
 Deutsche Bahn #1090	Feb 18 4:51pm Stuttgart Hbf, Germany	Feb 18 9:47pm Berlin Hbf (tief), Germany	4h 56m	InterCity Express First Class
<u>€292.50</u>	E-Ticketing Available: <u>Your BahnCard 100 (Second class) is in effect.</u> (DeutscheBahn)			
Reserve Compare	<input checked="" type="checkbox"/> Cabin classes allowed: First class, Business class when Marketing airline is in American, Continental, KLM, Lufthansa, Air Berlin, Alitalia, Amtrak, Deutsche Bahn Fare Rules			

However, in the next example, the BahnCard in effect is a BahnCard 100 Second Class, and the trip segments are also all Second Class. Therefore, the BahnCard 100 offers a *full* discount in this case:

 Deutsche Bahn # 640	Feb 14 10:51am Berlin Hbf, Germany	Feb 14 12:28pm Hannover Hbf, Germany		InterCity Express <u>Second Class</u>
 Deutsche Bahn # 577	Feb 14 12:41pm Hannover Hbf, Germany	Feb 14 4:32pm Stuttgart Hbf, Germany	5h 41m	InterCity Express Second Class
 Deutsche Bahn # 1090	Feb 18 4:51pm Stuttgart Hbf, Germany	Feb 18 9:47pm Berlin Hbf (tief), Germany	4h 56m	InterCity Express Second Class
€0.00	No ticket required but you still need to <u>purchase your seats later</u> ; <u>Print out your seat reservation on the final itinerary page</u> ; <u>Your BahnCard 100 (Second class) is in effect.</u> (DeutscheBahn) Fare Rules			
Reserve Compare				

The “BahnCard 100” link serves to remind the traveler which BahnCard he had specified in his profile as well as eliminate any surprises as to why the price is showing up as zero and that this is not an error! Clicking it will again display the warning, as we have seen before, reminding him of his responsibility to make sure his BahnCard is valid.

Note that no ticket is required, but the traveler still needs to purchase his seat reservation which he does by the time he arrives at the Rail Fare Summary page. In Deutsche Bahn, the ticket is regarded as different from the seat reservation. The ticket can be considered as one’s “right to travel”, and the seat is, well, just the seat.

On the Rail Fare Summary page, the traveler would see something like this:

Base Fare	USD 0.00 (EUR 0.00)
Tax	USD 0.00 (EUR 0.00)
Seat Reservation	USD 18.74 (EUR 12.60)
Tax	USD 3.57 (EUR 2.40)
Total Price	USD 22.31 (EUR 15.00)

Asserting the fact that there is no charge for the ticket and that he is paying only for the seat reservation.

Because there is no ticket *per se*, the final itinerary page shows “PDF Seat Reservation”. This is true regardless of whether the booking would otherwise have been one in which an online e-ticket was available or one where the traveler had to pick up the ticket at a ticket machine had it not been because a BahnCard 100 was in effect:



BERLIN HBF to HANNOVER HBF

Train: **DB** InterCity Express Train # 640 (Second Class)
 Departs: BERLIN HBF, Platform 13 A - D Thu 02/14/2008 at 10:51 AM
 Arrives: HANNOVER HBF, Platform 12 Thu 02/14/2008 at 12:28 PM
 Status: **Booked in DeutscheBahn direct/552969292** Ticketing: None [PDF Seat Reservation](#)

Connecting at HANNOVER HBF to STUTTART HBF

Train: **DB** InterCity Express Train # 577 (Second Class)
 Departs: HANNOVER HBF, Platform 4 Thu 02/14/2008 at 12:41 PM
 Arrives: STUTTART HBF, Platform 5 Thu 02/14/2008 at 4:32 PM
 Status: **Booked in DeutscheBahn direct/552969292** Ticketing: None [PDF Seat Reservation](#)
 Duration: 5 hours, 41 minutes

[Add Car Rental](#)[Add Hotel](#)

Clicking on "PDF Seat Reservation" brings up the seat reservation in PDF format which the traveler is expected to print out and bring on the day of travel to show the conductor on board the train (along with his valid BahnCard 100, of course):

								TIMOTHEUS KWANTIFICAMUS
Sitzplatzreservierung online (NVS)								
Vielen Dank für Ihren Auftrag								
Ihre Online-Sitzplatzreservierung wurde erfolgreich am 25.01.2008 um 03:25 durchgeführt. Ihre Kreditkarte ist mit dem Betrag für die Reservierung belastet worden.								
Bitte drucken Sie diese Bestätigung als Beleg für Ihre Reservierung aus.								
Auftrag-Nr.: 552969292/01/01			Beleg-Nr.: 437049					
Ihre Reise								
Reiseverbindung	Bahnhof/Haltestelle	Datum	Uhrzeit	Gleis	Produkte	Reservierung	Bemerkung	
Hinfahrt:	BERLIN HBFAA HANNOVER HAA	Do, 14.02.2008	ab 10:51 an 12:28	13 A - D 12	ICE 640	Sitzplatz, 2. Klasse, Nichtraucher, Großraumwagen, 1 Fenster, Wg. 24, Pl.16	01, BR	
	HANNOVER HAA STUTTGRT HAA	Do, 14.02.2008	ab 12:41 an 16:32	4 5	ICE 577	Sitzplatz, 2. Klasse, Nichtraucher, Großraumwagen, 1 Fenster, Wg. 6, Pl.55	BR	
Rückfahrt:	STUTTGRT HAA BERLIN HBFAA	Mo, 18.02.2008	ab 16:51 an 21:47	10 2	ICE 1090	Sitzplatz, 2. Klasse, Nichtraucher, Großraumwagen, 1 Fenster, Wg. 2, Pl.55	RP, IS, BR	
Reservierung:	Hinfahrt:	4,00 EUR						
	Rückfahrt:	11,00 EUR						
	Gesamtpreis	15,00 EUR						
Zahlungsweg:	Visa, Karten-Nr.: *****1111							
E-Mail:	tmk@concur.com							

Deutsche Bahn: Deutsche Bahn fares on Price page needs to show agency currency in addition to the Euro

GDS' Supported: Deutsche Bahn Direct Connect Configuration Setting: default on

The agency's preferred currency is now shown alongside Deutsche Bahn's base currency which is the Euro:

 Deutsche Bahn #109	Feb 14 11:37am Berlin Hbf, Germany	Feb 14 3:44pm Frankfurt(Main)Hbf, Germany	4h 7m	InterCity Express Second Class
 Walk	Feb 19 4:12pm Frankfurt(Main)Hbf, Germany	Feb 19 4:22pm Frankfurt(Main)Süd, Germany		Second Class
 Deutsche Bahn #1643	Feb 19 4:22pm Frankfurt(Main)Süd, Germany	Feb 19 7:46pm Leipzig Hbf, Germany		InterCity Express Second Class
 Deutsche Bahn #1702	Feb 19 7:51pm Leipzig Hbf, Germany	Feb 19 9:01pm Berlin Hbf (tief), Germany	4h 39m	InterCity Express Second Class
<p>\$220.85 / €148.50</p> <p>Reserve Compare</p> <p>E-Ticketing Available; Fare does NOT include price of seat reservations; Your BahnCard 50 (Second class) is in effect. (DeutscheBahn) Fare Rules</p>				

Deutsche Bahn: Need associated airport codes for non-German rail stations served by Deutsche Bahn

GDS' Supported: Deutsche Bahn Direct Connect
Configuration Setting: default on

You can now perform a flight search and be able to see Deutsche Bahn content on the Schedule and Price pages provided one of the airports being searched is in Germany. Example:



Flight | Car | Hotel | Rail | Flight Status

Round Trip One Way Multi-Segment

Departure City  BER
 Berlin - Berlin Area Airports 

Arrival City  PAR
 Paris - Paris Area Airports 

Departure
 02/14/2008 depart Morning ± 6

Return
 02/19/2008 depart Afternoon ± 6

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only

Class of service: Economy class 

Search flights by: Price Schedule

[Search](#)

Carrier	Depart	Arrive	Duration	Class
 Deutsche Bahn #279	Feb 14 12:33pm Berlin Hbf, Germany	Feb 14 4:44pm Frankfurt(Main)Hbf, Germany		InterCity Express Second Class
 Deutsche Bahn #9552	Feb 14 4:58pm Frankfurt(Main)Hbf, Germany	Feb 14 8:51pm Paris Est, France	8h 18m	Rhealys ICE Second Class
 Deutsche Bahn #9559	Feb 19 7:05pm Paris Est, France	Feb 19 10:16pm Mannheim Hbf, Germany		Rhealys ICE Second Class
 Deutsche Bahn #459	Feb 20 12:05am Mannheim Hbf, Germany	Feb 20 6:41am Leipzig Hbf, Germany		CityNightline Second Class
 Deutsche Bahn #1616	Feb 20 6:51am Leipzig Hbf, Germany	Feb 20 8:05am Berlin Hbf (tief), Germany	13h	InterCity Express Second Class
€118.00 Reserve Compare		Ticket Pickup At KIOSK Only; Fare does NOT include price of seat reservations; Your BahnCard 50 (Second class) is in effect. (DeutscheBahn) Fare Rules		



Note that Deutsche Bahn currently does not properly handle cross-border trips when a BahnCard 100 is in effect, which is to say, it fails when trying to create a booking that does not require a ticket and which only attempts to create seat reservations. So you won't be able to book Berlin to Paris with a BahnCard 100.

Deutsche Bahn: Use meta-stations wherever possible

GDS' Supported: Deutsche Bahn Direct Connect

Configuration Setting: default on

When performing a flight search where one of the airports is in Germany, and if Deutsche Bahn has been turned on in the travel config, Cliqbook now uses meta-station codes corresponding to the airports wherever possible to perform the Deutsche Bahn search. Using meta-stations, Deutsche Bahn knows to return the correct stations that should be used for that trip.

For example, in a flight search from Frankfurt (FRA) to Paris (PAR), Deutsche Bahn will correctly return Frankfurt(Main)Hbf and Paris Est as the origin and destination stations. This also solves a known bug where a search from Berlin (BER) to Cologne (CGN) was returning Bohn Hbf instead of Cologne Hbf.

Meetings

Simplify Meeting Links and Meeting List

GDS' Supported: All GDS'

Configuration Setting: default on

We have combined the meetings list for both Cliqbook Meetings and Integration with 3rd party meeting tools. Now the meeting administration links (Travel->Meeting Admin and Travel->Meetings-> Meeting Administration) will take meeting administrators to a single, unified page. The Meeting Date Range selector on top of the page controls the view for all meetings. We have also moved the common edit link to the left, to make it more easily accessible after populating the Meeting Date Range selector.

Meetings List

Meeting Date Range
 After Date: 01/23/2008 Submit

Please choose a meeting to edit from the list of meetings below. To create a new meeting, click on the "Create Meeting" link. To see the list of meetings available for you to attend, click on the "Go to Meeting Center" link.

[Create Meeting](#) [Go to Meeting Center](#) [Meeting Calendar](#)

Concur Meeting

Edit	Meeting ID	Meeting Name	Status	Start Date	End Date	City Code	Location	View Details	Copy
Edit	5568395	hotel test	Inactive	05/20/2008 9:00 AM	05/23/2008 5:00 PM	DTW	testville	View Details	Copy
Edit	5568353	Jan 08 test meeting	Active	05/23/2008 9:00 AM	05/24/2008 5:00 PM	SLC	testville	View Details	Copy
Edit	5568341	This is a very very very long meeting name test	Active	07/07/2008 9:00 AM	07/12/2008 5:00 PM	DEN	nowhere	View Details	Copy

Please choose a travel meeting to edit from the list of meetings below. To create a new meeting, click on the "Create Meeting" link. To see the list of meetings available for you to attend, click on the "Go to Meeting Center" link.

[Create Meeting](#) [Go to Meeting Center](#) [Choose Group Attendees](#) [Go to Meeting Center Developer Page](#)

Group Travel Meetings

Edit	Meeting ID	Meeting Name	Access Code	Location	City Code	Start Date	End Date	Attendees
Edit	5568297	3rd Party Meeting		Des Moines, IA	DSM	06/19/2008 9:00 AM	06/21/2008 5:00 PM	Attendees

If an administrator only has permissions for Cliqbook Meetings or Integration with 3rd party meetings, they will only see those specific meetings listed.

Home Arrangers Trip Library Templates Meetings Meeting Admin Policy Profile

Meetings List

Meeting Date Range
 After Date: 01/24/2008 Submit

Please choose a meeting to edit from the list of meetings below. To create a new meeting, click on the "Create Meeting" link. To see the list of meetings available for you to attend, click on the "Go to Meeting Center" link.

[Create Meeting](#) [Go to Meeting Center](#) [Meeting Calendar](#)

Concur Meeting

Edit	Meeting ID	Meeting Name	Status	Start Date	End Date	City Code	Location	View Details	Copy
Edit	5568385	hotel "test"	Inactive	05/20/2008 9:00 AM	05/23/2008 5:00 PM	DTW	testville	View Details	Copy
Edit	5568353	Jan 08 test meeting	Active	05/23/2008 9:00 AM	05/24/2008 5:00 PM	SLC	testville	View Details	Copy
Edit	5568390	Meeting that has everything in it	Active	06/19/2008 9:00 AM	06/21/2008 5:00 PM	DSM	Des Moines, IA	View Details	Copy
Edit	5568341	This is a very very very long meeting name test	Active	07/07/2008 9:00 AM	07/12/2008 5:00 PM	DEN	nowhere	View Details	Copy

Home Arrangers Trip Library Templates Meetings Meeting Admin Policy Profile

Meetings List

Meeting Date Range
 After Date: 01/24/2008 Submit

Please choose a travel meeting to edit from the list of meetings below. To create a new meeting, click on the "Create Meeting" link. To see the list of meetings available for you to attend, click on the "Go to Meeting Center" link.

[Create Meeting](#) [Go to Meeting Center](#) [Choose Group Attendees](#) [Go to Meeting Center Developer Page](#)

Group Travel Meetings

Edit	Meeting ID	Meeting Name	Access Code	Location	City Code	Start Date	End Date	Attendees
Edit	5568297	3rd Party Meeting		Des Moines, IA	DSM	06/19/2008 9:00 AM	06/21/2008 5:00 PM	Attendees

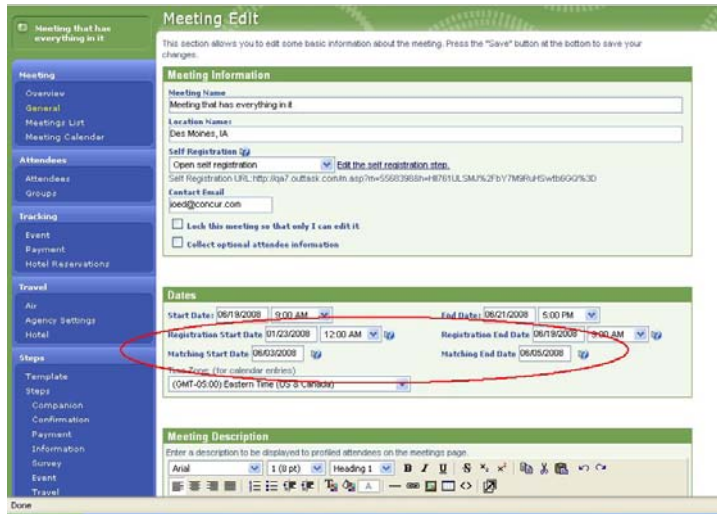
Meeting Matching Dates

GDS' Supported: All
Configuration Setting: default off

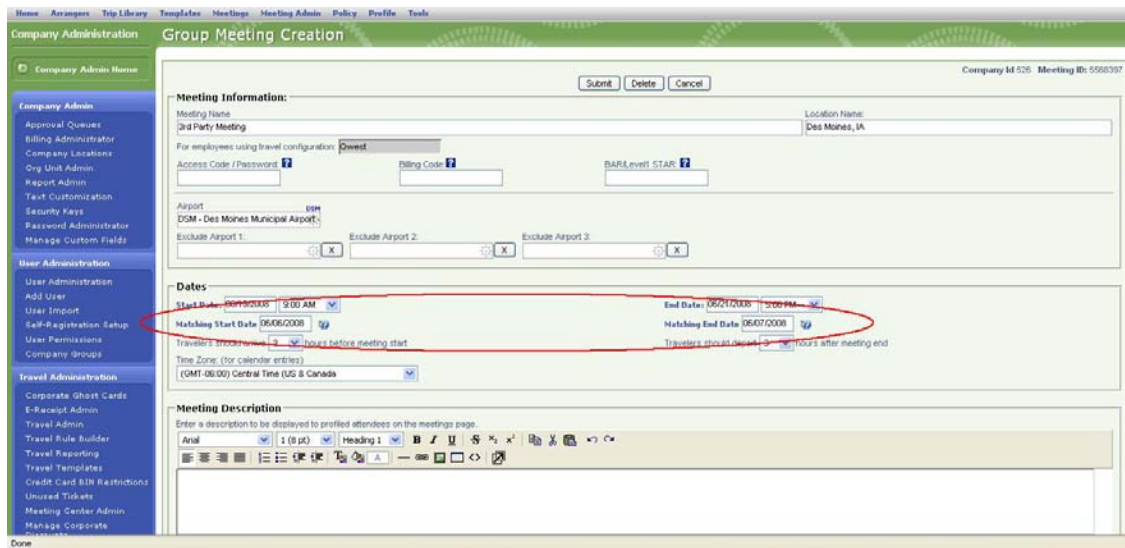
On the General page in Meeting Admin, there are now two new date fields that can be used when matching transient flights to meetings, Matching Start Date and Matching End Date. These new fields would be used in cases where a traveler flies

to/from a meeting multiple days before/after the meeting actually starts or ends. The matching dates do not have to overlap the meeting dates. The matching dates can be empty, in which case they are not used. To enable this functionality, both Start Date and Matching End Date must be populated and saved on the General tab. The "Match Trips To Meeting" module property must also be enabled.

Then, when a traveler is booking a trip that is close to either the matching dates or the meeting dates and in the same location as the meeting, they will be prompted to see if they are booking travel for that meeting.



This feature also exists for Integration with 3rd party meetings. The matching dates have been added to the Group Meeting Creation screen as well.



Arrival & Departure Meeting Report to Use 24 Hour Clock for Proper Sorting

GDS' Supported: All

Configuration Setting: default N/A

The date format for arrival & departure reports in meetings has been adjusted from the 12 hour clock to the 24 hour clock for better sorting and manipulation in Excel. The cell format will automatically defer to the 24 hour clock allowing proper sorting after export.

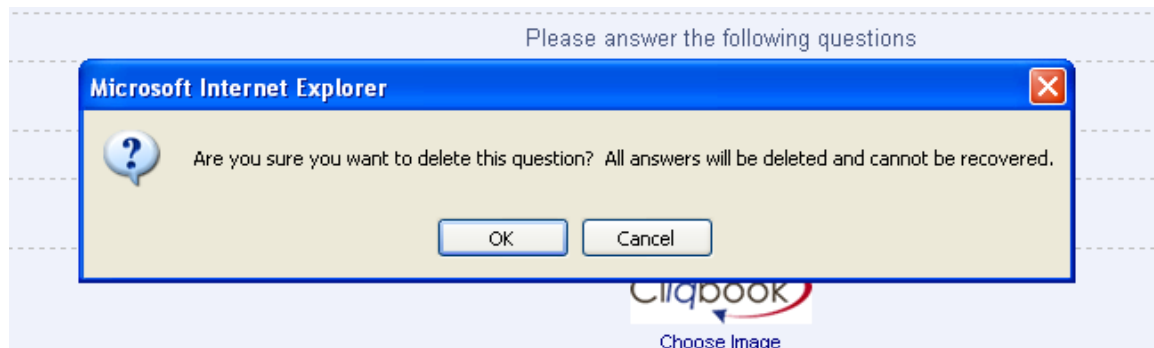
Due to limitations on the excel generating component, the column will drop down as a "General" field, and will need to have the type set as a date (this limitation is known).

Warning About Deleting Meeting Questions

GDS' Supported: All

Configuration Setting: default on

Warnings have been added when deleting meeting questions (both survey and event questions) to notify the meeting administrators about the consequences of deleting a question.

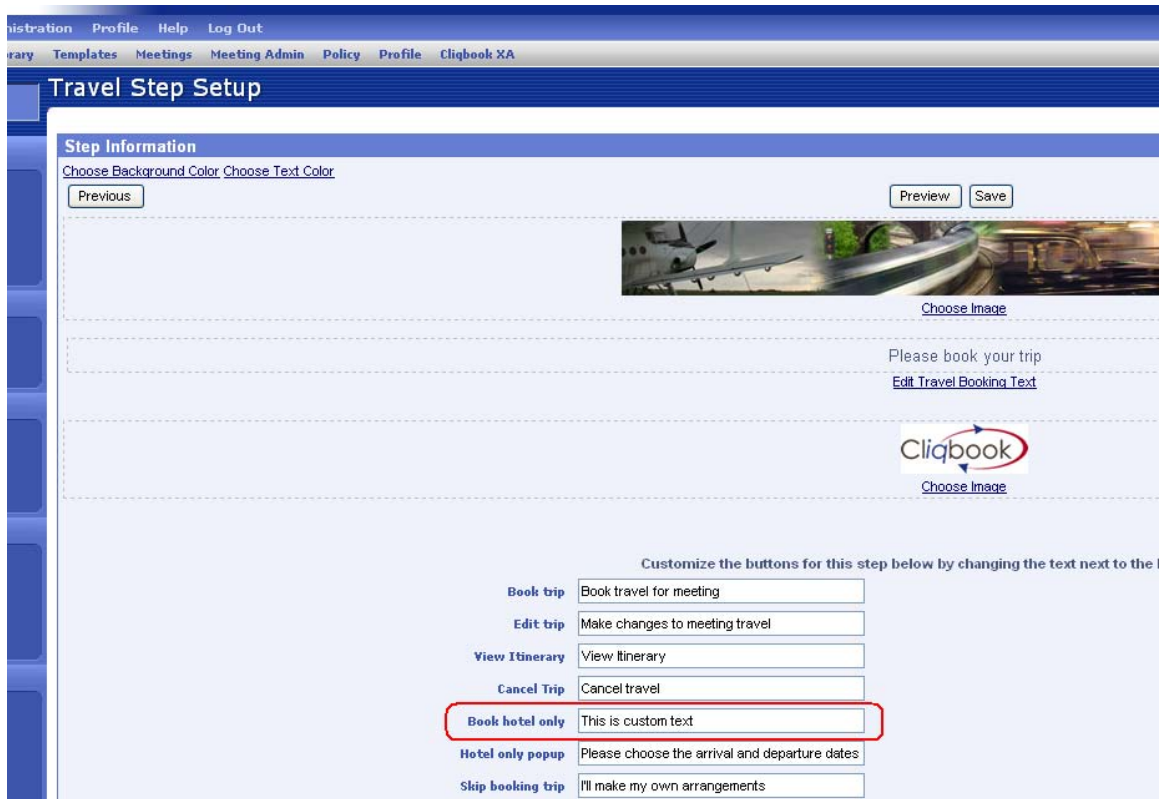


Customize Text In Popup When Choosing "Hotel Only" Trip

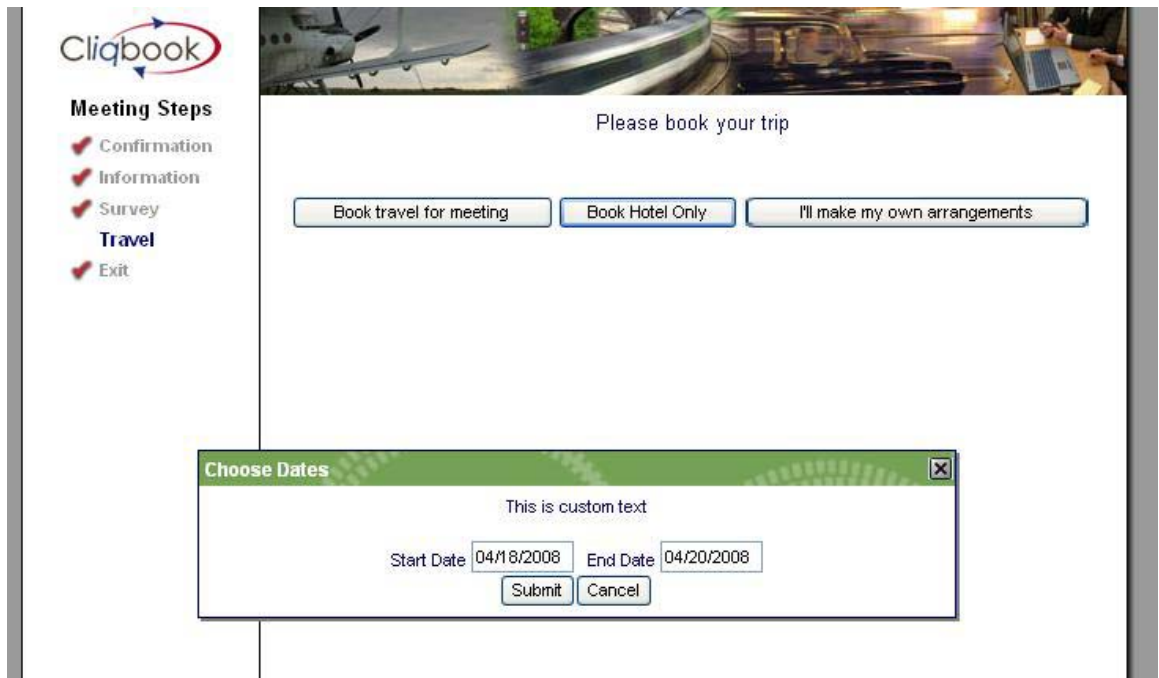
GDS' Supported: All

Configuration Setting: default off

The text displayed in the popup window that is displayed when an attendee clicks the "Book Hotel Only" button (where the attendee chooses the hotel dates) can now be customized on the Travel Step Setup screen in the "Book hotel only" field. Due to the size of the popup, the customization is limited to 100 characters.



The text is displayed to the attendee at this point



Meeting Event Report
GDS' Supported: All

Configuration Setting: default off

A new report "Cliqbook Meetings – Meeting Events" has been added. It allows meeting administrators to view information about the events in a meeting. This report will need to be added to the Meeting Administrators view via Administration - > Report Admin.

When the report is selected, a list of meetings is displayed. The administrator can select a meeting.

Meeting Events Show this Report by default

This report shows a list of meetings scheduled to begin during the specified date range. To view the events for a particular meeting, click on the meeting name.

All Year 2008 HTML (display to Screen) Submit

Meeting	Location	Start Date	End Date
asdfast		01/23/2008 9:00 AM	01/25/2008 5:00 PM
Attendee Export Meeting	testville(Birmingham, AL)	01/17/2008 9:00 AM	01/18/2008 5:00 PM
attendee finishing meeting	upstairs(Detroit, MI)	03/13/2008 12:00 PM	03/15/2008 5:00 PM
Better Summary Test Meeting	Alexandria Office(Detroit, MI)	02/16/2008 11:00 AM	02/17/2008 4:00 PM

All of the events for that meeting will be displayed.

Company Reports

Meeting Events Show this Report by default

This report shows survey events for a specific company meeting.

HTML (display to Screen) Submit

[View Meetings](#)

Better Summary Test Meeting									
EVENT NAME	START DATE	END DATE	MAX CAPACITY	MAX COMPANIONS	DESCRIPTION	CURRENT CAPACITY	LAST MODIFIED UTC	Event Attendees	Event Questions
Brown Bag Lunch Session One	02/16/2008 12:00 PM	02/16/2008 1:30 PM	10	2		2	11/19/2007 6:03 PM	Event Attendees	Event Questions
Brown Bag Lunch Session Two	02/16/2008 12:00 PM	02/16/2008 1:30 PM	10	2		0		Event Attendees	Event Questions
Polar Bear Swim	02/17/2008 5:30 AM	02/17/2008 6:30 AM	10	2		3	12/14/2007 6:02 PM	Event Attendees	Event Questions

[View Meetings](#)

Then either the attendees or the questions link can be clicked. The Event Attendees link displays all of the attendees for that event.

Meeting Events Show this Report by default

This report shows survey events for a specific company meeting.

HTML (display to Screen) Submit

[View Events](#)

Polar Bear Swim										
EMAIL	FIRST NAME	LAST NAME	PHONE	PHONE TYPE FULL	LABEL	NOTE	STATUS FULL	GROUP NAME	LAST MODIFIED UTC	COMPANION COUNT
joe@concur.com	Joe	Dunnick					Accepted	Default	12/14/2007 6:02 PM	2

[View Events](#)

The Event Questions link displays a summary of all the questions for that event.

Meeting Events [Show this Report by default](#)

This report shows survey events for a specific company meeting.

HTML (display to Screen)

[View Events](#)

DISPLAY TITLE	VALUE	COUNT	LAST UPDATED
Please Choose A Session Focus	Marketing	1	01/22/2008 6:43 PM
What Beverage Would You Prefer?	Cola	1	01/22/2008 6:43 PM

[View Events](#)

Add Using Rail Button to Alt Travel Step

GDS' Supported: All

Configuration Setting: default on

On the Alternate Travel Step in meetings, attendees can now choose an option "I am taking a train." Some customers found that "I am driving" was too limiting and attendees who were taking a train were not sure what to do. Clicking the train checkbox has the same effect as the driving checkbox: it clears and disables the air fields. Only one of the checkboxes can be selected. Future work will include adding fields to capture the train ticket information.

Please indicate your alternate travel plans

Arrival Date
Departure Date

I am driving I am taking a train

Arrival Air Carrier
Departure Air Carrier

Arrival Flight Number
Departure Flight Number

Arrival Airport
Departure Airport

Default Credit Card Showing Up For Profiled Attendees Even Though Meeting Is Set To "Always Use This Card"

GDS' Supported: All

Configuration Setting: default on

When booking a meeting trip, profiled travelers who have a default air card would see the default card displayed when selecting their flight, even though the meeting

has a card specified to "always use this card" for the group that the attendee is in. This is now fixed, and the default card checkbox will not be displayed.

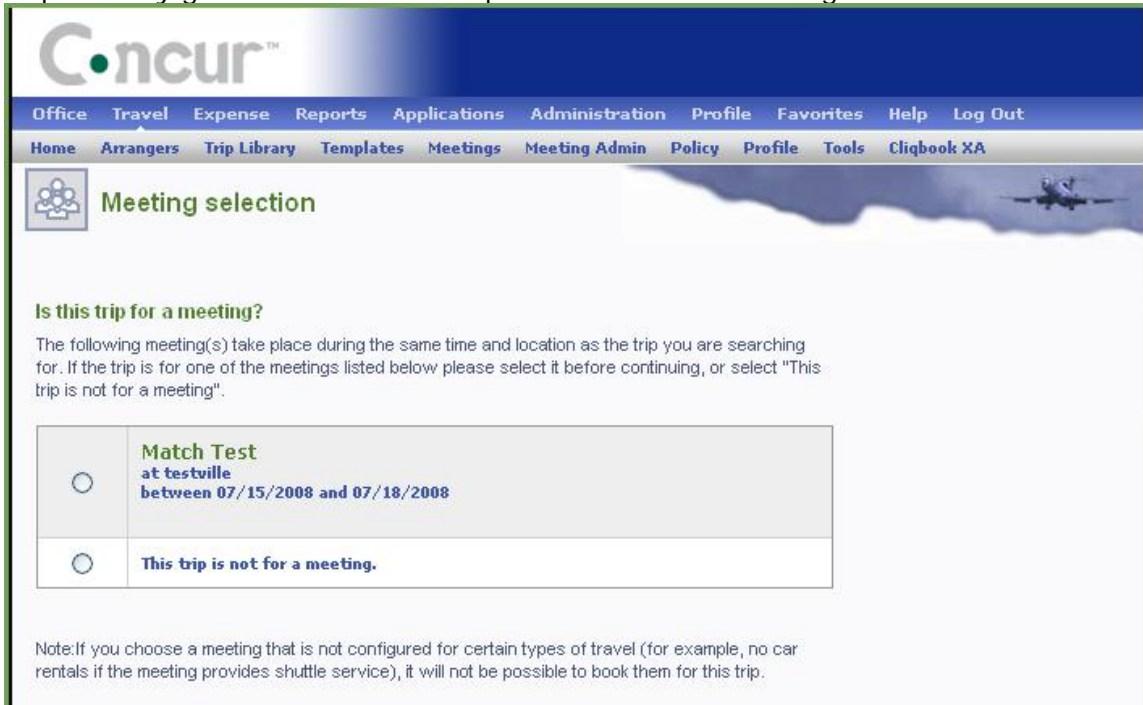


Matched Meeting Trips Should Respect Meeting Settings

GDS' Supported: All

Configuration Setting: default on

When a profiled attendee books a trip and is prompted to match, the trip would not respect meeting settings. For example, if the meeting was not configured to allow a car, the attendee would still be prompted through a car booking (if they selected reserve a car on the transient travel home page). This has now been changed and a note has been added to help travelers understand why their initial transient travel request may get modified if their trip is matched to a meeting.



Note: if a user picks a Cliqbook Meetings trip to match, they will return to the travel meeting step after booking a trip. Any previous steps may not be filled out.

This functionality is supported in both Cliqbook Meetings and Integration with 3rd party meetings.

Miscellaneous

Customizable Rejected Trips Email Text

GDS' Supported: All

Configuration Setting: default on

Making the body of the Rejected Trip E-mail text configurable allows companies to use their own customized message in that e-mail. This feature benefits users in the following ways:

- They will potentially have clearer information, more specific to their company needs
- They can be instructed specifically what to do in the case of a rejected trip

Known Limitations...

- Only applies to the body of the e-mail, not the subject line.

The Rejected Trip E-mail used to say:

“Details can be found below. You can access this request via the web site and ask for an override, resubmit the request, or withdraw it.”

That message is still the default, and is shown in all languages that we support if a company does not replace it with their own text. If a company does choose to change it, it can be edited in the Company Travel Configuration. On the travel config page, just click on the “email options” link or scroll down to the Email Options section. Within Email Options, you will find a subsection called Approval Email Options. Beneath Approval Email Options is a line that says “Custom Text for Rejected Trip Email Body”:



Email Options

Ticketing Emails (Requires GIDS, Queue Reporting Feed, or AIR Feed)

Ticketing Email Subject

Clickbook Reservation Email Subject - The following fields can be included in the subject line: **Date of Departure**, **Record Locator**, and **Trip Name**. To include the date, use {DEPDAY}. To include the trip name, use {TRIPNAME}. To include the record locator, use {RECLOC}. These are case sensitive, and will not work if bwercase. The curly braces {} are required.

Reminder Emails
(GIDS, Queue Reporting Feed, or AIR Feed **STRONGLY** Recommended) E-mails go out 3:30AM Eastern Time. So "1 day before travel" means if travel is on Jan 15th, e-mail goes out Jan 14th at 3:30AM.

Reminder Email Subject - The following fields can be included in the subject line: **Departure** and **Record Locator**. To include the date, use {DEPDAY}. To include the record locator, use {RECLOC}. These are case sensitive, and will not work if required.

Fares Revalidation
 Revalidate Fares When PNR Moves Out Of User Trip Hold or Approval Hold

Approval Email Options
 Allow Approve Trips Via Email
 Allow Reject Trips Via Email
Custom Text for Rejected Trip Email Body
 Use Default

To change the message, uncheck the box labeled “Use Default”, make sure the language drop down is displaying the language in which you would like to edit the text, change the message in the text area, and click the Save button at the bottom of the page when done.

Ticket Change: Provide a Way to Change Existing Ground Services When Ticket, Date or Cities Change

GDS' Supported: Preticket change: All GDS', Post ticket change: GDS' that support post-ticket change

Configuration Setting: default n/a

Automatic segment modify means that when changing flights, Cliqbook will also automatically adjust the dates/times of cars and/or hotels on the itinerary when they are related to the changed flights.

Special care has been taken to try to avoid leaving the traveler in the position of having flight changes succeed, but car/hotel modifications fail, or the opposite where flight changes fail but the traveler is left with modified cars and/or hotels. This is accomplished by running a test modification on the cars/hotels and notifying the user if that does not fully succeed. This gives the user options upon a modification failure and also allows us to run the final car/hotel modifications after the flight changes are made. Thus an error changing flights will prevent any other modifications from taking place.

An additional enhancement is adding the arriving flight number to a car date modification so vendors can track flight delays, etc., minimizing the chance that the car may not be available for the passenger in the event of a flight change en-route.

Known Limitations...

- Segments may still end up out-of-order on itinerary. There is an existing ticket dealing with segments out-of-order on the itinerary. Concur Development hoped that correctly modifying the other segments would fix this but it will require resolving which is scheduled for the March release.

How does this work?

From the itinerary page the user selects "Change this leg" as usual. Cliqbook evaluates the itinerary and determines if there is a car or hotel related to the flights that will be changed. Here is how Cliqbook makes this determination:

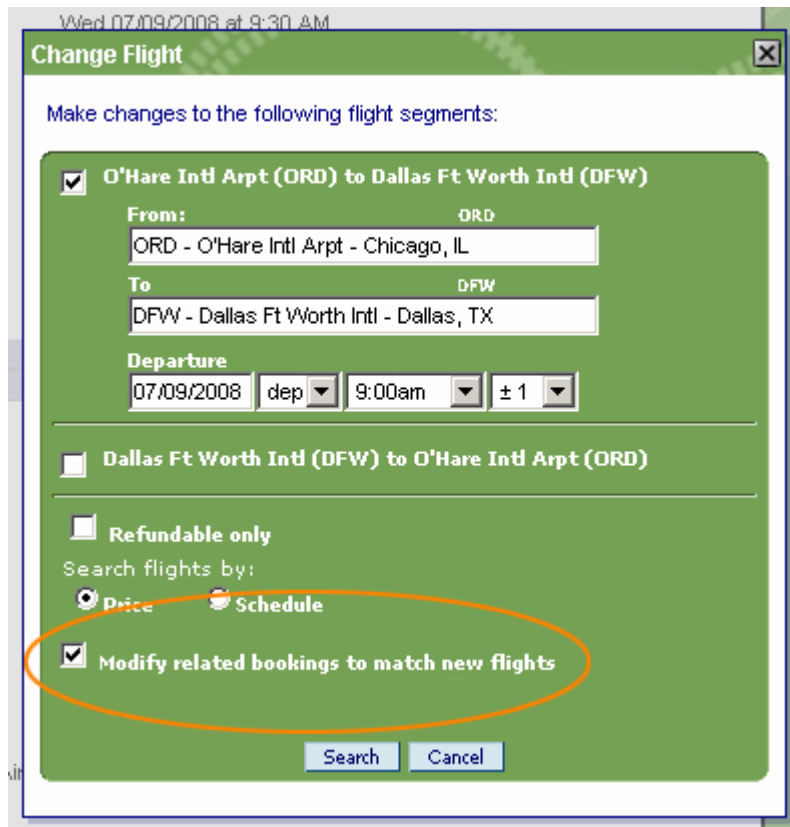
A car is related to a flight when the pick-up date and city are the same as the arrival of a flight, and/or the drop-off date and city are the same as the departure of a flight.

A hotel is related to a flight when the check-in date is the same as an arriving flight and the hotel is located within 50 miles of the flight arrival city. Likewise it is related when the check-out date is the same as a departing flight and the hotel is within 50 miles of that flight departure city. The date calculation is furthermore based on when a traveler would likely need a hotel room rather than being strictly based on the date:

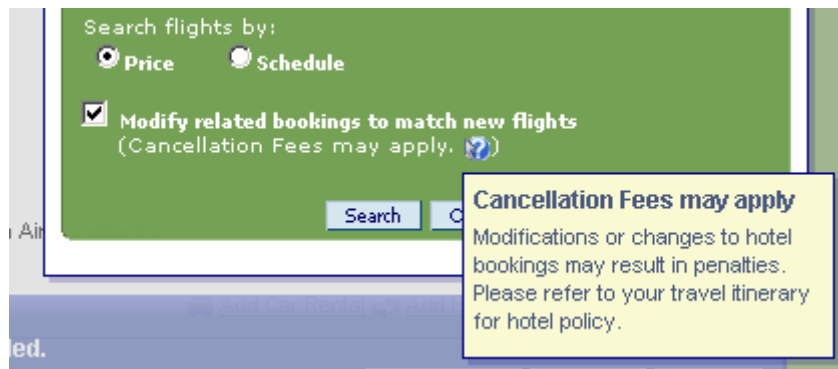
A check-in date is related to a flight if it is the same as the flight arrival date or if the flight arrival date is the next day before 5am.

A check-out date is related to a flight if it is the same as the flight departure date or if the flight departure date is the next day before 5am.

When segments are determined to be related to a flight, the flight change popup has an additional checkbox, selected by default, which controls whether the auto-modification will take place:



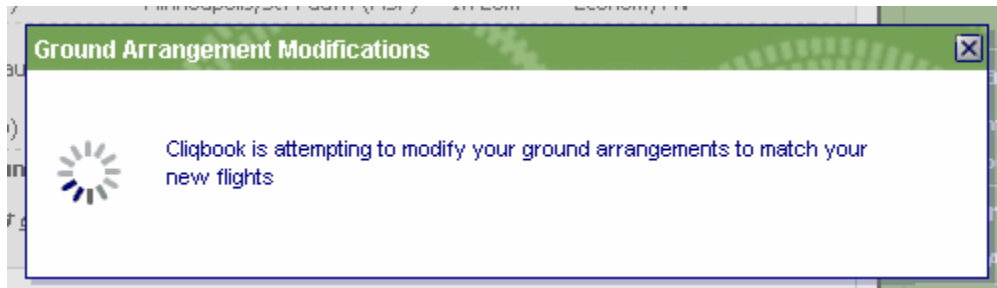
For hotels, last-minute changes bookings may incur a cancellation fee, depending on the hotel and rate policy and circumstances of the change. Without running detailed a rate analysis for cancellation and other fees it would be extremely difficult for Cliqbook to be specific about these charges, therefore if a hotel is detected as needing a change we add the additional text: "Cancellation Fees may apply" and a popup explanation:



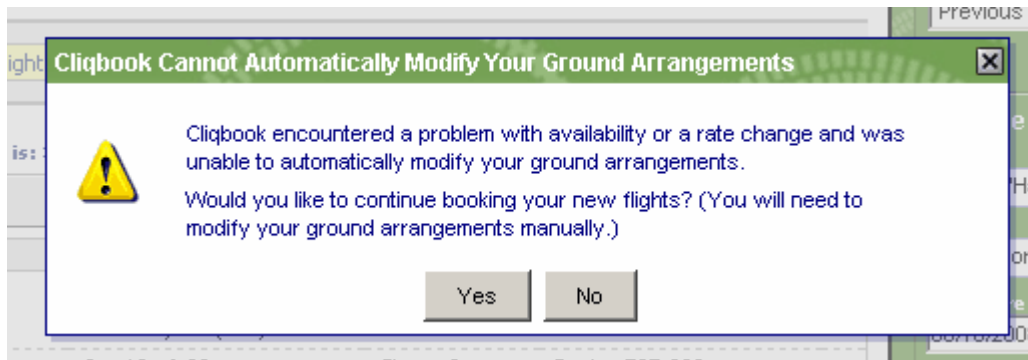
From there the user is taken to the page where they make their flight selections. For pre-ticket, this is the price page and for post-ticket this is the schedule page. When

the user selects flights, if the "Modify related bookings" checkbox has been selected, Cliqbook will determine the actual modifications that may be needed for the other segments, based upon the flight selections.

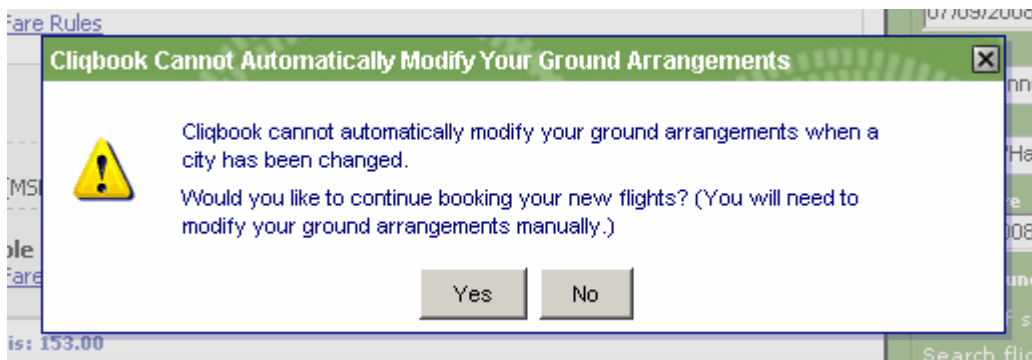
Today Concur has a test modification based upon that data so we can catch any likely errors or be fairly certain that the actual modifications will succeed when they are done later, after the flights have been changed. This is done in an Ajax call while the user is still on the fare or schedule page. Here is the "Processing" dialog we present while the test is in progress:



If the test succeeds Cliqbook simply proceeds to the flight exchanges. If the test fails, we present the user with the option to continue without modifications to other bookings, or cancel the exchange. The test fails when we get an error, or a response from the GDS other than a successful modification. Here is the options dialog:



The test also determines from the new flights selected if the user is changing cities. In that case we cannot automatically modify the segments so we present the same options with slightly different wording:



For both pre and post-ticket, selecting "Yes" will continue with exchanging the new flights but ignore the related cars and hotels. Selecting "No" is slightly different for pre and post-ticket: pre-ticket we simply close the dialog, which allows the user to change their flight search, or return to the itinerary via the "Display Trip" button. Post-ticket we do not have search controls in the availability so selecting "No" takes the user back to the itinerary page. In both cases clicking the "X" at the top right of the dialog simply closes the dialog.

If the test passes and we have a good idea that we will succeed in modifying the segments, Cliqbook proceeds to the flight exchanges, and when that has completed without error it completes the related segment modifications. There is still the possibility of an error here so it is noted and passed on back to the itinerary page.

The itinerary page informs the user of two situations. The first is if we attempted to modify the only other ground bookings and one or more of those modifications failed. The other case is if there are other bookings that Cliqbook cannot auto-modify that may need attention as a result of the flight changes. This was the purpose behind a popup alert put into place some time ago.

In both cases (the popup alert has been removed) we display this less intrusive but hard-to-miss message at the top of the itinerary:

The screenshot shows a flight itinerary page with the following elements:

- Top left: [View Fare Rules](#)
- Top center: "No frequent flyer programs used on this trip" with a [Change frequent flyer program](#) button.
- Top right: Ticket Number(s): 0017043340301
- Warning box (yellow background): Cliqbook was not able to modify one or more ground segments. Please check your itinerary and make any needed changes at this time.
- Selected Ticket Delivery: E-Ticket if possible
- Flight summary: **Miami Intl (MIA) to Logan Intl Arpt (BOS)**
- Flight details: Flight # 2062 Economy (V) Boeing 757
- Departure: **Departs:** Miami Intl (MIA) Wed 2008-06-18 at 10:05 AM

If the modifications were successful the itinerary will simply show the new dates and times for the cars and hotels. For cars this can be verified by checking the pick-up time with the arrival time of the previous flight or the drop-off time to the departure time of the next flight.



Concur Cliqbook Travel Release Notes March 2008

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Contents

Summary	1
Major Features	1
Minor Features	1
Profile/PNR Management	2
FOID Command Added to Finisher.....	2
Finisher Processes for True Trip Cancel	2
AirTran (FL): Update the FF Profile Line Format.....	2
Air	3
Searching Page Displays Day and Date	3
Allow the Hold Trip Feature When Adding Air to Car or Hotel Only Reservations	3
Pre- and Post-Ticket Changes Supported on One-way Flights	4
Perform GDS Search by Schedule if the OAG Search Returns Zero Hits.....	4
Cross-GDS Rapid Reprice Available in Sabre	4
Ticket Change: Update For Multi-Segment Trip Changes.....	8
Upgrade to AirTran NewSkies 2.0.3.....	8
Post Ticket Change SABRE: QREX RULE PARSING	9
Air Canada Direct Connect: Support FlightPass Cancel for Passes that have a cancel fee	10
Logos Added For Airlines	11
AirTran Business Class Seats Displayed as Occupied	11
Trip Change User Interface Fixes	12
Hotel	12
HARP Integration.....	12
Car	13
Car Credit Card: Only Required for Hertz E-Receipts	13
Limo/Taxi	15
Taxi Detail Report.....	15
Meeting	16
User Permission Distinction and Wording, Between Concur Meeting and Third Party Providers.....	16
Multiple Survey Pages: Survey Answers Report Displays Responses in Step Order	17
Add Amount Paid to the Meeting Flight Details Report	17
Administration	18
Billable Agent-Booked Trip Summary Report.....	18
Invoiced Agent-Booked Trip Detail Report	19

Miscellaneous20
 Customizable Body Text on Rejected Trips E-mail.....20
 Change Cliqbook Safe Harbor Default Privacy Text21

Summary

Major Features

- Cross-GDS Rapid Reprice for Sabre
- Sabre QREX Post-Ticket Change Penalty Fare Rule Parsing
- Ticket Change Support for One-Way and Multi-Segment Bookings
- Air Canada FlightPass Cancel Enhancements

Minor Features

- True Trip Cancel – Finisher to Run After True Trip Cancel
- Allow User Hold in Add Air
- Customizable Body Text on Rejected Trips Email

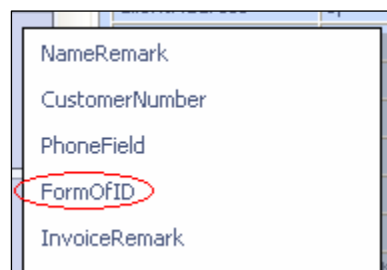
Profile/PNR Management

FOID Command Added to Finisher

GDS Supported: SABRE
Configuration Setting: N/A

Iberia Airlines will only accept the frequent flyer number or Spanish National ID number as the form of ID (FOID), requiring an agent to update the PNR and possibly contact the traveler for more information, resulting in a TOUCH booking. The FOID is now editable in the finisher template to handle these special cases.

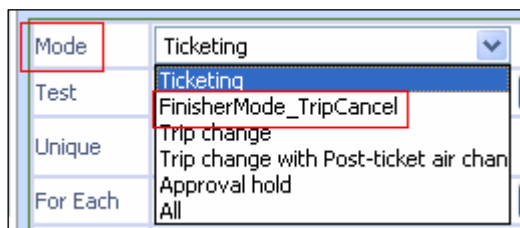
In the Finishing Template Editor, select **Add Line**, then **FormOfID**.



Finisher Processes for True Trip Cancel

GDS Supported: ALL
Agency Configuration Setting: Default NEVER – Cliqbook does not cancel segments before queuing to agency.

The True Trip Cancel feature will now initiate the finisher to run, allowing agencies to extract from the finishing data points pertinent information regarding the booking (i.e. Ticket number, ticket price, etc.).



A separate “Mode” has also been added in the PNR Finishing Editor, should an agency need to add an action only for True Trip Cancel.

AirTran (FL): Update the FF Profile Line Format

GDS' Supported: Apollo and Sabre
Configuration Setting: N/A

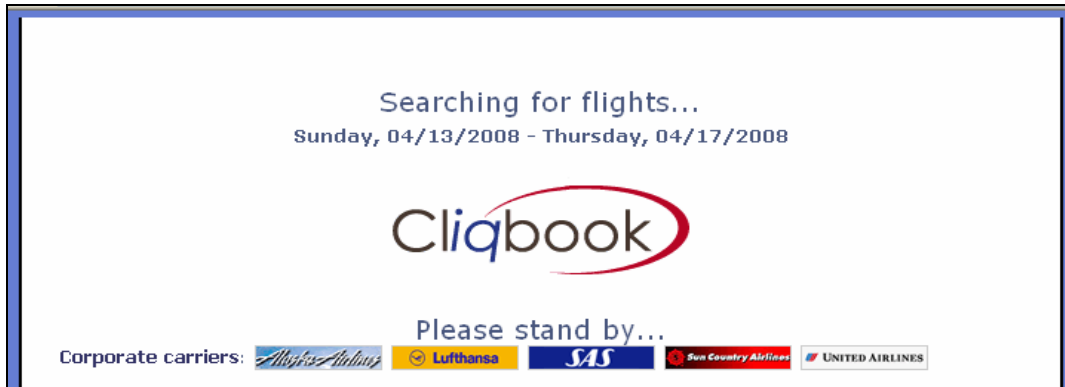
AirTran will now be handled as a remark instead of the normal frequent flyer GDS format. AirTran is now handled like all other NON GDS frequent flyer account carriers in the profile template.

Air

Searching Page Displays Day and Date

GDS' Supported: All
Configuration Setting: N/A

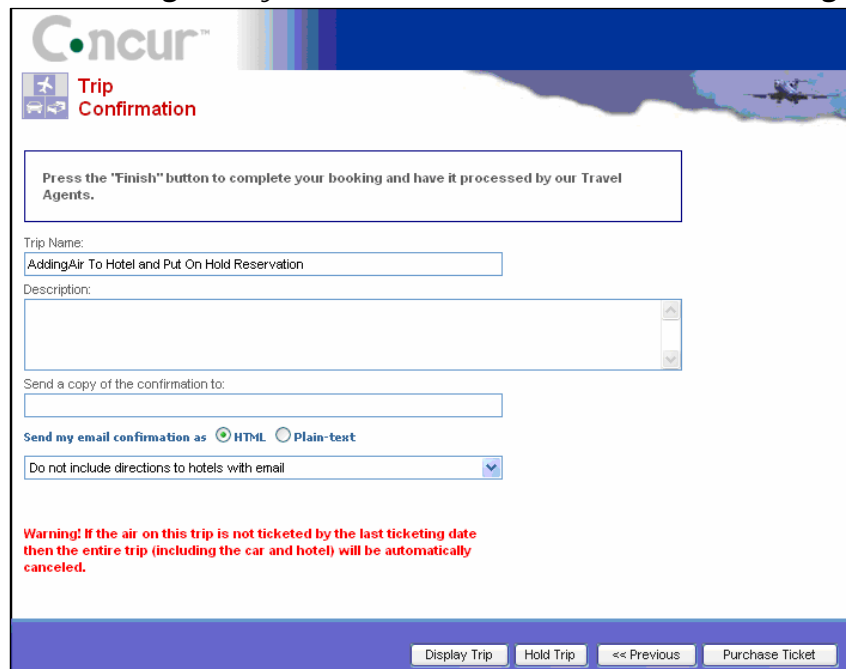
The start/end dates (and weekday) have been added to the "Searching for flights..." page for air, car, hotel, and limo searches.



Allow the Hold Trip Feature When Adding Air to Car or Hotel Only Reservations

GDS' Supported: Apollo/Galileo, Sabre, and Worldspan
Company Travel Configuration Setting: always on, if the **Show "Add Air" on Existing Itineraries** travel configuration setting is enabled

A traveler can now put a trip on hold when adding air to a car or hotel only reservation. A **Hold Trip** button is displayed at the bottom of the **Trip Confirmation** page after the Air is added to the existing itinerary. If the trip requires approval, the **Hold Trip** button will not be displayed. The same is true if the original hotel or car required approval, or the additional air requires approval.



NOTE: The **entire** trip will be canceled if the trip is not ticketed in time. We provide a warning to the user at the bottom of the screen when the **Hold Button** is displayed.

Pre- and Post-Ticket Changes Supported on One-way Flights

GDS' Supported: Apollo, Sabre and Worldspan

Company Travel Configuration Setting: If Pre and Post-Ticket Exchange are Enabled.

Cliqbook now supports pre- and post-ticket changes for one-way itineraries.

Post-Ticket Required Component to be enabled:

- Apollo – Multi-GDS Rapid Reprice
- Sabre – QREX or Multi-GDS Rapid Reprice
- Worldspan – Rapid Reprice

Perform GDS Search by Schedule if the OAG Search Returns Zero Hits

GDS' Supported: All

Configuration Setting: Default On if OAG is Enabled

If the OAG schedule search is enabled for a company and it returns NO results for a segment, the segment will revert to a GDS-based schedule search.

We know of two scenarios where the OAG schedule search can return zero hits for a segment right now:

1. Multi-piece segment where the connection waiting time is more than four hours at one of the connections.
2. Segments that can only be satisfied by scheduling connections involving multiple carriers.

Cross-GDS Rapid Reprice Available in Sabre

GDS Supported: Sabre

Configuration Setting: Default off

Ticket change rules will now be supported for Sabre agencies using Worldspan Rapid Reprice to drive their ticket changes.

NOTE: There is a surcharge for this feature, and it is higher if you do not have a Worldspan Set, but would like to use Concur's SID. The per-transaction fee is currently being determined*.

*Temporarily you may enable this feature for no additional charge if you have both Sabre and Worldspan sets while we review and finalize Concur billing.

Cross-GDS Rapid Reprice for Sabre benefits companies by:

- Using Worldspan's industry-leading reliability to quote ticket change fees, resulting in fewer debit memos
- Allowing back-office automation of ticket re-issue based on user-driven changes via Concur Cliqbook Travel
- Alternate Option to QREX

Known Limitations:

- If agencies use Rapid Reprice to quote changes to negotiated fares, ***those fares must be loaded into your Worldspan SID and Cliqbook Worldspan SID Y19. Cliqbook requires the same discount code used for native GDS. This will be explained during implementation.***

Airlines supported today include AA, CO, DL, NW, UA, US, AS, KLM, HA, HP, and YX. Cliqbook works from the list Worldspan provides at INFO REISSUEPART, to determine supported carriers.

Changes are limited to the same class of service, and alternate routings will be offered.

Ticket change rules will now be supported for SABRE agencies using Worldspan Rapid Reprice to drive their ticket changes.

Ticket change for Sabre is enabled by working with Cliqbook Support to enable your Worldspan SID as a GDS Connector in Cliqbook for ticket change pricing. For assistance setting up the alternate air connector, please contact Travel Support or follow the instructions below.

1. Create the Agency Configuration that will be referenced when adding a new connector in the Company Travel Config.

NOTE: If you have already completed this step, you can use the same Agency configuration for all of your customer sites, similar to how all other Alternate Air Connectors function.

On your agency site, navigate to: Administration > Travel System Admin > New Agency. Complete the following fields:

- ◆ Agency Name – make the name memorable so you will know what it is called when updating Company Travel Configuration. For Example: Concur Travel (Sabre Cross GDS RR)
- ◆ GDS Type = Worldspan
- ◆ Enter a value in the Urgent Contact Email Address, should Concur need to contact you.
- ◆ Booking PCC/SID/Office ID = Enter your SID
- ◆ The Profile PCC/SID/Office ID will automatically populate, but this is not referenced when using Rapid Reprice.
- ◆ PCC Time Zone = Enter the correct time zone

Travel Agency Detail

Agency Name AGENCY NAME (Apollo Cross GDS RR)	GDS Type Worldspan	
Urgent Contact Email Address xxxx@xxxxxxx.com		
Booking PCC/SID/OfficeID XXXXX	Profile PCC/SID/OfficeID XXXXX	ARC/ATA Agency Number (booking source)
PCC Time Zone (GMT-08:00) Pacific Time (US & Canada; Tijuana)		

Scroll to the Queue section, and enter the number one in the PCC and Queue fields for:

- ◆ Ticketing
- ◆ Approval Hold
- ◆ Cancel and
- ◆ Inprocess

Defined Queues (queue types in red required)			
Queue Type	Queue To:	Pseudo City	Queue
Ticketing		1	1
Approval hold		1	1
Cancel		1	1
In Process		1	1

Keep all other default items selected, scroll to the top and click **Submit**.

- Navigate to the Company Travel Configuration, create the Worldspan connector and save the Company Travel Configuration:

Air Connectors				
Alternate Source Connectors				
Connector Name	Agency	Agency PCC	GDS	Bar Spec
Concur Apollo Rapid Reprice Alternate	Outtask.org Travel	Y19	Worldspan	+ Add a new connector

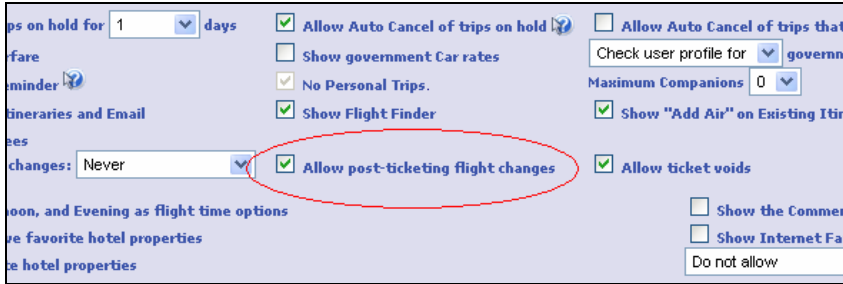
- Go back into the Company Travel Configuration, and enable the "Use Rapid Reprice..." connector switch for your Worldspan Connector:

Air Connector Switch Allows you to turn enable and disable various shop/sell options
Any airlines selected in alternate connectors will be automatically excluded in primary connector.

Worldspan — Shops and sells most domestic and international carriers.

Carriers: Suppress Passive: Use Rapid Reprice to price Ticket Changes

4. Enable post-ticketing changes:



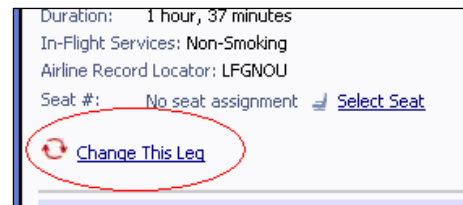
5. Make sure you have your Sabre agency ticketing IATA code entered in your Sabre agency configuration in Cliqbook (Administration -> Travel System Admin -> View Travel Agencies). **This is required when the Cross GDS Rapid Reprice is in place.**



If you don't have a Worldspan SID, you can work with Concur's Cliqbook Program Management team for options that involve using Concur's Worldspan SID. To review those options, please send your requests to ECSTMC_Requests@concur.com.

If Concur is hosting your Worldspan for Rapid Reprice hits, and the company has a discount, then those ATPCO discounts must be loaded on our service bureau SID (YI9), but if the agency is using their own native Worldspan for Rapid Reprice hits, then discounts **must** be loaded on your SID and YI9 must be added to the Worldspan tables for access to those discount rates.

Any ticketed trip will then be enabled for change, with a link showing on the itinerary as shown here:



The user will be presented with flight options pulled from Sabre inventory for the leg they chose to change.

Current Flights:						
Carrier	Flight Number	Frm	To	Depart	Arrive	Class
MIDWEST AIRLINES	419	MKE	DCA	Apr 17 12:20 PM	Apr 17 2:57 PM	Q

New Flights:						
Carrier	Flight Number	Frm	To	Depart	Arrive	Class
MIDWEST AIRLINES	415	MKE	DCA	Apr 17 3:40 PM	Apr 17 6:20 PM	Q

Original Airfare:	\$516.49
New Airfare:	\$516.50
Airfare Difference:	\$0.01
Exchange Fee:	\$100.00
Cancellation Fee:	\$0.00
Total Cost of Exchange:	\$100.01

Picking one will initiate a call out to Worldspan Rapid Reprice for the change quote.

Finally, the changes will be written to the Sabre PNR to enable automated handling by your back-office. The old flight(s) will be canceled, the new one(s) added, the old fare store deleted, a new manual fare store (PHASE IV) added, and several coded history remarks will be added with details of the exchange and the new fare calculation.

Concur Cliqbook Travel REMARKS

Remarks are written in the *P5H including OLD FARE PAID + NEW FARE PAID, ADD/COLLECT + PENALTY Amount and FARE CALCULATION for New Fare (The remark information can be scripted by the agency mid-office system to perform a touchless reissue.

28 /CB/EXCH/1743/RAPID REPRICE PROCESSED 21FEB08

29 /CB/EXCH/1743/OLD FARE B462.32/TAX54.17/TTL516.49

30 /CB/EXCH/1743/NEW FARE B462.32/XT12.50/US34.68/ZP7.00/TTL51

6.50

31 /CB/EXCH/1743/ADD COLLECT FARE 0 PENALTY 100.00

32 /CB/EXCH/1743/TOTAL ADD COLLECT 100.00

33 /CB/EXCH/1743/ADT WAS YX MKE Q18.60 212.56YX WAS Q18.60

34 /CB/EXCH/1743/212.56USD462.32END YX ZPDCAMKE XT5.00AY7.50XF

35 /CB/EXCH/1743/DCA4.5MKE3

36 /CB/EXCH/1743/RAPID REPRICE COMPLETED

Ticket Change: Update For Multi-Segment Trip Changes

GDS' Supported: Sabre and Worldspan

Configuration Setting: N/A

Trip Change has been modified to allow both pre- and post-ticket changes to multi-segment trips. Changes are limited to trips of four flight segments or less.

NOTE: The limit is four because the user interface is complicated with more than 4 flight segments. In addition, these more complicated trips likely require the assistance of an agent.

Upgrade to AirTran NewSkies 2.0.3

GDS Supported: AirTran Direct Connect

Configuration Setting: default off

AirTran successfully migrated to NewSkies version 2.0.3 on March 11th 2008, and Cliqbook completed our testing with AirTran to validate that our Cliqbook code changes in production are running properly against their new software version.

This marks the third AirTran NewSkies API migration where Cliqbook has had code ready and functioning well in advance of AirTran's actual migration.

Post Ticket Change SABRE: QREX RULE PARSING

GDS Supported: Sabre

Configuration Setting: In Conjunction with QREX Post Ticket Change if Enabled

When performing a post-ticket change in Sabre, we are not parsing the actual fare rules associated with change fees. Fees are assumed at \$100.00 for all non-refundable airfares.

Cliqbook now parses fare rules from SABRE with the "RD" command pulling penalty rules from the tariff.

NOT AVAILABLE FOR PAPER TICKETS

Rule Display for a NORMAL tariff airfare with fare basis code of TE71NR4 ticketed on December 21, 2007 and traveling on February 4, 2008 from IAD to LAX round-trip, the request would be:

```
RD21DEC07IADLAX04FEB08TE71NR4-UA«
```

The SABRE return:

```
ORG-WAS DST-LAX TRIP-OUTBOUND CXR-UA 4FEB08 USD
THE FOLLOWING CARRIERS ALSO PUBLISH FARES WAS-LAX:
AA AS CO DL FL F9 HP JI NK NW SY TZ US VX WN YX
 7.5 PERCENT TAXES INCLUDED-USE FT FOR BREAKDOWN-SEE N*/USTAX1
 SEGMENT TAXES NOT INCLUDED SEE N*/USTAX2
PSGR FACILITY CHARGES MAY APPLY-ENTER PXCHELP
ALL FEES/SVC CHARGES NOT INCLUDED UNTIL ITINERARY PRICED
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITINERARY PRICED
  QTE F/B BK FARE EFF EXP TKT AP MIN/MAX RTG
  1 - TE71NR4 T‡R 268.00 08JA 09MR*31DE ‡‡ 1/ 30 35
```

Request fare rules for TE71NR4 (PENALTIES MAY BE REQUESTED WITH THE "PN" MODIFIER TO DISPLAY FARE RULES)

```
RD1*PN (RULE DISPLAY LINE 1 FROM RD REQUEST PN = PENALTY SECTION)
```

The Sabre return:

```
  QTE F/B BK FARE EFF EXP TKT AP MIN/MAX RTG
  1 - TE71NR4 T‡R 268.00 08JA 09MR*31DE - 1/ 30 35
FROM-WAS TO-LAX CARRIER-UA TRAVEL- 4FEB08 RULE 4265-DFR
FARE BASIS-TE71NR4 RT-NONREFUNDABLE INSTANT PURCH SPECIAL FARE
```

```
NONREF/CHG100PLUSFAREDIF/CXL BY FLT DTE OR NO VALUE
```

```
02 PENALTY - CANCELLATIONS TICKET IS NON-REFUNDABLE. NOTE
  - - A WHOLLY UNUSED NON-REFUNDABLE TICKET MAY BE
  APPLIED TOWARD THE PURCHASE OF A NEW TICKET PROVIDED
  NEW TICKET IS ISSUED NO LATER THAN ONE YEAR FROM
  ORIGINAL TICKET ISSUE DATE. - PASSENGER MUST CANCEL
  TICKETED FLIGHT RESERVATION ON/BEFORE THE ORIGINAL
  TICKETED DEPARTURE DATE OTHERWISE REBOOKING IS NOT
  PERMITTED AND TICKET HAS NO VALUE. - PASSENGERS
```

TRAVELING ON COMPANION FARES MUST PRESENT ALL TICKETS AT THE SAME TIME. CHANGES CHARGE USD 100.00 FOR REISSUE/UNTICKETED PTA. NOTE - ITINERARIES MAY BE REBOOKED UP TO ONE YEAR FROM ORIGINAL TICKET ISSUE ‡

From the penalty screen we can parse the \$100.00 fee amount from the endorsements section or from the PENALTY section (02)

NOTE: *When a round-trip ticket involves multiple fare basis codes the MOST RESTRICTIVE fare rule always applies to the entire ticket.*

Air Canada Direct Connect: Support FlightPass Cancel for Passes that have a cancel fee

GDS Supported: Air Canada Direct Connect
Configuration Setting: Default On

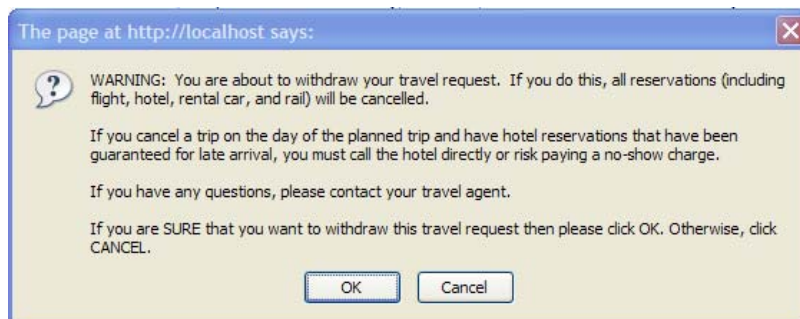
Cliqbook will now pass credit card information to Air Canada for FlightPass reservations that require a cancellation fee.

Known Limitation:

- Editing or adding a new credit card on-the-fly is not allowed.

If a cancellation fee is needed to cancel a FlightPass reservation, the traveler will see:

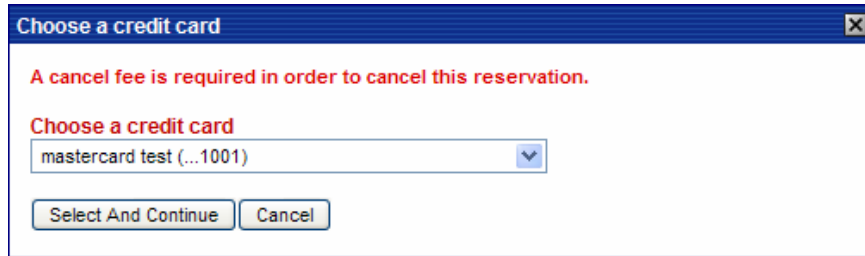
1. Send out a request to review Air Canada FlightPass booking.
2. The cancel flow will be slightly changed when we detect that a cancel fee is needed:
 - a. When canceled, this alert is displayed first:



- b. When the user clicks OK. The following prompt appears:



- c. The change is to display a credit card selection form when the user decides to cancel and there is a cancel fee required. All credit cards from the user's travel profile are available to be selected:



- 3. Cliqbook will carry the selected credit card information, add it to the cancel request and send it to the Air Canada Web service.

Logos Added For Airlines

GDS Supported: All

Configuration Setting: N/A

Logos have been added for these airlines:

- Air Sahara
- Indian Airlines
- Oman Aviation
- Kingfisher Air

AirTran Business Class Seats Displayed as Occupied

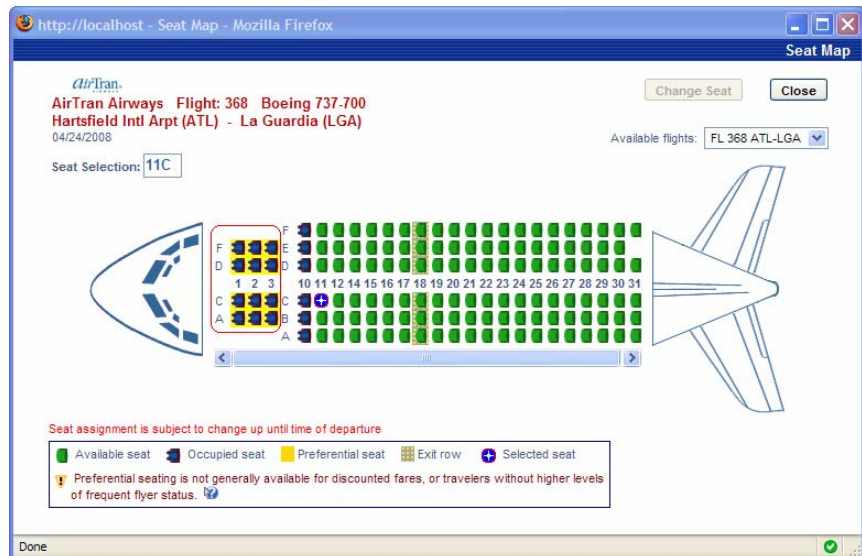
GDS Supported: AirTran

Direct Connect

Configuration Setting:

Default On

To prevent the traveler from choosing a seat from the cabin other than the fare class of the reservation, we will mark the seats that are not allowed to be chosen as "Occupied."



Trip Change User Interface Fixes

GDS' Supported: All

Configuration Setting: Default On

The following Trip Change items have been updated:

- **Change this leg:** The initial popup off the itinerary page that appears when the user selects **Change this leg** was appearing too low on the screen. When both legs of a round trip were selected, the **Search** button appeared off the screen.

The popup is now better positioned on the screen so that – even with a three-segment trip – the segments can all be visible when opened.

- **Trips with cars and hotels:** The message that a user receives when changing flights with associated cars or hotels was misleading. The message stated "Cliqbook is attempting to modify your ground arrangements to match your new flights..."

Since Cliqbook is not actually making any modifications; the message has been changed to "Checking availability of other ground reservations..."

- **Search on the availability page:** Post-ticket, we were not displaying the search fields on the right side of the availability page. If the user did not want the availability that was presented, the user would have to return to the itinerary display page to search again.

The search fields are now presented at the right side of the availability page so the user can change search parameters without returning to the itinerary display page.

Hotel

HARP Integration

GDS' Supported: All

Configuration Setting: default off

HARP is a database of hotels maintained by Carlson Wagonlit Travel (CWT). It contains both GDS and non-GDS properties. We have added a new option for hotel search using the HARP hotel database added for Carlson Wagonlit Travel customers.

If a client has HARP enabled, their hotel search results will include both GDS and HARP-only properties.

- If the traveler selects a GDS hotel, it will be booked thru the GDS.
- If a traveler selects a HARP-only hotel, the PNR will have a passive segment and the agency will need to complete the booking.

The screenshot shows a web interface for hotel search. At the top, there are input fields for "Hilton Rate Code" and "Requestor ID". Below these, there is a section titled "Harp" with a sub-label "HARP Company Code" and an input field. A "Quick Help" popup is visible, containing the text: "Company code to use with HARP hotel database. Leave blank to disable HARP search." At the bottom, there is a section for "Availability results sorting" with options for "Air Sort Default" and "Hotel Sort Default".

Car

Car Credit Card: Only Required for Hertz E-Receipts

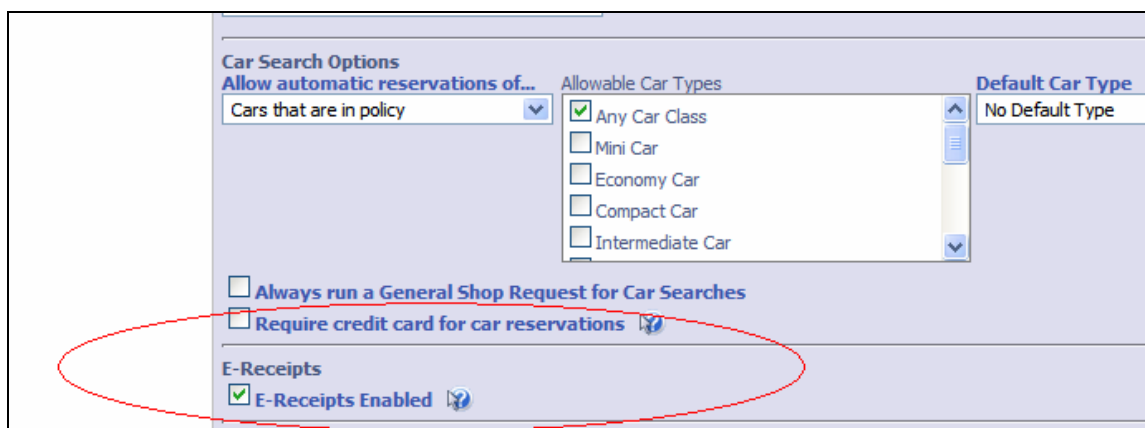
GDS' Supported: All
Configuration Setting: Enable e-receipts

Previously, Cliqbook was set up to always send a credit card number with car rentals for travelers with e-receipts enabled. This was because the matching criteria Hertz uses requires Cliqbook to send a card number. Feedback from travel agency partners indicated that this was causing concern.

Cliqbook will now send card information along with a car reservation **only** if the car vendor is Hertz. Otherwise the normal rules will be used, and Cliqbook will send a card only if the vendor requires it for a reservation.

NOTE: Hertz does not use this card as a guarantee, and there is no fee for no-shows.

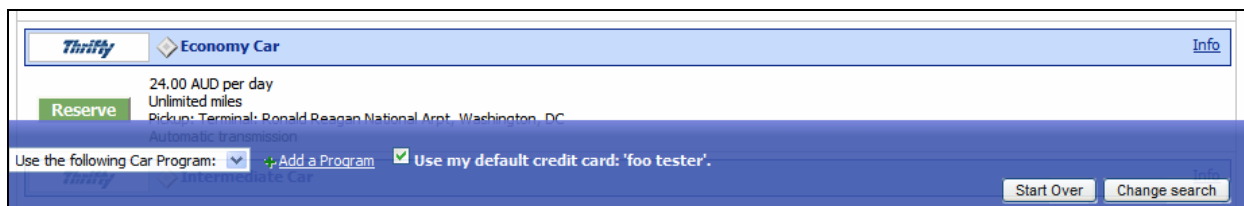
The travel admin screen is changing to reflect that the two options are no longer linked.



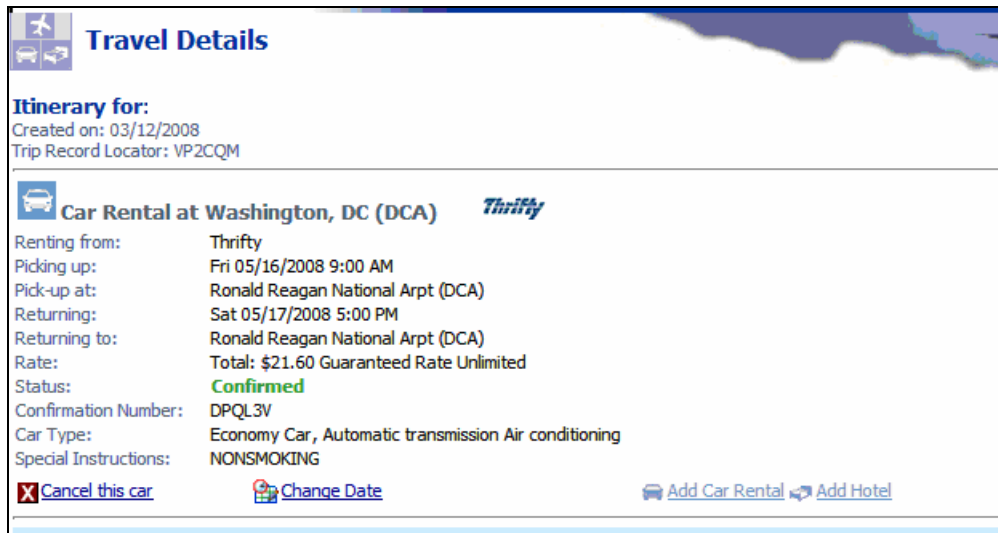
This update will now allow a Travel System Administrator to select **E-Receipts Enabled** without being required to select **Require credit card for car reservations**. g

How to use – Travelers

On the first screen, each traveler who opted in to the e-receipt program will be prompted with a check box asking whether he/she wants to use the default car card when booking a car reservation.



If the traveler leaves the check box selected and then chooses Hertz, Cliqbook will send the traveler's default card; the traveler will go straight to the next page in the travel wizard.



Travel Details

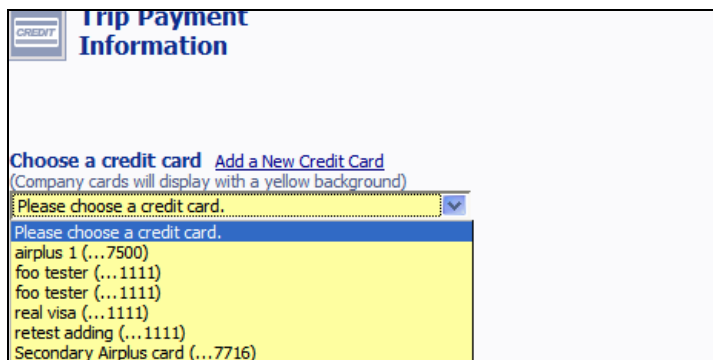
Itinerary for:
Created on: 03/12/2008
Trip Record Locator: VP2CQM

Car Rental at Washington, DC (DCA) Thrifty

Renting from: Thrifty
Picking up: Fri 05/16/2008 9:00 AM
Pick-up at: Ronald Reagan National Arpt (DCA)
Returning: Sat 05/17/2008 5:00 PM
Returning to: Ronald Reagan National Arpt (DCA)
Rate: Total: \$21.60 Guaranteed Rate Unlimited
Status: **Confirmed**
Confirmation Number: DPQL3V
Car Type: Economy Car, Automatic transmission Air conditioning
Special Instructions: NONSMOKING

[Cancel this car](#) [Change Date](#) [Add Car Rental](#) [Add Hotel](#)

If the traveler clears the check box or if he/she does not have a default car card and then chooses Hertz, the traveler will be sent to the trip credit page next.



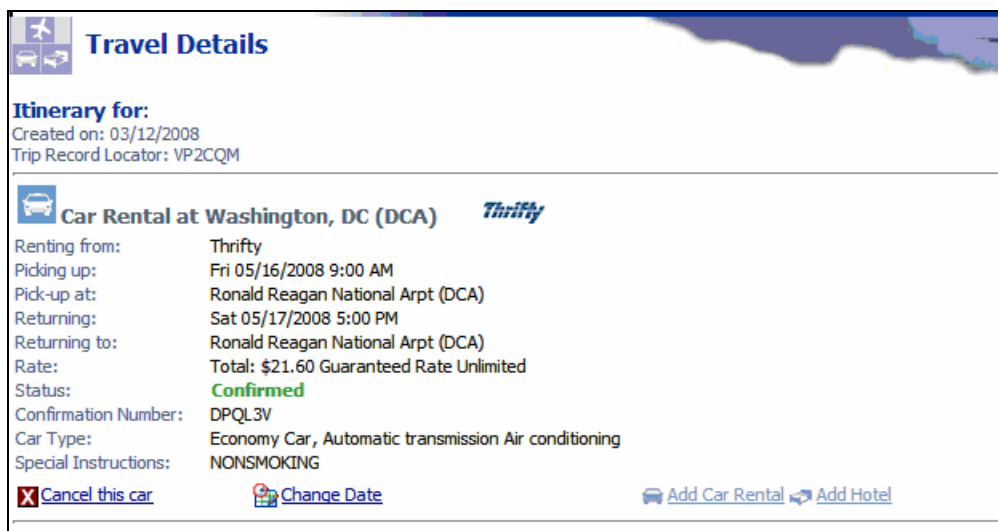
Trip Payment Information

Choose a credit card [Add a New Credit Card](#)
(Company cards will display with a yellow background)

Please choose a credit card.

- Please choose a credit card.
- airplus 1 (...7500)
- foo tester (...1111)
- foo tester (...1111)
- real visa (...1111)
- retest adding (...1111)
- Secondary Airplus card (...7716)

If the traveler chooses any other car vendor, he/she will just go to the next page of the travel wizard.



Travel Details

Itinerary for:
Created on: 03/12/2008
Trip Record Locator: VP2CQM

Car Rental at Washington, DC (DCA) Thrifty

Renting from: Thrifty
Picking up: Fri 05/16/2008 9:00 AM
Pick-up at: Ronald Reagan National Arpt (DCA)
Returning: Sat 05/17/2008 5:00 PM
Returning to: Ronald Reagan National Arpt (DCA)
Rate: Total: \$21.60 Guaranteed Rate Unlimited
Status: **Confirmed**
Confirmation Number: DPQL3V
Car Type: Economy Car, Automatic transmission Air conditioning
Special Instructions: NONSMOKING

[Cancel this car](#) [Change Date](#) [Add Car Rental](#) [Add Hotel](#)

Limo/Taxi

Taxi Detail Report

GDS Supported: N/A

Configuration Setting: Ground Reservations & GT3 Limos

This report shows ground transportation bookings and e-receipts provided by GT3 and RideCharge, when available. This feature is enabled on the Company Travel Configuration screen.

How to use – Travel System Administrators

The option must be enabled for travelers to use the service and generate data for the report.

How to use – Report Administrators

The Report Admin permission allows a Company Site Administrator to assign this report to users and groups on the report admin page. The Site Administrator selects the “Travel – Ground Transportation Detail” report in the Report List.

How to use – Report users

Report users with access to this report will see it in the **Travel** section of reports:

To run the report:

1. Select the report name.
2. Select All or individual vendors, from the vendor list.
3. Enter a date range.
4. Click **Submit**.

GIDS Daily Totals
GIDS Processing logs
Ground Transportation Detail
Guest Bookings by Company
Hotel Detail

The report can be sorted by any column and can be limited to one traveler by clicking the user's name. The **Record Locator** link shows the itinerary in a popup. The **Receipt** link shows an e-receipt in a popup (** will be ** available only for RideCharge).

Ground Transportation Detail [Show this Report by default](#)

This report shows ground transportation (limo, taxi) for vendors such as GT3 Limo and RideCharge.

Vendor: All Vendors
 Date Range: All Year 2008 HTML (display to Screen) Submit

Name	Department	Vendor	Pickup Date	From IATA	From Address	From City	From State	From Zip	To IATA	To Address	To City	To State	To Zip
[Redacted]	Sales	GT3 Limo	05/18/2005		913 O St NW	Washington		20001		209 Madison St	Alexandria	VA	
[Redacted]		GT3 Limo	03/23/2005	BOS						40 Webster Street	Brookline	MA	
[Redacted]	Development	GT3 Limo	01/10/2007	LGA						500 Madison Ave	New York	NY	
[Redacted]	Development	GT3 Limo	04/04/2007	LGA						500 Madison Ave	New York	NY	
[Redacted]	Development	GT3 Limo	04/04/2007	LGA						500 Madison Ave	New York	NY	
[Redacted]	Development	RideCharge	11/01/2007	DCA	DCA - Reagan National Airport	Arlington	VA	22201	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/08/2008	WAS	WAS Airport	Alexandria	VA	22201		25 Main Street		VA	
[Redacted]	Development	RideCharge	02/08/2008	WAS	WAS Airport	Alexandria	VA	22201		25 Main Street		VA	
[Redacted]	Development	RideCharge	02/09/2008	WAS	WAS Airport	Alexandria	VA	22201		25 Main Street		VA	
[Redacted]	Development	RideCharge	02/09/2008	WAS	WAS Airport	Alexandria	VA	22201		25 Main Street		VA	
[Redacted]	Development	RideCharge	02/11/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/12/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/13/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/14/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/15/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	02/15/2008	WAS	WAS Airport	Alexandria	VA	22201		25 Main Street		VA	
[Redacted]	Development	RideCharge	03/01/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	
[Redacted]	Development	RideCharge	03/01/2008		209 Madison St, Alexandria, VA 22315	Alexandria	VA	22315	IAD	IAD - Washington Dulles International Airport	Shannon	VA	

Meeting

User Permission Distinction and Wording, Between Concur Meeting and Third Party Providers

GDS' Supported: All
 Configuration Setting: Default On

To better distinguish between Concur meetings and third-party meetings, text edits and additions have been made on the meeting list screen and in user permissions for third-party meetings.

Concur Registration Meetings
 Please choose a meeting to edit from click on the "Go to Meeting Center" link

[Create Meeting](#) [Go to Meeting Center](#)

Concur Meeting		
Edit	Meeting ID	Meeting Name
Edit	7663642	Concur Meeting

Third-Party Registration Meetings
 Please choose a meeting to edit from attend, click on the "Go to Meeting Center" link

[Create Meeting](#) [Go to Meeting Center](#)

Group Travel Meetings	
Edit	Meeting ID
Edit	

Access the meetings list screen in meeting admin (the screen you see when you click the **Meeting Admin** link in the menu). It has slightly different text in the directions and headers for Concur meetings and third-party meetings.

In user admin permissions, the Meeting Center Developer and Travel Meeting Center Admin permissions have "Third Party" appended to them.

Modify Permissions by:

Permissions:

Please select a permission

- Please select a permission
- Administer Approval Queue
- Billing Administrator
- Campaign User
- Clickbook Meetings Accountant
- Clickbook Meetings Admin
- Company Administration
- Company Discount Administrator
- Company Locations Administration
- Group and Shared Resources Administration
- GuestBooking
- Meeting Center Developer Third Party**
- New Clickbook Opt-in
- Organization Unit Administration
- Report Admin
- Report User
- Self-assigning Assistant
- Travel Agent
- Travel Cube Viewer
- Travel Meeting Center Admin Third Party**
- Travel Meeting Center User
- Travel Policy Administrator
- Travel Wizard User
- User Administration
- z Demo/Training/Practice User

Multiple Survey Pages: Survey Answers Report Displays Responses in Step Order

GDS' Supported: All GDS

Configuration Setting: Default On

This issue affects Concur Meetings with multiple survey steps. If multiple survey steps were created and then the second survey step was moved before the first survey step, the move was not reflected in the matching report. The solution orders them by the step order in the meeting instead of by the order they were created.

Add Amount Paid to the Meeting Flight Details Report

GDS' Supported: All

Configuration Setting: Default On

The **Amount Paid** column was added to the Meeting Flight Details report to match the Cliqbook Flight Details report.

How to use – Report Administrators

Report Administrators assign this report to users and groups on the report admin page. The Company Site Administrator selects the Meeting - Meeting Attendee Flight Details report.

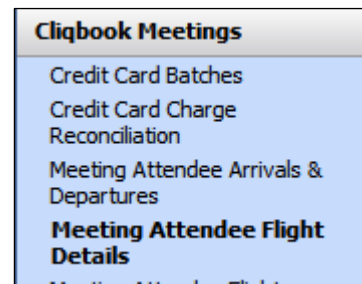
The screenshot shows a web interface for report administration. At the top, there are fields for 'Modify Reports by:' with a dropdown for 'Report Name'. Below this is a 'Report Name' dropdown menu currently set to 'Cliqbook Meetings -- Meeting Attendee Flight Details'. There is also a 'Rename Report to:' text input field containing 'Meeting Attendee Flight Details' and an 'Owner:' dropdown menu set to 'No owner'. Below these fields are two side-by-side lists. The left list is titled 'Users and Groups' and contains 'ALL (group)' and 'Analytical Support Group (group)'. The right list is titled 'Users and Groups with this report' and contains 'Customer Support (group)' and 'Food Truck (group)'.

How to use – Report users

Report users with access to this report will see it in the **Meeting** section of reports.

To run the report:

1. Select the report name.
2. Select the desired meeting.
3. Select **Submit**.



Meeting Attendee Flight Details [Show this Report by default](#)

This report displays company traveler flight tickets for the chosen meeting. Voided tickets are not included. Click Details to see the ticket segments and air segments for each ticket.

HTML (display to Screen)

[View Meetings](#)

"jibbity jobbity" Attendee Flight Details

Attendee	Department	Passenger	Airline	Ticket No.	Airfare	Taxes and Fees	Price	Amount Paid	Days in Advance	Purchase Date	1st Travel Date	Remark	Status	Record Locator
[REDACTED]	Development				\$0.00	\$0.00	\$0.00	\$0.00					Submitted/Ticketed	J9PB70

Administration

Billable Agent-Booked Trip Summary Report

GDS' Supported: All

Configuration Setting: Off

The Billable Agent Booked Trip Summary report can be used by companies or their travel agencies to see the number of billable agent-booked trips along with the number of Cliqbook-booked trips.

Known limitation:

- Some agent-booked trips will not show up for the current month since the correct travel configuration is not set on some trips until billing actually runs.

How to use – Report Administrators

In Report Administration, the Company Site Administrator selects Billing – Billable Agent-Booked Trip Summary in the **Report Name** list.

Modify Reports by: Report Name

Report Name

Billing -- Billable Agent-Booked Trip Summary

Rename Report to: Billable Agent-Booked Trip Summary

Owner: No owner

How to use – Report users

The user selects this report on the **Reports** page, in the **Billing** section.

To run the report:

1. Select the report name.
2. Select the desired company.
3. Select the desired date range.
4. Select Submit.

Billable Agent-Booked Trip Summary [Show this Report by default](#)

For current month trips, some agent-booked trips may not be listed. They will be pulled when billing runs on the first of the month and the correct travel configuration for billing purposes is determined.

Company: Outtask, Inc. Date Range: All Year 2007 HTML (display to Screen) Submit

Agency Company	Agency Name	Customer Company	Travel Configuration	Invoice Agency	Agent Booked PNR Fee	Number Agent-Booked Trips	Number Cliqbook Trips
Outtask, Inc.	American Express AU (American Express JAPA Test)	Outtask, Inc.	American Express JAPA Test	Yes	\$5.00	3	124
						3	124

Invoiced Agent-Booked Trip Detail Report

GDS' Supported: All
Configuration Setting: Off

This report shows details on agent-booked trips that have been billed.

How to use – Report Administrators

In Report Administration, the Company Site Administrator selects Billing – Invoiced Agent-Booked Trip Detail in the **Report Name** list.

Modify Reports by: Report Name

Report Name: Billing -- Invoiced Agent-Booked Trip Detail

Rename Report to: Invoiced Agent-Booked Trip Detail


Owner: No owner

Users and Groups	Users and Groups with this report
ALL (group)	Development (group)

How to use – Report users

The information that appears in the **Agency Company** list differs depending on the user:

- For Report users, this list shows agency companies the logged-in user has permission to see.
- For agencies, this list shows themselves.
- For companies that are not agencies, this list will be blank; these companies should not use this report.

Invoiced Agent-Booked Trip Detail  [Show this Report by default](#)

This shows invoiced agent booked trips.

Agency Company: Date Range: By Month February 2007 HTML (display to Screen)

TRAVELER COMPANY NAME	ORG UNIT ▲	TRAVELER NAME	RECORD LOCATOR	DATE BOOKED	START DATE	END DATE	BOOKED VIA	TRIP NAME
			GREJIN	05/18/2005	06/01/2005	06/03/2005	agent	Trip Booked Via Agent
			CRPIXX	05/10/2005			agent	Trip Booked Via Agent
			HIXZVO	05/10/2005			agent	Trip Booked Via Agent
			KTNQOM	05/06/2005	05/12/2005	05/13/2005	agent	Trip Booked Via Agent
	Development		PP1K5G	05/17/2005			agent	Trip Booked Via Agent
	Development		S24NNA	05/20/2005			agent	Trip Booked Via Agent
	Development		SFTZJ2	05/20/2005			agent	Trip Booked Via Agent
	Development		S22CKW	05/20/2005			agent	Trip Booked Via Agent
	Development		P2LNKA	05/17/2005			agent	Trip Booked Via Agent
	Development		LF12XG	05/27/2005			agent	Trip Booked Via Agent
	Development		LDNGSS	05/27/2005			agent	Trip Booked Via Agent
	Development		LD6G02	05/27/2005			agent	Trip Booked Via Agent
	Development		LFP4TQ	05/27/2005			agent	Trip Booked Via Agent
	Development		LOVCLK	05/27/2005			agent	Trip Booked Via Agent

Miscellaneous

Customizable Body Text on Rejected Trips E-mail

GDS Supported: All

Configuration Setting: Default Off

Making the body of the Rejected Trip E-mail configurable allows companies to use their own customized message. The benefits are seen as:

- Users will likely receive clearer information, more specific to their company needs.
- Users can be given specific instructions in the case of a rejected trip.

Known Limitations:

- Cannot change the subject line
- Can change only the one paragraph in the body

The Rejected Trip E-mail used to say:

"Details can be found below. You can access this request via the Web site and ask for an override, resubmit the request, or withdraw it."

That message is still the default, and is shown in all languages that we support if a company does not replace it with their own text.

If a company does choose to change it, it can be edited in the Company Travel Configuration. To modify select the **Email Options** link at the top of the Company Travel Configuration or scroll down to the **Approval Email Options** section.

Email Options

Ticketing Emails (Requires GIDS, Queue Reporting Feed, or AIR Feed)
 No Automated Emails [v]

Ticketing Email Subject
 Ticketed: Travel Itinerary

Cliqbook Reservation Email Subject - The following fields can be included in the subject line: Date of Departure, Record Locator, and Trip Name. To include the date, use {DEPDAY}. To include the trip name, use {TRIPNAME}. To include the record locator, use {RECLOC}. These are case sensitive, and will not work if lowercase. The curly braces {} are required.
 Cliqbook Itinerary {DEPDAY}: {TRIPNAME} {RECLOC} [v]

Fares Revalidation
 Revalidate Fares When PNR Moves Out Of User Trip Hold or Approval Hold [v]

Approval Email Options
 Allow Approve Trips Via Email
 Allow Reject Trips Via Email
 Custom Text For Rejected Trip Email Body
 Use Default
 English (American) [v]

Reminder Emails
 (GIDS, Queue Reporting Feed, or AIR Feed **STRONGLY** Recommended)
 E-mails go out 3:30AM Eastern Time. So "1 day before travel" means if travel is on Jan 15th, e-mail goes out Jan 14th at 3:30AM.
 Remind 1 day before travel [v]

Reminder Email Subject - The following fields can be included in the subject line: Date of Departure and Record Locator. To include the date, use {DEPDAY}. To include the record locator, use {RECLOC}. These are case sensitive, and will not work if lowercase. The curly braces {} are required.
 Reminder: Upcoming Travel {DEPDAY} {RECLOC} [v]

Details can be found below. You can access this request via the web site and ask for an override, resubmit the request, or withdraw it.

To change the message:

1. Clear the **Use Default** check box.
2. Ensures that the language displayed in the pick list is correct.
3. Change the message in the text area.
4. Click **Save**.

An example of a rejected trip e-mail follows, with customizable text (circled in red):

Your request 'Car/Hotel Reservation' was rejected.
 Approval Queue [ApprovalDaemon@outtask.com]
 To: [redacted]

Your request 'Car/Hotel Reservation' was rejected.

Details can be found below. You can access this request via the web site and ask for an override, resubmit the request, or withdraw it.

Rejected on Friday, February 22, 2008 at 4:37 PM Eastern Time by:
 [redacted] Comments:

This is a system-generated email. Please do not reply.

Change Cliqbook Safe Harbor Default Privacy Text

GDS Supported: N/A

Configuration Setting: N/A

The text for the Safe Harbors Privacy Policy has changed since we are no longer self-certified with them. This will only affect sites using the default Safe Harbor privacy message today and any new sites going forward.

Concur Cliqbook Travel

Release Notes

April 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Administration	2
OAG: Updated "OAG Vendors Knock Out" Company Travel Configuration Label and Added Help Text.....	2
Change Labelig on Corporate Ghost Card to Make Behavior Clear	2
Added Check-Box "This has been completed" Option to Travel Admin News	3
Air	4
Treat Premium Economy as 4th Cabin	4
Sabre QREX Post-Ticket Change CB/EXCH Comments in a PNR	5
Use New Data Point in Worldspan PowerShopper response: Connection Indicator.....	5
Apollo Routing Returns: Journey Control	5
No Seat Assignment With Pre-Ticket Flight Changes	6
Multi-Segment Air Reservations Placed on Hold Were Unable to be Purchased	6
OAG: Specific Availability Verification for Direct Connect and Alt-GDS	6
OAG: Omit Hub and Lane Searches That Cause Slowness to End Users	7
OAG: Limit to Contiguous 48 States in the United States of America	7
JetBlue Fee Change Display Message Update	7
Hotel	8
E-Receipt Addition: Choice Hotels	8
Rail	9
Rail Travel Preferences on the Profile page	9
Limo/Taxi	9
GT3: Traveler's email address passed to GT3 in Sell	9
Meeting	10
Triggered Emails can be Sent to Other Email Addresses	10
Increased the Size of the Meeting Attendee Popup Windows	11
Options to Select Responded or Not Responded Attendees as Email Recipients	11
Individual Card Will No Longer Trump Forced Meeting Card	12
Profile/PNR Administration	12
Popup to Remind Users to SAVE Profile Once Modified	12
Finisher to Write Comments to Agent History Remark on Ticketing, and Air Ticket Change Modes	13

Miscellaneous **14**
Account Lockout Count on Change Password Screen 14

Summary

Major Features

- Premium economy class now classified as fourth cabin/policy support
- E-Receipts available from Choice Hotels
- OAG modifications

Minor Features

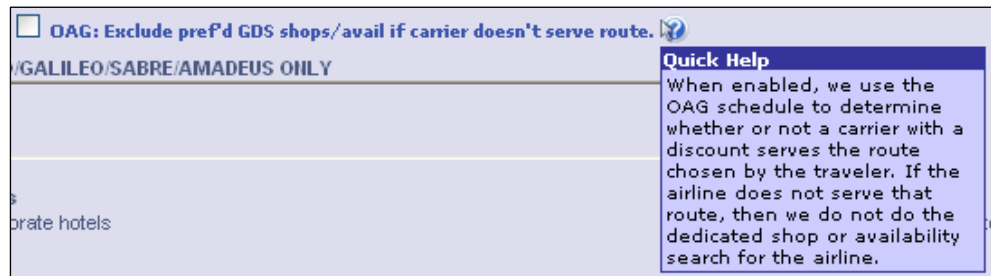
- Add pop-up reminding users to save their profile once changed/saved
- JetBlue fee change update

Administration

OAG: Updated "OAG Vendors Knock Out" Company Travel Configuration Label and Added Help Text

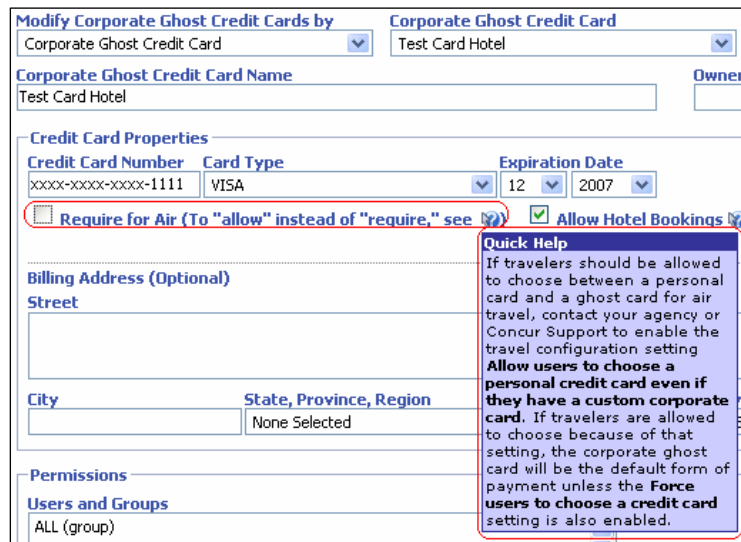
GDS' Supported: N/A
Configuration Setting: N/A

In the Cliqbook Company Travel Configuration, the label for the existing **OAG Vendors Knock Out** option has been changed to **OAG: Exclude**



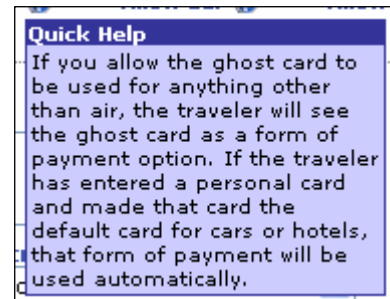
pref'd GDS shops/avail if carrier doesn't serve route. The following mouse-over Quick Help text has been added: "When enabled, we use the OAG schedule to determine whether or not a carrier with a discount serves the route chosen by the traveler. If the airline does not serve that route, then we do not do the dedicated shop or availability search for the airline."

Change Labeling on Corporate Ghost Card to Make Behavior Clearer



GDS' Supported: N/A
Configuration Setting: N/A

The Corporate Ghost Card Air Option has been relabeled and Quick Help text has been added to make the behavior clear in describing the affects of sever "Allow [card to be used] for" options. This will specifically benefit Company site administrators and can be found at Administration > Company Admin >



Corporate Ghost Cards.

Allow Hotel, Car, and Limo Quick Help Text:

Added Check-Box "This has been completed" Option to Travel Admin News

GDS' Supported: N/A

Configuration Setting: N/A

In addition to the **Don't show me this again** check box, the **This has been completed** check box has been added to travel administrator-specific news items. The difference is that selecting **This has been completed** will hide the news item for the whole company.

The benefits are:

- This reduces the possibility that two administrators in the same company will take action on the same item.
- It deletes the message for all travel administrators, so they do not all have to delete it individually.

How to Use – Travel Administrators

For news items targeted to Travel Policy Administrators, the **This has been completed** check box appears.

The screenshot shows a 'Company Notes' section with two news items. Each item has a title, a description, a link to a form, and two checkboxes: 'Don't show me this again' and 'This has been completed'.

Company Notes

Hertz E-Receipt Form Needed

The below message is only shown to the Travel Policy Administrators at your company.
Please complete the following form to allow Hertz to start sending e-receipts to Concur for your participating travelers:
[Hertz Form](#)

Don't show me this again
 This has been completed

Intercontinental Hotel E-Receipt Form Needed

The below message is only shown to the Travel Policy Administrators at your company.
Please complete the following form to allow Intercontinental Hotel Group to start sending e-receipts to Concur for your participating travelers:
[Intercontinental Form](#)

This covers the following hotel chains:
Crowne Plaza, Holiday Inn, InterContinental, Staybridge Suites, Hotel Indigo, Candlewood Suites

Don't show me this again
 This has been completed

A travel administrator selects this check box after completing the relevant item, for example, faxing a form to IHG to enable Concur to receive e-receipts. The news item no longer displays to other travel administrators at that company, reducing the chance that other travel administrators will complete the task as well.

Air

Treat Premium Economy as 4th Cabin

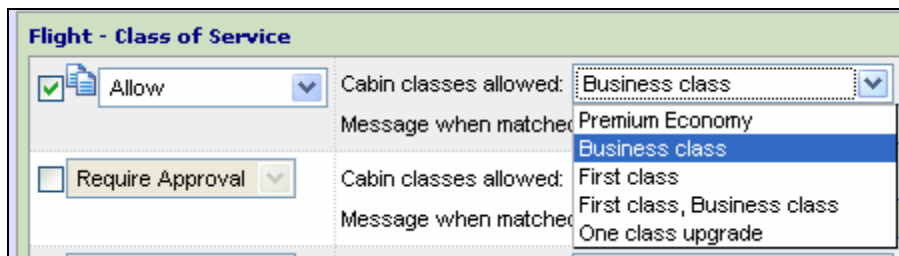
GDS' Supported: N/A

Configuration Setting: N/A

Treating Premium Economy as a distinct cabin consistently across Concur Cliqbook Travel allows standard rules handling for the Premium Economy class of service, placing it at a level with Business and First class.

Known Limitations:

- **Amadeus** supports premium economy for all airlines wherever offered.
- **Sabre, Apollo/Galileo, and Worldspan** support for British Airways (BA) and Virgin Atlantic (VS). Support for other airlines will be added as requested with Concur.



Administrators currently using one-class upgrade rules have the option to consider Premium Economy “one class up”, or to continue treating Business Class as “one class up” from economy (current treatment). To consider Premium Economy rather than business class as “one class up”, simply set the flag “Upgrade to Premium Economy” on the appropriate travel Rule Class, shown below:



The **Premium** Economy class has been added as a 4th distinct cabin class, like Business or First class. This will enable the rules engine to be more exact and search results will display Premium Economy class only when applicable.

Sabre QREX Post-Ticket Change CB/EXCH Comments in a PNR

GDS' Supported: Sabre
Configuration Setting: Default On

For Sabre QREX post-ticket change, Cliqbook now writes CB/EXCH history remarks detailing the old fare, new fare and other exchange data. This is a program default and will not need to be added as data points to the PNR Finishing Template. These remarks go in the PNR history in the following format:

CB/EXCH/1133/TICKET CHANGE PROCESSED 03APR08

CB/EXCH/1133/OLD FARE B0/TAX405.5/TTL405.50

CB/EXCH/1133/NEW FARE B0/TTL405.50

CB/EXCH/1133/ADD COLLECT FARE 0 PENALTY 100.00

CB/EXCH/1133/TOTAL ADD COLLECT 100</

CB/EXCH/1133/TICKET CHANGE COMPLETED

Use New Data Point in Worldspan PowerShopper response: Connection Indicator

GDS' Supported: Worldspan
Configuration Setting: Default On

Cliqbook will now utilize new connection indicator data from Worldspan's PowerShopper response when determining segment breaks for Fare Shop displays. Incorrect estimates caused problems evaluating some rules.

Apollo Routing Returns: Journey Control

GDS' Supported: Apollo
Configuration Setting: N/A

Journey Control was not being honored by Cliqbook in Apollo for same carrier connecting flights, causing returns on some segments in a waitlist (WL1) or unable (UN1) status. Journey Control is now honored when selling inventory, resulting in no further issues with waitlists or unable to confirm segments.

No Seat Assignment With Pre-Ticket Flight Changes

*GDS' Supported: Sabre, Worldspan, Rapid Reprice Alternate
Configuration Setting: N/A*

No seat assignments were being added when making pre-ticket flight changes. Worldspan reproduced this issue and is working on their end to find a solution. As a workaround Cliqbook will check to see if one or more of the carriers is United (since we have one seat specification we can give for the entire change request) and send a generic seat request in that case, even if the user has asked for seats like "Front" or "Aisle".

NOTE: Specific seat requests are not permitted in this context.

The traveler can return to **My Trips** and make changes to their seat assignments if one is not assigned once the pre or post ticket change has completed.



Seattle Tacoma Intl Arpt (SEA) to Washington Dulles Intl (IAD)

Flight:  UNITED AIRLINES Flight # 260 SHUTTLE SERVICE (U) Boeing 757

Departs: Seattle Tacoma Intl Arpt (SEA) Fri 03/14/2008 at 1:12 PM

Arrives: Washington Dulles Intl (IAD) Fri 03/14/2008 at 9:00 PM

Status: **Confirmed** Ticketing: E-Ticket

Stops: Nonstop Meal: Food for purchase

Duration: 4 hours, 48 minutes Flt Miles: 2312

Airline Record Locator: K914HQ

Seat #: No seat assignment [Select Seat](#)

[Change This Leg](#)

[Add Limo](#) [Add Taxi](#) [Add Car Rental](#) [Add Hotel](#) [Add Dining](#)

Multi-Segment Air Reservations Placed on Hold Were Unable to be Purchased

*GDS' Supported: ALL
Configuration Setting: N/A*

Recent code enabling one-way and multi-segment trips for trip change caused segment loading to fail in certain circumstances. Development corrected the behavior.

OAG: Specific Availability Verification for Direct Connect and Alt-GDS

*GDS' Supported: JetBlue/AirTran/Virgin Blue/Air Canada Direct Connects and Alt-GDS
Configuration Setting: Default on*

Specific availability verification in OAG Search by Schedule, were previously only done in the site's primary GDS. Specific availability verification in OAG Search by Schedule on OAG-enabled sites are now done via the correct source. This is supported for Alternate-GDS', JetBlue, AirTran, Virgin Blue, and Air Canada Direct Connects.

OAG: Omit Hub and Lane Searches That Cause Slowness to End Users

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Hub-to-hub and extra airline searches (i.e. custom lanes and system lanes) on OAG-enabled sites will now revert to GDS schedule, due to the high number of results returned. Integration of these areas with OAG will be addressed at a future date.

Custom lanes are configured at **Travel System Admin, Manage Lanes, Extra Airline Searches**, and force additional air searches/shops for a specified carrier between specific airports.

OAG: Limit to Contiguous 48 States in the United States of America

GDS' Supported: ALL GDS'
Configuration Setting: Default on





In order to accommodate travel search issues outside of the 48 contiguous states in the USA, where the connect time is greater than 4 hours and for TRAVELfusion specific availability, schedule searches will now revert to GDS Search by Schedule. OAG Search by Schedule will be released globally at a future date.

JetBlue Fee Change Display Message Update

GDS' Supported: JetBlue Direct Connect
Configuration Setting: Default On

The JetBlue Direct Connect change/cancellation fee message has been changed from "Changes can be made for \$35 on jetblue.com or for \$45 by calling 1-800-JETBLUE. Credits from changes or cancellations are fully-transferable and valid for one year." to "Cancellations and changes can be made prior to scheduled departure for \$50 at 1-800-JETBLUE or \$40 at jetblue.com. Cancellations are for a JetBlue travel credit only; valid for one year. Reservations not changed or cancelled will result in a forfeiture of all funds."

Old:

 JetBlue Airways #301	May 14 8:05am Washington, DC (IAD)	May 14 10:37am Ft Lauderdale, FL (FLL)	Stops: 0	32C Economy: M	
 JetBlue Airways #314	May 15 1:20pm Ft Lauderdale, FL (FLL)	May 15 3:52pm Washington, DC (IAD)	Stops: 0	32C Economy: M	











\$191.00

[Reserve](#) [Compare](#)

Changes can be made for \$35 on jetblue.com or for \$45 by calling 1-800-JETBLUE. Credits from changes or cancellations are fully-transferable and valid for one year.

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (Navitaire)

New:

 JetBlue Airways #301	May 14 8:10am Washington, DC (IAD)	May 14 10:45am Ft Lauderdale, FL (FLL)	Stops: 0	Airbus A321 Economy: R	
 JetBlue Airways #84	May 15 6:40pm Ft Lauderdale, FL (FLL)	May 15 9:30pm New York, NY (JFK)	Stops: 0	Airbus A321 Economy: R	
 JetBlue Airways #1315	May 15 10:30pm New York, NY (JFK)	May 15 11:56pm Washington, DC (IAD)	Stops: 0	E95 Economy: R	
<hr/>					
\$239.50	JetBlue change and cancellation fees.				
<input type="button" value="Reserve"/>	Ticket non-refundable - penalties may apply: Change fee applies (plus fare difference); Instant the ticket will be issued immediately.; (Navitaire)				
<input type="button" value="Compare"/>	JetBlue Fees				
Cancellations and changes can be made prior to scheduled departure for \$50 at 1-800-JETBLUE or \$40 at jetblue.com. Cancellations generate a JetBlue travel credit only; valid for one year. Reservations not changed or cancelled will result in a forfeiture of all funds.					
 JetBlue Airways #1300			Stops: 0	E95 Economy: R	
 JetBlue Airways #19			Stops: 0	Airbus A321 Economy: R	

The user may mouse over the **JetBlue change and cancellation fees** link to see the new message.

Hotel

E-Receipt Addition: Choice Hotels

GDS' Supported: N/A

Configuration Setting: E-Receipts Enabled

Choice Hotels are the newest e-receipt provider, where e-receipts will now automatically be loaded. Customers do not need to take any action to enable this feed.

Production testing starts on April 17th and is projected to take 1-2 weeks before starting general use. A traveler can view Choice e-receipts (after the general-use date) in Expense or the Concur Cliqbook Travel Trip Library if:

- The traveler's company has activated the e-receipts feature for the appropriate travel configuration.
- The traveler has opted-in to receive e-receipts.
- The traveler stays at a Choice hotel.
- The traveler uses any of his/her profile cards or an e-receipt enabled corporate ghost card.

Hotel vendors included under the Choice Hotel brand are, Clarion, Comfort Inns, Comfort Suites, Econo Lodge, Flag Hotels, Mainstay Suites, Quality Inns, Rodeway Inns, and Sleep Inns.

Rail

Rail Travel Preferences on the Profile page

GDS' Supported: N/A

Configuration Setting: Default on when any rail provider is enabled

Rail Travel preferences such as carriage, meals, and handicap preferences are available in the Concur Cliqbook Travel Profile.

Rail Travel Preferences

Seat Aisle	Bed Upper	Bed Category Don't Care	Berth Middle	Coach Compartment
Deck Upper	Space Type Duo side-to-side	Fare Space Comfort Business	Noise Comfort Mobile Space	
Special Meals Gluten Free Meal	Contingencies Wheelchair dedicated space	Smoking Preference Non-smoking	Ticket Delivery E-ticket when possible	

Limo/Taxi

GT3: Traveler's email address passed to GT3 in Sell

GDS' Supported: GT3 Limo

Configuration Setting: Default On

Cliqbook now sends the limo provider the traveler's email address when making limo bookings via GT3, which will make it possible for providers to send e-mail confirmations to travelers.

Meeting

Triggered Emails can be Sent to Other Email Addresses

GDS' Supported: All GDS'

Configuration Setting: N/A

Triggered emails can now be sent to multiple addresses.

Email Information

This section allows you to edit the title, subject, reply-to address, and other fields of the meeting email. The default reply-to address is not an active mail the page.

Title **From Name**

Email Subject **Reply To Address**

Send email to attendee **Send email to other addresses** **Email Addresses**

Include Registration Link **Link Text**

Use alternate registration link **Link URL**

Include Summary

Disabled

Email Action **Step For Action**

The Meeting administrator can:

- Select the **Send email to attendee** check box (selected by default). The triggered email will be sent to the attendee when the Email Action occurs.
- Select the **Send email to other addresses** check box, which enables the **Email Addresses** field. The administrator is now able to type one or more email addresses in the field.

NOTE: Multiple email addresses must be separated by a semicolon.

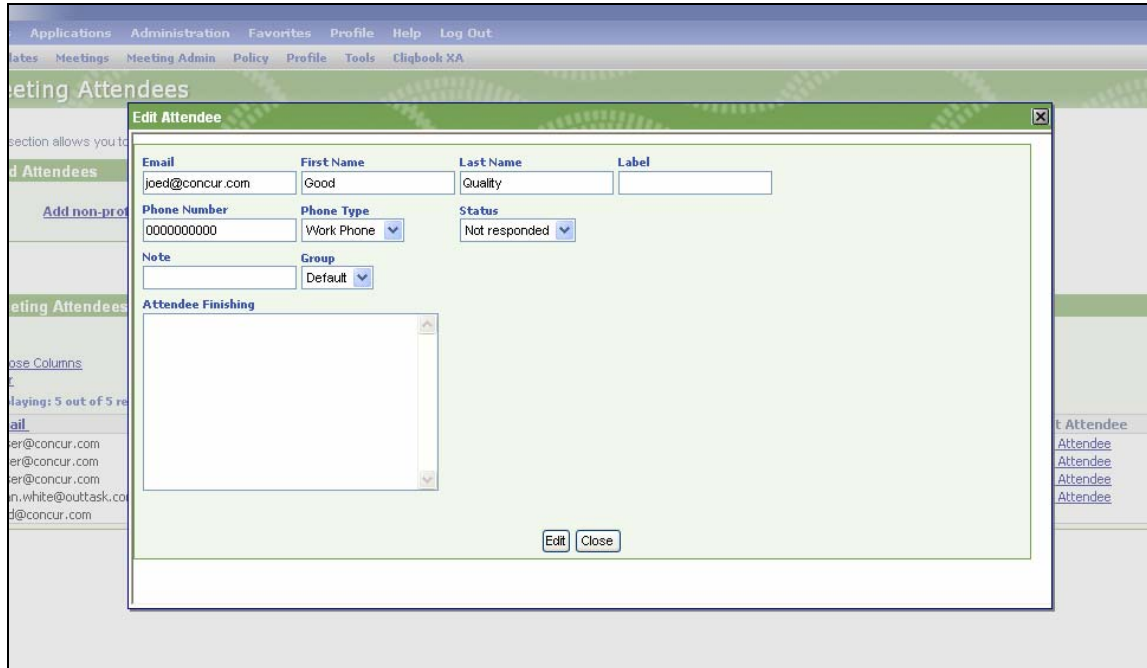
Make sure you are familiar with the following:

- Only one email is sent with **all** of the email address on the **To:** line. If the administrator wants a separate email sent to each recipient (similar to how a BCC might work), the administrator must create separate triggered emails.
- If the administrator clears the **Send email to attendee** check box and uses only the **Send email to other addresses** check box (and **Email Addresses** field), the email will not be sent to the attendee.
- Triggered emails are sent only once per action per attendee unless **Include Summary** is selected, in which case, emails are sent to all addresses each time the action occurs. (This is not new behavior.)

Increased the Size of the Meeting Attendee Popup Windows

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

The popup windows for "Add non-profiled attendee", "Add employee", "Import attendees", and "Copy attendees from old meeting" has been re-sized, no longer requiring scrolling. The popup windows can be found from the **Meeting Admin** screen, **'Edit' a meeting, Attendees** link.



NOTE: Editing attendees or adding an individual non-profiled attendee might cause scrolling, for example, when using the meeting hotel block feature.

Options to Select Responded or Not Responded Attendees as Email Recipients



*GDS' Supported: All
Configuration Setting: N/A*

To facilitate sending reminder or welcome emails, two buttons have been added to the **Email Recipients** page, **Admin** screen, **'Edit' a meeting, Emails, Edit Recipients** link on an individual email.

How to use – Administration

To use the buttons, the administrator:

- Clicks **Check Responded** to select attendees who have clicked **Attend** or **Decline**.
- Clicks **Check Not Responded** to select attendees who have *not* clicked **Attend** or **Decline**.

Individual Card Will No Longer Trump Forced Meeting Card

GDS' Supported: ALL GDS'

Configuration Setting: Default On

Under a very specific and rare set of circumstances, a profiled attendee in a group that had a forced meeting card would use their individual profile card instead. This outcome will no longer occur.

Below is the combination of specific circumstances under which this did occur:

- **Enable Individual Corporate Cards for Air** module property set to true
- Profiled attendee with:
 - ♦ Access to either 0 or more than one corporate cards
 - ♦ In a configuration with no ghost card
 - ♦ Has a profile card to be used for air
 - ♦ In a meeting group with a forced card

Profile/PNR Administration

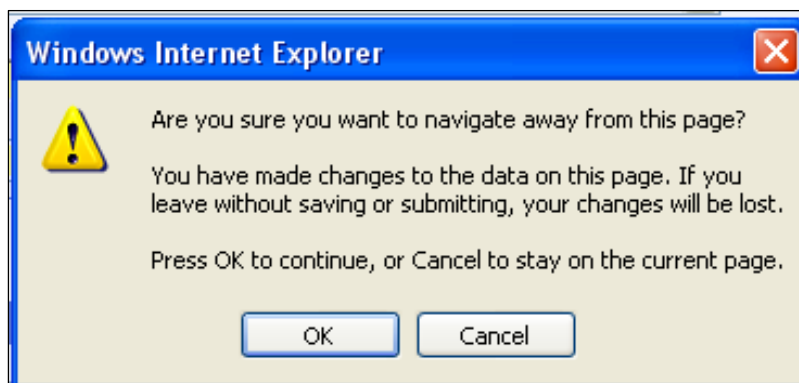
Popup to Remind Users to SAVE Profile Once Modified

GDS' Supported: N/A

Configuration Setting: Default on

A message on the **My Profile** page now warns travelers if they attempt to navigate away from the page with unsaved changes.

NOTE: This feature is not supported in the Safari or Opera browsers as they do not currently support the necessary event trigger.



Finisher to Write Comments to Agent History Remark on Ticketing, and Air Ticket Change Modes

GDS' Supported: Sabre, Worldspan, Rapid Reprice Alternate
 Configuration Setting: Default On

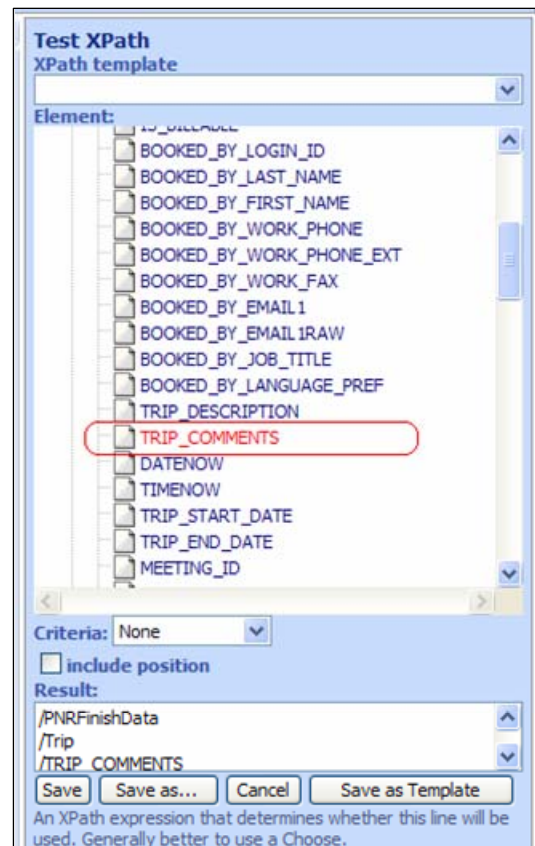
Passenger comments to agent now written for all air ticket change modes and are pushed to the PNR in the agency remarks or CB/PAX/ historical remarks. If an agency prefers to override or disable the historical remarks, those may be modified with the TRIP/TRIP_COMMENTS data point in the PNR Finishing template.

Passenger Remark
 Example in Sabre (*P5H):

```

File Edit View Keys Tools Options Help
1 Sabre - (Area B)
MD<
27.H-XXAUTH/187546/AX378518408351000/AA/USD469.00/02APR/S
30.H-POST TICKET FINISH-0017043340397
31.H-OLD TICKET COST - USD469.00
32.H-NEW TICKET COST- USD479.50
33.H-EXCHANGE COST- USD479.50
34.H-ADD COLLECT- 110.5
35.H-ADDITIONAL FARE- 100.00
36.H-RESIDUAL AMOUNT-
37.H-CANCELLATION PENALTY-
38.H-TOTAL EXCHANGE COST- 110.5
39.H-CB/PAX/PLEASE UPGRADE ALL UNITED FLT5 WITH 500 MILE COUPONS
40.H-CB FIN PNR FINISHING COMPLETE 4 2 2008 3 38 33 PM
41.H-CB/QUE/QUE TO INPROC C7AC-60 29 ON 02APR 1938Z
42.H-CB/QUE/QUEUNKNOWN PNR C7AC-66 30 ON 02APR 1938Z
43.H-CB FIN PNR FINISHING COMPLETE 4 3 2008 5 41 05 PM
44.H-CB/QUE/QUE TO INPROC C7AC-60 29 ON 03APR 2141Z
45.H-CB/QUE/QUE CANCEL PNR C7AC-60 29 ON 03APR 2141Z
  
```

Data point from the PNR Finishing Template Tree:



Miscellaneous

Account Lockout Count on Change Password Screen

GDS' Supported: ALL GDS'

Configuration Setting: Default On

A user's Cliqbook login will be locked out after 6 unsuccessful password change attempts on the Cliqbook Change Password screen. Previously the system allowed 7 tries.

NOTE: This will only occur, if the attempts are against a valid login id.

Concur Cliqbook Travel

Release Notes

May 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Administration	2
Ability to add custom text around credit card data.....	2
Check boxes for free hotel property-specific discounts	3
Add custom text to itinerary when rules broken or when trips need approval.....	4
Update business phone number warning when adding assistant	5
SSO: Update warning popup regarding SSO valid duration	6
True Trip Cancel: Never + Queuing Cliqbook is NOT cancelling the PNR and is NOT queuing to the cancellation queue when the refund request queue is activated.....	6
Remove pre-ticket change options from the travel configuration.....	6
Air	7
Booking multiple travelers - Allow select names from drop down list	7
Air Canada Direct Connect: Support for "new" corporate Flight Passes (Corporate Management Tool).....	8
Pre-Trip Change - When modifying air segments, new flights are added out of order. Applies to records with car, hotel and air segments only.....	9
TRIP CHANGE: Let ticket change occur on Rapid Reprice for supported airlines internationally.....	10
Change term on Travel Configuration page to "Upgrade Request" instead of "Automatic Upgrade".....	10
Hotel	11
Create a hotel load for Accor	11
Tag hotel E-Receipts for Concur Travel & Expense use	11
Limo / Taxi	12
Define limo access at rule class level	12
Limo displays hourly rates below all flat rates	12
Limo - Support "As Directed" bookings	13
Limo - Support hourly rides	13
Limo - Support GT3 globally.....	13
RideCharge.....	14

Meeting	18
Companion warning added when neither travel nor events allow companions	18
Warnings about misplaced Companion and Summary steps	18
Attendees must go through all steps in order.....	19
Confirmation step no longer moveable.....	20
 Profile/PNR Administration	 21
Modify Evolvi PNR finishing data points	21
Email3 and Car GPS added to XML bi-directional Sync, User ID added as a read-only field.....	24
Add TRAVELfusion PNR finishing data points	25
Import Data - Remove Org Unit data from Cliqbook user profiles.....	28
Modify post ticketing exchange data points	28
 Miscellaneous.....	 29
Need to add the Print Itinerary link to the itinerary page	29
Automatically geo-code company locations.....	29
Inform the traveler their trip may be changed in Cliqbook with link to video.....	30

Summary

Major Features

- Custom text enhancements
- Trip change resolutions
- RideCharge
- Air Canada Direct Connect: Support for Corporate Management Tool

Minor Features

- Limo enhancements
- Meeting enhancements
- TRAVELfusion finisher data points
- Automatically geo-code company locations

Administration

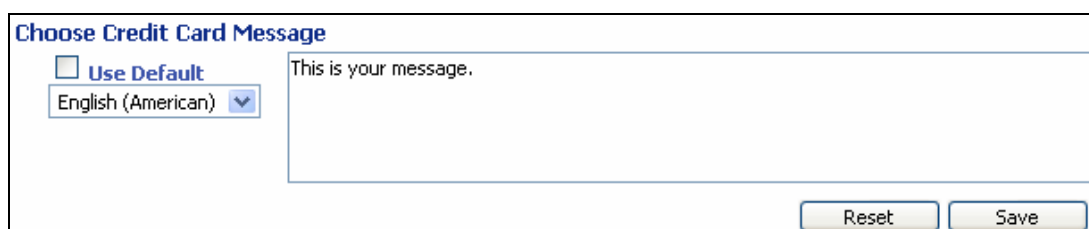
Ability to add custom text around credit card data

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

A company can add a custom text message within the Concur Cliqbook Travel Booking wizard, where the Corporate Ghost Cards are displayed. To set the message:

1. Select **Administration > Travel System Admin > Travel Text Customization**.
2. Select the entry field in the **Choose Credit Card Message** section.

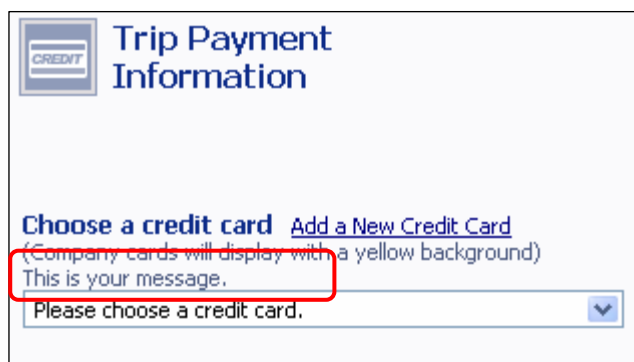


The screenshot shows a configuration window titled "Choose Credit Card Message". On the left, there is a checkbox labeled "Use Default" which is unchecked, and a dropdown menu currently set to "English (American)". To the right of these controls is a large text input field containing the placeholder text "This is your message.". At the bottom right of the window are two buttons: "Reset" and "Save".

3. Type your message.
4. Click **Save**.

The default is no message at all.

The message will appear like this:



The screenshot shows the "Trip Payment Information" screen. At the top left is a "CREDIT" logo. The main heading is "Trip Payment Information". Below this, there are two links: "Choose a credit card" and "Add a New Credit Card". A note in parentheses states "(Company cards will display with a yellow background)". A red box highlights a custom message "This is your message." which is displayed above a dropdown menu. The dropdown menu currently shows the text "Please choose a credit card." and has a downward arrow on the right.

Known Issue:

Custom text may write over the graphic on the Trip Payment Information page, which could make the text difficult to read (see below):



To correct this, add line breaks with HTML code: `
`

Example:

To avoid having to choose a form of payment for each trip, `
`
go to your Cliqbook profile and set your card as the default `
`
form of payment for plane tickets, car rentals, hotel reservations, etc. `
`

Check boxes for free hotel property-specific discounts

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

This feature is for Concur's upcoming integrated Travel & Expense Analytics release. This feature allows a Cliqbook customer site to specify for hotel chains and specific properties, if Internet access, parking, or breakfast is free. The check boxes themselves have no impact on the Cliqbook application, however, they will allow Concur to generate a report that will show when travelers have paid for parking, breakfast, or Internet access at a hotel where the negotiated discount dictates that the hotel should provide these services at no charge.

To use:

1. Select **Administration > Travel System Admin > Manage Corporate Discounts**.
2. Select **Add hotel chain discount** or **Add property-specific discount** or an existing discount.
3. At the bottom of the page, you will see the **Discounted Fees** section:

Discounted Fees	
Breakfast	<input type="checkbox"/> Free
<input type="text"/>	
Parking	<input type="checkbox"/> Free
<input type="text"/>	
Internet	<input type="checkbox"/> Free
<input type="text"/>	
Wireless Internet	
<input type="text"/>	
<input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

The **Free** check boxes, when selected, indicate that the service is free. If the corresponding text field is empty, when you select the **Free** check box, the field will automatically populate with *Free <service>*.

Discounted Fees	
Breakfast	<input checked="" type="checkbox"/> Free
Free Breakfast	
Parking	<input type="checkbox"/> Free
<input type="text"/>	
Internet	<input checked="" type="checkbox"/> Free
Free Internet	
<input type="text"/>	

Add custom text to itinerary when rules broken or when trips need approval

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

This feature allows companies to add custom text on the last page of the booking process if a travel policy rule has been broken. To set the message:


1. Select **Administration > Travel System Admin > Travel Text Customization**.
2. Select **Trip Sent to Manager, Not Ticketed Until Approved, or Rule Violations Logged** to access the appropriate entry field.

Trip Sent to Manager	
<input checked="" type="checkbox"/> Use Default English (American)	A copy of this itinerary has been sent to your travel manager.
	Reset Save
Not Ticketed Until Approved	
<input checked="" type="checkbox"/> Use Default English (American)	The itinerary will not be ticketed by our travel agents until your travel manager has approved the trip.
	Reset Save
Rule Violations Logged	
<input checked="" type="checkbox"/> Use Default English (American)	This itinerary violates one or more rules. The broken rules have been logged.
	Reset Save

3. Type your message.
4. Click **Save**.

The defaults are our standard messages to the user.

The message will appear like this:



Finished!
Thanks for using Cliqbook

Trip Record Locator : [REDACTED]

This trip is awaiting approval and must be approved by: 05/14/2008 9:00 PM Eastern

The itinerary will not be ticketed by our travel agents until your travel manager has approved the trip.

Your itinerary has been saved. Outtask Travel will service your itinerary.

Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by an agent by: 05/14/2008 11:59 PM Eastern.

Update business phone number warning when adding assistant

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Previously when adding a Primary Assistant for Travel, the text read "Individuals/Groups with no work phone number cannot be designated as primary assistant for travel."

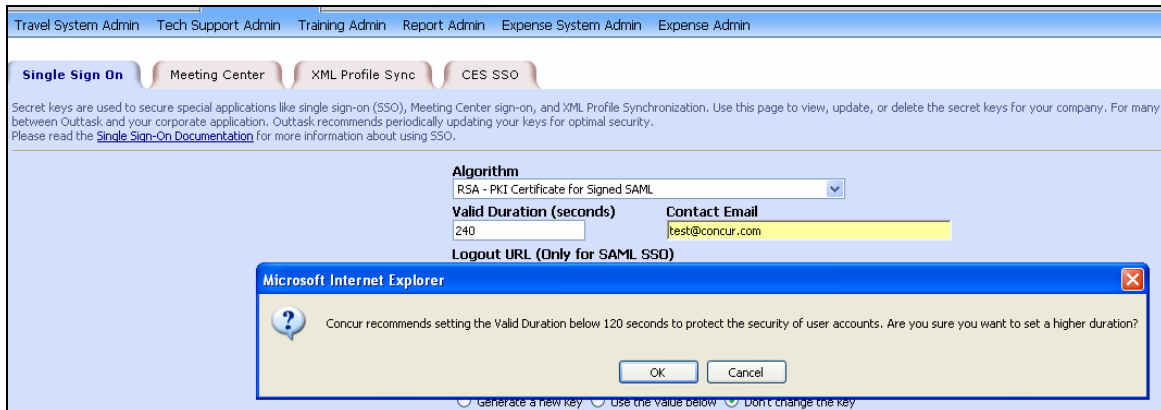
The updated text reads "Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel."

SSO: Update warning popup regarding SSO valid duration

GDS' Supported: ALL GDS'

Configuration Setting: Default On

The warning message associated to the Valid Duration (seconds) field in the Single Sign On section has been modified. The message now reads "Concur recommends setting the Valid Duration below 120 seconds to protect the security of user accounts. Are you sure you want to set a higher duration?"



True Trip Cancel: Never + Queuing Cliqbook is NOT cancelling the PNR and is NOT queuing to the cancellation queue when the refund request queue is activated

GDS' Supported: ALL GDS'

Configuration Setting: defaults to NEVER + QUEUEING option

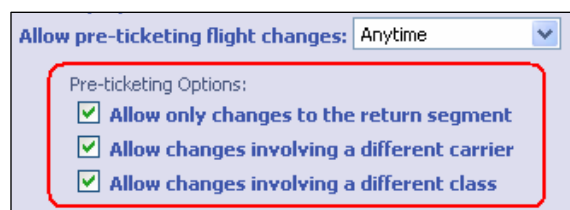
True Trip Cancel returned to original state and all agencies defaulted to the NEVER + QUEUEING option. All trips in Cliqbook may be cancelled if no ticket has been issued or no passive content exists in the PNR and trips with non-GDS hotels booked via Cliqbook that have not been pushed to the agency for fulfillment. If the refund request queue is not completed, the user will be instructed to contact the agency with no further action. If the refund request queue has been completed, the user is given the option to push the trip to the agency for assistance and the PNR is queued to the designated refund request queue.

Remove pre-ticket change options from the travel configuration

GDS' Supported: ALL GDS'

Configuration Setting: Default On

The specific pre-ticketing options **Allow only changes to the return segment**, **Allow changes involving a different carrier**, and **Allow changes involving a different class** have been removed from the company travel configuration as these options are no longer applicable in the pre-ticket change GUI.



Air

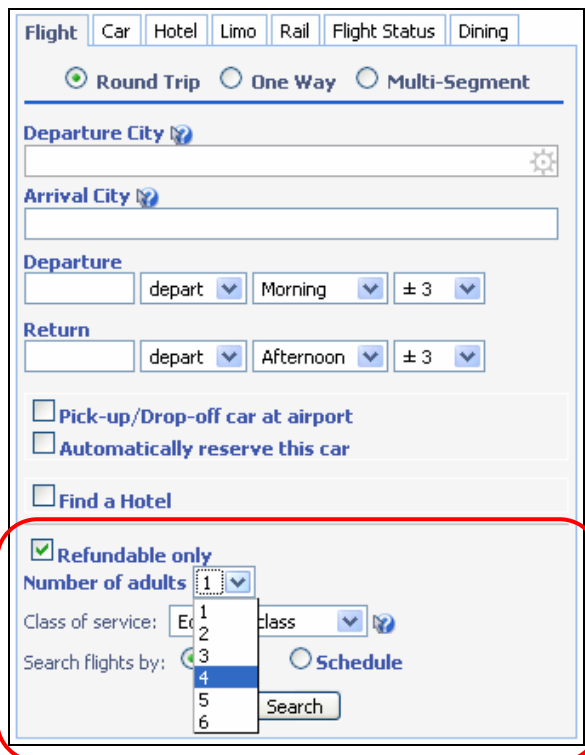
Booking multiple travelers - Allow select names from drop down list

GDS' Supported: ALL GDS'

Configuration Setting: Maximum Companions > 1

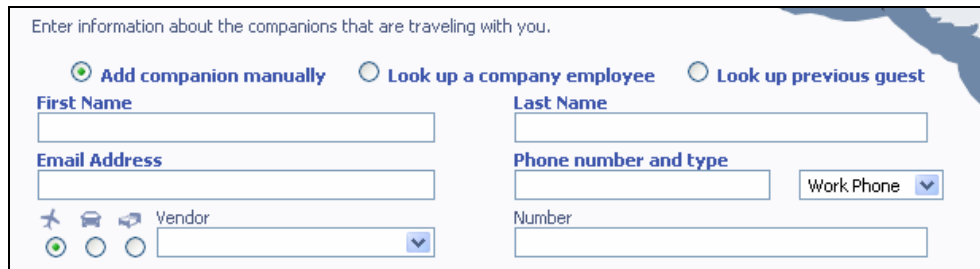
This feature adds the ability for the user to select from profiled employees and previous guests for traveling companions.

1. When you begin a trip, select more than one companion.



The screenshot shows a flight booking form with tabs for Flight, Car, Hotel, Limo, Rail, Flight Status, and Dining. The 'Flight' tab is active. The form includes options for Round Trip, One Way, and Multi-Segment. There are fields for Departure City and Arrival City. Below these are fields for Departure and Return times, each with a 'depart' dropdown, a time dropdown (Morning/Afternoon), and a '± 3' dropdown. There are checkboxes for 'Pick-up/Drop-off car at airport', 'Automatically reserve this car', and 'Find a Hotel'. A red box highlights the 'Refundable only' section, which includes a checked checkbox, a 'Number of adults' dropdown menu (open to 1-6), a 'Class of service' dropdown (open to 1-3), and a 'Search flights by' dropdown (open to 1-6). There is also a 'Schedule' radio button and a 'Search' button.

On the credit card payment screen, the companion fields appear.



The screenshot shows a form titled 'Enter information about the companions that are traveling with you.' It has three radio buttons: 'Add companion manually' (selected), 'Look up a company employee', and 'Look up previous guest'. There are fields for 'First Name', 'Last Name', 'Email Address', 'Phone number and type' (with a 'Work Phone' dropdown), and 'Number'. There are also icons for a plane, car, and limo, and a 'Vendor' dropdown menu.

To provide the companion data, you can:

- ◆ Add it manually, like always.
- ◆ Look up other company employees.
- ◆ Look up previous guests.

2. If the companion is a company employee:
 - ◆ Select the **Look up a company employee**. A drop list appears.

Enter information about the companions that are traveling with you.

Add companion manually
 Look up a company employee
 Look up previous guest

Choose a Traveler Search

First Name Last Name

Email Address Phone number and type Work Phone

Vendor Number

- ◆ You can select someone from the list or click **Search** and type an employee's name into the text box that appears:

Add companion manually
 Look up a company employee
 Look up previous guest

OK Cancel

- ◆ After you select someone from the drop down or successfully search and find an employee, the employee's information appears in the form.

3. If the companion is a previous guest:

- ◆ Select the **Look up previous guest**. A text box appears.

Add companion manually
 Look up a company employee
 Look up previous guest

- ◆ Type in the name of a previous guest. The guest's name should appear.
- ◆ Click the name. The guest's information appears in the form.

Air Canada Direct Connect: Support for "new" corporate Flight Passes (Corporate Management Tool)

*GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On*

There is a new platform – Air Canada Corporate Management Tool – to administer Corporate Flight Passes for up to 100,000 travelers. Cliqbook now supports the booking of Corporate Flight Passes on this new platform. The old platform will continue to be supported, which allows for up to 300 travelers to be associated with a Corporate Flight Pass.

Any Corporate Flight Passes that are purchased now can be administered using the new or old platform. However, existing Corporate Flight Passes can be administered only on the old platform. Customers must contact Air Canada so that their Corporate Contract Number will appear in the new Corporate Management area of the Air Canada Travel Agent Web site. This will allow the customer to associate travelers to their Corporate Profile (and optionally a Department) and then to the Corporate Flight Pass.

Configuring a Corporate Flight Pass using the new Air Canada Corporate Management Tool

1. Associate the Flight Pass to a Corporate Contract Number (Flight Pass Corporate Association mode = Corporate).
 - ◆ If a Flight Pass is associated to a CC#, the maximum number of travelers allowed on the Flight Pass is 99,999 and the travelers are administered via the new Air Canada Corporate Management Tool. In this mode, all travelers associated to the Corporate Profile have access to the Flight Pass. Individual travelers cannot be added directly to the Flight Pass in this mode.
 - ◆ If a Flight Pass is not associated to a CC# (Flight Pass Corporate Association mode = None), the maximum number of travelers allowed on the Flight Pass is 300 and travelers can be added directly to the Corporate Flight Pass using the old method/platform.
2. Add Department(s) to Corporate Contract Number (optional).
3. Add employee(s) and optionally associate him/her to a department(s). Employees can be assigned to more than one department.
4. Associate Department(s) to Corporate Flight Pass (optional) (Flight Pass Corporate Association mode = Corporate Department).

If Flight Pass Corporate Association mode = Corporate Department, only travelers associated to the Corporate Profile in the Department specified on the Corporate Flight Pass, have access to the Corporate Flight Pass.

NOTE: If the Corporate Flight Pass is in "Corporate Department" mode, the Flight Pass "owner" **must** be added to the department(s) specified on the Flight Pass.

Pre-Trip Change - When modifying air segments, new flights are added out of order. Applies to records with car, hotel and air segments only

GDS' Supported: Apollo and Sabre
Configuration Setting: Pre/Post Ticket Change Enabled

After making pre- or post-ticket changes to flights with car or hotel segments, the PNRs were completing with segments out of order. Now, in a separate step, Cliqbook reorders segments in their proper order chronologically. This fix will alleviate problems for agency's mid-office systems rejecting trips with segments out of order.

NOTE: Worldspan agencies are not affected by the segment out-of-order issue as the Worldspan GDS reorders segments automatically.

TRIP CHANGE: Let ticket change occur on Rapid Reprice for supported airlines internationally

*GDS' Supported: Worldspan Native/Cross GDS Rapid Reprice for SABRE and Apollo
Configuration Setting: Post Ticket Change Enabled*

Cliqbook now supports post-ticket change for international carriers participating in the Rapid Reprice automated change system. The carriers allowed for post-ticket change in Rapid Reprice can be located at **Info Reissuepart** in the Worldspan Native GDS Help System and are listed below.

ALASKA AIRLINES(AS/027)
DELTA AIRLINES(DL/006)
HAWAIIAN AIRLINES(HA/173)
KLM(KL/074)
NORTHWEST AIRLINES(NW/012)
UNITED AIRLINES(UA/016)
U.S. AIRWAYS(US/037)

NOTE: New Carriers will be added as they are updated in this listing.

Change term on Travel Configuration page to "Upgrade Request" instead of "Automatic Upgrade"

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

On the **Travel Configuration** page where Cliqbook "allows" upgrade requests for ticketed itineraries, it reads **Automatic Upgrade**. It has now been changed to **Upgrade Request** to lessen confusion for that function.



Hotel

Create a hotel load for Accor

GDS' Supported: ALL GDS'
Configuration Setting: Default On

On a monthly basis, Clipbook will load any new or revised Accor properties. Accor will send a mapping of their properties with GDS IDs and flags for internet/parking/breakfast. All the properties will be pulled from URL: <http://repos.accorhotels.com/ota> .

This will add additional properties and provide improved geo-coding for existing properties. Accor currently has over 3000 properties in multiple countries.

Tag hotel E-Receipts for Concur Travel & Expense use

GDS' Supported: ALL GDS'
Configuration Setting: E-Receipts Enabled

All hotel e-receipt loaders have been modified to flag each line item to identify the type of transaction. This information is now being used to enhance the Hotel Receipt Detail report.

The Hotel Receipt Detail report has been updated to show more information about hotel e-receipts. The line items are categorized into Payment, Discount, Room, Food/Beverage, Alcohol, Tax, Parking, Movie, Gratuity, Gift Shop, Phone/Net, and Other categories. The total charges for each category now appears in the report. All past trips will have access to this detail as well.

Actual Nights	Estimated Cost	Actual Cost	PAYMENT	DISCOUNT	ROOM	FOOD/BEVERAGE	ALCOHOL	TAX	PARKING	MOVIE	GRATUITY	GIFT	PHONE/NET	OTHER	Remark	Booking Source	Record
2	\$200.00	\$407.31	\$-407.31	\$0.00	\$230.00	\$98.10	\$7.10	\$28.76	\$10.00	\$9.95	\$4.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO2
3	\$300.00	\$538.69	\$-538.69	\$0.00	\$345.00	\$98.10	\$7.10	\$43.14	\$10.00	\$9.95	\$6.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO1
2	\$200.00	\$405.05	\$-405.05	\$0.00	\$228.00	\$98.10	\$7.10	\$28.50	\$10.00	\$9.95	\$4.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO2
2	\$150.00	\$310.92	\$-310.92	\$0.00	\$172.00	\$73.58	\$5.33	\$21.50	\$10.00	\$9.95	\$4.00	\$2.55	\$6.53	\$5.48		Clqbook GDS	DEMO2
3	\$300.00	\$538.66	\$-538.66	\$0.00	\$345.00	\$98.10	\$7.10	\$43.11	\$10.00	\$9.95	\$6.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO1
2	\$0.00	\$324.13	\$-324.13	\$0.00	\$172.00	\$84.37	\$6.11	\$21.50	\$10.00	\$9.95	\$4.00	\$2.92	\$11.71	\$6.28		Clqbook GDS	DEMO3
2	\$200.00	\$407.30	\$-407.30	\$0.00	\$230.00	\$98.10	\$7.10	\$28.76	\$10.00	\$9.95	\$4.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO3
2	\$200.00	\$407.31	\$-407.31	\$0.00	\$230.00	\$98.10	\$7.10	\$28.76	\$10.00	\$9.95	\$4.00	\$3.40	\$8.70	\$7.30		Clqbook GDS	DEMO1
2	\$0.00	\$407.60	\$-407.60	\$0.00	\$200.00	\$98.10	\$7.10	\$28.76	\$10.00	\$9.95	\$4.00	\$3.40	\$18.45	\$7.30		Clqbook GDS	DEMO1
3	\$300.00	\$538.97	\$-538.97	\$0.00	\$345.00	\$98.10	\$7.10	\$43.11	\$10.00	\$9.95	\$6.00	\$3.40	\$9.00	\$7.30		Clqbook GDS	DEMO3
2	\$150.00	\$310.92	\$-310.92	\$0.00	\$172.00	\$73.58	\$5.33	\$21.50	\$10.00	\$9.95	\$4.00	\$2.55	\$6.53	\$5.48		Clqbook GDS	DEMO1

Limo / Taxi

Define limo access at rule class level

GDS' Supported: ALL

Configuration Setting: LIMOS ENABLED

Limos may now be defined at the Travel Class level after being enabled at the Company Travel Configuration level.

Property Config	Default	Self-Reg	Air Upgrades	Upgrades to Prem. Econ.	Allow Limo	Options
Default Configuration					<input checked="" type="checkbox"/>	
Default Configuration					<input checked="" type="checkbox"/>	

There is now a two-step process when you enable GT3:

1. Enable GT3 in the Company Configuration.
2. Enable GT3 per travel class in the Travel Class Rules section.

Limo displays hourly rates below all flat rates

GDS' Supported: ALL

Configuration Setting: LIMOS ENABLED

Cliqbook *flat rates* now auto sorted ahead of *hourly rates* or returned in order of preference established by the company policy with GT3.

Limo Availability
Limo picking up at: DFW on 06/17/2008 09:00
Drop-off at: 2927 Maple Ave, Dallas, TX [Print / E-mail](#)

Disclaimer: Rates reflect only base rate and are not inclusive of tolls, parking, extra stops, taxes, gratuity, or surcharges (i.e. for late/early pickups, holidays, etc.).

Corporate Rate (6) Preferred (0) Retail Rate (0) With names containing:

Displaying: 6 out of 6 results.

Sort options: Company Preferred Vendor Price Vendor

Empire International - Sedan	\$115.75 (Flat rate); Minimum charge: 0 hours; Maximum passengers: 3;
Touch Of Class - Sedan	\$50.00 (Hourly rate); Minimum charge: 2 hours; Maximum passengers: 3;
Concord Limousine Inc - Sedan	\$53.00 (Hourly rate); Minimum charge: 2 hours; Maximum passengers: 3;
Dinos Livery - Sedan	\$55.00 (Hourly rate); Minimum charge: 2 hours; Maximum passengers: 3;
London Towncars - Sedan	\$80.00 (Hourly rate); Minimum charge: 2 hours; Maximum passengers: 3;
A 1 Limousine - Sedan	\$76.00 (Hourly rate); Minimum charge: 2 hours; Maximum passengers: 3;

Displaying: 6 out of 6 results.

Please choose a limo rate to reserve

[Start Over](#) [<< Previous](#)

Limo - Support "As Directed" bookings

GDS' Supported: ALL

Configuration Setting: LIMOS ENABLED

Cliqbook now supports *as directed* bookings in Limos. Sedans may be booked for pickup at a specific location and set *as directed* so the rider may map his plan as he travels.

The screenshot shows the 'Travel Center' interface with the 'Limo' tab selected. The 'Vehicle type' is 'Sedan'. The 'Pick-up date' is '05/28/2008' and the 'Pick-up time' is '9:00 am'. The 'Hourly Ride' checkbox is unchecked, and the 'Hourly Ride' dropdown is set to '2'. Under 'Pick-up Location', 'Airport' is selected, and the location is 'DFW - Dallas Ft Worth Intl - Dallas, TX'. Under 'Drop-off Location', 'As Directed' is selected and highlighted with a red box. A 'Search' button is at the bottom.

Limo - Support hourly rides

GDS' Supported: ALL

Configuration Setting: LIMOS ENABLED

Cliqbook now supports *hourly rides* that may be set to the number of hours the sedan is needed.

The screenshot shows the 'Travel Center' interface with the 'Limo' tab selected. The 'Vehicle type' is 'Sedan'. The 'Pick-up date' is '05/28/2008' and the 'Pick-up time' is '9:00 am'. The 'Hourly Ride' checkbox is checked and highlighted with a red box, and the 'Hourly Ride' dropdown is set to '2'.

Limo - Support GT3 globally

GDS' Supported: ALL

Configuration Setting: LIMOS ENABLED

Limos are now supported globally in Cliqbook, and may be booked if global contracts have been loaded into the GT3 Saturn System. Previously GT3 was only available within Cliqbook in the United States and Canada.

RideCharge

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

RideCharge, a provider of taxis and sedans in select cities, is a new Direct Connect provider to Cliqbook and is both a source of content as well as a source of e-receipts. Just like with Hertz, after you pay for your Taxi, the e-receipt will be posted to Concur, for quick drag-and-drop placement into your expense report. RideCharge is integrated into Cliqbook via an iframe. Rides can be booked from within a trip or outside of a trip.

RideCharge gives you the convenience of managing your ground transportation needs anytime, anywhere. You can use RideCharge to book rides in any location, view your list of upcoming rides and pay for your rides...right on your mobile device and within Cliqbook.

Known Limitations:

- There is a known issue where only taxis booked as part of a trip will import with the e-receipt into expense. Resolution is scheduled for the coming months but we do not have a firm date yet, it is part of a general infrastructure upgrade to the e-receipts process.

How to enable RideCharge?

Select the **Enable RideCharge Taxis and Sedan Service** check box in the **Ground Reservations** section of your company travel configuration.

Ground Reservations
 Enable Ridecharge Taxis and Sedan Service
GT3 Limos
GT3 Corporate ID

How to search for taxis from Travel Home?

RideCharge taxi search appears on the Travel home page on:

- **Ride** tab when both RideCharge and GT3 are active.
- **Taxi** tab when only RideCharge is enabled.

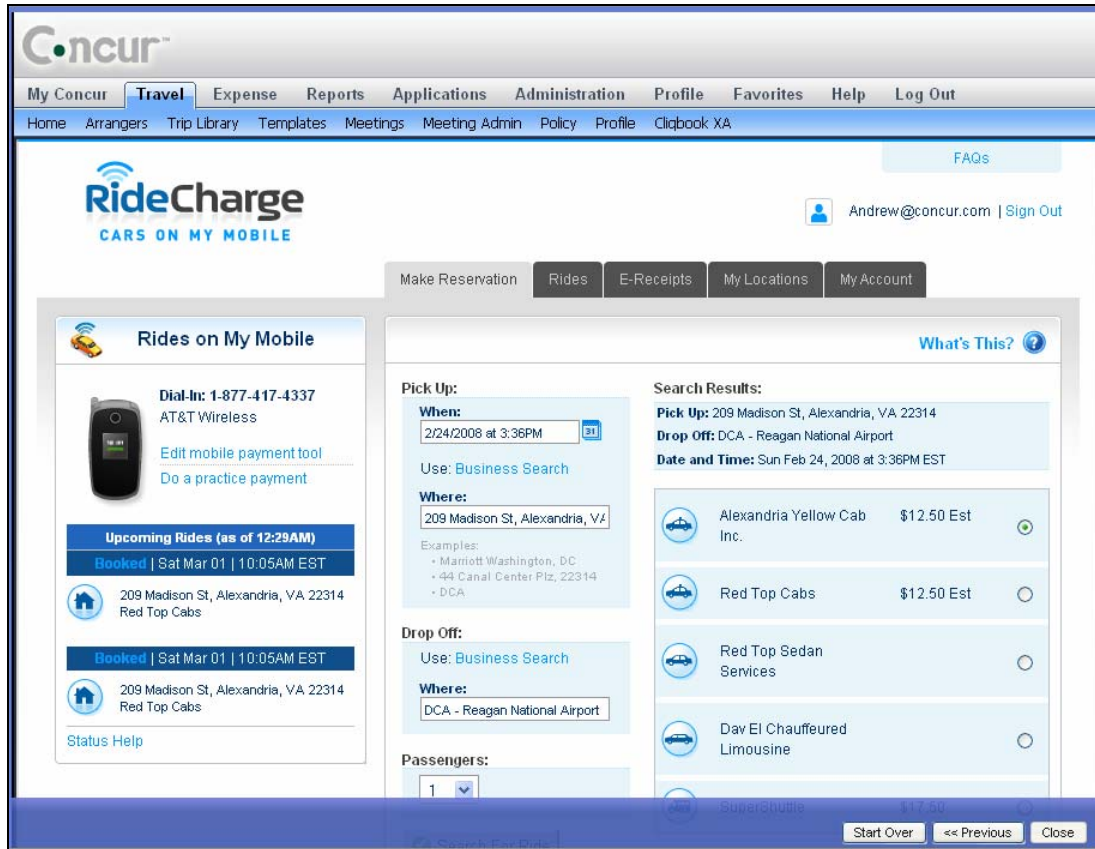
Flight | Car | Hotel | **Ride** | Rail | Flight Status | Dining
Vendor
 Limo (GT3) Taxi (RideCharge)
Vehicle type: Sedan
Pick-up date: 9:00 am
Pick-up Location
 Airport Company Location
 Address Preferred Hotel
 Home
9767 Lorraine carol way
Lorton, VA
US
Drop-off Location
 Airport Company Location
 Address Preferred Hotel
 Home
Airport DCA
DCA - Ronald Reagan National Arpt - Washington, DC
Search

Flight | Car | Hotel | **Taxi** | Rail | Flight Status | Dining
RideCharge
CARS ON MY MOBILE
Search

When only GT3 is enabled, the tab is still called **Limo**.

RideCharge Searches

After clicking **Search** and choosing a credit card, Cliqbook will take the user to a page with RideCharge in a frame. Taxi searches are done from here. If the traveler attempts to complete a RideCharge search without a mobile phone number or carrier, the user is prompted to enter that information.

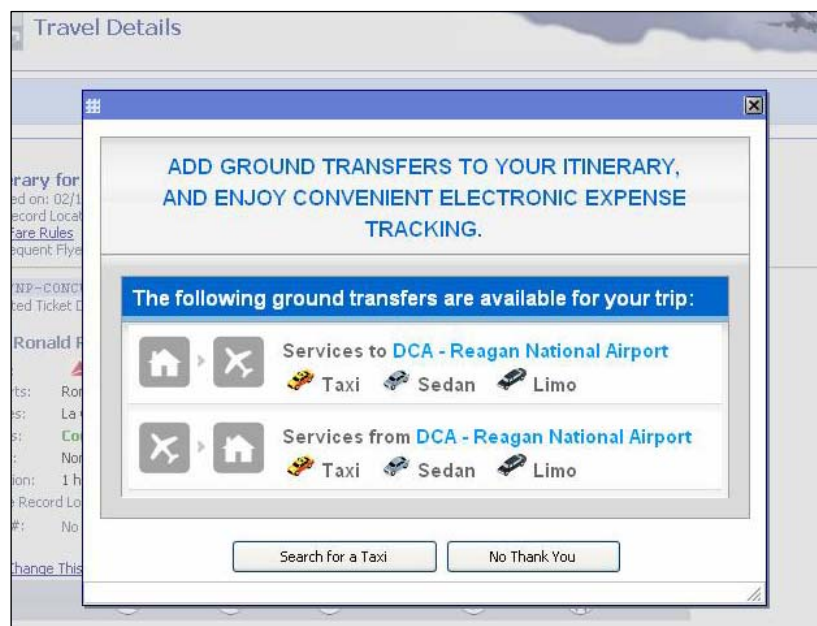


After a buy is completed, Cliqbook will take the user back to the travel homepage.

SEARCHES FROM AN ITINERARY

After booking a flight, if RideCharge is enabled and RideCharge supports the user's city, Cliqbook will show a dialog box asking if traveler would like to book a ride.

Selecting **Search for a Taxi** will take the user to the same RideCharge search screen with the dates and cities pre-populated. If the traveler selects **No Thank You**, an **Add Taxi** link will be visible on the itinerary page.



If the user purchases a taxi during the course of a trip, it will be displayed inside of the itinerary page.

Travel Details

Itinerary for: CSONTOS, ANDREW
Created on: 01/11/2008
Trip Record Locator: NHN6UP
[View Fare Rules](#)

U89/NP-CONCUR

Taxi - 209 Madison St, Alexandria, VA 22314

Renting from: Alexandria Yellow Cab Inc.
Picking up: Tue 04/15/2008 7:50 AM
Pick-up at: 209 Madison St, Alexandria, VA 22314
Drop-off At: DCA - Reagan National Airport
Approximate cost: \$11.00
Conf. Number: gc63023

[Cancel this reservation](#)

Canceling a ride

Rides that are not associated with a trip can be cancelled from the Travel home page. Rides that are associated with a trip can be cancelled from the itinerary page or by cancelling the entire trip.

Profile changes - Default Taxi credit card

From the add/edit profile page, you can now set a credit card as a default card for taxis.

Edit Credit Card

Edit your credit card information as necessary and click **Save Changes** when finished. **All fields are required.**

Display Name (e.g., My Corporate Card) **Your name as it appears on this card**

Active card John Smith

Card Type **Credit Card Number** **Expiration Date**

VISA xxxx-xxxx-xxxx-1111 6 2009

Use this card as the default card for:

Plane Tickets Car Rentals Hotel Reservations **Taxi**

Receive e-receipts for this card:

Credit Cards [Go to top](#)

You currently have the following credit cards saved with your profile.

Your Credit Cards [+ Add a Credit Card](#)

		Active card	xxxx-xxxx-xxxx-1111	Exp: 06/2009	
		Andrew's Corporate Card	xxxx-xxxx-xxxx-1111	Exp: 06/2009	

Concur Expense

For those customers using the combined Travel & Expense service, after the traveler pays for the taxi, the traveler will get an e-receipt, which is displayed in Expense.

The screenshot displays the Concur Expense interface. On the left, an "Expense List" table shows several entries, with the "Taxi" entry selected. The main area shows an "E-Receipt" for a taxi ride. The receipt includes the following details:

- Traveler:** Andrew CSONTOS, 703-623-2426
- Support:** Support@RideCharge.com | Phone: 703.579.6915
- Logo:** RideCharge CARS ON MY MOBILE
- Total:** \$31.00 (Taxi, Paid)
- Travel Date:** 02/10/2008 2:31 AM
- Billing Date:** 02/10/2008 2:31 AM
- Confirmation #:** vt56018
- Provider:** Alexandria Yellow Cab Inc.
- Payment:** AMERICAN EXPRESS | \$31.00
- Acct#:** XXXXXXXXXXXXXXX1111
- Charge Back / Acct#:** none
- Driver Name:**
- Vehicle #:**

Travel Costs:

Item	Amount
Fare And Tip	\$29.50
Booking Fee	\$1.50
Grand Total	\$31.00

Scheduled Pickup (from): WAS Airport
Scheduled Drop-off (to): 25 Main Street

Estimated Cost: \$25.00
Actual Cost: \$31.00 (Plus \$6.00)

Estimated Time: 41
Actual Time: 47 (Plus 6 min)

Transaction History:

Date	Time	Transaction
02/07/2008	6:00 PM	Booked
02/07/2008	6:05 PM	Dispatched
02/07/2008	6:20 PM	Meter On
02/07/2008	6:25 PM	E-Signed
02/07/2008	6:50 PM	Ride Paid
02/07/2008	6:55 PM	Onsite

Any users with the "z Demo/Training/Practice User" role will create TEST RideCharge bookings, rather than real ones.

RideCharge E-Receipts

After booking with RideCharge in Cliqbook or via your mobile phone, RideCharge will charge the traveler's card and immediately send an e-receipt to Cliqbook for the ride. The mobile phone must be used to pay for this to work properly. Paying in cash would result in RideCharge sending an e-receipt only for their service charge (typically \$1.50-\$2) and not the cash portion of the ride.

To receive RideCharge E-Receipts in Cliqbook, the **Enable RideCharge Taxis and Sedan Service** and **E-Receipts Enabled** settings must be enabled in the company travel configuration.

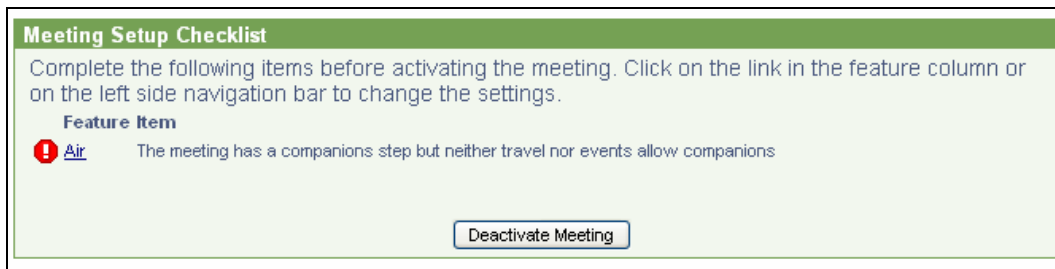
Meeting

Companion warning added when neither travel nor events allow companions

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The **Overview** page of Meetings now provides a warning when the meeting has a Companion step but the meeting steps are not set up to use companions. Concur Meetings looks at the **Air** section of Meeting Administrator to see if there are more than zero companions allowed for travel and also on each event to determine if an event allows more than zero companions. If none of those are true, a warning will appear on the **Overview** section of Meeting Administrator.

Here is what the warning looks like:

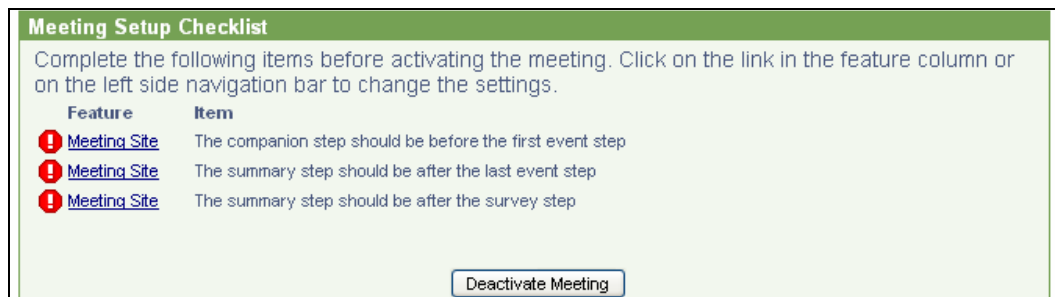


Warnings about misplaced Companion and Summary steps

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The **Overview** page of Meetings now provides warnings when the Companion and Summary steps are out of order with respect to other steps. For the Companion step, it should be in front of the travel and events steps, while the Summary step should be after event and survey steps. That placement will allow the best capturing of attendee data by the respective steps. A warning will appear on the **Overview** section of Meeting Administrator if either of those steps is out of place.

Here is an example warning:



Attendees must go through all steps in order

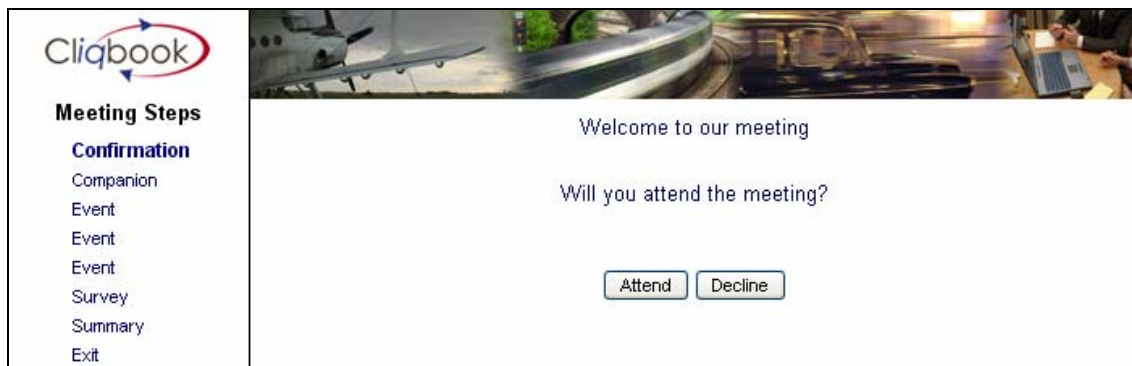
*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

Attendees can no longer skip ahead to steps in the meeting until they have completed the steps in order. This ability was causing problems with attendees forgetting to complete important steps for the meeting registration, for example, answering survey questions, signing up for events, or booking travel. After visiting a step, the attendee can then use the side navigation to move between steps that are already complete.

Existing meetings will mark a step as visited by an attendee if the attendee had previously completed an action for that step type, for example, signed up for the event, answered the survey questions, booked travel, etc..

NOTE: An attendee can always return to a step by clicking the proceeding step and completing that step to go forward.

Here is an example of when the attendee first starts the registration process. The steps on the left are not clickable but still provide information about the process to the attendee.



Here is an example after the attendee has gone through each step. The bold links are all clickable if the attendee needs to make any changes. This will be the same view if they came back into the meeting to update their registration.



Confirmation step no longer moveable

GDS' Supported: ALL GDS'

Configuration Setting: Default On

For more accurate reporting, the confirmation step is forced to be the first step that the attendee sees (with the exception of self-registration, if that option is being used). The step will be "locked down" on the Meeting Administrator **Steps** page and cannot be moved.

Existing and copied meetings will not be changed. However, as soon as you click **Update step order** on the **Steps** page in Meeting Administrator, the confirmation screen will be moved to the top.

Profile/PNR Administration

Modify Evolvi PNR finishing data points

GDS' Supported: Evolvi

Configuration Setting: Default On

This screenshot of the itinerary was an Evolvi booking done in Sabre.

Travel Details

Itinerary for: JAZZER, MICK
Created on: 04/25/2008 at 4:51 PM
Trip Record Locator: GQESQM

LEICESTER to BIRMINGHAM NEW STREET

Train: CROSSCOUNTRY (2 Class)
Departs: LEICESTER Sun 06/08/2008 at 11:15 AM
Arrives: BIRMINGHAM NEW STREET Sun 06/08/2008 at 12:17 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 1 hour, 2 minutes
Seat #: No seat assignment

UK RAIL TICKET REFERENCE NUMBER 121996

Connecting at BIRMINGHAM NEW STREET to BIRMINGHAM MOOR STREET

Train: WALK (2 Class)
Departs: BIRMINGHAM NEW STREET Sun 06/08/2008 at 12:17 PM
Arrives: BIRMINGHAM MOOR STREET Sun 06/08/2008 at 12:43 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 26 minutes
Seat #: No seat assignment

Connecting at BIRMINGHAM MOOR STREET to HATTON

Train: CHILTERN RAILWAYS CO. (2 Class)
Departs: BIRMINGHAM MOOR STREET Sun 06/08/2008 at 12:43 PM
Arrives: HATTON Sun 06/08/2008 at 1:05 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 22 minutes
Seat #: No seat assignment

Connecting at HATTON to STRATFORD UPON AVON

Train: CHILTERN RAILWAYS CO. (2 Class)
Departs: HATTON Sun 06/08/2008 at 1:33 PM
Arrives: STRATFORD UPON AVON Sun 06/08/2008 at 1:54 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 21 minutes
Seat #: No seat assignment

[Add Car Rental](#) [Add Hotel](#)

STRATFORD UPON AVON to BIRMINGHAM SNOW HILL

Train: LONDON MIDLAND (2 Class)
Departs: STRATFORD UPON AVON Thu 06/12/2008 at 5:58 PM
Arrives: BIRMINGHAM SNOW HILL Thu 06/12/2008 at 6:42 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 44 minutes
Seat #: No seat assignment

Connecting at BIRMINGHAM SNOW HILL to BIRMINGHAM NEW STREET

Train: WALK (2 Class)
Departs: BIRMINGHAM SNOW HILL Thu 06/12/2008 at 6:42 PM
Arrives: BIRMINGHAM NEW STREET Thu 06/12/2008 at 7:24 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 42 minutes
Seat #: No seat assignment

Connecting at BIRMINGHAM NEW STREET to LEICESTER

Train: CROSSCOUNTRY (2 Class)
Departs: BIRMINGHAM NEW STREET Thu 06/12/2008 at 7:24 PM
Arrives: LEICESTER Thu 06/12/2008 at 8:15 PM
Status: **Booked in Evolvi direct/121996** Ticketing:
Stops: Nonstop
Duration: 51 minutes
Seat #: A13A

[Add Car Rental](#) [Add Hotel](#)

Total

Fare:	USD 32.01 (GBP 22.50)
Discount:	USD 0.00 (GBP 0.00)
Transaction Charge:	USD 0.00 (GBP 0.00)
Credit Card Charge:	USD 0.00 (GBP 0.00)
Total Price:	USD 32.01 (GBP 22.50)

Itinerary generated on Fri 04/25/2008 5:53 PM

Reservation has been added to your itinerary.
If you close at this point your reservation will be cancelled.

[Previous](#) [Next >>](#) [Cancel](#)

The corresponding passive segments created in Sabre for this booking are as follows:

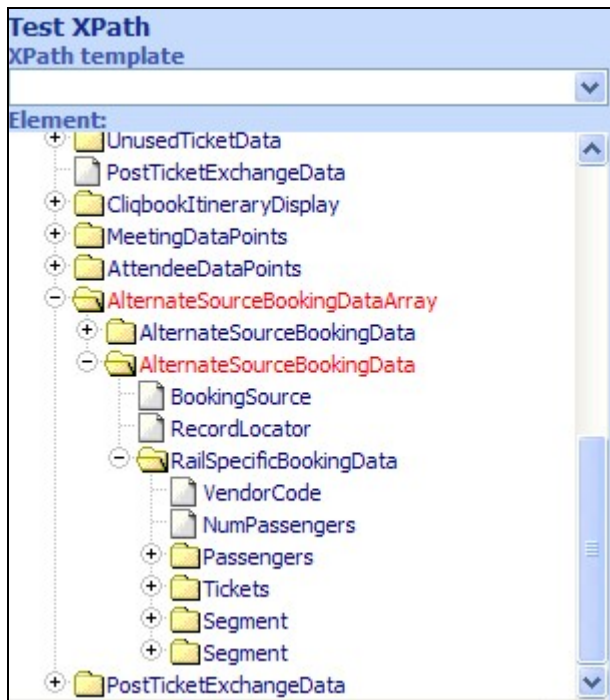
- 1.1JAZZER/MICK
 1 RAL Z0 08JUN S GK1 LEIBHM/LV-1115/DT-08JUN/AR-1217/CL-2/FD
 -7019470/TD-7011270/OP-XC/NA-CROSSCOUNTRY/SP-/SI-LEICESTER TO BIRMINGHAM NEW STREET/CF-121996-
- 2 RAL Z0 08JUN S GK1 BHMBMO/LV-1217/DT-08JUN/AR-1243/CL-2/FD
 -7011270/TD-7045150/OP-/NA-WALK/SP-/SI-BIRMINGHAM NEW STREET TO BIRMINGHAM MOOR STREET/CF-121996-
- 3 RAL Z0 08JUN S GK1 BMOHTN/LV-1243/DT-08JUN/AR-1305/CL-2/FD
 -7045150/TD-7045940/OP-CH/NA-CHILTERN RAILWAYS CO./SP-/SI-BIRMINGHAM MOOR STREET TO HATTON/CF-121996-
- 4 RAL Z0 08JUN S GK1 HTNSAV/LV-1333/DT-08JUN/AR-1354/CL-2/FD
 -7045940/TD-7045580/OP-CH/NA-CHILTERN RAILWAYS CO./SP-/SI-HATTON TO STRATFORD UPON AVON/CF-121996-
- 5 RAL Z0 12JUN Q GK1 SAVBSW/LV-1758/DT-12JUN/AR-1842/CL-2/FD
 -7045580/TD-7010060/OP-LM/NA-LONDON MIDLAND/SP-/SI-STRATFORD UPON AVON TO BIRMINGHAM SNOW HILL/CF-121996-
- 6 RAL Z0 12JUN Q GK1 BSWBHM/LV-1842/DT-12JUN/AR-1924/CL-2/FD
 -7010060/TD-7011270/OP-/NA-WALK/SP-/SI-BIRMINGHAM SNOW HILL TO BIRMINGHAM NEW STREET/CF-121996-‡
- 7 RAL Z0 12JUN Q GK1 BHMLEI/LV-1924/DT-12JUN/AR-2015/CL-2/FD‡
 -7011270/TD-7019470/OP-XC/NA-CROSSCOUNTRY/SP-A13A/SI-BIRMINGHAM NEW STREET TO LEICESTER/CF-121996-

The following data points are available for finishing:

Field	Description	Format
Passenger Number		50.R‡13763611
Passenger Name		PSGR - DUCK/DONALD MR
Ticket count		BR1
Rail fare sold		PRICE-137.00
Lowest Fare		LOWEST FARE-137.00
Standard Fare		STANDARD FARE-137.00
Outbound segment number		54.R‡OUTBOUND1
Country Code		GB
Station Code		PAD
Leaving Time		LV-0715

Field	Description	Format
Arriving Time		AR-0841/2
Class of Travel		2
Date of Travel		7-May
Rail Operator Code		GW
Return Segment Number		55.R†RETURN1
Station Name		LONDONVICTORIA BRIGHTON
Origin UICCode		FD-7010720
Destination UICCode		TD-8700015
?		SP
Wagon		COACHB
Seat		SEAT23
Confirmation number		CF-XXXXXXXXX
Trip Mileage		?

These data points are located in:



Email3 and Car GPS added to XML bi-directional Sync, User ID added as a read-only field

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

The email3 profile field has been added to XML Profile Sync schema as Business2 email. CarGPS profile field is also available as well.

```
- <xs:element name="EmailAddresses" minOccurs="1" maxOccurs="1">
- <xs:complexType>
- <xs:sequence>
- <xs:element name="EmailAddress" minOccurs="0" maxOccurs="unbounded">
- <xs:complexType>
- <xs:sequence>
  <xs:element name="EmailAddressValue" type="xs:string" minOccurs="0"
  msdata:Ordinal="0" />
  </xs:sequence>
- <xs:attribute name="Type" use="required">
- <xs:simpleType>
- <xs:restriction base="xs:string">
  <xs:enumeration value="Business" />
  <xs:enumeration value="Personal" />
  <xs:enumeration value="Supervsr" />
  <xs:enumeration value="TrvlArr" />
  <xs:enumeration value="Business2" />
</xs:restriction>
</xs:simpleType>
</xs:attribute>
</xs:complexType>
</xs:element>
</xs:sequence>
</xs:complexType>
```

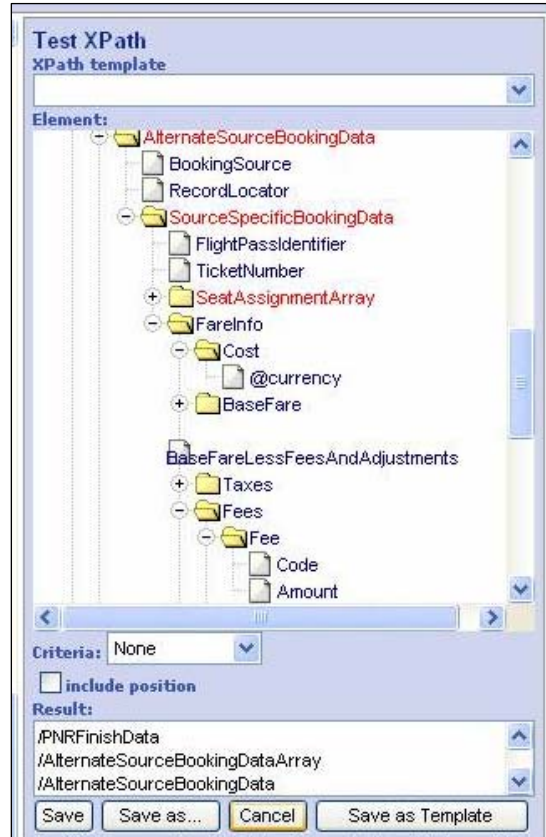
</xs:element>

Add TRAVELfusion PNR finishing data points

*GDS' Supported: TRAVELfusion
Configuration Setting: Default On*

The following PNR finishing datapoints are now available for TRAVELfusion.

- AlternateSourceBookingDataArray/AlternateSourceBookingData/BookingSource = TRAVELfusion
- AlternateSourceBookingDataArray/AlternateSourceBookingData/RecordLocator = the web fare airline's confirmation number
- AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/Cost = webfare grand total cost
- AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/BaseFare = webfare base fare, even if it contain taxes
- AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/Fees/Fee = TRAVELfusion adjustments/fees like credit card fees, etc. For example, if you are booking on Easyjet and you indicate luggage check-in, TRAVELfusion will return the credit card fee (if applicable) and the luggage fee.



There are no TRAVELfusion carriers that return taxes.

The currency of the Web provider is also available for the <Cost> and <BaseFare>. That currency can also be used for the <Fee> datapoints.

An example booking and raw finishing data is below.

Carrier	Depart	Arrive	Duration	Class
EasyJet Airline #1402	Oct 14 12:05pm Barcelona, Spain (BCN)	Oct 14 1:40pm Geneva, Switzerland (GVA)	Stops: 0	E
EasyJet Airline #1405	Oct 15 4:00pm Geneva, Switzerland (GVA)	Oct 15 5:30pm Barcelona, Spain (BCN)	Stops: 0	E

\$51.83 / €48.99
Reserve Compare

WebDirect Fare
WebDirect fare provided by TRAVELFusion. Fare includes taxes and fees.
Ticket non-refundable - penalties may apply. Supplier Info Flight Options

Displaying: 1 out of 33 results. The least cost item is: 61.83

easyJet.com
Please provide the following information that easyjet requires to complete a booking. You may leave optional fields blank, but when you do provide a response, please enter the information as accurately as possible to minimize any booking issues on easyjet.

Date of birth (ddmm/yyyy) (optional) 11/03/1973

Username for supplier login account (optional)

Password for supplier login account (optional)

Number of bags to be checked in (e.g. 2) (optional) 2

Request speedy boarding (y/n) (optional) y

Passport number (optional)

Passport country of issue (optional)

Confirm

Itinerary for: NEVER, WILLIAM W


Created on: 05/08/2008

Trip Record Locator: J23XFI

Comments from Agent

Selected Ticket Delivery: E-Ticket if possible

Selected Ticket Delivery: E-Ticket if possible

 **Barcelona Arpt (BCN) to Geneve Cointrin (GVA)**

Flight: **easyJet.com** Flight # 1402 Economy (Y)
Departs: Barcelona Arpt (BCN) Tue 10/14/2008 at 12:05 PM
Arrives: Geneve Cointrin (GVA) Tue 10/14/2008 at 1:40 PM
Status: **Booked in TravelFusion direct/3IU5HXUVHV** Ticketing: E-Ticket
Stops: 0 Meal: No Meal Served
Duration: 1 hours 35 minutes
Airline Record Locator:

Remarks:

EASYJET CONFIRMATION NUMBER 3NU5HXUVNV
CONTACT INFO HTTP://WWW.EASYJET.COM/
CARRIER CLASS - ECONOMY WITH RESTRICTIONS
TRAVELFUSION CLASS - ECONOMY WITH RESTRICTIONS

 **Geneve Cointrin (GVA) to Barcelona Arpt (BCN)**

Flight: **easyJet.com** Flight # 1405 Economy (Y)
Departs: Geneve Cointrin (GVA) Wed 10/15/2008 at 4:00 PM
Arrives: Barcelona Arpt (BCN) Wed 10/15/2008 at 5:30 PM
Status: **Booked in TravelFusion direct/3IU5HXUVHV** Ticketing: E-Ticket
Stops: 0 Meal: No Meal Served
Duration: 1 hours 35 minutes
Airline Record Locator:

WebFare Breakdown

Base Fare including taxes: USD 61.83 (EUR 48.98)
Credit Card Surcharge: USD 9.47 (EUR 7.50)
Luggage Surcharge: USD 37.87 (EUR 30.00)
Speedy Boarding Charge: USD 21.77 (EUR 17.25)
WebFare Total Price: **USD 130.94 (EUR 103.73)**

Finishing Template Tester

Input Data | Lookup Tables | Output

Formatted

- PNRFinishData
 - FinishingMode
 - Agency
 - CompanyTravelConfig
 - User
 - Preferences
 - CreditCards
 - AffinityPrograms
 - Trip
 - AlternateTripsAry
 - RulesData
 - Billing(empty)
 - HotelViolationAry(empty)
 - CarViolationAry(empty)
 - ItinViolationAry(empty)
 - CustomFields
 - TripCustomFields(empty)
 - FinishEventData
 - Meeting(empty)
 - RawUserData
 - UnusedTicketData(empty)
 - PostTicketExchangeData(empty)
 - CliqbookItineraryDisplay
 - Dummy(empty)
 - AlternateSourceBookingDataArray
 - AlternateSourceBookingData
 - BookingSource(TravelFusion)
 - RecordLocator(3NU5HXUVNV)
 - SourceSpecificBookingData
 - FareInfo
 - Cost(103.73)
 - BaseFare(48.98)
 - Fees
 - Fee
 - Code(Credit card surcharge)
 - Amount(7.50)
 - Fee
 - Code(Luggage surcharge)
 - Amount(30.00)
 - Fee
 - Code(Speedy boarding charge)
 - Amount(17.25)

Import Data - Remove Org Unit data from Cliqbook user profiles

GDS' Supported: ALL GDS'

Configuration Setting: Default On

Org Unit data can now be removed from a user profile via Import Data if the old Org Unit field is populated and the new Org Unit field is set to <clear>.

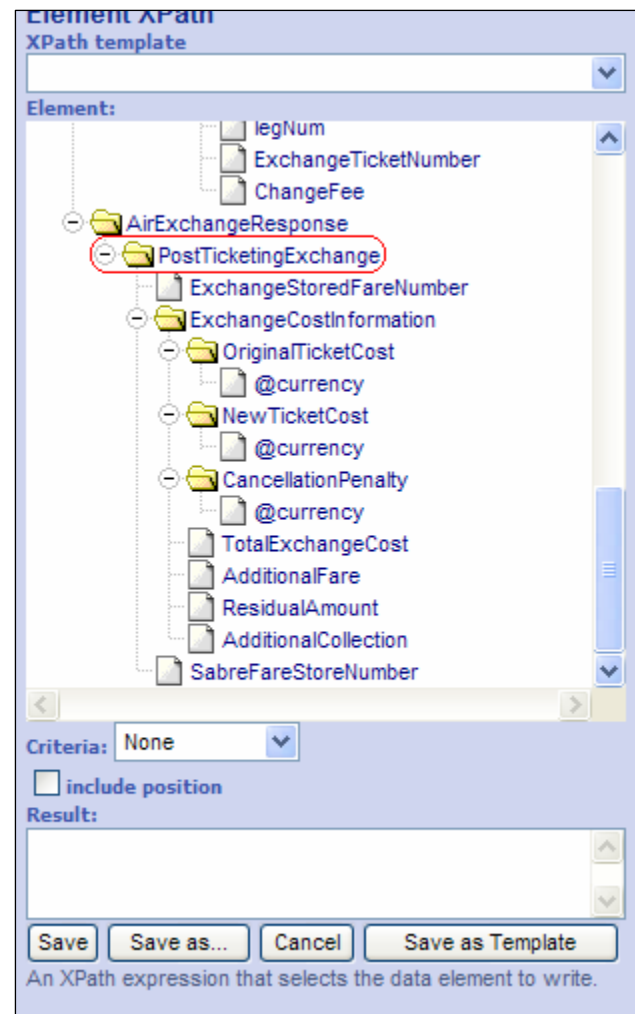
Modify post ticketing exchange data points

GDS' Supported: Worldspan, Sabre, Apollo (Cross GDS)

Configuration Setting: Post Ticket Change Enabled

Finishing data points updated with various aspects of post ticket change results, including Residual Amount. The below data points are available in the finishing data tree listed under Post Ticket Exchange Data.

- OriginalTicketCost – Total Cost of Original Ticket (Including Taxes)
- NewTicketCost – Total Cost of NEW Ticket (Including Taxes)
- CancellationPenalty– The Change Penalty Assessed for the Post Ticket Change
- AdditionalFare – Additional Airfare Difference if Positive Amount or ZERO if Negative Amount
- ResidualAmount – If Post Ticket Change Results in Residual or Negative Amount or ZERO if Positive Amount
- AdditionalCollection – Total Cost of Exchange Including Airfare Difference and Exchange Penalty if Positive Amount or ZERO if Negative Amount

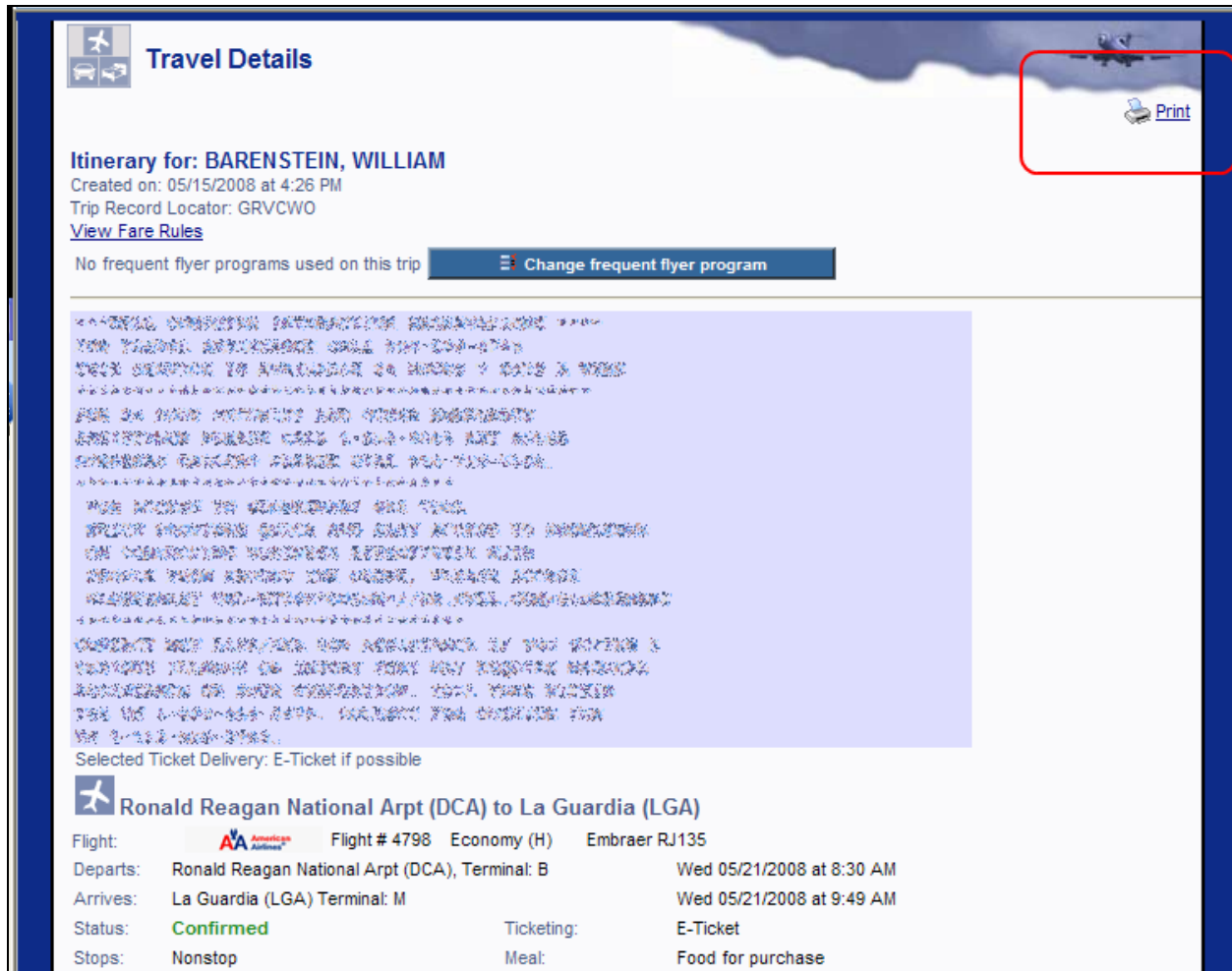


Miscellaneous

Need to add the Print Itinerary link to the itinerary page

GDS' Supported: ALL GDS'

Configuration Setting: Default On




Travel Details

Itinerary for: BARENSTEIN, WILLIAM
Created on: 05/15/2008 at 4:26 PM
Trip Record Locator: GRVCWO
[View Fare Rules](#)

No frequent flyer programs used on this trip [Change frequent flyer program](#)

Selected Ticket Delivery: E-Ticket if possible

Ronald Reagan National Arpt (DCA) to La Guardia (LGA)

Flight:	 American Airlines	Flight # 4798	Economy (H)	Embraer RJ135
Departs:	Ronald Reagan National Arpt (DCA), Terminal: B		Wed 05/21/2008 at 8:30 AM	
Arrives:	La Guardia (LGA) Terminal: M		Wed 05/21/2008 at 9:49 AM	
Status:	Confirmed		Ticketing:	E-Ticket
Stops:	Nonstop		Meal:	Food for purchase

Automatically geo-code company locations

GDS' Supported: ALL GDS

Configuration Setting: Default On

A nightly batch job will be run to automatically geo-code any company location that does not have the latitude and longitude defined.

The company administrator may still geo-code company locations one at a time within a Cliqbook site using **Administration > Company Admin > Company Locations**.

Inform the traveler their trip may be changed in Cliqbook with link to video

GDS' Supported: ALL SUPPORTING POST TICKET CHANGE Configuration Setting: Default On

Cliqbook now includes additional news located on the Travel home page. If the post-ticket change functionality is enabled for a company, a message informs users that they can change ticketed reservations within Cliqbook. From this message, we provide a link to our short video demonstrating the feature.

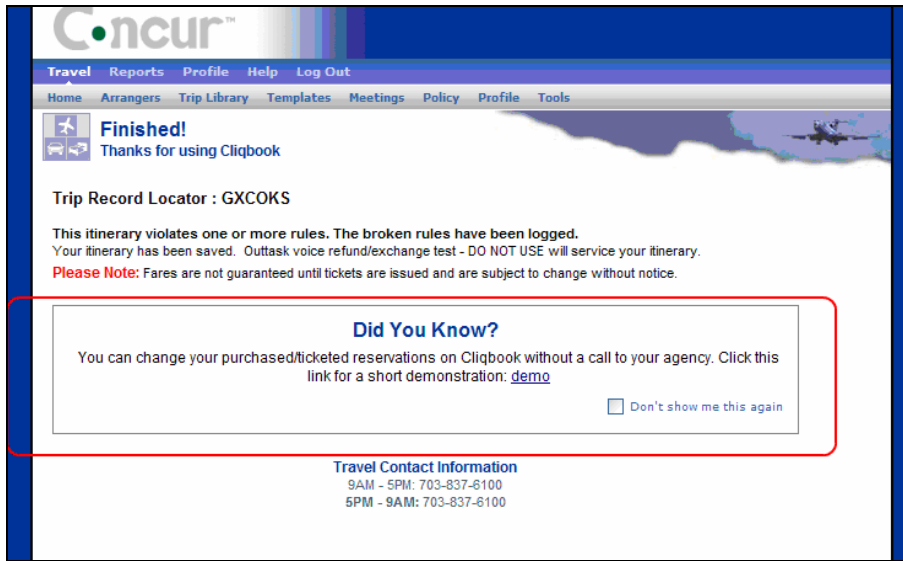
This exciting news is also displayed on the itinerary page once the user has completed their booking. (Once viewed the user may select the **Don't show me this again** check box to remove the message).

Travel home page, **Company Notes** tab:

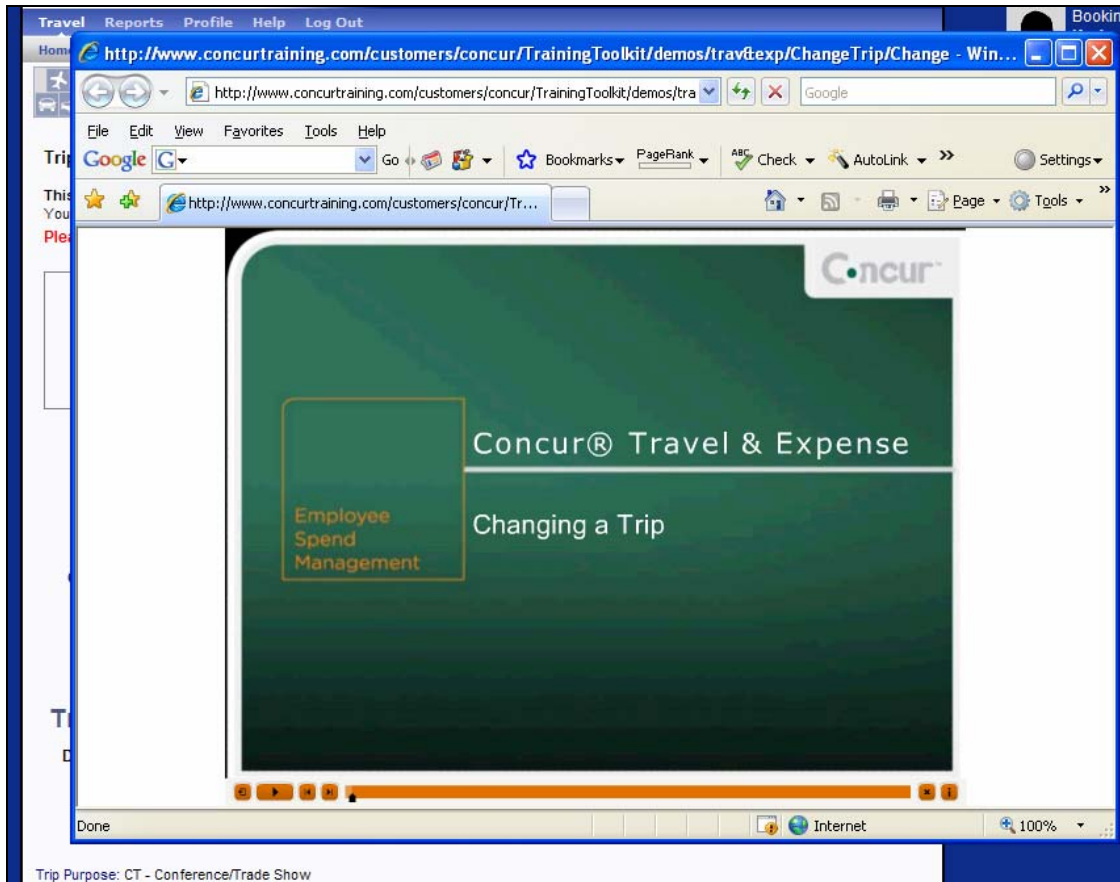
The screenshot displays the Cliqbook interface with the 'Company Notes' tab selected. The left sidebar contains flight search options, including 'Round Trip', 'One Way', and 'Multi-Segment', along with departure and arrival city fields (DCA - Ronald Reagan National Arpt - Washington, DC), departure and return time selectors, and search filters like 'Refundable only' and 'Search flights by: Price/Schedule'. The main content area shows three messages:

- Intercontinental Hotel E-Receipt Form Needed**: A message for Travel Policy Administrators regarding the completion of an e-receipt form for Intercontinental Hotel Group chains. It includes a link to the 'Intercontinental Form' and checkboxes for 'Don't show me this again' and 'This has been completed'.
- Join the Concur Community Forum**: A message for Travel Policy Administrators encouraging participation in the Concur Community Forum. It lists benefits such as communicating with clients on a global scale, exchanging best practices, and providing input for new services. It includes a numbered list of steps to join the forum and a contact email (webusers@concur.com) for login issues. It also has a 'Don't show me this again' checkbox.
- Did You Know?**: A message highlighting that users can change their purchased/ticketed reservations on Cliqbook without a call to their agency. It includes a link to a 'demo' video and a 'Don't show me this again' checkbox. This message is highlighted with a red box in the screenshot.

Finished! Final itinerary page after finishing trip (also may be disable from this page by the user):



Demo view, first page:



Concur Cliqbook Travel

Release Notes

June 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
Option to Write FOP Line for Non-Active PNR Segments	2
Sabre Void Requires Ticketing PCC from Itinerary.....	2
Add Custom Text Above the Car Segment on the Itinerary	2
Audit Log on the Agency Configuration	3
TRUE TRIP CANCEL: Direct Connect Cancel tied to the True Trip Cancel?	4
Change to AirTran Direct Connect in Order to Allow Multiple NewSkies Direct Connects.....	4
Duration of Flight Travel Policy Rule for Connections.....	5
Ability to Hide the AAA, AARP, Government, Military and Senior Checkboxes in the Profile.....	6
Ability to Hide "Other Air/Car/Hotel Preferences" in the profile	7
Ability to Hide "Hotel Amenity Preferences" in the profile.....	8
"Sabre Maximum Direct Flights Schedule Drain" Company Travel Configuration option viewable/editable by travel agencies	8
Cliqbook Groups - need ability to delete company groups	9
TRUE TRIP CANCEL: Redesign of Trip Cancel in Cliqbook	10
Air	12
Air France Abonnement (ABT) Card in Sabre	12
Upgrade dialog box needs "done" link to close window.....	13
Car	14
Beta Testing Group: Avis and Budget E-Receipts.....	14
Rail	16
Deutsche Bahn: Add Warning About Non-Refundable Seat Reservation on Summary Page.....	16
Meeting	17
Air Search Window Gets Lost When Using Custom Trip Attributes and Meeting Match	17
Data Issues with Meeting Reports that have Survey Questions	18
Fixed "no image" and "default image" Options for Meeting Admin	19
Profile/PNR Administration	19
Travel Configuration Setting - Passport Information as Required Field	19
Additional Profile Title Options	20

Remove Smoking Options for Air and Rail from Profile20

Miscellaneous21

 Need to Add Guest to Arranger Home Page21

 Support Carbon Model in Air and Itinerary Display.....22

Summary

Major Features

- True Trip Cancel Redesign
- Air France Cartes Abonnement for SABRE
- E-Receipts in BETA for Budget and Avis
- Carbon Model Support

Minor Features

- Duration of Flight Travel Policy Rule for Connections
- Add Custom Text Above the Car Segment on the Itinerary
- Enhanced Profile Field Customization

Release Notes

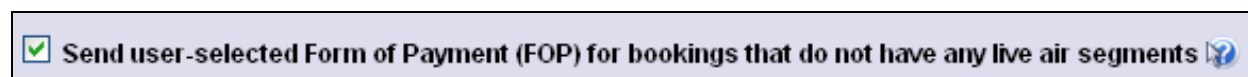
Administration

Option to Write FOP Line for Non-Active PNR Segments

GDS' Supported: ALL GDS' except Galileo
Configuration Setting: Default Off

Prior to this release, the option in the Company Travel Configuration titled, 'Send user selected Form of Payment (FOP) for bookings that do not have any live air segments' was available for all GDS' except Amadeus and Worldspan. This is now available for all GDS' supported by Cliqbook.

The setting is enabled on the customer's travel configuration screen as shown below:



This is found just above the "Email Options" section.

Sabre Void Requires Ticketing PCC from Itinerary

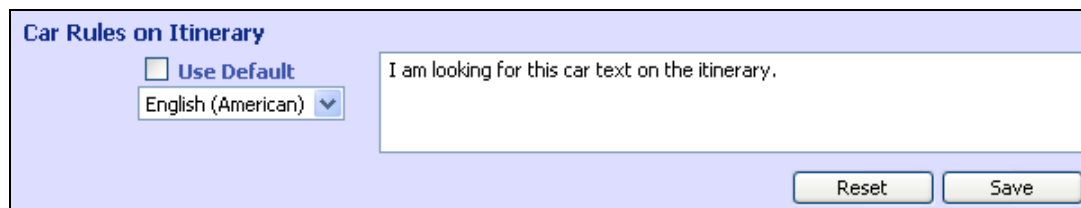
GDS' Supported: Sabre
Configuration Setting: Enable "Allow Ticket Voids" in the company travel configuration

Void in Sabre now supports voiding tickets issued on alternate PCC's. Concur Cliqbook Travel verifies the PCC of ticket generation and emulates to that PCC to void the ticket (as voiding must occur in the ticketed PCC). Please Note that emulation must be opened between the booking PCC and the ticketing PCC if accessing via branch sign in.

Add Custom Text Above the Car Segment on the Itinerary

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

Custom text can be added to the car section of the Concur Cliqbook Travel itinerary. This can be done by specifying text in the "Car Rules on Itinerary" field in Administration > Company Admin > Travel Policy Administrator > Custom Text. By default no text is written.



The text will be displayed on the Concur Cliqbook Travel itinerary (also known as the Travel Details screen) in the following location:



Travel Details



Itinerary for: NEVER, WILLIAM

Created on: 06/17/2008

Trip Record Locator: PWV9RK

Comments from Agent

```
*****QWEST RESERVATION LINE*****  
**866-829-9244 MEMBERSHIP NUMBER 113H**  
IF TRAVELING INTERNATIONALLY GO TO  
HTTP://FINSEAA02.AD.QINTRA.COM/PROCUREMENT/TRAVEL/INTERNATIONAL.HTML  
PLEASE NOTE - EACH TRAVELER LISTED IN THIS ITINERARY  
AGREES TO THE TERMS AND CONDITIONS WHICH ARE PART OF  
THIS TRANSACTION AS SET FORTH IN THE AGENCY'S WEBSITE AT  
WWW.CARLSONWAGONLIT.COM/EN/COUNTRIES/US/TERMS/INDEX.HTML
```



Car Rental at Washington, DC (DCA)



I am looking for this car text on the itinerary.

Renting from: Hertz
Picking up: Tue 11/11/2008 9:00 AM
Pick-up at: Ronald Reagan National Arpt (DCA)
Returning: Wed 11/12/2008 5:00 PM
Returning to: Ronald Reagan National Arpt (DCA)
Rate: Daily rate: \$139.49 Guaranteed Rate Unlimited
Status: **Confirmed**
Confirmation Number: E0481384074
Car Type: Luxury Car, Automatic transmission Air conditioning
Special equipment: NVS
Special Instructions: NONSMOKING

[Cancel this car](#)

[Change Date](#)

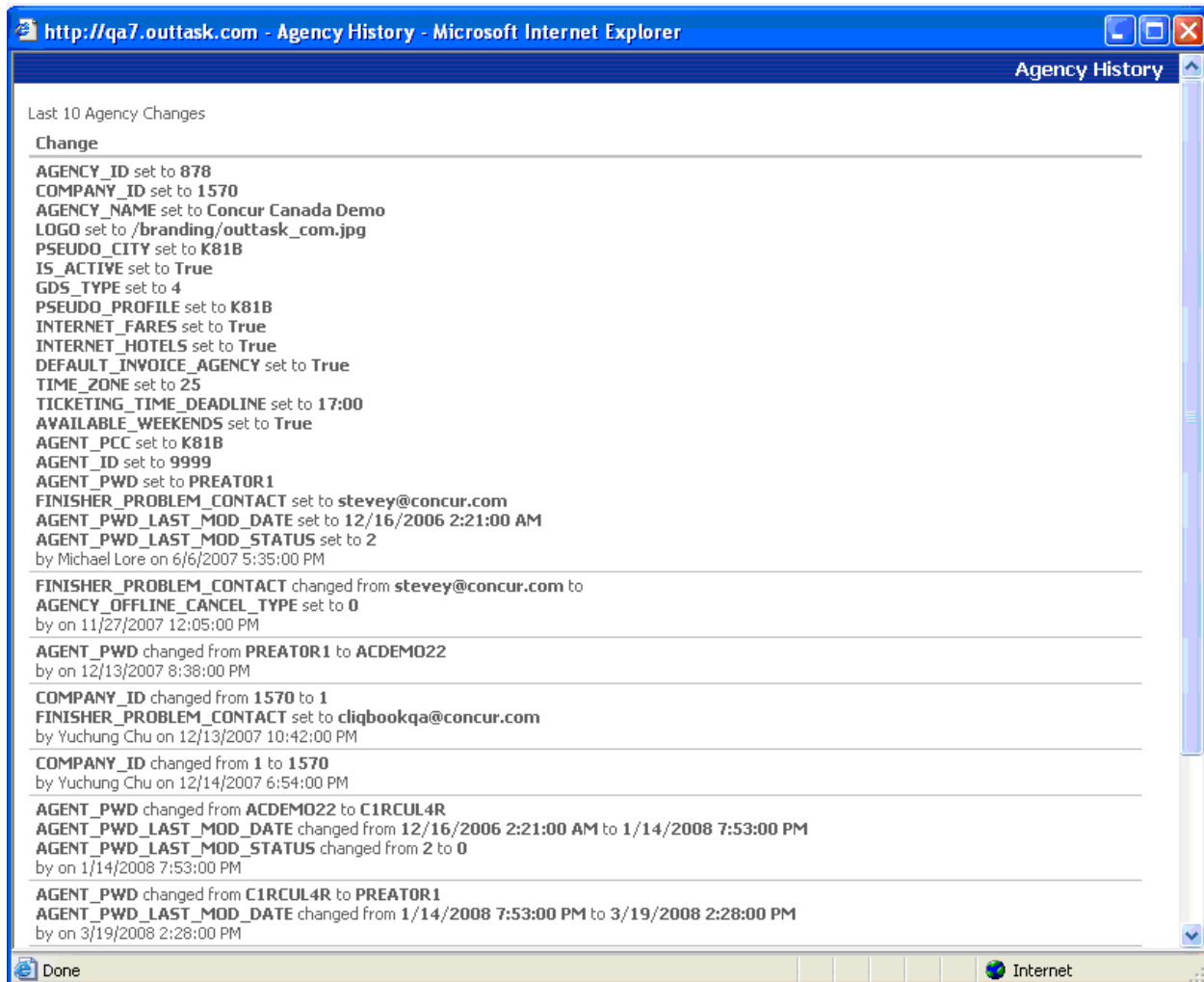
[Add Car Rental](#) [Add Hotel](#)

Audit Log on the Agency Configuration

GDS' Supported: ALL GDS'

Configuration Setting: Default On

Review the change history for an Agency Configuration at Administration > Travel System Admin > View Travel Agencies by clicking on the "Show Change History" link at the bottom of the screen. This was previously only available for a Company Travel Configuration, which can be found at the bottom of the Company Travel Configuration screen.



TRUE TRIP CANCEL: Direct Connect Cancel tied to the True Trip Cancel?

GDS' Supported: ALL GDS'
Configuration Setting: N/A

AirTran (FL) and Air Canada (AC) allow cancelling via their API within 24 hours of booking with no penalty. In the new True Trip Cancel, completed AirTran and Air Canada trips will allow cancellation 24 hours following the booking, but once the window has passed these may only be cancelled by the agency. All other alternate source (non-GDS) carriers are considered "ticketed" following the booking and will be treated as passive space and may only be cancelled by the agency.

Change to AirTran Direct Connect in Order to Allow Multiple NewSkies Direct Connects

GDS' Supported: AirTran Direct Connect
Configuration Setting: Default On

There has been a change in the process of configuring and enabling the AirTran Direct Connect in Concur Cliqbook Travel, in order to allow for the support of multiple vendors from NewSkies.

No longer is the Alternate Air Connector or Air Connector Switch required. All that is needed is to enable the checkbox for AirTran in the company travel configuration and enter the Corporate ID in the Agency IATA, displayed below. The Discount Code remains an optional field.

Air Connector Switch Allows you to turn enable and disable various shop/sell options
Any airlines selected in alternate connectors will be automatically excluded in primary connector.

G2 -- Shops most carriers inside the US, and supports sell of United, Delta, American, US Airways
Please contact Outtask support to enable this connector
 Shop Enabled Sell Enabled

Ita -- Shops most carriers inside the US, and supports sell on United domestic flights.
Please contact Outtask support to enable this connector
 Shop Enabled Sell Enabled

Sabre (Primary Connector) -- Shops and sells most domestic and international carriers.
Exclude Carriers:

AirConnector
 AirTran
Corporate Code
Discount Code

Air Search Options
Default Search Window (Domestic):
Default Search Window (International):
Access to Guaranteed Ticketing carriers:

Then, under "Air Search Options" locate "Access to Guaranteed Ticketing carriers" dropdown and set it to anything but "Guaranteed Ticketing carriers not available".

NOTE: All existing AirTran Direct Connect-enabled travel configurations will automatically have the new AirTran checkbox enabled and their AirTran Agency ID and AirTran Discount Code will be copied over to the Corporate Code and Discount Code fields. The previous fields have not been removed for this release, but will be in the future.

Duration of Flight Travel Policy Rule for Connections

*GDS' Supported: ALL GDS'
Configuration Setting: None*

Some customers want to prevent their users from booking flights with less than a minimum connection time, while others want to save their users from excessively long layover times (or discount them from consideration as the "LLF"). This new rule data point will partially satisfy the former and completely satisfy the latter (the latter was the only requirement for the enhancement). Since this enhancement was for the total connection time for the entire

segment, its use for enforcing minimum connection times is only good for single-connection trips.

Users wishing to use the new rule data point will have to use the rule builder to create new policy rules, then enable them for rule classes as desired. The new rule data point, appears at the bottom of the list of available rule data points:

This simple rule shows a message to users on flights with long layovers:

Flight (Edit)

- Layover duration on any segment is greater than 60 minutes - Allow

To allow your travelers an upgrade when faced with long layovers:

Flight - Class of Service (Edit)

- Cabin classes allowed: Premium Economy when Layover duration on any segment is greater than 120 minutes - Allow

The rule data point in action:

Carrier	Depart	Arrive	Duration	Class
US Airways #2269	Jul 15 9:50am Charleston, SC (CHS)	Jul 15 10:47am Charlotte, NC (CLT)	Stops: 0	Canadair Regional J... Economy: R
US Airways #1710	Jul 15 1:00pm Charlotte, NC (CLT)	Jul 15 2:33pm Orlando, FL (MCO)	Stops: 0	Airbus A321 Economy: R
US Airways #1178	Jul 22 3:35pm Orlando, FL (MCO)	Jul 22 5:15pm Charlotte, NC (CLT)	Stops: 0	Airbus A321 Economy: R
US Airways #3107	Jul 22 6:05pm Charlotte, NC (CLT)	Jul 22 7:07pm Charleston, SC (CHS)	Stops: 0	E75 Economy: R

\$222.50 [Reserve](#) [Compare](#)

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); (Worldspan)
 Layover duration on any segment is greater than 60 minutes
[Fare Rules](#)

Ability to Hide the AAA, AARP, Government, Military and Senior Checkboxes in the Profile

GDS' Supported: All GDS'
Configuration Setting: Default On

In the profile at the Travel Preferences section, by default on every site it displays, 'Eligible for the following discount travel rates/fare classes AAA, AARP, Government, Military, Senior.'

Travel Preferences

Eligible for the following discount travel rates/fare classes

AAA AARP Government Military Senior

Air Travel Preferences

Seat: Aisle | Row: Front | Special Meals: Fruit Platter | Ticket Delivery: E-ticket when possible

Preferred Departure Airport: LHR [Select Your Home Airport](#)

Type in a city name or 3-letter airport code in the text box and we'll look up airport matches while you type.

Other Air Travel Preferences: [] | Medical Alerts: []

The display of these options is now configurable via the "Profile Displays Discount Preferences" module property. The default is set to 'true', so you will need to request a change to 'false' in order to not display the fields. If you do not want this option as a global setting, it can be assigned at a travel policy level. Please create a support ticket requesting this module property, or if on an existing implementation, work directly with your implementation manager.

Travel Preferences

Air Travel Preferences

Seat: Aisle | Row: Front | Special Meals: Fruit Platter | Ticket Delivery: E-ticket when possible

Preferred Departure Airport: LHR [Select Your Home Airport](#)

Type in a city name or 3-letter airport code in the text box and we'll look up airport matches while you type.

Other Air Travel Preferences: [] | Medical Alerts: []

Ability to Hide "Other Air/Car/Hotel Preferences" in the profile

GDS' Supported: All GDS
Configuration Setting: Default On

There is a new module property available called "Profile Displays Other Travel Preferences." This will allow hiding the Air Travel Preferences, Hotel Preferences and Car Rental Preferences free form text fields in the Cliqbook profile.

The default is set to 'true', so you will need to request a change to 'false' in order to not display the fields. If you do not want this option as a global setting, it can be assigned at a travel policy level. Please create a support ticket requesting this module property, or if on an existing implementation, work directly with your implementation manager.

Ability to Hide "Hotel Amenity Preferences" in the profile

GDS' Supported: All GDS
Configuration Setting: Default On

Hotel Preferences

Room Type: King
Smoking Preference: Non-smoking
Other Hotel Preferences:

I prefer hotel that has:
 a gym a pool a restaurant room service Early Check-in

Accessibility Needs
 Wheelchair access Blind accessible

There is a new module property available called "Profile Displays Hotel Amenity Preferences". This will allow hiding the Hotel Amenity Preference (Foam Pillows, Roll Away Bed, Crib, a gym, a pool, a restaurant, room service, and Early Check-in) options from the Hotel Preferences section of the Concur Cliqbook Travel Profile.

Hotel Preferences

Room Type: King
Smoking Preference: Non-smoking
Other Hotel Preferences:

Accessibility Needs
 Wheelchair access Blind accessible

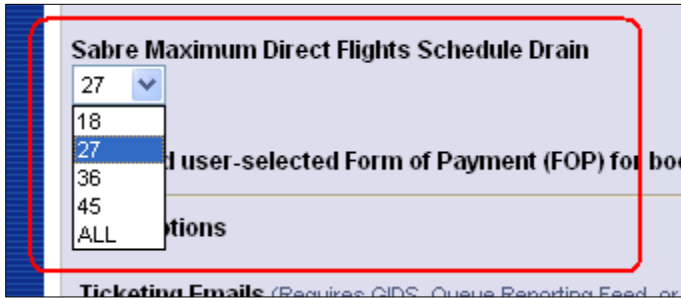
"Sabre Maximum Direct Flights Schedule Drain" Company Travel Configuration option viewable/editable by travel agencies

GDS' Supported: Sabre
Configuration Setting: Default Off

We added a travel configuration option **Sabre Maximum Direct Flights Schedule Drain** to limit the number of direct flights a user can retrieve from Sabre.

The setting controls the maximum number of additional "screens" of direct flights we retrieve centered around the middle of the user's time window preference, where each screen has 9 direct flights. By default, we will retrieve 36 direct flights (direct search plus 3 additional screens); however you can set this number to 1, 2, 3, 4, or an unlimited maximum number of additional 9 flights for a total maximum of 18, 27, 36, 45, or all direct flights centered around the user's preferred time. Note that 36 was the default behavior prior to May 2007, however at that time it was 36 starting at the earliest time and descending to the latest time. Now it is the first flights starting at the exact preferred time and proceeding out both earlier and later to the end of the window.

Setting this value to 36 or 27 should actually provide the best search experience for the user because when there are fewer direct flights than that available in the user's time window, all of them will be returned. If there are more flights than that, only the closest 36, 27 or whatever the setting is will be returned, providing faster results with a reasonable number of results centered around the user's preferred time.



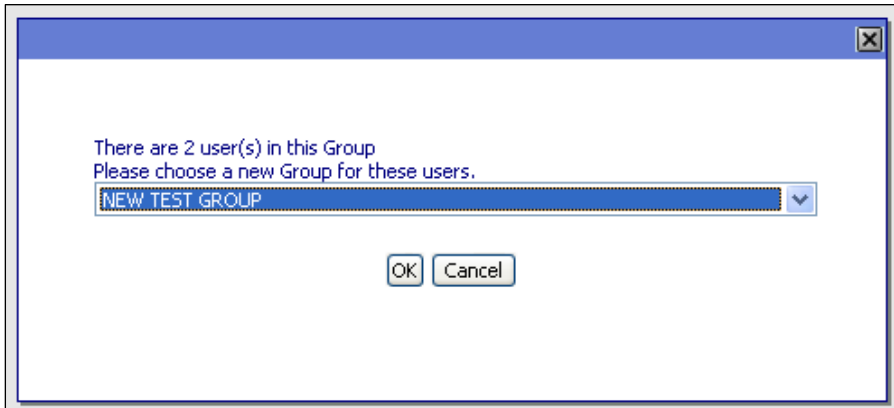
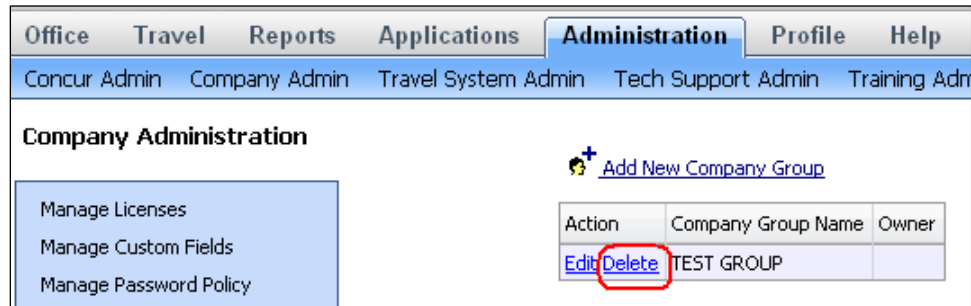
How to use

The admin selects from the **Sabre Maximum Direct Flights Schedule Drain** list on the Company Travel Config page (Administration > Travel System Admin > Select A Company Name > Company Travel Configuration).

Cliqbook Groups - need ability to delete company groups

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

It is now possible to delete Company Groups via Administration > Company Admin > Company Groups by clicking on the "Delete" link.



It is not possible to delete a Company Group that has users in it. You must assign the users to another group, and then the deletion will continue.

TRUE TRIP CANCEL: Redesign of Trip Cancel in Cliqbook

GDS' Supported: ALL (Limited Support for Amadeus)

Configuration Setting: Enable "Trip Cancel" on Agency Configuration

Trip cancel (formerly True Trip Cancel) has been redesigned to allow agencies the ability to customize the handling of travelers/users desire to cancel ticketed trips, or trips with passive segments. Concur Cliqbook Travel provides agencies with three options to fulfill Trip Cancel.

1. Make the process completely manual, requiring the traveler/user to contact the agency directly for assistance with their change
2. Allowing the traveler/user to have the PNR pushed to a queue without any modifications, and providing them a "Comments for the Travel Agent" text box for messages to the agency.
3. Cancel all or part of the reservation (depending on content) with a convenient area to make "Comments for the Travel Agent" and queue to the agency for handling.

These new cancellation options can be further customized depending on the content of the PNR; be it all Live space, all Passive space, or a mix of Live and Passive space, handling each to the agency's specification, all in a user friendly format for quick configuration.

Setup

To Enable "Trip Cancel" go to Administration > Travel System Admin > View Travel Agencies and "Edit" the Agency Configuration to Choose the Trip Cancel Configuration Preferred

Trip Cancel Settings

All trips are allowed to be canceled in Cliqbook if no ticket has been issued and no passive content exists in the PNR. These PNR's will be pushed to the CANCEL QUEUE. Trips with NON-GDS hotels booked by Cliqbook may be cancelled during the initial booking if the trip has not been pushed to the agency for fulfillment.

"Passive Content" means air, car, or hotel content that is represented by a passive segment in the PNR *and* Cliqbook does not know how to go to the original source to cancel the reservation. For example, Air Canada and AirTran Direct Connects are treated as *LIVE* space in Cliqbook and would have similar handling to *LIVE* GDS booked air.

In order to use any options other than "Do not allow traveler to cancel," a REFUND REQUEST queue must be defined. If the other options below are disabled, it means that the REFUND REQUEST queue is not defined for the agency assigned to this travel configuration.

Trip has PASSIVE CONTENT (May or May Not include live ticketed air)

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel Live segments and Queue - Cliqbook will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"

Trip has TICKETED AIR but NO PASSIVE Content

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel all segments and Queue - Cliqbook will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"

The "Refund Request Queue" under Queue Sets MUST Include Queuing Instructions for Agency Handling of Reservations to Complete the Setup of "Trip Cancel," and Enable the Options under "Trip Cancel." If the Queuing Instructions have not been set, then only the Default Setting will apply, "Do Not Allow Traveler to Cancel."

Queue Sets

Queue Set Name Reporting Enabled Retrieve extra itins per queue reader run

Defined Queues (queue types in red required)

Queue Type	Queue To:	Pseudo City	Queue	Category/Prefatory
Ticketing		C7AC	102	7
Approval hold		C7AC	100	7
Cancel		C7AC	100	7
In Process		C7AC	100	7
Testing				
Report Queue - Don't set until reporting is ready!				
Report Error Queue - Must differ from Report Queue!				
User Trip Hold		C7AC	100	7
Invoicing (non air-ticket PNRs and changes)		C7AC	101	7
Meeting ticketing queue				
Offline approval queue				
Voided ticket queue (when Cliqbook voids a ticket)				
Refund request queue (Agency assistance needed with refund)		C7AC	200	7
Ticket change request queue		C7AC	201	11

[Add Alternate Queue Set](#)

This completes the necessary steps to setup the agency configuration, and the cancellation conditions chosen will apply to all company configurations attached to the agency configuration.

Note: Pre-ticket reservations if they can be cancelled will go to the cancel queue. Post-ticket reservations will only go to the Refund Request Queue.

What is automatically written to the PNR, and for which selection?

If settings are "Do Not Allow Traveler to Cancel" in both instances, there is NO update to the Static Historical Remarks.

<p>Trip has PASSIVE CONTENT (May or May Not include live ticketed air)</p> <p><input checked="" type="radio"/> Do not allow traveler to cancel - Inform traveler they must contact agency for assistance</p> <p><input type="radio"/> Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"</p> <p><input type="radio"/> Cancel Live segments and Queue - Cliqbook will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"</p>
<p>Trip has TICKETED AIR but NO PASSIVE Content</p> <p><input checked="" type="radio"/> Do not allow traveler to cancel - Inform traveler they must contact agency for assistance</p> <p><input type="radio"/> Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"</p> <p><input type="radio"/> Cancel all segments and Queue - Cliqbook will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"</p>

If settings are "Queue to Agency" in both instances, and Cliqbook Cancels NOTHING but Sends the PNR for Agency Handling, the below Historical Remarks are Added to the PNR:

Trip has PASSIVE CONTENT (May or May Not include live ticketed air)

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel Live segments and Queue - Cliqbook will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"

Trip has TICKETED AIR but NO PASSIVE Content

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel all segments and Queue - Cliqbook will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"

GDS REMARKS:

27.H-CB/QUE/QUERQST FOR CANCEL AGENCY PNR C7AC-200 11 ON 27JUN 1606Z
28.H-CB FIN PNR FINISHING COMPLETE 6 27 2008 12 06 20 PM
29.H-CB/QUE/QUE TO INPROC C7AC-100 7 ON 27JUN 1606Z
30.H-CB/QUE/QUE CANCEL PNR C7AC-100 7 ON 27JUN 1606Z

If the settings are to cancel any space and queue to agency to complete, the below historical remarks are added to the PNR:

Trip has PASSIVE CONTENT (May or May Not include live ticketed air)

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel Live segments and Queue - Cliqbook will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"

Trip has TICKETED AIR but NO PASSIVE Content

Do not allow traveler to cancel - Inform traveler they must contact agency for assistance

Queue to Agency - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"

Cancel all segments and Queue - Cliqbook will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"

GDS REMARKS:

29.H-CB/CXL/PAX REQ CXL RESERVATION*2008-07-01 16 05 *
30.H-CB/CXL/CXL ALL*LIVE AND DC AIR SEGS CXL BY CB*NO PASSIVE *
31.H-CB/QUE/QUERQST FOR CANCEL AGENCY PNR C7AC-200 11 ON 27JUN 2113Z
32.H-CB FIN PNR FINISHING COMPLETE 6 27 2008 5 13 17 PM
33.H-CB/QUE/QUE TO INPROC C7AC-100 7 ON 27JUN 2113Z ‡
34.H-CB/QUE/QUE CANCEL PNR C7AC-100 7 ON 27JUN 2113Z

Air

Air France Abonnement (ABT) Card in Sabre

GDS' Supported: Sabre (new), Amadeus (existing)
Configuration Setting: Default Off

This feature is now available in Sabre, in addition to already existing in Amadeus GDS. It will not work from a non-French Office ID or PCC. Since we believe that Amadeus does not currently support low fare searches (Search by Price) for ABT, ABT is only available in search by schedule. The Air France Abonnement card (separate from Air France Frequent Flyer program) gives the holder access to special Air France fares. Usually these fares are much cheaper than the published fare; therefore most French Travelers have an ABT Card. In order to have access to these fares the ABT Card number must be entered in the traveler's GDS profile as a FD element (i.e. for Amadeus: FD AF12345678). The ABT discounted fares are only available on S and C class.

On the price page, the user should see the "TARIF ABONNECARTE A PRESENTER" endorsement on the fare, and it should be in S class for economy or C class for business. There are no first class ABT fares. Note: Air France private fares will appear (as a result of the Amadeus low fare searches) below the ABT finger fare even if the Air France private fares are cheaper.

To use ABT fares, an agency must first enable the "Company uses Air France Abonnement" checkbox for a given travel configuration:

low: Default Search Type
 (nded) ▾ Initially default to Search by Price ▾
 Company uses Air France Abonnement

Compagnie aérienne
 Air France ▾
 Numéro de Grand Voyageur
 (compagnie aérienne/agence de location/hôtel)
 Carte d'Abonnement
 Chercher ce fournisseur

If ABT is enabled for a Cliqbook site, a new "Carte d'Abonnement" field will appear when a user is adding an Air France frequent flier

number in their Concur Cliqbook Travel Profile. The user must enter their ABT number here in order to see ABT fares, in addition to the Air France frequent flier number.

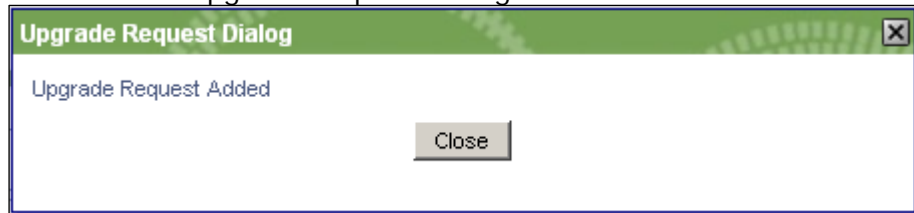
NOTE: Unlike Amadeus, Sabre has real-time validation of Abonnement cards against Air France's database. As a result, one of the things we found is that it is much stricter about things like the name on the user's Abonnement card matching EXACTLY the name in the PNR. Middle names are a big area of difficulty, because if profile sync doesn't put the name (especially any middle name) in exactly to match the Abonnement card, or the name on the Abonnement card differs from the passport/identity card, users will have trouble using their Abonnement card in Sabre. This is not a Concur Cliqbook Travel limitation, but a limitation of the validation that Sabre/Air France is doing on the name/Abonnement card in the PNR against Air France's database. Similar issues will happen with middle names when profile sync is not used, because manual profile build does not enter the middle name.

There is no way to force the Abonnement card in this case, because you cannot circumvent Sabre's validation to save the PNR or store a fare with the mismatched name/Abonnement card combination.

Upgrade dialog box needs "done" link to close window

*GDS' Supported: SABRE, WORLDSPAN, APOLLO, and AMADEUS
 Configuration Setting: Default On*

A Close button has been added to the Upgrade Request Dialog so that the traveler is not forced to use the X button to close the Dialog. The Dialog displays the success or failure message when the Upgrade Request process completes.



This is for both the pre and post ticket upgrade options available within Concur Cliqbook Travel today.

Car

Beta Testing Group: Avis and Budget E-Receipts

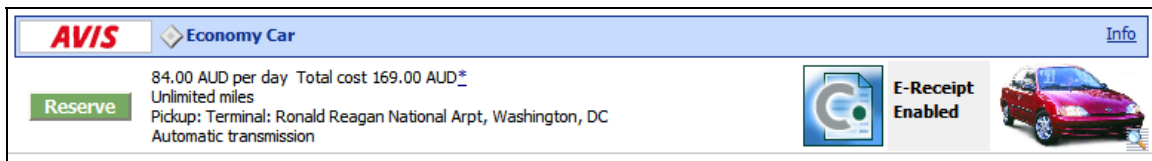
*GDS' Supported: ALL GDS'
Configuration Setting: Default Off*

Starting on June 30th Concur will start testing the load of Avis/Budget e-receipts with a small group of early adopters. Companies should have an Avis Wizard Discount or Budget Corporate Discount code established if they want to participate, and should contact their Avis/Budget account manager if interested.

How to use

Companies contact their Avis/Budget account manager to participate. Once they're activated there, this functions the same as all our other e-receipt vendors, where travelers opt in to the e-receipt program and receive e-receipts after their rental.

Once Avis/Budget has completed beta testing with early adopters, they will be identified as an E-Receipt Enabled vendor when searching for cars:



Avis/Budget e-receipts will be viewable in the Concur Cliqbook Travel reports portal:

Car Rental Receipt Details [Show this Report by default](#)

Vendor: All Vendors | Country: All Countries | Booking Source: All Sources

Date Range: All Year | 2008 | HTML (display to Screen) | Submit

Name	Department	Primary Passenger	Vendor	Rental Location	Pickup Date	Dropoff Date	Estimated Daily Rate	Actual Daily Rate	Day
	Development		Hertz	LOS ANGELES AP, CA	04/01/2008	04/03/2008	\$59.99	\$59.99	2
	Development		Budget	NEWARK, NJ APO	04/10/2008	04/11/2008	\$59.99	\$64.99	1

Avis/Budget e-receipts will also be imported into Concur Expense for integrated customers. Simply go to Import and select Trips & Card Charge in the drop down, as with any other Cliqbook trip. The trips with e-receipts are distinguished by the Concur e-receipt icon next to the card charge and trip type icon:

My Concur | Travel | **Expense** | Reports | Applications | Administration | Favorites | Profile | Help | Log Out

View Reports | New Expense Report

Expense Report List

Active Reports

View | Create & Edit | Import

Report Name	Comments	Status	Payment Status	Report Date	Total
Car/Hotel Re Car/Hotel Res		Not Submitted	Not Paid	06/17/2008	\$238.56

Smart Expenses

Show Trips | Import | Unmatch

Expense Detail	Date
Trip: Car/Hotel Reservation (Z3HWN4)	
Avis Washington, DC	06/29/2008
Trip: Trip from London Rail Station, London, ON (CA) to Montreal Downtown Rail S (CA) (VWQT50)	
Via Rail London, ON	02/05/2008

When you import the trip you will be prompted to accept the matches between the itinerary, card and e-receipt:

Expense Report: Car/Hotel Reservation

New Expense | Details | View | Import

Expense List | Total: \$0.00

Smart Expense Match Confirmation

We have matched the following charges and e-receipts with your trips. Verify that they are correctly matched. You may choose Decline Match for matches requiring your input. When declined, the relevant card charge will not be imported, however any trip details will be imported.

Smart Expenses that Require Verification [1]

1. Car Rental [Decline Match]

From Trip Info	From Credit Card	From e-receipt AVIS
Pick-up Date : 06/28/2008	Date : 06/29/2008	Pick-up Date : 06/28/2008
Drop-off Date : 06/29/2008	Vendor : Avis	Drop-off Date : 06/29/2008
Vendor : Avis	Rate : -	Date : 06/29/2008
Rate : \$35.99 per Day	Amount : \$215.90	Confirmation : 40619218AU3
Amount : \$71.98 (2 Days)		Rate : 35.99 per Day
		Amount : \$215.90 (2 Days)

Cancel | Continue

In the report you can click the E-Receipt tab to review your Avis/Budget e-receipts:


Hotel Reservation

Expense Details View Import

Expense List Total: \$215.90

Date	Expense Type	Amount
06/29/2008	Car Rental Avis, Washington-National Apt, I	\$215.90

Expense Itemizations E-Receipt



TRANSACTION RECORD

RENTAL NUMBER	CAR NUMBER	CAR GROUP
U32304454	2326908	E

CONFIRMATION NUMBER: 40619218AU3
RENTED: WASHGTN NAT'L AP, DC
RETURNED: WASHGTN NAT'L AP, DC
DATE OUT: 06/28/08 09:00
DATE IN: 06/29/08 17:00
MILES OUT: 10089
MILES IN: 11004
MILES DRIVEN: 85
CAR: N/L GRAND MARQN VSX48F
2 DAYS @ 35.99 71.98
ADDITIONAL CHARGES* 120.10
TAX AMOUNT 23.82
TOTAL CHARGES 215.90

My Concur Travel Expense Reports Applications Administration Favorites Profile Help Log Out


View Reports New Expense Report

Expense Report Car/Hotel Reservation Delete Report

Expense List Total: \$238.56

Date	Expense Type	Amount
08/23/2008	Car Rental Budget, Baltimore, Maryland	\$238.56

Expense Itemizations E-Receipt



TRANSACTION RECORD

RENTAL NUMBER	CAR NUMBER	CAR GROUP
U3230554	1657915	E


CONFIRMATION NUMBER: 22179850AU0
RENTED: BWI AP
RETURNED: BWI AP
DATE OUT: 08/22/08 09:00
DATE IN: 08/23/08 17:00
MILES OUT: 4080

Rail

Deutsche Bahn: Add Warning About Non-Refundable Seat Reservation on Summary Page

GDS' Supported: DeutscheBahn
Configuration Setting: Default On

When a Deutsche Bahn booking is e-ticketable (example Berlin to Leipzig), the following will appear at the top of the Rail Fare Summary page:

 I confirm that the identification card that I selected is my personal valid identification card or (in the case of booking for another person) the identification card of the traveling person. It has to be shown together with the printout of the Online Ticket during ticket inspection on board the train. The Online ticket is non-transferable and is only valid for the indicated traveler in person.

The cost of the seat reservation portion of this booking is NON-REFUNDABLE!

When a Deutsche Bahn booking is not e-ticketable (example Berlin to Milan), the following will appear at the top of the Rail Fare Summary page:

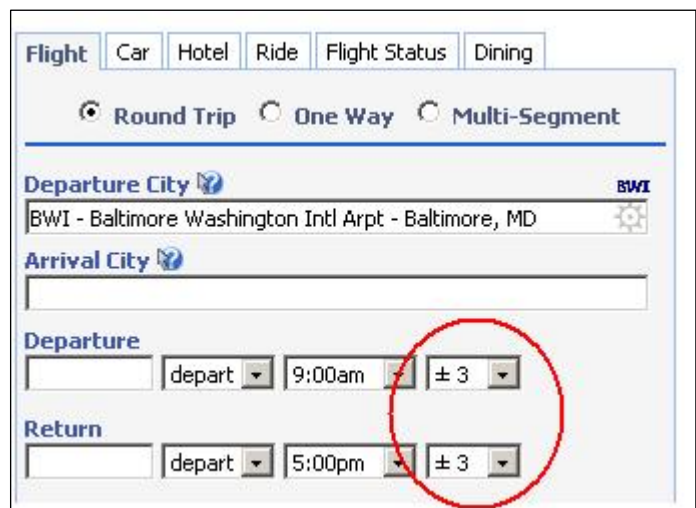
 **The cost of the seat reservation portion of this booking is NON-REFUNDABLE!**

Meeting

Air Search Window Gets Lost When Using Custom Trip Attributes and Meeting Match

*GDS' Supported: ALL GDS'
Configuration Setting: Default Off*

If a customer is set up to use custom trip attributes (which are asked for on the first step of the travel wizard), and they are also using meeting match, then when a flight matches a meeting, the air search time window gets reset to default even if the user designates that the trip is not for the meeting. In this case, the time window would be set to a default of 3, for the search. The time window could still be changed later on without trouble. This issue is now corrected.



The screenshot shows a flight search interface with the following elements:

- Navigation tabs: Flight, Car, Hotel, Ride, Flight Status, Dining
- Trip type selection: Round Trip, One Way, Multi-Segment
- Departure City: BWI (Baltimore Washington Intl Arpt - Baltimore, MD)
- Arrival City: (Empty)
- Departure: depart, 9:00am, ± 3
- Return: depart, 5:00pm, ± 3

A red circle highlights the time window dropdowns (± 3) for both the departure and return flights.

Data Issues with Meeting Reports that have Survey Questions

GDS' Supported: ALL GDS'

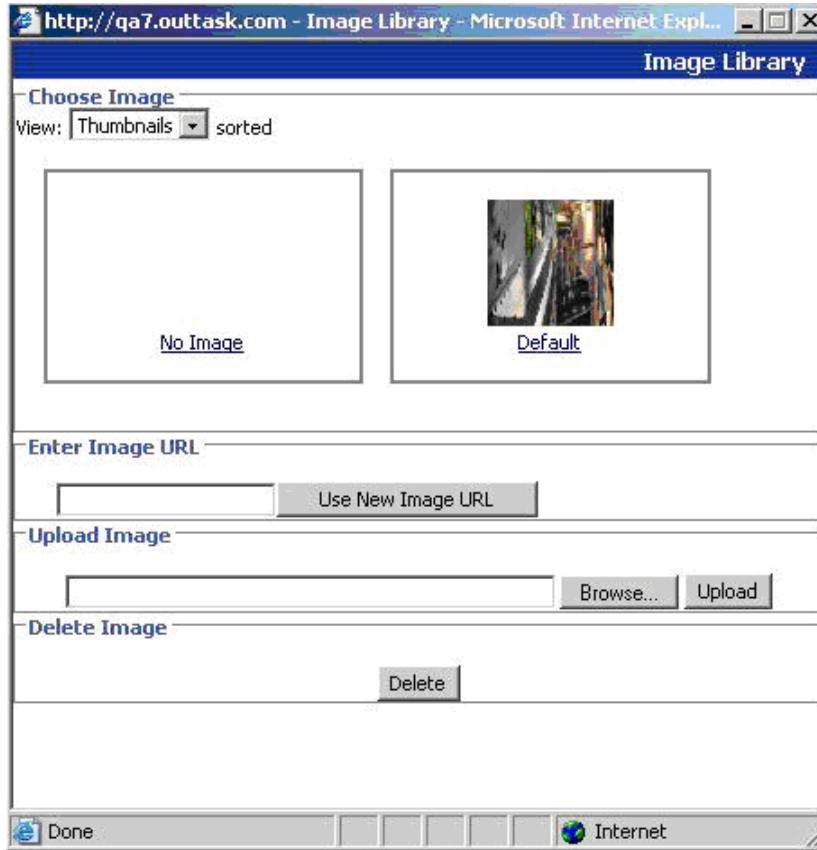
Configuration Setting: Default Off

Certain characters in survey questions (for either survey or event steps) would cause reports that generated survey questions as column headers. These reports included meeting attendee survey answers, meeting attendee's info, and the export from the meeting admin survey screen. The reports would fail. We will now remove or replace these characters in the output to avoid this issue.

Fixed "no image" and "default image" Options for Meeting Admin

GDS' Supported: ALL GDS'

Configuration Setting: Default On



A couple options from the Concur Meetings image library were missing. These have been restored, so that a Meeting Admin can select the default image or to not have an image.

Profile/PNR Administration

Travel Configuration Setting - Passport Information as Required Field

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

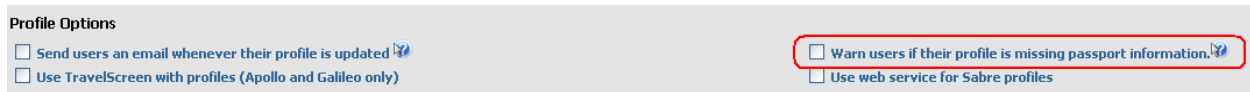
The checkbox, "Warn users if their profile is missing passport information," is now a drop-down labeled "Profile Passport Information."

The new drop-down has three options:

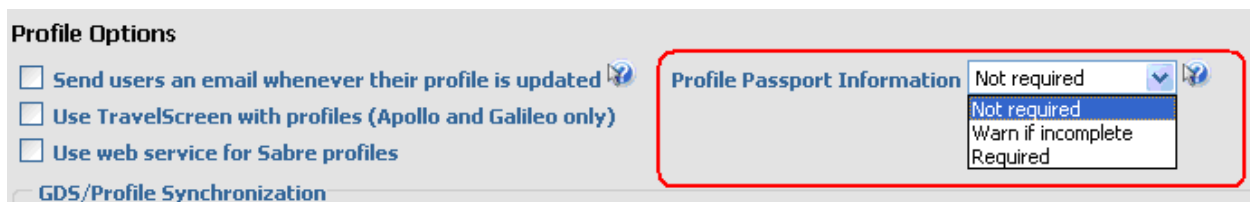
- Not Required
- Warn if incomplete
- Required

The first two options will function the same by prompting a traveler when they are in their Cliqbook profile. The "Required" option prevents users from saving their profile if the first set of passport fields is incomplete.

OLD:

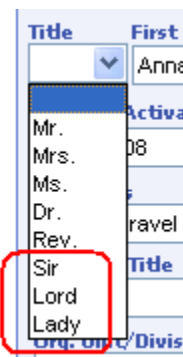


NEW:



Additional Profile Title Options

GDS' Supported: ALL GDS'
Configuration Setting: Default On



New titles (Sir, Lord, and Lady) have been added to the Concur Cliqbook Travel Profile and User Administration.

Remove Smoking Options for Air and Rail from Profile

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Smoking option for air and rail is hidden, but not for car and hotel.

Travel Preferences

Air Travel Preferences

Seat **Row** **Special Meals** **Ticket Delivery**

Preferred Departure Airport
 [Select Your Home Airport](#)

Type in a city name or 3-letter airport code in the text box and we'll look up airport matches while you type.

Medical Alerts

Rail Travel Preferences

Seat **Bed** **Bed Category** **Berth** **Coach**

Deck **Space Type** **Fare Space Comfort** **Noise Comfort**

Special Meals **Contingencies** **Ticket Delivery**

Hotel Preferences

Room Type

Smoking Preference

Accessibility Needs
 Wheelchair access Blind accessible

Car Rental Preferences

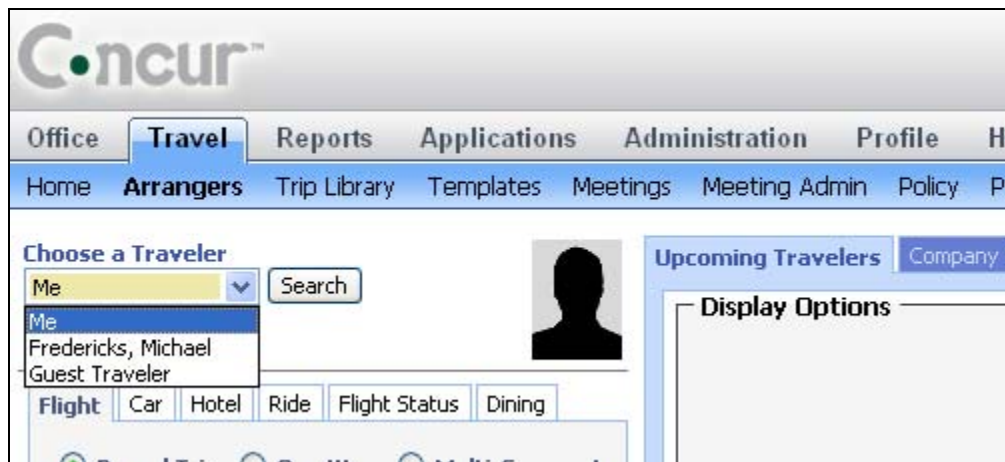
Car Type **Smoking Preference** **Car Transmission**
 In-car GPS system Ski rack

Miscellaneous

Need to Add Guest to Arranger Home Page

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The Guest Traveler feature is now available on the Travel Arranger Homepage in the "Choose a Traveler" drop-down menu.



Support Carbon Model in Air and Itinerary Display

GDS' Supported: All GDS'

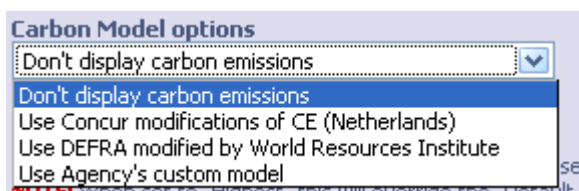
Configuration Setting: Default Off

Companies can now enable the display of Carbon Emissions for air travelers on both the air shop and itinerary. In the air shop, they will be able to sort the results by CO₂ amount. This has several benefits:

- Travelers can see how much their air travel contributes to CO₂ gases
- Travelers can easily find flights with the least amount of CO₂ emissions
- CO₂ emissions are displayed in lb or kg depending on the user's miles/km preference

Known Limitations...

- Emissions displayed for Sabre and Amadeus air shop, as well as Apollo and Amadeus itineraries, are based on the calculated Great Circle distance between airports, not the air miles from the GDS.
- For the air shop, emissions only display when searching by Price as opposed to Schedule



To enable this feature, go to Administration > Travel System Admin > Company Travel Config > Wizard Options > Carbon Model Options and select the Carbon Model that you would like to use from the drop down.

Companies can choose either the "Concur modifications of CE (Netherlands)" model, or the "DEFRA modified by World Resources Institute" model. The exact calculations used for each model will appear when that model is selected.

Carbon Model options

Use Concur modifications of CE (Netherlands) ▼

METRIC UNITS

For flights under 1000 km - multiply flight distance in km by .178 to get kg of CO2.
 For flights >= 1000 km, < 3750 km - multiply flight distance in km by .109 to get kg of CO2
 For flights >= 3750 km, multiply flight distance in km by .098 to get kg of CO2

ENGLISH UNITS

For flights under 621 miles - multiply flight distance in miles by .632 to get lb of CO2
 For flights >= 621 miles < 2330 miles - multiply flight distance in miles by .387 to get lb of CO2
 For flights >= 2330 miles, multiply flight distance in miles by .348 to get lb of CO2

Note: The ability to use an Agency's specific model will be available in the future.

Calculations are based on Air Miles, either provided by the GDS, or calculated using the latitude and longitude of each airport. Miles are converted to kilometers automatically based on user preferences.

If enabled, the user will first see these carbon emissions in the air shop.

Office	Travel	Reports	Applications	Administration	Profile	Help	Log Out		
Home	Arrangers	Trip Library	Templates	Meetings	Meeting Admin	Policy	Profile	Tools	Cliqbook XA
Click on a column, row, or cell in the grid below to filter your results. Print / E-mail									
All 30 results									
Nonstop 15 results	899.00 2 results	899.00 7 results	899.00 5 results	899.00 5 results	899.00 5 results	908.00 6 results	908.00 6 results	1264.00 1 results	1264.00 1 results
1 stop 15 results	1257.50 2 results	--	--	--	--	908.00 6 results	908.00 6 results	908.00 6 results	908.00 6 results

Displaying: 30 out of 30 results. The least cost item is: 899.00 [<<Previous](#) [1](#) [2](#) [3](#) [Next>>](#) | [All](#)

Sort: Policy ▲ Price Carrier Depart Duration Emissions

Carrier	Depart	Arrive	Duration	Emissions	Class
Op by Freedom Airline... #6189	Sep 17 8:30am Washington, DC (IAD)	Sep 17 10:25am Atlanta, GA (ATL)	Stops: 0 1h 55m	152.7 kg CO2	Canadair Regional J... First Class: A
United #7531	Sep 18 1:20pm Atlanta, GA (ATL)	Sep 18 3:18pm Washington, DC (IAD)	Stops: 0 1h 58m	152.7 kg CO2	Embraer 170 First Class: A
\$899.00 Reserve Compare Ticket is refundable; E-Ticketing Available; (Amadeus) Fare Rules					
Delta #661	Sep 17 10:50am Washington, DC (IAD)	Sep 17 12:27pm Atlanta, GA (ATL)	Stops: 0 1h 37m	152.7 kg CO2	McDonnell Douglas M... First Class: A
Delta #1770	Sep 18 2:45pm Atlanta, GA (ATL)	Sep 18 4:35pm Washington, DC (IAD)	Stops: 0 1h 50m	152.7 kg CO2	McDonnell Douglas M... First Class: A
\$899.00 Reserve Compare Ticket is refundable; E-Ticketing Available; (Amadeus) Fare Rules					

Or in the compact display:

Office	Travel	Reports	Applications	Administration	Profile	Help	Log Out
Home	Arrangers	Trip Library	Templates	Meetings	Meeting Admin	Policy	Profile Tools Cliqbook XA
Click on a column, row, or cell in the grid below to filter your results.							Print / E-mail
All 30 results							
Nonstop 15 results	899.00 2 results	899.00 7 results	899.00 5 results	1264.00 1 results			
1 stop 15 results	1257.50 2 results	--	908.00 6 results	908.00 7 results			
Displaying: 30 out of 30 results. The least cost item is: 899.00							<<Previous 1 2 3 Next>> All
Sort: <input checked="" type="radio"/> Policy <input type="radio"/> Price <input type="radio"/> Carrier <input type="radio"/> Depart <input type="radio"/> Duration <input type="radio"/> Emissions							
	Fare	Carrier	From / To	Depart	Arrive	Stops / Duration	Emissions
Reserve	\$899.00 Compare	Delta United	IAD > ATL	Sep 17 8:30am	Sep 17 10:25am	0 / 1h 55m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta	ATL > IAD	Sep 18 1:20pm	Sep 18 3:18pm	0 / 1h 58m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta	IAD > ATL	Sep 17 10:50am	Sep 17 12:27pm	0 / 1h 37m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta United	ATL > IAD	Sep 18 2:45pm	Sep 18 4:35pm	0 / 1h 50m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta United	IAD > ATL	Sep 17 6:00am	Sep 17 7:44am	0 / 1h 44m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta	ATL > IAD	Sep 18 1:20pm	Sep 18 3:18pm	0 / 1h 58m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta	IAD > ATL	Sep 17 6:00am	Sep 17 7:44am	0 / 1h 44m	152.7 kg CO ₂
Reserve	\$899.00 Compare	Delta	ATL > IAD	Sep 18 4:00pm	Sep 18 5:52pm	0 / 1h 52m	152.7 kg CO ₂

Users can sort the results by clicking on the Emissions radio button:

Sort: <input checked="" type="radio"/> Policy <input type="radio"/> Price <input type="radio"/> Carrier <input type="radio"/> Depart <input type="radio"/> Duration <input checked="" type="radio"/> Emissions
--

After choosing a flight, users will also see the emissions on their itinerary:

Selected Ticket Delivery: E-Ticket if possible	
Washington Dulles Intl (IAD) to Hartsfield Intl Arpt (ATL)	
Flight:	DELTA Flight # 6189 First (A) Canadair Regional Jet 900
Operated by: FREEDOM AIRLINES	
Departs:	Washington Dulles Intl (IAD) Wed 09/17/2008 at 8:30 AM
Arrives:	Hartsfield Intl Arpt (ATL) Terminal: S Wed 09/17/2008 at 10:25 AM
Status:	Confirmed Ticketing: E-Ticket
Stops:	Nonstop Meal: Unknown
Duration:	Distance/Emissions: 858 km/152.7 kg CO ₂
Airline Record Locator: B9X0T4	
Seat #:	02A Change Seat
Change This Leg	

Concur Cliqbook Travel

Release Notes

July 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
Travel Rule Country Data Points for Car and Hotel	2
Company Travel Configuration Level Suppression of the Cliqbook Pre-ticket Confirmation Email	3
When Change Password Prompt is on, Safe Harbor Prompt is Ignored Until Second Login	4
Completely Remove Travel Assistants Through the Import Data Functionality.....	4
Air	4
Seat Map Page Displays Travelers Seat Preferences	4
Southwest Participation in Apollo	5
Support SWABIZ via BookingBuilder	6
Air Canada Direct Connect: Support for Multi-segment/Open Jaw Bookings.....	16
Sabre Flex-Faring Enhancements	16
Baggage Fee Notifications	17
Treat Premium Economy as 4th Cabin Carriers Added	18
Allow Travelers to Select Seats Marked "Handicapped Facility"	18
Meeting	19
Meeting Hotel Check-out Date Would Like to have a "Total Number Of Nights Booked" Column	19
Concur Meeting Search by Schedule option	20
Add Check All Option on Attendees Group Screen Behind Edit Link in Meeting Attendees Area	21
Always Show Air as Required for a Meeting	21
Profile/PNR Administration	22
Rail Profile Settings More Defined	22
Frequent Traveler Programs Expiration Date.....	22
Miscellaneous	23
Name Titles for Guest Bookings	23
Support Modification of OpenTable Reservations	24

Summary

Major Features

- SWABIZ by BookingBuilder
- Southwest Airlines participation in Apollo/can be used as an alternate GDS for WorldSpan Southwest Inventory
- Treat Premium Economy as 4th Cabin - Carriers Added
- Concur Meeting enhancements

Minor Features

- Allow travelconfig-level suppression of the Cliqbook confirmation e-mail
- Air Canada Direct Connect: Support for multi-segment/open-jaw bookings
- Baggage fee notifications

Release Notes

Administration

Travel Rule Country Data Points for Car and Hotel

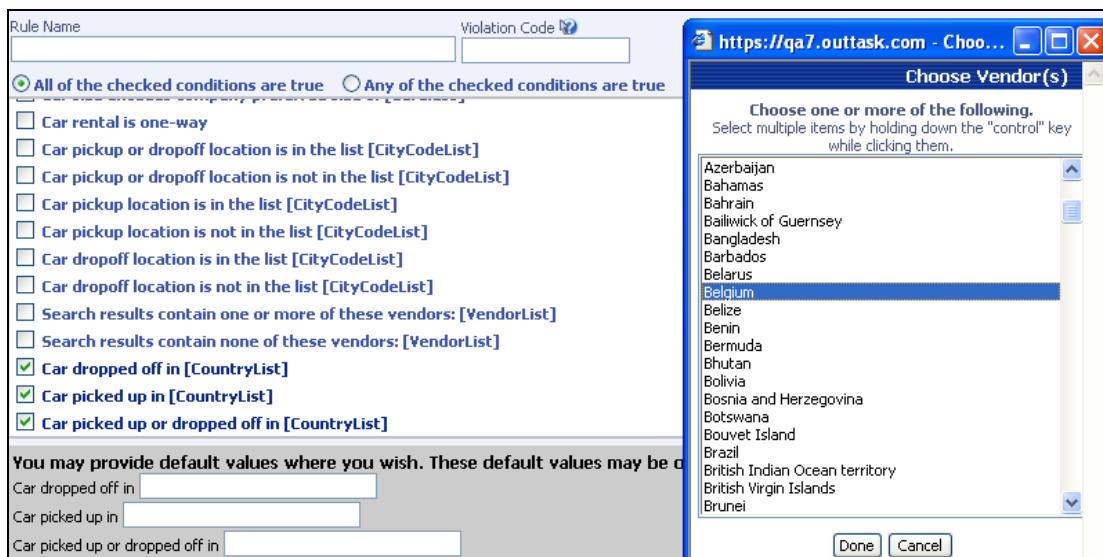
GDS' Supported: ALL GDS'

Configuration Setting: Default Off

New travel policy rule data points for car rental location country and for hotel country have been added.

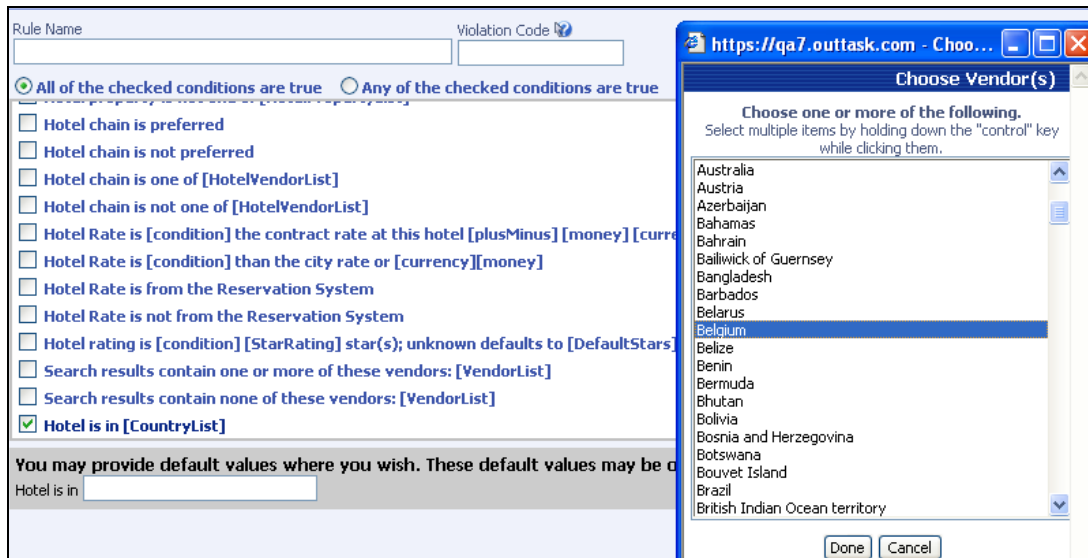
Car rule template category:

- Car dropped off in [CountryList]
- Car picked up in [CountryList]
- Car picked up or dropped off in [CountryList]



Hotel rule template category:

- Hotel is in [CountryList]



Company Travel Configuration Level Suppression of the Cliqbook Pre-ticket Confirmation Email

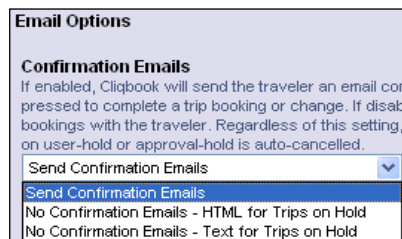
GDS' Supported: ALL GDS'

Configuration Setting: Default On

Concur Cliqbook Travel now supports the ability to suppress the transmission of the default Concur confirmation email, sent after a trip is confirmed or purchased (i.e. any pre-ticket or post-ticket change, any change to car or hotel, any original booking).

If the **Send Confirmation Emails** setting is selected, Concur Cliqbook Travel will send the traveler an email containing the itinerary whenever the **Purchase Ticket** or **Confirm Booking** buttons are clicked to complete a trip booking or change. If the **No Confirmation Emails** setting is selected, Concur will not send these emails - the agency will bear the responsibility to confirm all bookings with the traveler. **Regardless of this setting, Concur always sends itinerary emails to travelers who put trips on hold and when a trip on user-hold or approval-hold is auto-cancelled.**

If the **No Confirmation Emails** setting is selected, then the **Send a copy of the confirmation to** option will be hidden on the **Trip Details** page. For trips on hold, there is an option for these emails to be sent in HTML or text only, since the user does not have the option to choose.



The setting defaults to **Send Confirmation Emails** for all new and existing customers.

To enable this feature, select the appropriate option from the **Confirmation Emails** dropdown menu in the **Email Options** section of the company travel configuration.

When Change Password Prompt is on, Safe Harbor Prompt is Ignored Until Second Login

GDS' Supported: ALL

Configuration Setting: Safe Harbor Prompt in Modules Enabled

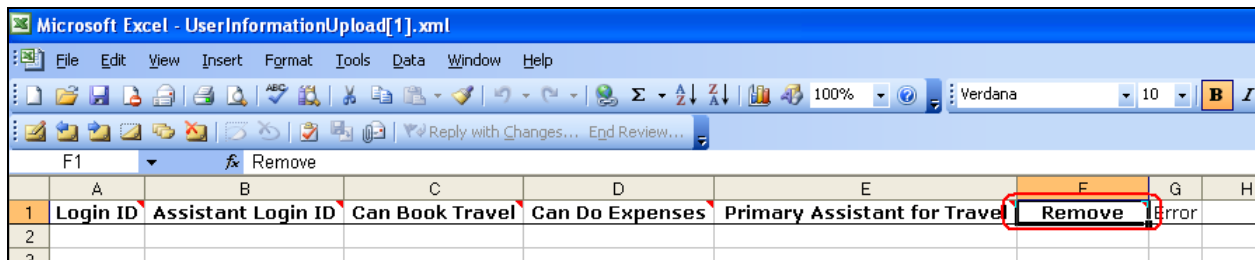
The Safe Harbor prompt was being skipped when a user's password expired. This has been fixed and the Safe Harbor agreement will be prompted for each password expiration.

Completely Remove Travel Assistants Through the Import Data Functionality

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

A new **Remove** column has been added to the **Assistants and Travel Arrangers** tab of the *user general information, travel preferences, frequent flier programs, managers, travel arrangers and custom fields* Excel import template in **Administration > Travel System Admin > Import Data > Import formats samples**. This new optional field will completely remove an assistant/arranger from a traveler's Concur Cliqbook Travel profile.



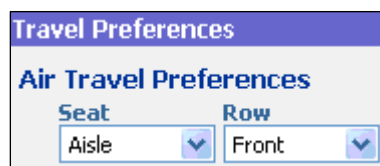
	A	B	C	D	E	F	G	H
1	Login ID	Assistant Login ID	Can Book Travel	Can Do Expenses	Primary Assistant for Travel	Remove	Error	
2								
3								

Air

Seat Map Page Displays Travelers Seat Preferences

GDS' Supported: All

Configuration Setting: Default On



Travel Preferences

Air Travel Preferences

Seat: Aisle
Row: Front

When a trip is booked by someone other than the traveler, the seat map pop-up will now display the *traveler's* seat and row preference (window/aisle and front/bulkhead/rear) from the traveler's Concur Cliqbook Travel Profile.

If the **Seat and Row preference** setting is *Don't Care*, Cliqbook will display a *No preference* message.

Example:

UNITED AIRLINES
United Flight: 454 Boeing 737-300
O'Hare Intl Arpt (ORD) - Hartsfield Intl Arpt (ATL)
07.10.2008

Available flights: UA 454 ORD-ATL

Seat Selection: **Traveler's preference: Seat: Aisle seat Row: Front of plane**

Seat assignment is subject to change up until time of departure

Available seats (by class of service):
F:6 Y:9 B:9 M:9 E:9 U:9 H:9 Q:9
V:9 W:6 S:6 T:6 K:9 G:9 P:6
A:6 F:8 Y:9 B:9 M:9 E:9 U:9 H:9
Q:9 V:9 W:6 S:6 T:6 K:9 G:9 P:8
A:8

Southwest Participation in Apollo

GDS' Supported: Apollo + Worldspan
Configuration Setting: N/A

System configuration options

- NON-AMADEUS: Add title to user's first name for manual PNR build
- AMADEUS: Remove cabin restrictions on low fare shops
- SABRE ONLY: Deeper Southwest shop (extra scans)
- APOLLO ONLY: Los Angeles searches default to LAX
- APOLLO ONLY: New York searches default to LGA
- WORLDSPAN ONLY: shop Airtran on alternate GDS if no direct connect
- APOLLO/GALILEO ONLY: Double scans to force nonstop search
- WORLDSPAN ONLY: Minimize fare shop scans
- APOLLO/GALILEO AIR CANADA ONLY: Suppress Tango fares
- SABRE ONLY: Never use legacy pricing platform
- SABRE ONLY: Use Sabre Web Services instead of Databahn
- AIR CANADA ONLY: Search GDS and Direct Connect
- SABRE ONLY: Skip tax scan in flex-faring
- WORLDSPAN: Leave unused FQTY numbers from profile in PNR
- APOLLO/GALILEO ONLY: Southwest COA filed and active on this PCC**
- SABRE ONLY: Using new flex-faring method

Cliqbook now supports booking Southwest Airlines (WN) via Apollo GDS and as an alternate GDS for Worldspan. A Certificate of Appointment (COA) with Southwest Airlines is required prior to booking Southwest in Apollo.

APOLLO/GALILEO ONLY:
Southwest COA filed and active on this PCC

Support SWABIZ via BookingBuilder

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

Southwest Airlines has joined with Concur to offer access to SWABIZ, Southwest Airlines' online corporate booking tool, for travelers booking business travel through Concur Cliqbook Travel. Powered by BookingBuilder, SWABIZ allows business travelers to plan, book, and purchase ticketless travel on Southwest Airlines – making this solution a simple and efficient method to obtain the lowest fares and maximum Rapid Rewards credit.

Travelers will have full access to Southwest inventory. Once the traveler has entered his/her Rapid Rewards number into his/her traveler profile, the number will auto-populate during a SWABIZ booking. The following benefits will also highlight SWABIZ bookings:

- Save money with access to Southwest Airlines everyday low fares, including Internet-only specials available at SWABIZ.
- "Fees Don't Fly with Southwest!" With SWABIZ there are never any setup, online reporting, booking transaction, change, or cancellation fees.
- 24-hour technical support for you, and travel assistance for your business travelers
 - ◆ Travel Managers can contact our SWABIZ HelpDesk @ 1-866-4-SWABIZ

NOTE: Please refrain from distributing this number to travelers. The assistance provided can only assist travel decision makers with any SWABIZ technical assistance needed.







- ◆ Travelers who need assistance with flight arrangements can call 1-800-435-9792.
- Online reports allow you to locate travelers anytime
- No extra charges for onboard snacks, pillows, or blankets.

Known issues with the SWABIZ integration:

- For Sabre Agencies, a Sabre PCC must be set up to issue tickets and write passive segments for Southwest or this error will appear: *WN has restricted bookings from this location*
- If the traveler closes all browsers after booking a trip in Southwest but before we write the PNR, Cliqbook cannot recover the booking data.

How it Works

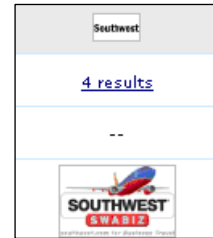
Once you have established a SWABIZ account and it has been enabled in your company travel configuration, enter your Rapid Rewards number into the Frequent Traveler Program section of your Cliqbook profile:

Frequent-Traveler Programs			
Your Frequent Traveler, Driver, and Hotel Guest Programs			
		Air Canada (Aeroplan)	Search this vendor 768065286
		Airtran Air (A+)	Search this vendor 1640028022
		Southwest (Rapid Rewards)	Search this vendor 00000371788922

Search the **Flight** tab on the Concur Cliqbook Travel Center.

SWABIZ flights will **not** be returned immediately after a flight search has been conducted. Click the **SWABIZ** icon to access SWABIZ fares via an iframe from BookingBuilder.

Cliqbook will ask you to choose specific airports if the previous search included multiple airports.



Concur™

Your search includes multiple airports that can be searched using Swabiz by Booking Builder.
For each segment, please pick the airport that suits your personal preference.

From: BWI - Baltimore Washington Intl Arpt - Baltimore, MD ⚙	From: ORF - Norfolk Intl Arpt - Norfolk, VA ⚙
To: ORF - Norfolk Intl Arpt - Norfolk, VA ⚙	To: BWI - Baltimore Washington Intl Arpt - Baltimore, MD ⚙
09/04/2008	09/05/2008

You will then be asked to choose the card that will be used during the SWABIZ booking process.

Choose a card to use when purchasing using Booking Builder

Corp Card (... 1000) ▾

Choose the departing and returning flights, and click the **Go To Next Step-Price** button to view air itinerary and pricing. You could also modify the dates and airport to search for different fares.

Select Departing Flight

Baltimore, MD to Chicago (Midway), IL (Sunday, August 03 2008)

[Fares do not include government fees and taxes.](#)

Flight	Depart	Arrive	Stops	Travel Time (hh:mm)	Business Select \$212	Anytime \$197	Wanna Get Away \$82 - \$187
2410	6:20am	7:15am	Nonstop	1:55	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$94
1693	7:00am	9:15am	1	3:15	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$102
1738	7:25am	9:25am	1	3:00	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$102
3662	8:50am	9:50am	Nonstop	2:00	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$111
1769	9:00am	11:10am	1	3:10	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$183
1117	9:50am	11:35am	1	2:45	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$102
1327	11:05am	12:00pm	Nonstop	1:55	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$130

Select Returning Flight

Chicago (Midway), IL to Baltimore, MD (Monday, August 04 2008)

[Fares do not include government fees and taxes.](#)

Flight	Depart	Arrive	Stops	Travel Time (hh:mm)	Business Select \$212	Anytime \$197	Wanna Get Away \$82 - \$187
367	6:00am	8:45am	Nonstop	1:45	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$102
3238	6:20am	10:00am	1	2:40	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$143
111	8:05am	10:50am	Nonstop	1:45	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$130
485	9:40am	12:25pm	Nonstop	1:45	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$121
2816	12:30pm	3:20pm	Nonstop	1:50	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$168
3328/445	1:30pm	6:25pm	CMH/1	3:55	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$130
963	4:00pm	6:50pm	Nonstop	1:50	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$143
470	5:00pm	7:55pm	Nonstop	1:55	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$143
2076	5:55pm	9:55pm	1	3:00	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$121
2047	7:50pm	10:40pm	Nonstop	1:50	<input type="radio"/> \$212	<input type="radio"/> \$197	<input type="radio"/> \$121
2188	9:30pm	12:15am	Nonstop	1:45	<input type="radio"/> \$212	<input type="radio"/> \$197	WEB ONLY! <input type="radio"/> \$94

Ready to view air itinerary and pricing?

[Need help booking travel?](#)


Modify Your Search

Depart Baltimore, MD
 August 3

Return from Chicago (Midway), IL
 August 4

Depart: Washington DC Area
 Baltimore, MD - BWI

Return from:
 Chicago (Midway), IL - MDW



Flexible with your travel dates?
 Use [Southwest Shortcut](#) to Low Fares

Review the returned itinerary and pricing, then click on **Go To Next Step-Purchase** to purchase the fare.

Southwest Airlines Air Itinerary and Pricing

Air Itinerary

Trip	Date	Day	Stops	Routing	Flight	Routing Details
Depart	Aug 03	Sun	Nonstop	BWI-MDW	2410	Depart Baltimore (BWI) at 6:20 AM Arrive in Chicago (MDW) at 7:15 AM
Return	Aug 04	Mon	Nonstop	MDW-BWI	367	Depart Chicago (MDW) at 6:00 AM Arrive in Baltimore (BWI) at 8:45 AM

Pricing

Passenger Type	Trip	Routing	Type of Fare	Base Fare	U.S. Taxes	PFC	Security Fee ¹	Passenger(s)	Total
Adult	Depart	BWI-MDW	Business Select	\$197.21	\$18.29	\$4.50	\$2.50	1	\$222.50
	Return	MDW-BWI	Business Select	\$197.21	\$18.29	\$4.50	\$2.50	1	\$222.50
Total				\$394.42	\$36.58	\$9.00	\$5.00		\$445.00

¹ Security Fee is the government-imposed September 11th Security Fee.

I accept the conditions of travel for Fare Types listed above and want to complete this purchase.
 (Note: Please click on each Fare Type link individually to view associated rules, as the restrictions for each fare may vary slightly.)

The name, Rapid Rewards number, phone number, and email fields on the passenger information page will be pre-populated using your profile information. Review the passenger information page and click **I Want to Purchase This Air Travel**.

Southwest Airlines Payment and Passenger Information

- Unless you complete the information on this screen and click on the "I Want To Purchase This Air Travel" button at the bottom of this screen, you will not have a reservation. You will receive a confirmation screen after the reservation has been successfully completed.
- You may only enter alphabetic or numeric characters in the fields below. The reservation system does not accept any punctuation including hyphens and dashes.
- When entering your Rapid Rewards Membership Number, please enter the passenger name as it appears on your Rapid Rewards membership card.

Who is Traveling?

Adult

Passenger 1: First Name: Last Name: Suffix: Rapid Rewards Account Number:¹

[Add/Edit Disability Assistance Options](#)

¹ Enter the Rapid Rewards Account number of the Passenger who is traveling to ensure Rapid Rewards credits will post to their account within seven to ten days after completion of the flight. You may omit the spaces and leading zeros. Rapid Rewards is our frequent flyer program.

Apply Travel Funds

If you have funds from an unused or cancelled reservation, southwestgiftcards™, or Southwest Luv Vouchers you may apply them toward the purchase of this reservation.

Enter Contact Information...

If within the U.S.: Phone Number: - -

If outside the U.S.: Phone Number: 011 - -

Enter Internal Reference Number... (Optional)

Select existing IRN: or Input Alternate IRN:

2 Up to 30 characters. Letters and numbers only. Please omit punctuation, special characters, and spaces. An internal reference number is a unique number used for your company's internal reporting purposes. This number may be cost center, billing number, etc.

Send confirmation via...

Please select how you would like to receive your Ticketless Travel receipt.
(Note: Receipts contain confidential billing information. You must select e-mail as your preferred receipt delivery option in order to enroll in Click 'n Save® E-mail Updates.)

E-mail to

I would like a free subscription to Click 'n Save® E-mail Updates for advance notice of southwest.com specials. (A confirmation of enrollment will be sent via email)

Fax to - -

Ticketless Travel Itineraries can be sent to U.S. fax numbers only. If you reside outside the U.S. and cannot provide a U.S. fax number, please provide a valid e-mail address for your Ticketless Travel Itinerary receipt.

Let them know you are on your way...

E-mail Itinerary

Send a copy of your travel itinerary to as many as four e-mail addresses.
(Note: Itineraries do not contain confidential billing information)

Purchase Summary

Item	Description	Due Now
Air	Total amount, including tax, that will be charged to your credit card.	\$ 445.00

Before completing your purchase, please verify your [Passenger Names](#) are correct. Changes to Passenger Names after selecting the "I Want To Purchase This Air Travel" button could result in a fare increase.

[Need help booking travel?](#)

A confirmation screen will then be presented and the itinerary will be available for review.

SWABIZ
southwest.com for Business Travel

BookingBuilder Test Travel Reservation

AIR
TRAVEL SUMMARY

PLAN TRIP →
 SELECT FLIGHT →
 PRICE →
 PURCHASE

Southwest Airlines Purchase Confirmation

Thank you for using southwest.com to purchase your Ticketless Travel

Southwest Airlines Confirmation Number(s)

Passenger Type	Confirmation Number	Passenger	Account Number	Disability Assistance
Adult	2LICA7	William Never	00000371788922	- None Entered -

Internal Reference Number

(none)

Air Itinerary

Trip	Date	Day	Stops	Routing	Flight	Routing Details
Depart	Sep 04	Thu	Nonstop	BWI-ORF	392	Depart Baltimore (BWI) at 11:10 AM Arrive in Norfolk (ORF) at 12:00 PM
Return	Sep 05	Fri	Nonstop	ORF-BWI	1802	Depart Norfolk (ORF) at 10:45 AM Arrive in Baltimore (BWI) at 11:35 AM

Pricing


Passenger Type	Trip	Routing	Type of Fare	Base Fare	U.S. Taxes	PFC	Security Fee ¹	Passenger(s)	Total
Adult	Depart	BWI-ORF	Business Select	\$120.93	\$12.57	\$4.50	\$2.50	1	\$140.50
	Return	ORF-BWI	Business Select	\$120.93	\$12.57	\$3.00	\$2.50	1	\$139.00
Total				\$241.86	\$25.14	\$7.50	\$5.00		\$279.50

1 Security Fee is the government-imposed September 11th Security Fee.


Total Air	Base Fare	U.S. Taxes	PFC	Security Fee ¹	Passenger(s)	Total
BWI - ORF ORF - BWI	\$241.86	\$25.14	\$7.50	\$5.00	1	\$279.50

1 Security Fee is the government-imposed September 11th Security Fee.

At this point, the SWABIZ window can be closed and Cliqbook will display the itinerary **Details** page containing the imported SWABIZ itinerary.




Travel Details



Itinerary for: CONDON, CHRIS
 Created on: 06/25/2008 at 4:25 PM
 Trip Record Locator: PBHSOR

Selected Ticket Delivery: E-Ticket if possible





Baltimore Washington Intl Arpt (BWI) to Norfolk Intl Arpt (ORF)


Flight: **Southwest** Flight # 0392 BUSINESS SELECT (K) Boeing 737-700
Airlinesz

Departs: Baltimore Washington Intl Arpt (BWI) Thu 09/04/2008 at 11:10 AM
 Arrives: Norfolk Intl Arpt (ORF) Thu 09/04/2008 at 12:00 PM

Status: **Booked in Booking Builder direct/2AHCAC** Ticketing: E-Ticket
 Stops: Nonstop Meal: No Meal Served
 Duration: 50 minutes Distance: 161 miles

Airline Record Locator:
 | SOUTHWEST RECORD LOCATOR IS 2AHCAC

 [Add Car Rental](#)
 [Add Hotel](#)




Norfolk Intl Arpt (ORF) to Baltimore Washington Intl Arpt (BWI)

Flight: **Southwest** Flight # 1802 BUSINESS SELECT (K) Boeing 737-700
Airlinesz

Departs: Norfolk Intl Arpt (ORF) Fri 09/05/2008 at 10:45 AM
 Arrives: Baltimore Washington Intl Arpt (BWI) Fri 09/05/2008 at 11:35 AM

Status: **Booked in Booking Builder direct/2AHCAC** Ticketing: E-Ticket
 Stops: Nonstop Meal: No Meal Served
 Duration: 50 minutes Distance: 161 miles

Airline Record Locator:


 [Add Car Rental](#)
 [Add Hotel](#)

Totals and restrictions

Airfare quoted amount:	\$241.86 USD
Landing fees and taxes:	\$37.64 USD
Airfare quoted total:	\$279.50 USD

Restrictions:
 Itinerary generated on Wed 06/25/2008 5:25 PM


A confirmation email will be sent to you by Southwest and Cliqbook:



SOUTHWEST
SWABIZ

Receipt and Itinerary as of 06/25/08 1:49 PM

Confirmation Number
2LICA7



Sit
Where
You Like

Confirmation Date: 06/25/08
CID: 99020681
Received: WILLIAM

Passenger Information

Passenger Name	Account Number	Ticket#	Expiration ¹
NEVER/WILLIAM	00000371788922	526-8500597911-5	06/25/09

¹ All travel involving funds from this Confirmation Number must be completed by the expiration date.

Itinerary

Date	Flight	Routing Details
Thu Sep 04	392	Depart BALTIMORE-WASHNTN (BWI) at 11:10 AM Arrive in NORFOLK (ORF) at 12:00 PM
Fri Sep 05	1802	Depart NORFOLK (ORF) at 10:45 AM Arrive in BALTIMORE-WASHNTN (BWI) at 11:35 AM

Cost and Payment Summary

Air	\$ 241.86
Tax	\$ 25.14
PFC Fee	\$ 7.50
Security Fee	\$ 5.00
<hr/>	
Total Payment:	\$279.50

Current payment(s)
06/25/08 AMER EXPRESS xxxxxxxxxxxx1002 Ref 526-8500597911-5 \$279.50

Setup

ESTABLISHING A SWABIZ ACCOUNT

In order to link your Concur account to SWABIZ, you must first establish a SWABIZ account for each of your individual corporate accounts. Emily Richardson, Corporate Relations Specialist, has been designated as your primary point of contact at Southwest. Emily will be available to assist with your company enrollments as well as any customer service questions that you may have about SWABIZ or Southwest Airlines. You can reach Emily by phone at 214-792-1003 or by email at emily.richardson@wnco.com.

The goal at Southwest is to complete the SWABIZ enrollment within 24 hours from the time you contact Emily. To expedite the enrollment process, please provide her with the following information:

- Travel Manager name, email address, phone number, and address
- Top 5 city pairs
- Number of traveling employees
- Overall annual industry sales for company
 - ◆ Less than \$1M
 - ◆ Between \$1M - \$250M
 - ◆ Greater than \$250M
- Annual estimate of Southwest Airlines expenditures
- Additional Travel Manager names, email addresses, and phone numbers

SWABIZ-Cliqbook Configuration Setup

To set up a travel configuration for SWABIZ integration:

1. Access the **Travel System Admin** page.
2. Click **SWABIZ Configuration**, which is located near the end of the **Company-Specific** menu on the left side of the page.
3. Select a travel configuration. You will be presented with the SWABIZ account information. As a test, you can use account number 99020681.
4. Select **Always Show SWABIZ when Southwest supports the lane**.
5. Ensure that **Skip Request Page** is also selected.
6. Save the configuration.

You can force a corporate card if you would like by choosing one from the list.

Choose a company travel configuration
Outtask, Inc. [v] [Choose]

SWABIZ Account Information
Company SWABIZ account number 99020681


Show GDS Fares and SWABIZ link options
 Always Show SWABIZ when Southwest supports the lane. [?]
 Show SWABIZ only when flight date is 7 or more days out. [?] Show SWABIZ only when flight date is 14 or more days out. [?]

Credit Card Options
 Hide credit card information [?]
Global Ghost Card - used by ALL travelers [?]
No Card Selected [v]
Credit Card Message [?]
[] [v]

Page Skipping Options
 Skip Request Page [?] Skip Pricing Page [?] Skip Billing Page [?]

[Save] [Delete] [Cancel]

If the SWABIZ configuration was setup incorrectly, the following error will appear:



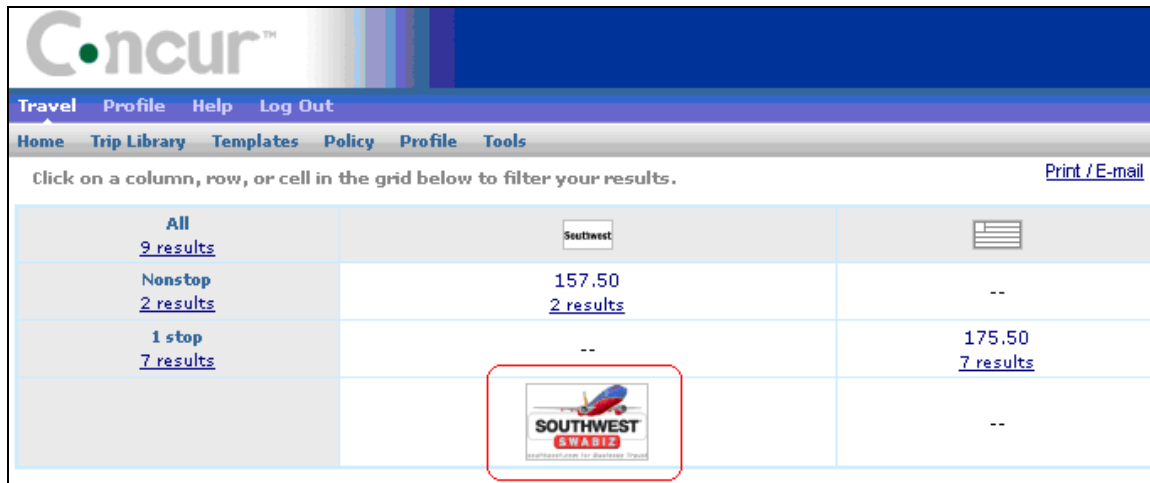
SOUTHWEST.COM®

What happened?
The Company ID is invalid

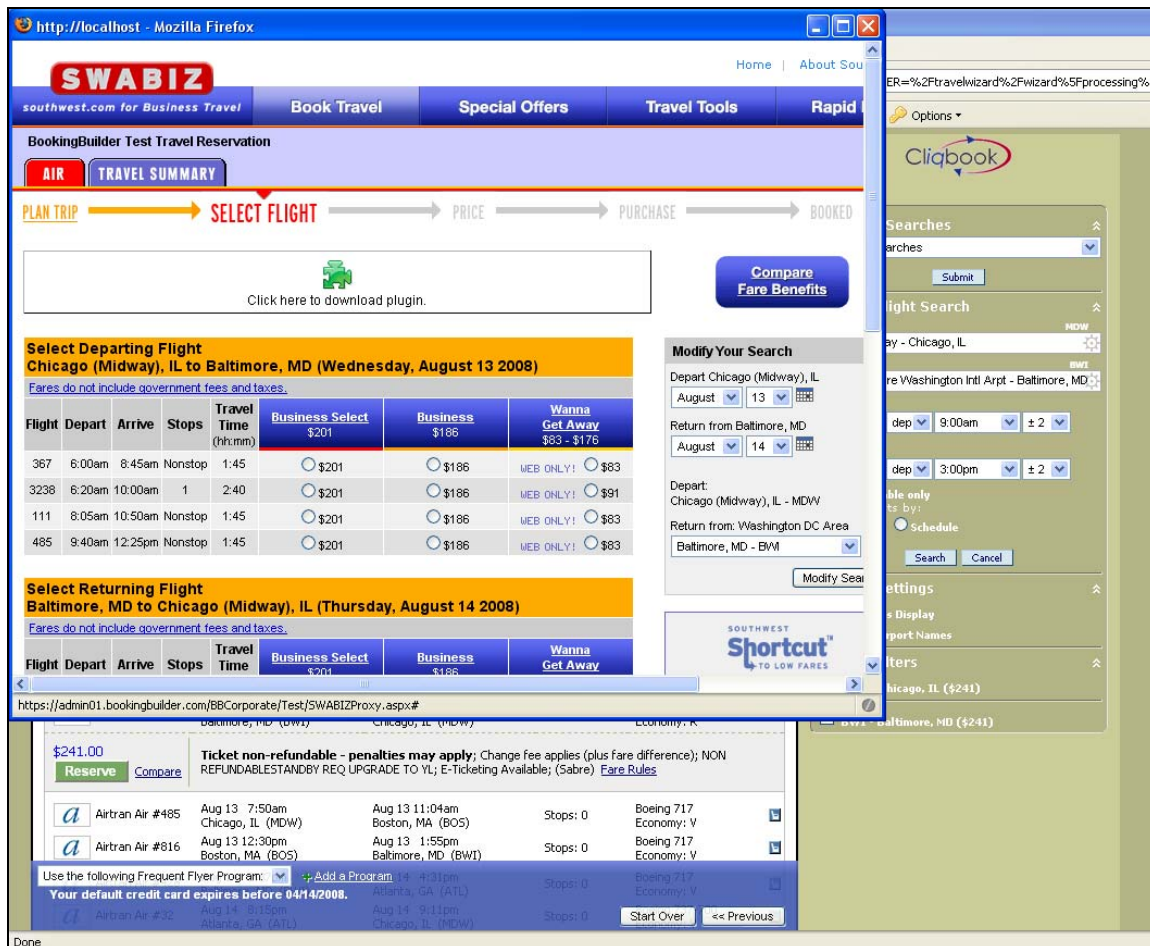
What you need to do:
Please use your browser's BACK button to return to the previous page and enter a valid company ID.

Reference Number: 540700 Occurred: 06/25/08 12:38:29

After setting up the SWABIZ by BookingBuilder page, users will see a SWABIZ logo in the grid. The display of this logo may vary depending upon the settings; the logo will not appear if searching a route that is not flown by Southwest Airlines.



Clicking the logo opens a new window. If a credit card is not set up on the configuration page, the new window appears; the user must select a credit card. Then, the SWABIZ by BookingBuilder flight selections will appear.



On subsequent pages, the user's profile information (including the Southwest frequent flyer number) will be pre-populated.

After the user completes a purchase in the BookingBuilder window, Cliqbook will create a trip with passive segments and then display the itinerary. The Southwest Airlines record locator will be in a remark on the first segment. At that point, the booking process for the trip can continue as usual.

NOTE: If the user selects a Cliqbook flight instead of a SWABIZ flight, the user will be informed that the BookingBuilder window will be closed and the user will be asked to confirm the booking.

Once BookingBuilder receives the ticket number from Southwest, they will send it to us. At that point, we store the ticket number in our database and write the number in a remark on the PNR.

NOTE: Trips will not go through PNR finishing until the Southwest ticket number is transmitted to Cliqbook. The traveler will see the Southwest ticket number in the Cliqbook itinerary confirmation email.

Air Canada Direct Connect: Support for Multi-segment/Open Jaw Bookings

*GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On*

The Cliqbook Air Canada Direct Connect now supports multi-segment and open-jaw bookings. Air Canada is the only Direct Connect for which Cliqbook supports multi-segment and open-jaw bookings. This functionality is supported in all search options available today: Search by Price, Search by Schedule, and Flex-faring.

Known Limitations:

- The Cliqbook Air Canada Direct Connect does not support FlightPass multi-segment or open-jaw bookings at this time. This is a limitation of the Air Canada API.
- The Air Canada Direct Connect **Show only base fare in flex-faring** setting in the company travel configuration is not supported for Air Canada Direct Connect multi-segment or open-jaw bookings because the Air Canada API currently returns only fares without taxes for multi-segment and open-jaw bookings.

Sabre Flex-Faring Enhancements

*GDS' Supported: Sabre
Configuration Setting: Default Off*






A new **SABRE ONLY: Using new flex-faring method** option has been added in the **System Options** section of the company travel configuration. This feature/setting is currently in *beta*. The feature is intended to increase the fare content that is displayed in Sabre Flex-Faring for Canada and Australia. Concur will be monitoring the performance of this feature on an ongoing basis. Updates will be provided in future release notes.


Baggage Fee Notifications

GDS' Supported: ALL
 Configuration Setting: N/A

When performing an air Shop by Price, users can now see the various airlines' fees for baggage. The link is above the **Sort** bar:

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)

All 61 results					
Nonstop 29 results	363.00 10 results	899.00 5 results	899.00 13 results	1294.00 1 results	--
1 stop 32 results	372.00 8 results	--	--	908.00 9 results	1707.00 15 results

Displaying: 45 out of 61 results. The least cost item is: 393.00  [Checked Baggage Policies](#) << Previous 1 2 3 4 5 Next >> | [All](#)

Sort: Policy Price Carrier Depart Duration Emissions

Administrative

Checked Baggage Policies

The baggage fees below change frequently and may vary based on type of ticket purchased, destination, your frequent traveler status with the airline, or other factors. The list below may not include every airline that has a baggage fee and the fees listed may not be 100% accurate. Please check with the airline directly to determine the exact fees that would apply to your chosen reservation.

Airlines	1st bag	2nd bag	
 AirTran	No fee	\$10	more info
 American	\$15	\$25	more info
 Continental	No fee	\$25	more info
 Delta	No fee	\$25	more info
 Frontier	No fee	\$25	more info
 JetBlue	No fee	\$20	more info
 Midwest	No fee	\$20	more info
 Northwest	No fee	\$25	more info
 US Airways	\$15	\$25	more info
 United	\$15	\$25	more info
 Virgin America	No fee	\$25	more info

Penalties may apply. (AirTran) Search flights by:

When users click the link, they will see a pop-up with the fees for the first and second bags checked. Also, they will see links to the airlines' baggage information web pages. The links are labeled **more info**.

Known Limitations:

- Only displays for languages the text is translated in – today this is only in English
- Fees are static and must be updated manually upon request, so fees may get out of date
- Only displays on the air Shop by Price screen – not on the Schedule screen
- Only airlines with known fees are displayed

Treat Premium Economy as 4th Cabin Carriers Added

GDS' Supported: ALL

Configuration Setting: N/A

Support added for Premium Economy class of service on the following carriers:

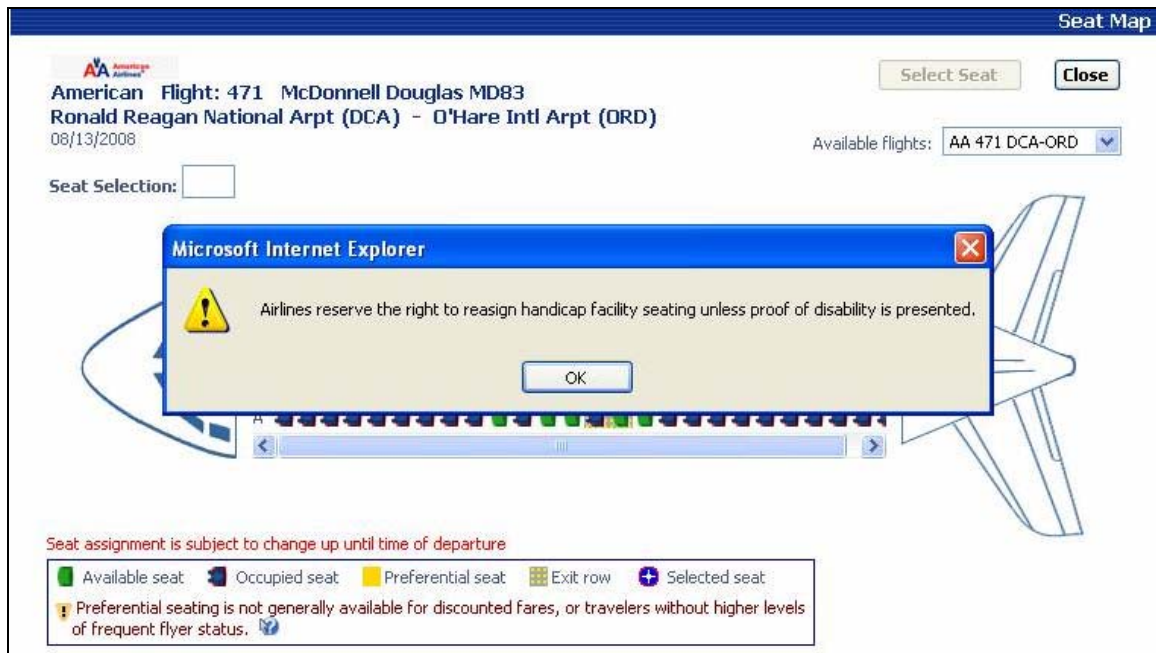
All Nippon	(NH) Premium Economy – E, Y
Japan Airlines	(JL) Premium Economy – E, W
Eva Airlines	(BR) Evergreen Deluxe Service – R, V, L, O, M, Y, Z
British Midland	(BD) Premium Economy – U, L, S
Air New Zealand	(NZ) Pacific Premium Economy – O, E, U

Allow Travelers to Select Seats Marked "Handicapped Facility"


GDS' Supported: ALL

Configuration Setting: N/A

Following testing, we determined that seating marked *Handicap Facility* is available to be reserved in the GDS. We now allow users to reserve these seats and display a message alerting the user that the carrier reserves the right to reassign passengers unless proof of disability is presented.

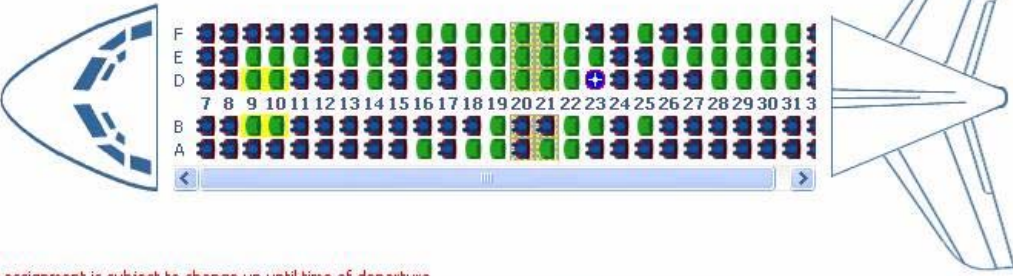


Seat Map




American  Flight: 471 McDonnell Douglas MD83
 Ronald Reagan National Arpt (DCA) - O'Hare Intl Arpt (ORD)
 08/13/2008


Available flights: AA 471 DCA-ORD

Seat Selection: Seat over wing, Handicapped facilities



Seat assignment is subject to change up until time of departure

	Available seat		Occupied seat		Preferential seat		Exit row		Selected seat
---	----------------	---	---------------	---	-------------------	---	----------	---	---------------

 Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status. 

Selected Ticket Delivery: E-Ticket if possible

 **Ronald Reagan National Arpt (DCA) to O'Hare Intl Arpt (ORD)**

Flight:	 Flight # 471 Economy (V)	McDonnell Douglas MD83
Departs:	Ronald Reagan National Arpt (DCA), Terminal: B	Wed 08/13/2008 at 8:15 AM
Arrives:	O'Hare Intl Arpt (ORD) Terminal: 3	Wed 08/13/2008 at 9:15 AM
Status:	Confirmed	Ticketing: E-Ticket
Stops:	Nonstop	Meal: Food for purchase
Duration:	2 hours	Distance/Emissions: 610 miles/385.5 lbs CO ₂
Airline Record Locator: FVREOP		
Seat #:	23D	

Meeting

Meeting Hotel Check-out Date Contains a "Total Number Of Nights Booked" Column

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

On the **Attendees** page in Meeting Admin, we have changed the *hotel check out date* values so that it reports the day the attendee would check out, not the last night stayed. This value better matches the column description. This column does not display by default, but it can be added by:

1. Click the **Choose Columns** link.
2. Drag the hotel check out date to the left (in the **Visible Columns** section).
3. Click **Apply**.

Concur Meeting Search by Schedule option

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

Several customers requested a feature to configure the default for the **Search Flights By** option in the travel information page per meeting (third party as well as Concur Meeting). Previously, the default of this option is configured in the Travel Configuration.

Now, it is possible to configure the default flight search in the **Admin Options** section if it is a third-party meeting or in section **Travel > Air** if it is a Concur Meeting.

The image shows a screenshot of the Concur Meeting configuration interface. It is divided into two main sections: 'Third Party Meeting' and 'Concur Meeting'. Both sections have a 'Search Flights By' option set to 'Best Price'.

Third Party Meeting - Admin Options:

- Travel Policy Rules Class: -- User's rule class --
- Allow Car Rentals:
- Allow Hotel Bookings:
- Allow Limo Bookings:
- Use WebDirect Internet Searches:
- Allow one-way and multi-seg flights:
- Allow attendee to change destination airport:
- Bypass the map screen when booking travel for this meeting:
- Search Flights By: Best Price, Best fit to schedule

Concur Meeting - Travel:

- Air:
- Agency Settings:
- Hotel:
- Search Flights By: Best Price, Best fit to schedule

Flight Information Screen:

Departing from ... IAD - Washington Dulles Intl - Washington, DC

Depart date: 08/01/2008 (mm/dd/yyyy)

Schedule flights to ... arrive 6:00am

Include flights within: 5 hours before 5 hrs after

Class of service: Economy class

Arriving at ... PRG - Ruzyně Arpt - Prague

Return date: 08/02/2008 (mm/dd/yyyy)

Schedule flights to ... depart 8:00pm

Include flights within: 5 hours before 5 hrs after

Class of service: Economy class

Search carriers using: Personal and company preferences, I will select carriers to search

Search flights based on: Best price, Best fit to schedule

Add Check All Option on Attendees Group Screen Behind Edit Link in Meeting Attendees Area

GDS' Supported: ALL GDS'

Configuration Setting: Default Off

For administrator convenience, we have added a **Check All** check box to the group edit page where an admin chooses the attendees to add to the group.

This check box works in the same manner as in other areas of Meeting Admin (for example, the email recipient's screen). Selecting the **Check All** box will select all attendees; clearing it will de-select all attendees.

Meeting Attendees

To add attendees to the group, mark them and press the "Add" button. Attendees in this group will be displayed in the section below.

[Filter](#)

Displaying: 3 out of 3 results.

	Email ▲	Last Name	First Name	Label	Group Name	Employee	Status
<input type="checkbox"/>	blah@blah.com	blah	blah		Default	No	👤
<input type="checkbox"/>	test1@test.com	ah	test		test	No	👤
<input type="checkbox"/>	test2@test2	er	test		Default	No	👤

Check All

Displaying: 3 out of 3 results.

Always Show Air as Required for a Meeting

GDS' Supported: ALL GDS'

Configuration Setting: Default On

Due to integration with the Travel Wizard, all Concur meetings require a travel configuration and airport to be defined, even if air will not be booked (for example, a hotel-only meeting). Previously, the warning on the **Overview** page, that an *Airport is not defined* would only appear if the *Air* meeting feature was set during meeting creation or added later from the **General** tab in Meeting Admin.

Now, we will always check that an Airport is defined, in addition to a travel configuration being set on the **Agency Settings** page.

Meeting Setup Checklist

Complete the following items before activating the meeting. Click on the link in the feature column or on the left side navigation bar to change the settings.

Feature	Item
❗ Air	Airport cannot be blank
❗ Agency Settings	A travel config must be set
❗ Meeting Site	Customize the Confirmation step
❗ Meeting Site	Customize the Decline step
❗ Meeting Site	Customize the Exit step
❗ Attendees	Must have at least one attendee

Profile/PNR Administration

Rail Profile Settings More Defined

GDS' Supported: SNCF

Configuration Setting: Default Off

The Concur Cliqbook Travel Profile now separates the SNCF-only rail preferences from the *common* rail preferences. This section will appear only if the user's configuration is set up to use SNCF. Only valid SNCF meals will appear in the drop down.

The screenshot shows a form titled "Rail Travel Preferences". It includes dropdown menus for "Seat" and "Coach", both set to "Don't Care". Below this is a section for "Other Rail Preferences" with a note: "The following preferences may not be supported by all rail systems." This section contains several dropdown menus: "Bed" (Don't Care), "Bed Category" (Don't Care), "Berth" (Don't Care), "Deck" (Don't Care), "Space Type" (Don't Care), "Fare Space Comfort" (Don't Care), "Noise Comfort" (Don't Care), "Special Meals" (Don't Care), and "Contingencies" (Don't Care).

Frequent Traveler Programs Expiration Date

GDS' Supported: ALL GDS'

Configuration Setting: Default On

Some travel companies have frequent traveler programs that expire. The travel program editor will now allow users to enter the expiration information.

In a traveler's Cliqbook Profile, navigate to the **Frequent-Traveler Programs** section and click **Add a Program**. This feature's focus is on Lufthansa Miles and the Deutsche Bahn rail program. Other vendors will not display an expiration field.

On the **Add a Program** popup, if you select a program that expires, you will see the new expiration fields appear.

The screenshot shows a popup titled "Add Travel Programs". It contains a warning message: "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'." Below the warning is a text box: "The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.)." The form has three rows for adding programs. Row 1: "Carrier" dropdown set to "Lufthansa", "Frequent Traveler / Driver / Guest Number" text box, "Search this vendor" checkbox checked, and "Expiration Date" dropdown set to "7" and "2008". Row 2: "Carrier" dropdown set to "Deutsche Bahn", "Frequent Traveler / Driver / Guest Number" text box, "Search this vendor" checkbox checked, "Expiration Date" dropdown set to "7" and "2008", "BahnCard Type" dropdown set to "BahnCard 25", and "BahnCard Class" dropdown set to "First". Row 3: "Carrier" dropdown set to "Select a carrier", "Frequent Traveler / Driver / Guest Number" text box, and "Search this vendor" checkbox checked.

If a program is expired, it will not appear in the dropdown of available programs when booking a trip. Also, if a program is expired or is about to expire, a warning will appear on the travel home page, in the **Travel Information** section.

Travel Information

Die Bahn Your program, account # 1234567890123111, expires on 7 2008

Your Miles and More program, account # 11123, expired on 2 2006

Travelers can use the fields in the warning to update their expired/expiring travel program information with their new account number and expiration date.

Miscellaneous

Name Titles for Guest Bookings

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

The **Guest Booking** page now has a **Title** field that will be added to the PNR information and later displayed on the itinerary view pages.

Home Trip Library Templates Meetings Meeting Admin Policy Profile Tools Cliqbook XA

Cliqbook Guest Booking

Enter the name of the guest traveler you're booking the trip for. The guests's trip will be subjected to the "Guest Class" policy, or in its absence, the policy which applies to you. Once the trip is booked, it will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler's name on the itinerary.

Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport. Due to increased airport security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

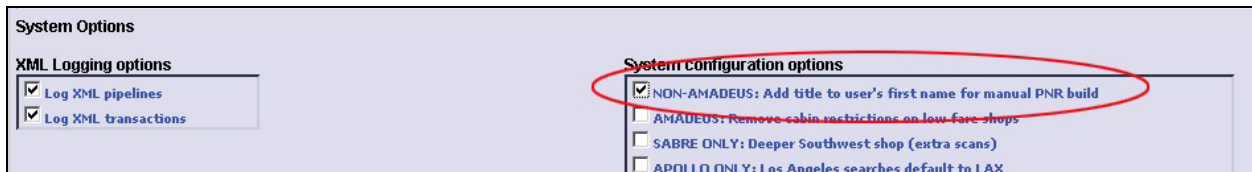
Look up a previous guest by name:

Personal Information * Required Fields

Title **First Name*** **Last Name***

Email Address* **Phone number and type***

Cliqbook supports adding title information to manual PNR builds through a setting in the company travel configuration. In Amadeus the configuration setting is not needed to have the title display.



NOTE: None of the GDS' has a standard placement for the middle name; it is instead appended to the **First Name** field. If/When we support middle names, they would go after the first name but before the title, if any. For example: Never, William Vern Mr

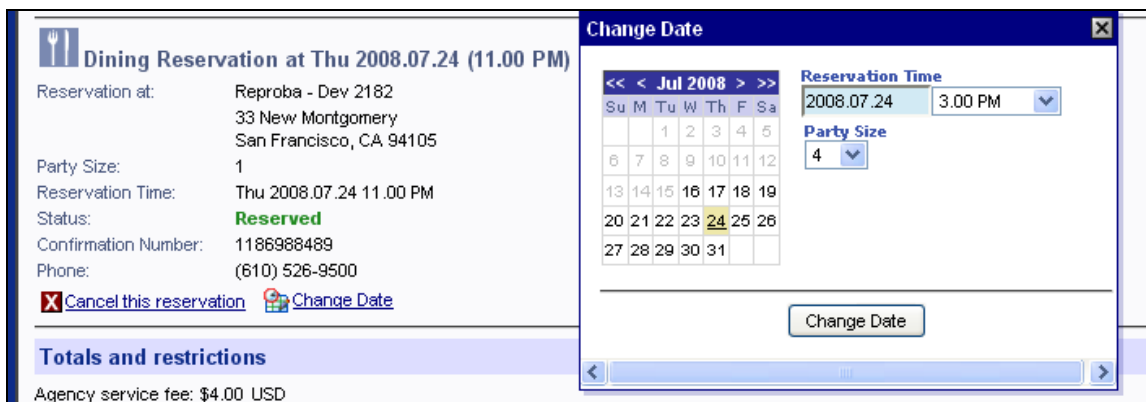
Support Modification of OpenTable Reservations

GDS' Supported: OpenTable
Configuration Setting: Default On

Prior to this release, to change a reservation date, time, or party size, the reservation had to be canceled and re-reserved. This feature allows for modification without canceling the original reservation.

On the itinerary page, the **Change Date** link was added next to the **Cancel this reservation** link. After clicking the link, a popup appears to change the date, time, and party size.

NOTE: This feature does not allow for changing restaurants. To change the restaurant, the reservation must be canceled and a new one created.



After clicking the **Change Date** button, the next screen will display the available times for the restaurant on the original reservation. Select one of the available times and click **Reserve**. The original reservation will be modified with the new date, time, and party size.

Table Reservation on Thu, Jul 17 at 4:00 PM for 3 people


[Change search](#)

[Close](#)

Displaying: 1 out of 1 results.

Sort: Cuisine Distance Price Restaurant Name

Exertus, Dev 2167 [Info](#)

<p>American Price: \$\$</p> <p>adding to 2167 restaurant today 11/30 - NM</p> 	<p>799 Market Street San Francisco, CA 94103 (415) 563-0487 View on Map 7944.19 miles away</p>	<p><input type="radio"/> Earlier 3:45 PM</p> <p><input checked="" type="radio"/> Requested Time 4:00 PM</p> <p><input type="radio"/> Later 4:15 PM</p> <p><input type="button" value="Reserve"/></p>
---	--	--

Displaying: 1 out of 1 results.

Concur Cliqbook Travel

Release Notes

August 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Air	2
Improved Fare Rules Display	2
Virgin Blue Baggage Support	3
For Flex-Faring	4
Car	6
Car Sell -- Handle GUARANTEE REQUIRED Error Message	6
Hotel	6
Need to Acknowledge Hotel Cancel Fees	6
Limo/Taxi	7
Allow Companies to Turn on RideCharge	7
Meeting	8
Add Rail Support for Meeting Step Alternative Travel	8
Change the Way We Default Passive Segment Remarks on a Non-GDS Hotel	9
Optimize Attendee Import	10
Employee Search Functionality within Meeting Tool	10
Option to Disable Survey Questions without Deleting Existing Data	11
Option to Remove Discount Code Field from Payment Step when no Discount	12
Rounded Corners Template has Fields that do not Scroll During Registration	12
Better Control Over "Landing Page" when Exiting the Travel Wizard for Meetings	12
Cliqbook Meeting Payment Export Improvements	12
Meeting Hotel Admin not Updated and Add/Delete Rate Links Not Working Correctly ..	13
Change Meeting Admin "Copy attendees from old meeting" page uses a scrolling list	14
JavaScript Escaping with Attendee Import File Uploads	14
Miscellaneous	15
Support Travel Agency Specific Carbon Models	15
Retrieve Dining Reservation Status from OpenTable instead of the Cliqbook Database	
<i>GDS' Supported: ALL Configuration Setting: N/A</i>	15
Resolved Cases	16
Enhancements	16
Resolved Cases	17

Summary

Major Features

- Improved Fare Rules Rendering
- Virgin Blue Baggage Support
- Better Acknowledgment of Hotel Cancel Fees/Penalties

Minor Features






- Allow Companies to Turn on RideCharge
- Support Travel Agency Specific Carbon Models

Air

Improved Fare Rules Display

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The Fare Rules display has been improved. Due to the API interface with the GDS, only Apollo and Amadeus provide the Fare Basis Code.

 United #1203	Oct 22 9:50am Seattle, WA (SEA)	Oct 22 12:00pm San Francisco, CA (SFO)	Stops: 0 2h 10m	Boeing 737-300 Economy: L	
 United #1176	Oct 23 4:04pm San Francisco, CA (SFO)	Oct 23 6:10pm Seattle, WA (SEA)	Stops: 0 2h 6m	Boeing 757-200 Economy: L	
\$215.05 		Ticket non-refundable - penalties may apply; Change fee: 150 USD; (Apollo) Fare Rules			
Reserve	Compare				


http://www2.concursolutions.com - Details - Microsoft Internet Explorer

Fare Rules and Restrictions

Please review the rules and restrictions listed below.
When you purchase your ticket, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

Click Fare to view Rules: [Seattle - San Francisco](#) [San Francisco - Seattle](#)

 UNITED AIRLINES Seattle - San Francisco
Fare Basis Code : LRA1DNX

From SEA (Seattle, WA)
To SFO (San Francisco, CA)

[Next Fare >](#)

0. APPLICATION AND OTHER CONDITIONS

RULE - 011/5101

4. FLIGHT APPLICATION

UNLESS OTHERWISE SPECIFIED
THE FARE COMPONENT MUST NOT INCLUDE TRAVEL VIA JFK AIRPORT.

5. ADVANCE RES/TICKETING

FOR -A1 TYPE FARES
RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 1 DAY BEFORE DEPARTURE.
TICKETING MUST BE COMPLETED WITHIN 1 DAY AFTER RESERVATIONS ARE MADE OR AT LEAST 1 DAY BEFORE DEPARTURE WHICHEVER IS EARLIER.
NOTE -
THE TRKG AFTER RES REQ WILL NOT APPL WHEN FARES

Virgin Blue Baggage Support

GDS' Supported: Virgin Blue Direct Connect
 Configuration Setting: Default On

Support for Virgin Blue baggage information has been added.

Baggage options are displayed for both Virgin Blue Direct Connect Search by Price and Flex Faring. The display is similar to the Air Canada Direct Connect flow, showing options, then showing review fare, and then booking with the selected options. The new *pay for weight* baggage policy applies to all Virgin Blue and Pacific Blue domestic fares booked from Monday August 18, for flights departing from Monday September 1, 2008.

For Search by Price

1. The **Flight Options** link automatically appears when options are available:

Virgin Blue #802 Sep 5 6:15am Sydney, Australia (SYD) Sep 5 7:45am Melbourne, Australi... (MEL) Stops: 0 1h 30m Blue Saver Promo: R

Virgin Blue #849 Sep 6 2:15pm Melbourne, Australi... (MEL) Sep 6 3:35pm Sydney, Australia (SYD) Stops: 0 1h 20m Blue Saver Promo: R

244,00 AUD

[Reserve](#) [Compare](#)

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (VirginBlue)

- Preferred Carrier On Lane
- Flight cheapest preferred carrier on lane
- Flight cheapest fare on each preferred carrier on lane
- Flight cheapest nonstop fare on each preferred carrier on lane

[Fare Rules](#) [Flight Options](#)

2. If the user clicks either **Flight Options** or **Reserve**, the **Flight Options** page appears:

Flight Options

You can now exercise more freedom in customizing your flight, so that it reflects perfectly what you want from your travel experience. With our flight options, you can decide where you might like to spend a little bit more, or keep the base options you've chosen.

Flt#	From	To	Depart	Arrive
DJ802	SYD	MEL	2008-09-05 06:15:00	2008-09-05 07:45:00

Description	Price
<input type="radio"/> purchased 23Kgs ◆ Passenger is entitled to 23kg check-in baggage.	Add \$8.00
<input type="radio"/> Carry-on bags included ◆ Passenger is entitled to carry on luggage only	Add \$0.00

Flt#	From	To	Depart	Arrive
DJ849	MEL	SYD	2008-09-06 14:15:00	2008-09-06 15:35:00

Description	Price
<input type="radio"/> purchased 23Kgs ◆ Passenger is entitled to 23kg check-in baggage.	Add \$8.00
<input type="radio"/> Carry-on bags included ◆ Passenger is entitled to carry on luggage only	Add \$0.00

[Confirm](#) [Cancel](#)

- If the **Flight Options** page appears because the user clicked **Reserve** and then the user clicks **Confirm**, the **Review Fare** page appears:

Review Fare
✕

Passenger Type	Adult
Number of Passengers	1
Fare Summary	
SYD-MEL (Blue Saver Promo)	72.73
MEL-SYD (Blue Saver Promo)	72.73
Taxes, Fees and Charges	
GST on Fare (SYD-MEL)	7.27
Airport Charges (SYD-MEL)	18.18
Fuel Surcharge (SYD-MEL)	17.27
GST on Charges (SYD-MEL)	3.55
GST on Fare (MEL-SYD)	7.27
Airport Charges (MEL-SYD)	18.18
Fuel Surcharge (MEL-SYD)	17.27
GST on Charges (MEL-SYD)	3.55
Options	
23kg Checkin Baggage	16.00
Credit Card Fee	6.00
Total Est. Cost	
	AUD 260.00

Start Over
Cancel
Purchase Ticket

- The user clicks **Purchase Ticket** if the amount is correct.

For Flex-Faring

- The **Flight Options** link automatically appears when options are available.

Chosen Flights

Carrier	Depart	Arrive	Duration	Equipment	Class
Outbound					
Virgin Blue #802	Sep 5 6:15am Sydney, Australia (SYD)	Sep 5 7:45am Melbourne, Australi... (MEL)	Stops: 0		
<div style="display: flex; justify-content: space-between; align-items: center;"> Blue Saver Promo Blue Saver <input type="radio"/> Flexible <input type="radio"/> Corporate Plus <input type="radio"/> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 2px;"> AUD 122.00 AUD 152.00 AUD 282.00 AUD 352.00 </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 2px;"> 1 hour 30 minutes; (VirginBlue) Fare Rules </div> <div style="margin-top: 2px;">Remove</div>					
Return					
Virgin Blue #841	Sep 6 12:15pm Melbourne, Australi... (MEL)	Sep 6 1:35pm Sydney, Australia (SYD)	Stops: 0		
<div style="display: flex; justify-content: space-between; align-items: center;"> Blue Saver Promo Blue Saver <input type="radio"/> Flexible <input type="radio"/> Corporate Plus <input type="radio"/> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 2px;"> AUD 122.00 AUD 152.00 AUD 282.00 AUD 352.00 </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 2px;"> 1 hour 20 minutes; (VirginBlue) Fare Rules </div> <div style="margin-top: 2px;">Remove</div>					
Flight Options Total: USD 0.00					

- If the user clicks either **Flight Options** or **Reserve**, the **Flight Options** page appears:

Flight Options

You can now exercise more freedom in customizing your flight, so that it reflects perfectly what you want from your travel experience. With our flight options, you can decide where you might like to spend a little bit more, or keep the base options you've chosen.

Flt#	From	To	Depart	Arrive
DJ802	SYD	MEL	2008-09-05 06:15:00	2008-09-05 07:45:00

Description	Price
<input type="radio"/> purchased 23Kgs ◆ Passenger is entitled to 23kg check-in baggage.	Add \$8.00
<input type="radio"/> Carry-on bags included ◆ Passenger is entitled to carry on luggage only	Add \$0.00

Flt#	From	To	Depart	Arrive
DJ841	MEL	SYD	2008-09-06 12:15:00	2008-09-06 13:35:00

Description	Price
<input type="radio"/> purchased 23Kgs ◆ Passenger is entitled to 23kg check-in baggage.	Add \$8.00
<input type="radio"/> Carry-on bags included ◆ Passenger is entitled to carry on luggage only	Add \$0.00

- If the **Flight Options** page appears because the user clicked **Reserve** and then the user clicks **Confirm**, the **Review Fare** page appears:

Review Fare

Passenger Type	Adult
Number of Passengers	1

Fare Summary

SYD-MEL (Blue Saver Promo)	72.73
MEL-SYD (Blue Saver Promo)	72.73

Taxes, Fees and Charges

GST on Fare (SYD-MEL)	7.27
Airport Charges (SYD-MEL)	18.18
Fuel Surcharge (SYD-MEL)	17.27
GST on Charges (SYD-MEL)	3.55
GST on Fare (MEL-SYD)	7.27
Airport Charges (MEL-SYD)	18.18
Fuel Surcharge (MEL-SYD)	17.27
GST on Charges (MEL-SYD)	3.55

Options

23kg Checkin Baggage	16.00
Credit Card Fee	6.00

Total Est. Cost

AUD 260.00

- The user clicks **Purchase Ticket** if the amount is correct.

Car

Car Sell -- Handle GUARANTEE REQUIRED Error Message

GDS' Supported: ALL

Configuration Setting: N/A

The following error messages from car vendors have been handled by asking the user for a credit card:

- Guarantee Required
- Credit Card is Mandatory

Hotel

Need to Acknowledge Hotel Cancel Fees

GDS' Supported: ALL

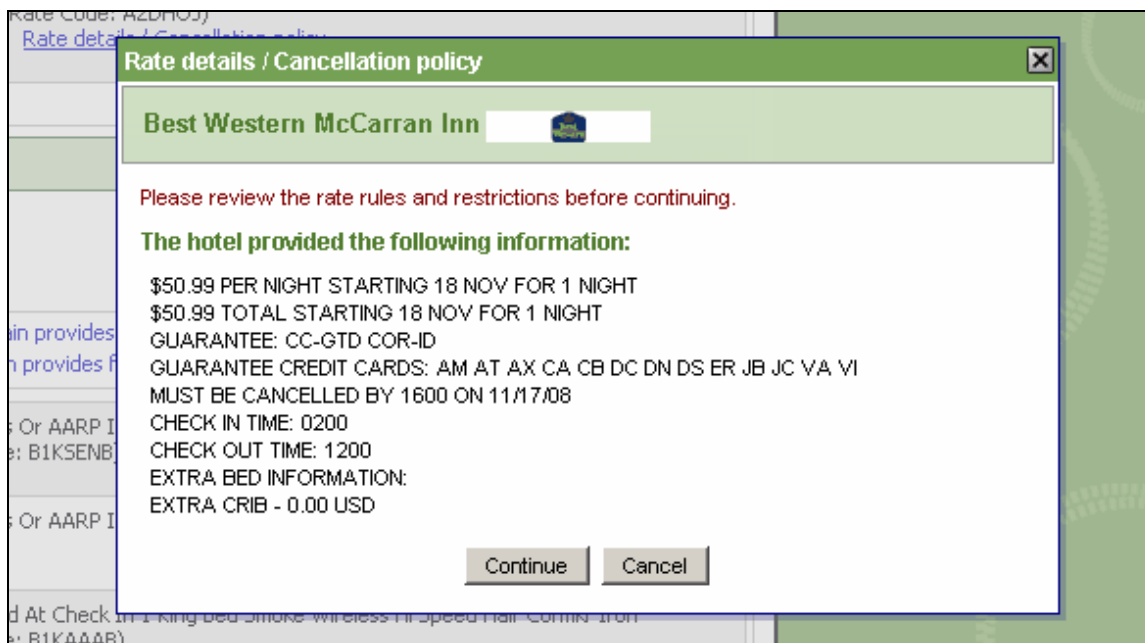
Configuration Setting: Default On

Previously, the user was not properly prompted to acknowledge hotel cancellation penalties.

Example: Users are given an acknowledgement when a hotel has a deposit/non-refundable rules associated with the selected room choice; however, where 'cancellation penalties' are listed as a condition, the user is permitted to select that type of room and move forward in research without any highlighted warning. So, if the trip is not completed or the session is interrupted, a user is obligated to the penalty sometimes without the user's full understanding.

With this update, this issue has been corrected. A proper warning appears.

Initially this was written to be for rates that have cancellation fees, but other booking tools have the traveler review **all** the rate rules and restrictions before continuing. Concur Cliqbook Travel now pulls the rate rules and restrictions after the user clicks the **Reserve** button and must click **Continue** at the bottom of that display before proceeding with the reservation.



This rules display will be the same the traveler sees when clicking **Rate details / Cancellation policy** off the rate text, except for the **Continue** button that will allow the user to proceed. The same data and popup is used when the user reserves a room that needs a deposit, except that display requires the user to explicitly check a checkbox stating they agree to the terms.

Limo/Taxi

Allow Companies to Turn on RideCharge

GDS' Supported:

Configuration Setting:

A RideCharge link has been added at Administration > Company Admin, so Travel Administrators can enable RideCharge. If you have additional questions about this feature, please reference the Travel Service Guide.

Meeting

Add Rail Support for Meeting Step Alternative Travel

GDS' Supported: ALL

Configuration Setting: N/A

Currently, the Alternate Travel step in Cliqbook Meeting provides a meeting attendee the ability to type in information about the trip to the meeting, in the case it was not booked through Cliqbook.

Previously, on the Alternate Travel meeting step, the attendee could select from the following two options:

- **I am Driving:** No additional information is needed in that case.
- **I organize a flight by myself:** In this case, the attendee needs to type in information about the carrier, flight number, and airport for arrival and departure.

Please indicate your alternate travel plans

Time and Travel Type

Arrival Date 6:00 AM Departure Date 8:00 PM

I organize a flight by myself
 I am driving
 I am taking a train

Travel Details

Arrival Rail Company

Departure Rail Company

Arrival Rail Station

Departure Rail Station

HAMBURG, Germany
Hamburg Berliner Tor, Germany
Hamburg Billw.Moorfl, Germany
Hamburg Dammtor, Germany
Hamburg Diebsteich, Germany
Hamburg Elbgaustr., Germany
Hamburg Friedrichsb., Germany
Hamburg Hasselbrook, Germany
Hamburg Hbf, Germany
Hamburg Hochkamp, Germany

not need a Hotel

With this update, the attendee can now also select **I am taking a train** to the meeting and type in information about that trip. See the screenshot to the left.

Depending on the option the user chooses by selecting one of the three radio buttons: **I organized a flight myself**, **I am driving**, or **I am taking a train**, the travel details will be displayed.

If the attendee chooses Deutsche Bahn or SNCF, the input field for the rail station will be an auto-suggest entry, similar to a regular booking in Cliqbook.

The information about the rail trip will appear in the following meeting reports:

- Meeting Attendee Arrival and Departure:

Return Airport	Arr. Rail Vendor	Arr. Rail Station	Dep. Rail Vendor	Dep. Rail Station	Status	TravelType	Record Locator
					Alternate Travel - User Entered	drives by car	
	Deutsche Bahn	BERLIN	Deutsche Bahn	FRANKFURT(MAIN)	Alternate Travel - User Entered	goes by train	

- Meeting Attendee Flight Segments:

cen-154 test meeting Attendees										
Attendee	Departs	Departure Airport	Departure Rail Station	Arrives	Carrier	Arrival Airport	Arrival Rail Station	Status	TravelType	Record Locator
Csontos, Andrew				09/12/2008 6:00 AM				Alternate Travel - User Entered	drives by car	
Csontos, Andrew	09/13/2008 8:00 PM							Alternate Travel - User Entered	drives by car	
Dunnick, Joe				09/12/2008 6:00 AM	Deutsche Bahn		BERLIN	Alternate Travel - User Entered	goes by train	
Dunnick, Joe	09/13/2008 8:00 PM		FRANKFURT(MAIN)		Deutsche Bahn			Alternate Travel - User Entered	goes by train	

- Meeting Attendee Flight Details:

[View Meetings](#)

Rate	Taxes and Fees	Price	Amount Paid	Days in Advance	Purchase Date	1st Travel Date	Remark	Status	TravelType	Record Locator
00	\$ 0.00	\$ 0.00	\$ 0.00					Alternate Travel - User Entered	drives by car	
00	\$ 0.00	\$ 0.00	\$ 0.00					Alternate Travel - User Entered	goes by train	

[View Meetings](#)

Change the Way We Default Passive Segment Remarks on a Non-GDS Hotel

GDS' Supported: ALL
Configuration Setting: N/A

This update affects both the **Edit Hotel Rates** screen in Meeting Hotel Admin and the **Modify Non-GDS Hotel** screen in Travel System Admin.

Check boxes were added to the **Custom Remarks for Hotel Passive Segment** fields, which allow the administrator to specify whether they want a remark included. The ability to change the default message was not changed.

Edit Hotel Rates

Rate: (USD) 50.00 Rate type: Room Type:

Add to all groups

Start Date 01/19/2007 End Date 01/22/2007

Capacity By Dates

Fri, Jan 19 Sat, Jan 20 Sun, Jan 21

0 0 0

Rate Description:

Custom remark for hotel passive segment:
An agent will respond with a separate confirmation.

Custom remark two for hotel passive segment:

Custom remark three for hotel passive segment:
NOTE: THIS IS NON GDS HOTEL

Optimize Attendee Import

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

The Meeting **Attendee Import** page was optimized for faster loading of large attendee lists.

The UI was not changed in any visible way, but significant changes were made to the Meeting **Attendee Selection** page, and even to some of the core *include* files, which are used in all pages that use form posting.

Employee Search Functionality within Meeting Tool

*GDS' Supported: ALL
Configuration Setting: Default On*

The **Add Employee** screen has been changed to include more sophisticated search capabilities, such as:

- Fields **First Name**, **Last Name**, **Phone Number** or **E-mail** can now be searched for *exact match*, *contains*, *begins with*, or *ends with*.
- There is also a new possibility to return all possible rows.
- The search now returns only active employees (inactive employees should be added simply as non-profiled users).
- The Soundex matching, which was returning some additional results based on phonetic matching, was removed.
- The search returns a maximum of 300 employees.

The layout of the page has changed so that the scroll bar appears on the results table instead of the whole frame. As a result, the **Add** button at the bottom is always visible without scrolling.

NOTE: The e-mail address is treated as a unique key, so if two employees have the same e-mail address and are selected to attend a meeting, one of the employees will not be selected.

Add Attendee

Please enter the first or last name for the employees who will attend the meeting

Search field Criteria Search value
 Return all rows Contains

Please check the employees who will attend this meeting

	Email	First Name	Last Name	Phone Number
<input type="checkbox"/>	paib27@outtask.com	Patty	Albano	
<input type="checkbox"/>	talb7@outtask.com	Tony	Alberotanza	703.837.6100
<input type="checkbox"/>	jalt3@outtask.com	Jonathan	Altman	703.837.6100
<input type="checkbox"/>	jarm27@outtask.com	Jeannine	Armstrong	703-837-6100
<input type="checkbox"/>	ratk49@outtask.com	Ross	Atkinson	703.837.6100
<input type="checkbox"/>	blah@outtask.com	Joe	Blough	0000000000
<input type="checkbox"/>	blah@outtask.com	Joe	Blough	0000000000
<input type="checkbox"/>	changed@outtask.com	Joe	Blough	0000000000
<input type="checkbox"/>	old.joe@outtask.com	Joe	Blough	0000000000
<input type="checkbox"/>	test@outtask.com	Joe	Blough	1112223333

Option to Disable Survey Questions without Deleting Existing Data

GDS' Supported: ALL

Configuration Setting: N/A

Currently, the Meeting admin can add questions to a survey or an event in Cliqbook Meeting. A question can be deleted, in which case, all answers to this question are deleted as well.

With this update, questions for surveys and events can be disabled, so that they do not appear when the attendee registers for the meeting.

This screenshot shows the new option in the question edit dialog.

Survey Question Setup

Enter in the text of the question to be shown to the attendee under "Question Text". The "Data Type" setting configures how the user provides a response, for example a type in field or a drop down. The "Maximum Length" is the largest number of characters the attendee can enter in response to the question. The "Optional Values" box is used to create drop down menu answers. Enter each answer choice and select add, continue this process until you have added all choices that you want the attendee to see.

Question Text

Data Type Maximum Length
 Long Text 255

Make this a required field
 Disable this question

Treatment of Existing Data

- If you assign valid values where there were none before, existing data will not be affected but may not display correctly.
- If you change values in a list that are in use, existing data will be updated.
- If you delete a value from a list, existing data with that value will be cleared.
- If you change the data type to numeric, any non-numeric data will be left unaffected until the next time you edit that employee, at which time a valid value must be entered.

Option to Remove Discount Code Field from Payment Step when no Discount

GDS' Supported: ALL

Configuration Setting: N/A

On the Meeting payment step, the first screen where attendees can enter a discount code will no longer be shown if there are no valid discounts for the current date. In that case, the attendee is taken directly to the credit card entry screen. This eliminates confusion or questions about discount codes for meetings that are not using discounts.

Rounded Corners Template has Fields that do not Scroll During Registration

GDS' Supported: ALL

Configuration Setting: N/A

Meeting attendees completing the Payment step with the *rounded corners* template find that the entire screen does not scroll together. On the **Show Payment (Go to Payment)** page, some fields move while others remain frozen on the screen. This makes it difficult to enter the required information to complete the registration. Furthermore, the credit card number field breaks through the vertical scroll bar.

With this update, this issue has been resolved. The Payment Step now appears correctly in all currently provided Meetings registration templates.

Better Control Over "Landing Page" when Exiting the Travel Wizard for Meetings

GDS' Supported: ALL

Configuration Setting: N/A

If there is a booked trip for a meeting and the user navigates either from Travel Home or the Meetings screen to **View Itinerary > Change Trip**, the user was not able to return to the meeting by clicking the respective button.

With this update, a **Return to Meeting** button has been added in order to make it work correctly.

Cliqbook Meeting Payment Export Improvements

GDS' Supported: ALL

Configuration Setting: Default On

Currently, the Payment Export of Cliqbook Meeting creates a CSV file with the following information: company name, first name, last name, fee payment id, a hard coded "S", credit card number, expiration date, amount paid, address, zip code and batch ID.

This update:

- Adds these columns:
 - ◆ City
 - ◆ State
- Removes the hard coded "S"
- Inserts column headers as the first line in the CSV file – and -
- The expiration date is now exported as *mm/yyyy* – **not** *mmyy*.

Meeting Hotel Admin not Updated and Add/Delete Rate Links Not Working Correctly

GDS' Supported: ALL

Configuration Setting: Default On

This issue affects both the **Edit Hotel Rates** page in Meeting Hotel Admin and the **Modify Non-GDS Hotel** page in Travel System Admin.

With this update:

- The **Add new rate** link now appears whenever there are fewer than 5 rates.
- The **Delete this rate** link now appears whenever there is more than 1 rate.
- The rates are now updated properly when the user clicks the **Close** button or the **X** button.

Rate (USD): 21.00 Rate type: Room type: Rate Code:

[Add to all groups](#)

Start Date: 01/19/2007 End Date: 01/22/2007

Capacity By Dates

Fri, Jan 19	Sat, Jan 20	Sun, Jan 21
0	0	0

Rate Description:

Custom remark for hotel passive segment:
An agent will respond with a separate confirmation.

Custom remark two for hotel passive segment:
Room not guaranteed.

Custom remark three for hotel passive segment:
NON GDS HOTEL

[Add new rate](#)

Save Close

Change Meeting Admin "Copy attendees from old meeting" page uses a scrolling list

GDS' Supported: ALL

Configuration Setting: N/A

The **Copy attendees from old meeting** popup (from the Meeting Attendee page) was changed so that:

- Attendees of previous meetings are displayed in a scrolling table.
- The meeting selection dropdown remains visible after searching.
- The **Close** button does not appear if no results are found.

The functionality is now more similar to the **Add employee** popup.

Please select a meeting that you wish to add attendees from, then press the Choose button

Demo Meeting Choose

Please check the attendees to be copied into this meeting

	Email	First Name	Last Name	Phone Number	Phone Type	Label	Note	Employee
<input type="checkbox"/>	email99@test.com	first99	last99			labelD		No
<input type="checkbox"/>	email98@test.com	first98	last98			labelD		No
<input type="checkbox"/>	email97@test.com	first97	last97			labelD		No
<input type="checkbox"/>	email96@test.com	first96	last96			labelD		No
<input type="checkbox"/>	email95@test.com	first95	last95			labelD		No
<input type="checkbox"/>	email94@test.com	first94	last94			labelD		No
<input type="checkbox"/>	email93@test.com	first93	last93			labelD		No
<input type="checkbox"/>	email92@test.com	first92	last92			labelD		No
<input type="checkbox"/>	email91@test.com	first91	last91			labelD		No
<input type="checkbox"/>	email90@test.com	first90	last90			labelD		No

Add Close

In addition, a **Close** button was added to the **Add employee** popup (when search results are found), as in the **Copy attendees from old meeting** popup.

JavaScript Escaping with Attendee Import File Uploads

GDS' Supported: ALL

Configuration Setting: Default On

When uploading attendees to a meeting, if two employees have the same e-mail address and one of them has an apostrophe (') in the first or last name, the page will throw a JavaScript error and no attendees will be uploaded. Also, during testing we discovered a similar problem if an attendee has an apostrophe in the phone type field (B/R/C).

For both cases, the problem was solved by wrapping the text output in a function to escape the apostrophe characters and avoid the JavaScript error.

In addition, users can manually eliminate attendees with duplicate addresses, apostrophes in their names and phone types, since they are not yet uploaded.

Miscellaneous

Support Travel Agency Specific Carbon Models

GDS' Supported: ALL

Configuration Setting: N/A

Travel agencies want to be able to generate or license their own models to use in their reporting.

With this update, Agencies can now have their own proprietary carbon models, which must be added by developers manually. Travel Inc. is currently in place. Companies using them as an agency will have the option to use it.

To submit your agency Carbon Model, please create a case with the Concur Support desk.

Retrieve Dining Reservation Status from OpenTable instead of the Cliqbook Database

GDS' Supported: ALL

Configuration Setting: N/A



A dining reservation made using Cliqbook can be viewed and modified on OpenTable.com. Any changes made to the reservation on OpenTable.com will be reflected on the Cliqbook itinerary. Only the reservation time and party size can be changed.

When making dining reservations, users are given option to use their existing OpenTable.com account or their Cliqbook account.

NOTE: When using an existing Open Table account the user will receive points.

Resolved Cases

Enhancements

Key	Summary	Parature ID
CEN-461	Change the way we default passive segment remarks on non-gds hotel	
CEN-768	Optimize Attendee Import	
CEN-1015	Fix Hertz Loader Defect	
CEN-1047	Support Travel Agency Specific Carbon Models	
CEN-1102	Rounded Corners Template Has Fields That Do Not Scroll During Registration	
CEN-1103	Better control over "landing page" when exiting travel wizard for meetings	
CEN-1108	Change "UK/Europe" to just "Europe" in the places where we search by location	
CEN-1111	Allow users to self refund (by policy) for 2009 user conference	
CEN-1114	Improved Fare Rules Rendering	
CEN-1124	Car Sell -- handle GUARANTEE REQUIRED error message	
CEN-1130	Add rail support for meeting step alternative travel	
CEN-1132	Meeting Hotel Admin not updated and add/delete rates links not working correctly	
CEN-1135	Allow companies to turn on RideCharge	
CEN-1136	a stored proc to delete a new travel configuration item	
CEN-1137	Retrieve dining reservation status from OpenTable instead of the Cliqbook database	
CEN-1148	Increase width of RideCharge suggest	
CEN-1149	Change Meeting Admin "Copy attendees from old meeting" page to use a scrolling list	
CEN-1152	JS escaping with attendee import file uploads	
CEN-1165	Virgin Blue Baggage Support	

Key	Summary	Parature ID
CEN-1166	Export Corporate Customer Numbers for Enterprise e-receipt matching	
CEN-775	Employee Search Functionality within Meeting Tool	705-5537956, 705-5790624, 705-5970024
CEN-819	Option to prevent changes or add alert to admin that change to attendee registration was made	705-5027755, 705-5651685
CEN-941	Need to Acknowledge Hotel Cancel Fees	705-5929168
CEN-957	Option to remove discount code field from Payment step when there is no discount	705-4902586
CEN-1125	Cliqbook Meeting Payment Export improvements	705-6470962

Resolved Cases

Key	Summary	Parature/RightNow ID
CLQ-2163	Travelers can cancel ticketed reservations	705-5538475, 705-5601225, 705-5632109, 705-5597927, 705-5576225, 705-5744423, 705-5868880, 705-6067683, 705-6086880
CLQ-2195	Limo, Java Script Error, stops booking, when using Module Management Enable Individual Corporate Cards for Air turned on	705-5591948
CLQ-2463	AirCanada Direct Connect: Remove Unsupported Phone and Address Characters During Sell	705-5920132, 705-5921462
CLQ-2546	Rules: Hotel Deposit policy allowing hotels that are in violation	705-6012670
CLQ-2566	Pricing: when selling y class to shop finger fare, if y class is sold is out UC is returned and pricing failed	705-6061813, 705-6240761, 705-6480992, 705-5945716, 705-5938832, 705-5876918

Key	Summary	Parature/RightNow ID
CLQ-2585	Limo: Flight information not populated when limo/sedan is added to existing trip	705-6035872, 705-6044338, 705-6042824, 705-6210552
CLQ-2739	Meetings Survey in Cliqbook - text is not wrapping around so they need to scroll over to see entire question.	705-6320466
CLQ-2800	Reporting: Unused ticket report login ID column is blank	705-6244553
CLQ-2801	Hotel Vendor: Add New hotel vendor code of TB	705-6416240
CLQ-2808	Provide "all configs" access under Manage lanes to new Concur employees	705-6401527
CLQ-2828	Profile Template error - unable to edit a profile template under site	705-6420546
CLQ-2829	Reed Airport FYV no longer commercial airport new airport XNA North Fayetteville airport	705-6428573
CLQ-2834	Meeting error when trying to access Meeting Attendees Information report	705-6388244
CLQ-2839	Alma airlines (C4) add as a guaranteed ticketing carrier	705-6444428
CLQ-2861	Clone travel configuration wipes out integration settings in module mgmt	none
CLQ-2865	Meetings: If Meeting Title Contains a Colon, Meeting reports will not run	705-6400999
CLQ-2869	Profile Editor problem - Unable to process long lines	None
CLQ-2885	Add hotel code of CB for Classic British Hotel to hotel data base	705-6415296
CLQ-2889	AAirpass: pricing incorrectly for DFW PVG	705-6455549
CLQ-2895	Error when un-checking the "Always Show SWABIZ when Southwest supports the lane." option in the SWABIZ Configuration	705-6482445
CLQ-2902	XA Email Itinerary Not Working	705-6481292
CLQ-2911	Airport named incorrectly when language is French Canadian (others)	705-6461989
CLQ-2922	Bellingham WA, Amtrak geo-coding incorrect	705-6506905

Key	Summary	Parature/RightNow ID
CLQ-2926	Guest traveler booking unable to add Frequent Flyer program	705-6504268,705-6502044,705-6494273,080728-000168
CLQ-2927	Update NW/DL airline baggage fees	705-6493194
CLQ-2930	Class of service change issue Sabre: when sending WC command, we're excluding class of service, and segment number	705-6504812, 705-6501618,705-6507377
CLQ-2941	Approval Emails not sent if confirmation email suppressed	705-6507994
CLQ-2970	Travel arranger page not fully translating. The French Canadian database still shows English text in the arranger view	705-6462014
CLQ-2976	Ridecharge: cancelled removed segment for taxi reservation is still showing within Cliqbook	705-6503393
CLQ-2983	LLF , "Airfare is higher than the least logical airfare rule not working	080810-000013

Concur Cliqbook Travel

Release Notes

September 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
New Module Properties to Allow Editing of Name Prefix and/or Suffix Fields Only....	2
Air	2
Sabre Australia Guaranteed Ticketing Fare Split	2
New Direct Connect Vendors: InterJet and Volaris	8
AirTran NR Fares Were Appearing When R Was Requested	9
Air Canada Direct Connect: Flight Pass Specific Seat Selection	9
Need Default Frequent Flier Program on a per Alliance Basis	12
Allow Add Air to a Car-Only Reservation.....	13
AAirpass: Support fuel charges in the calculation for AAirpass	13
Air Canada Direct Connect vendor confirmation email setting	14
Properly Acknowledge JetBlue Even More Legroom seats.....	15
Car	16
Enterprise Rent-A-Car E-Receipts.....	16
Meeting	19
Prevent Meeting Attendees from Booking Two Events at the Same Time	19
Add Help to Other Meeting Steps	21
Force Meeting Admin to Enter Travel Configuration Before Going to Hotels.....	22
New Step: Attendee Self Edit	22
Add a Stop Sign on the Overview Screen to Add the Companion Step when the Air or Event Companion Value is Greater than Zero.....	24
Remember Last View for Meeting Attendees	24
Program an Encryption Pop-up Window to Appear when Selecting the Export Payment File Link or Buttons on the Payment Export Screen.....	25
Support Air Canada Flight Pass in Meetings	25
Profile/PNR Administration	26
Add the Rule Builder Violation Codes to the Finisher	26
Cliqbook "Profile Only" Mode	30

Remark added to the PNR with date/time a trip is rejected	30
XML Profile Sync Updated to Completely Remove Travel Assistants	32
Parking	33
Park N' Fly No Longer Writing Passive Segments/PARK N' FLY NOW AVAILABLE IN AMADEUS	33
Resolved Cases	34
Enhancements	34
Support Cases	36

Summary

Major Features

- Add InterJet and Volaris Direct Connects
- Allow Add Air to a Car Only Reservation
- Sabre Australia Guaranteed Ticketing Fare Split

Minor Features

- Stop Writing Passive Segments in Park N' Fly
- Air Canada Direct Connect: Flight Pass specific seat selection
- Support Air Canada Flight Pass in Meetings
- Enterprise Rent-A-Car E-Receipts now in Beta

Release Notes

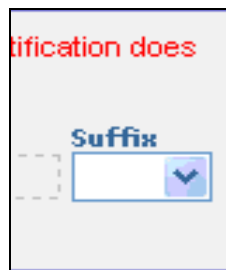
Administration

New Module Properties to Allow Editing of Name Prefix and/or Suffix Fields Only

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

The following new module properties are available in Concur Cliqbook Travel, to control the display of name prefix and suffix fields in the Traveler's Profile view:

- User-Editable Name Prefix
- User-Editable Name Suffix
- Prefix Required When User-Editable



Please contact Concur Cliqbook Travel Client Services if you would like to enable this feature.

Air

Sabre Australia Guaranteed Ticketing Fare Split

GDS' Supported: Sabre
Configuration Setting: Default Off

Prior to this release, Sabre customers were unable to combine guaranteed ticketing carriers (such as Virgin Blue, Jetstar) and normal carriers (such as Qantas) for travels in Australia.

This function provides Sabre customers a configuration option in the agency configuration page. When this switch is ON (feature enabled), Sabre customers associated with the agency are allowed to book guaranteed ticketing carriers and normal carriers in the same PNR.

When a combination of guaranteed flights and normal flights are selected in **Search by Schedule** or **Flex-Faring** within Australia, Cliqbook groups guaranteed ticketing flights by their carrier codes, puts all other normal flights in one single group and performs separate pricing by each group with Sabre. When the switch is OFF (feature disabled), the existing error message is rendered when such a combination is selected.

How to Enable “Guaranteed Ticketing Fare Split”

To enable this feature, select **Australia-based PCC** in the travel agency configuration page. Once the change is submitted, the feature is enabled for companies associated with this travel agency configuration.

Sabre TJR/Ticketing Configuration

This section allows input of information about your PCC's TJR configuration required to allow Cliqbook to operate correctly. Note that cliqbook **cannot validate** that your TJR settings match what you select below, so you must be sure that what is in the confi

TJR has PQR on (W/PQR+DN)

Australia-based PCC that allows guaranteed ticketing and traditional carriers to be combined in a single PNR.

Ticketing configuration

The following settings determine whether refund/exchange is enabled on this PCC, and provides us information to enable touchless tick

Note that just because refund/exchange is enabled on a particular PCC does **not** mean that companies using this PCC are allowed to ac

have the setting enabled in the travel configuration.

How to See “Guaranteed Ticketing Fare Split” Feature in Action

Guaranteed Ticketing Fare Split appears in the following two ways:

Method #1: Search by Schedule (companies with flex-faring search turned off in Australia)

1. Select guaranteed ticketing carrier flight and normal carrier flight in a round trip:

Outbound Fri, Sep 26 9:00 AM ± 2 hours 16 results						Return Sat, Sep 27 5:00 PM ± 2 hours 9 results							
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
	204	BNE	SYD	7:00am	8:30am	Economy		247	SYD	BNE	3:00pm	4:25pm	Economy
1 hour 30 minutes; Equipment: Boeing 737-700; (Sabre)						1 hour 25 minutes; Equipment: Boeing 737-700; (Sabre)							
	507	BNE	SYD	7:30am	9:00am	Economy		532	SYD	BNE	3:05pm	4:35pm	Economy
1 hour 30 minutes; Equipment: Boeing 767; (Sabre)						1 hour 30 minutes; Equipment: Boeing 767; (Sabre)							

2. Click **Next** to see the quoted finger fare:

Compare List

Carrier	Depart	Arrive	Duration	Class
Virgin Blue #0204	Sep 26 7:00am Brisbane, Australia (BNE)	Sep 26 8:30am Sydney, Australia (SYD)	Stops: 0 1h 30m	Boeing 737-700 Blue Saver Promo: R
Qantas Airways #0532	Sep 27 3:05pm Sydney, Australia (SYD)	Sep 27 4:35pm Brisbane, Australia (BNE)	Stops: 0 1h 30m	Boeing 767-300 Super Saver: L

\$288.00

[Reserve](#) [Remove](#)

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); Endorsements for fare 2: SPECIAL CONDITIONS APPLY; **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (Sabre) [Fare Rules](#)

- Click **Fare Rules** to see the Split Fare applied:

Fare Rules and Restrictions

Split Fare

Please review the rules and restrictions listed below.
When you purchase your ticket, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

Click Fare to view Rules: [\[Brisbane - Sydney\]](#) [\[Sydney - Brisbane\]](#)

Brisbane - Sydney
Fare Basis Code : ROWI

From BNE (Brisbane, Australia)

- Likewise in Step 1, but selecting flights that belong to two different guaranteed ticketing carriers:

The screenshot shows a list of flight options. On the left, Jetstar flight 509 is listed from BNE to SYD, departing at 8:15am and arriving at 9:45am in Economy class, with a duration of 1 hour 30 minutes. Below it, Jetstar flight 18 is listed from BNE to SYD, departing at 8:55am and arriving at 10:30am in Economy class, with a duration of 1 hour 35 minutes. On the right, Virgin Blue flight 261 is listed from SYD to BNE, departing at 6:00pm and arriving at 7:25pm in Economy class, with a duration of 1 hour 25 minutes. Below it, Virgin Blue flight 544 is listed from SYD to BNE, departing at 6:05pm and arriving at 7:35pm in Economy class, with a duration of 1 hour 25 minutes.

- Click **Next** to see the finger fare:

Compare List

Carrier	Depart	Arrive	Duration	Class
Jetstar Airways #0018	Sep 26 8:55am Brisbane, Australia (BNE)	Sep 26 10:30am Sydney, Australia (SYD)	Stops: 0 1h 35m	Airbus Industrie A3... Jet Saver: N
Virgin Blue #0261	Sep 27 6:00pm Sydney, Australia (SYD)	Sep 27 7:25pm Brisbane, Australia (BNE)	Stops: 0 1h 25m	Boeing 737-700 Blue Saver: A

\$269.20

Reserve [Remove](#)

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (Sabre) [Fare Rules](#)

- Click **Reserve** to book the trip, and you see the fare quote for the two tickets at the bottom of the itinerary:

Selected Ticket Delivery: E-Ticket if possible

Brisbane Arpt (BNE) to Sydney Kingsford Smith Arpt (SYD)

Flight: **Jetstar** Flight # 0018 Jet Saver Jet Saver (N) Airbus Industrie A330-200
 Departs: Brisbane Arpt (BNE), Terminal: 1 Fri 09/26/2008 at 8:55 AM
 Arrives: Sydney Kingsford Smith Arpt (SYD) Terminal: 1 Fri 09/26/2008 at 10:30 AM
 Status: **Confirmed** Ticketing: E-Ticket
 Stops: Nonstop Meal: No Meal Served
 Duration: 1 hour, 35 minutes Distance: 460 miles
 Airline Record Locator:
 Seat #: No seat assignment

[Add Car Rental](#) [Add Hotel](#)

Sydney Kingsford Smith Arpt (SYD) to Brisbane Arpt (BNE)

Flight: **Blue** Flight # 0261 Blue Saver (A) Boeing 737-700
 Departs: Sydney Kingsford Smith Arpt (SYD), Terminal: 2 Sat 09/27/2008 at 6:00 PM
 Arrives: Brisbane Arpt (BNE) Terminal: D Sat 09/27/2008 at 7:25 PM
 Status: **Confirmed** Ticketing: E-Ticket
 Stops: Nonstop Meal: No Meal Served
 Duration: 1 hour, 25 minutes Distance: 460 miles
 Airline Record Locator: 4CSWP9
 Seat #: No seat assignment

[Add Car Rental](#) [Add Hotel](#)

Totals and restrictions

Airfare Quotes	Airfare quoted amount:	Landing fees and taxes:	Airfare quoted total:
	\$142.00 AUD / \$116.00 USD	\$7.96 AUD / \$6.50 USD	\$149.96 AUD / \$122.50 USD
	\$140.00 AUD / \$114.00 USD	\$40.16 AUD / \$32.70 USD	\$180.16 AUD / \$146.70 USD
Total	\$230.00 USD	\$39.20 USD	\$269.20 USD

Restrictions:
 Restrictions:

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Method #2: Flex-Faring Search (companies with flex-faring search turned on in Australia, within Travel System Admin > Company Travel Configuration).

1. Select guaranteed ticketing carrier flight and normal carrier flight in a round trip:

Chosen Flights

Carrier	Depart	Arrive	Duration	Equipment	Class
Outbound					
Virgin Blue #423	Mar 20 6:05am Sydney, Australia (SYD)	Mar 20 9:05am Perth, Australia (PER)	Stops: 0	Boeing 737-700	
Blue Saver Promo <input checked="" type="radio"/> Blue Saver <input type="radio"/> Flexible <input type="radio"/> Corporate Plus <input type="radio"/> USD 197.90 USD 230.90 USD 516.90 USD 634.90 Equipment: Boeing 737-700; (Sabre) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					
Return					
Qantas Airways #580	Mar 21 12:15pm Perth, Australia (PER)	Mar 21 6:20pm Sydney, Australia (SYD)	Stops: 0	Airbus Industrie A3...	
Red e-deals <input type="radio"/> Super Saver <input type="radio"/> Fully Flexible <input checked="" type="radio"/> Business <input type="radio"/> USD 207.70 USD 283.70 USD 701.70 USD 1269.70 Equipment: Airbus A330-200; (Sabre) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					

- Click **Reserve** to see the GDS Fare Quote (Note that itemized "Taxes, Fees and Charges" cost from DJ and QF):

GDS Fare Quote				
Flt#	From	To	Depart	Arrive
DJ 0423	SYD	PER	2009-03-20 06:05:00	2009-03-20 09:05:00
QF 0580	PER	SYD	2009-03-21 12:15:00	2009-03-21 18:20:00
Number of Passengers				1
Fare Summary				
Base Fare				878.00
Taxes, Fees and Charges				
QR - PSC - CITY CODES ABM THROUGH A				14.90
YQ - SERVICE FEE -				17.80
QR - PSC FOR PER				3.00
QR - PSC - CITY CODES STARTING WITH				3.70
WVG - DOMESTIC SAFETY AND SECURITY C				2.50
YQ - SERVICE FEE -				23.00
Total Est. Cost				USD 942.90

- Click **Reserve** to book the trip:

 Selected Ticket Delivery: E-Ticket if possible

Sydney Kingsford Smith Arpt (SYD) to Perth Arpt (PER)

Flight: Flight # 0423 Blue Saver Promo (R) Boeing 737-700

Departs: Sydney Kingsford Smith Arpt (SYD), Terminal: 2 Fri 03/20/2009 at 6:05 AM

Arrives: Perth Arpt (PER) Terminal: 3 Fri 03/20/2009 at 9:05 AM

Status: **Confirmed** Ticketing: E-Ticket

Stops: Nonstop Meal: No Meal Served

Duration: 5 hours Distance: 2035 miles

Airline Record Locator: 4BXAXO
 Seat #: No seat assignment

[Add Car Rental](#) [Add Hotel](#)

Perth Arpt (PER) to Sydney Kingsford Smith Arpt (SYD)

Flight: Flight # 0580 Fully Flexible (H) Airbus Industrie A330-200

Departs: Perth Arpt (PER), Terminal: 2 Sat 03/21/2009 at 12:15 PM

Arrives: Sydney Kingsford Smith Arpt (SYD) Terminal: 3 Sat 03/21/2009 at 6:20 PM

Status: **Confirmed** Ticketing: E-Ticket

Stops: Nonstop Meal: Lunch

Duration: 4 hours, 5 minutes Distance: 2035 miles

Airline Record Locator: 4BXAXO
 Seat #: No seat assignment

[Add Car Rental](#) [Add Hotel](#)

Totals and restrictions

Airfare Quotes	Airfare quoted amount:	Landing fees and taxes:	Airfare quoted total:
	\$224.00 AUD / \$183.00 USD	\$40.03 AUD / \$32.70 USD	\$264.03 AUD / \$215.70 USD
	\$850.41 AUD / \$695.00 USD	\$39.40 AUD / \$32.20 USD	\$889.81 AUD / \$727.20 USD
Total	\$878.00 USD	\$64.90 USD	\$942.90 USD

Restrictions:
 Restrictions: SPECIAL CONDITIONS APPLY

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

How to Disable “Guaranteed Ticketing Fare Split”

To disable this feature, clear the **Australia-based PCC** check box in the travel agency configuration applied to a specific customer(s) site(s). Once the modification is complete, the feature is disabled for companies associated with this travel agency:

Sabre TJR/Ticketing Configuration

This section allows input of information about your PCC's TJR configuration required to allow Cliqbook to operate correctly. Note that cliqbook **cannot validate** that your TJR settings match what you select below, so you must be sure that what you select is what you want.

TJR has PQR on (W/PQR+ON)

Australia-based PCC that allows guaranteed ticketing and traditional carriers to be combined in a single PNR.

Ticketing configuration

The following settings determine whether refund/exchange is enabled on this PCC, and provides us information to enable...

How to Verify “Guaranteed Ticketing Fare Split” Feature is disabled

1. In Schedule search, select guaranteed ticketing carrier and normal carrier flights in a round trip, then click **Reserve**. An error message pop-up appears:

Outbound Fri, Sep 26 9:00 AM ± 4 hours 12 results						Return Sat, Sep 27 5:00 PM ± 6 hours 7 results							
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
	565	SYD	PER	6:10am	9:15am	Economy		580	PER	SYD	12:15pm	6:15pm	Economy
5 hours 5 minutes; Equipment: Boeing 737-800; (Sabre)						4 hours; Equipment: Airbus A330-200; (Sabre)							
	423	SYD	PER	6:10am	9:25am	Economy		428	PER	SYD	1:05pm	7:05pm	Economy
5 hours 15 minutes; Equipment: Boeing 737-700; (Sabre)						4 hours; Equipment: Boeing 737-700; (Sabre)							
	810	SYD	PER	6:10am	7:20pm	Economy		810	PER	SYD	6:15pm	9:35pm	Economy
7 hours; Equipment: Boeing 737-700; (Sabre)						ent: Boeing 737-700, Boeing							
	289	MEL	PER	10:00am	12:20pm	Economy		899	MEL	SYD	9:15pm	10:35pm	Economy

2. In the Flex-faring search, select guaranteed ticketing carrier and normal carrier flights in a round trip, then click **Reserve**. An error message pop-up is appears:

Chosen Flights

Carrier	Depart	Arrive	Duration	Equipment	Class
Outbound					
Virgin Blue #204	Sep 19 7:00am Brisbane, Australia (BNE)	Sep 19 8:30am Sydney, Australia (SYD)	Stops: 0	Boeing 737-700	
Flexible <input checked="" type="radio"/> USD 221.40 Corporate Plus <input type="radio"/> USD 278.40 Equipment: Boeing 737-700; (Sabre) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					
Return					
Qantas Airways #532	Sep 20 3:05pm Sydney, Australia (SYD)	Sep 20 4:35pm Brisbane, Australia (BNE)	Stops: 0	Boeing 767-300	
Red e-deals <input type="radio"/> USD 62.30 Super Saver <input type="radio"/> USD 114.30 Fully Flexible <input checked="" type="radio"/> USD 325.30 Business <input type="radio"/> USD 427.30 Equipment: Boeing 767; (Sabre) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					

The page at http://localhost says:

The following carrier(s) cannot be combined with any other carrier: Virgin Blue

Stops

PM ± 2 hours 9 results

To	Depart	Arrive
BNE	3:00pm	4:25pm

New Direct Connect Vendors: InterJet and Volaris

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

Concur is excited to announce that we have partnered with Mexican airlines Interjet and Volaris to develop Direct Connect access with their inventory. The Interjet and Volaris Travel Service Guides are posted in Concur Client Central within the Concur Cliqbook Travel Documentation folder.

To enable the InterJet and/or Volaris inventory for a Cliqbook site:

1. Login to your agency Cliqbook site.
2. Navigate to Administration > Travel System Admin.
3. Select the Company Travel Configuration for the specific client.
4. From the Company Travel Configuration, select the **Interjet Direct Connect** and/or **Volaris Direct Connect** check box.
5. Verify that **Access to Guaranteed Ticketing Carriers** is not set to **Guaranteed Ticketing carriers not available**.

AirTran NR Fares Were Appearing When R Was Requested

*GDS' Supported: AirTran Direct Connect
Configuration Setting: Default On*

When searching for flights in the TravelWizard with **Refundable Only** selected, some non-refundable AirTran tickets were being returned in the search results. This has now been corrected.

Air Canada Direct Connect: Flight Pass Specific Seat Selection

*GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On*

Support for seat selection has been added for Tango Plus Flight Pass bookings (seat selection for Latitude Flight Pass bookings was already supported). It is important to note that the user interface flow for Flight Pass seat selection has changed.

A traveler is now permitted to request a specific seat number, per flight segment, **prior to reserving the flight(s)**. Travelers can now select their seats while selecting their flights and before completing the booking. If no seats are selected prior to booking, then Air Canada will automatically assign seats for the traveler. It is not possible to select seats on a Flight Pass booking after reserving the flight(s).

For Search by Price:

The **View Seatmap** icon automatically appears for Flight Pass segments:

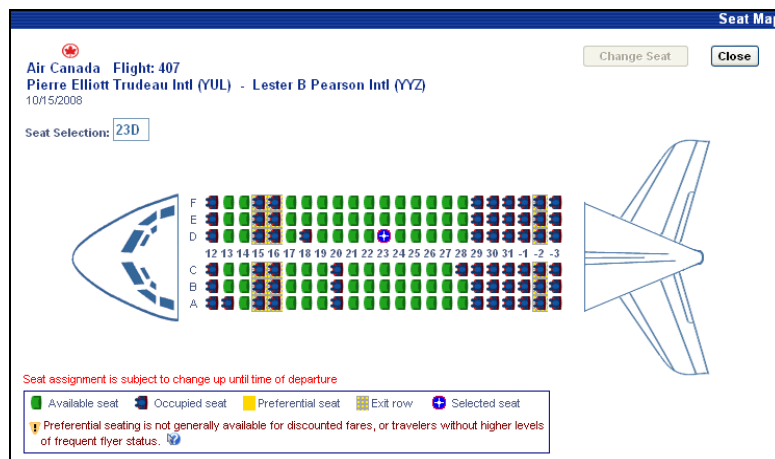
Carrier	Depart	Arrive	Duration	Class
Air Canada #433	Oct 16 7:30am Montreal, PQ , Cana... (YUL)	Oct 16 8:50am Toronto, ON , Canad... (YYZ)	Stops: 0	Tango: T
Air Canada #420	Oct 17 5:00pm Toronto, ON , Canad... (YYZ)	Oct 17 6:15pm Montreal, PQ , Cana... (YUL)	Stops: 0	Tango: T

C\$275.58 / Flight Passes: C\$711.90

Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (AirCanada) [Fare Rules](#) [Flight Options](#)

[Reserve](#) [Compare](#)

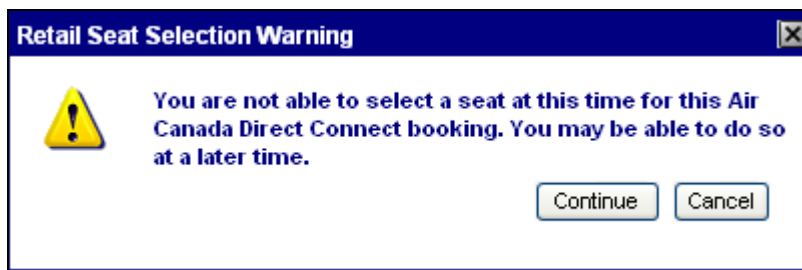
1. Select a seat on one or more Flight Pass segments:



- The system will display a warning if the traveler has not selected a seat on one or more flights. The traveler can then choose to either proceed and let Air Canada assign the seats or to choose their seats before booking.



NOTE: It is not possible to select a seat prior to reserving the flight(s) on a retail (non-Flight Pass) booking.

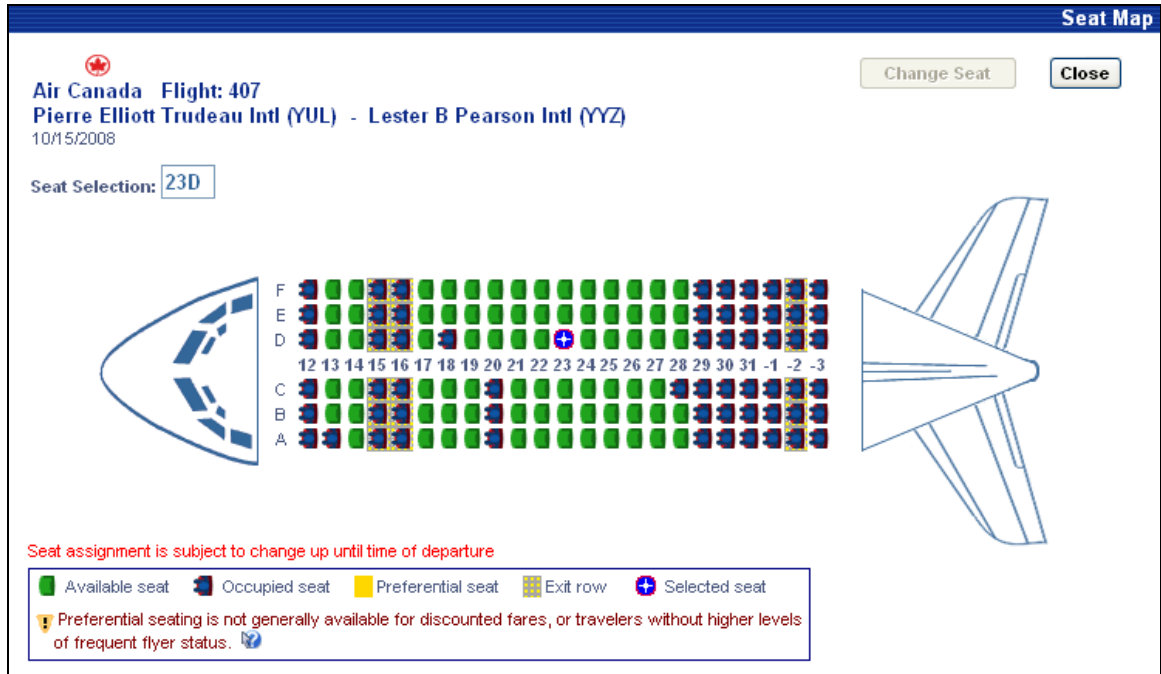


For Flex-Faring:

The **View Seatmap** icon automatically appears when Flight Pass fares are chosen:

Carrier	Depart	Arrive	Duration	Equipment	Class
Outbound					
Air Canada #481	Oct 15 6:00am Montreal, PQ , Cana... (YUL)	Oct 15 7:25am Toronto, ON , Canad... (YYZ)	Stops: 0		
Tango	Tango Plus	Flight Pass	Latitude		
<input type="radio"/> CAD 182.48	<input type="radio"/> CAD 227.63	<input checked="" type="radio"/> CAD 355.95	<input type="radio"/> CAD 415.91		
1 hour 25 minutes; (AirCanada) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					
Return					
Air Canada #414	Oct 16 2:00pm Toronto, ON , Canad... (YYZ)	Oct 16 3:10pm Montreal, PQ , Cana... (YUL)	Stops: 0		
Tango	Tango Plus	Flight Pass	Latitude		
<input type="radio"/> CAD 169.75	<input type="radio"/> CAD 211.75	<input checked="" type="radio"/> CAD 355.95	<input type="radio"/> CAD 370.50		
1 hour 10 minutes; (AirCanada) Fare Rules Remove					
Fares above may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.					

1. Select a seat on one or more Flight Pass segments:



2. If the user has not selected a seat for at least one segment, the following warning will appear.



Need Default Frequent Flier Program on a per Alliance Basis

GDS' Supported: ALL GDS'
Configuration Setting: Default On

In the Concur Cliqbook Travel profile, a traveler may set a Frequent Flyer account as the default account for the air alliance (Star Alliance, OneWorld, Sky Team) it is part of. A check box is available when adding or updating a membership in the **Frequent-Traveler Programs** section.

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 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).

Carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor	Make default for all
1 Continental		<input checked="" type="checkbox"/>	<input type="checkbox"/> SkyTeam bookings
2 US Airways		<input checked="" type="checkbox"/>	<input type="checkbox"/> Star Alliance bookings
3 British Airways		<input checked="" type="checkbox"/>	<input type="checkbox"/> oneworld bookings

Delta #806	Oct 15 9:30am Atlanta, GA (ATL)	Oct 15 11:15am Washington, DC (DC)
Delta #817	Oct 16 2:00pm Washington, DC (DCA)	Oct 16 3:57pm Atlanta, GA (ATL)

\$260.00
Reserve [Compare](#)

Ticket non-refundable - penalties may apply.
! This flight is not the lowest cost logical air fare. For purposes.
[Fare Rules](#)

Displaying: 52 out of 130 results. The least cost item is: 241.99 [Checked Baggage](#)

Northwest -- 1234567 [Add a Program](#)

Use my default credit card: "test".

The Frequent Flyer dropdown on the air shop screen automatically selects that Frequent Flyer account if the selected flight(s) are in the alliance and the user has not already selected a Frequent Flyer account to use.

The Travel Details screen also displays the membership number used, beneath the traveler's name.

NOTE: Should you know of an Alliance Change and do not see an update in Concur Cliqbook Travel, please create a case with Concur Support.

Allow Add Air to a Car-Only Reservation

*GDS' Supported: ALL GDS'
Configuration Setting: Default Off*

Adding an air reservation to an existing car-rental-only reservation is now supported in all GDS' in Cliqbook. This functionality is enabled by selecting **Administration > Travel System Administration > Company Travel Configuration**. Then select the **Show "Add Air" on Existing Itineraries** check box.

NOTE: If **Show "Add Air" on Existing Itineraries** was previously enabled for a site, then it will by default allow a traveler to add air to a car only reservation.

AAirpass: Support fuel charges in the calculation for AAirpass

*GDS' Supported: Sabre
Configuration Setting: N/A*

There is now a travel configuration option to add the taxes to AAirpass fares. This is enabled by selecting **Administration > Travel System Admin > Company Travel Configuration**. Then, select the **Include Taxes and YQ Fuel Charges** check box.

When this feature is enabled, Cliqbook will calculate the US taxes for US domestic flights by multiplying the AAirpass fare by 7.5%. We will then add all other taxes and surcharges from the quoted GDS flight.

For flights that have a YQ fuel charge as part of the tax breakdown, the US Taxes are fixed. Concur Cliqbook Travel will add the all of the taxes and surcharges from the GDS flight to the AAirpass fare.

When this feature is turned on, you will see new nodes in the logs of our fare shop response for **Taxes** as well as the **PreTaxFare**. The **BaseFare** is the amount that users see.

It will be structured much like this:

AAirpassFare						
AAirpassFare						
BaseFare						
currency	USD					
Rbc Text	8944.30					
PreTaxFare	8531.90					
Taxes						
Breakdown						
TaxItem (8)						
Code	Amount	Description				
1 US	30.80	US INTERNATIONAL TRANSPORTATIO				
2 YC	5.50	US CUSTOMS USER FEE				
3 XY	7.00	US FEDERAL INSPECTION FEE				
4 XA	5.00	US APHIS USER FEE				
5 AY	7.50	US SECURITY FEE				
6 CN	13.10	AIRPORT FEE				
7 YQ	330.00	SERVICE FEE -				
8 XF	13.50	PASSENGER FACILITY CHARGES				
Total	412.40					
CityPairArray						
CityPairFare (4)						
StartAirport	EndAirport	Miles	UsageRate	Cabin	isYUP	Rbc Text
1 DFW	ORD	799	1.15	Y	True	597.35
2 ORD	PVG	7055	0.8	C		3668.6
3 PVG	ORD	7055	0.8	C		3668.6
4 ORD	DFW	799	1.15	Y	True	597.35
PlanAhead	0					

Air Canada Direct Connect vendor confirmation email setting

*GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default Off*

There is now an Air Canada confirmation email (the actual email that is sent by Air Canada) re-routing setting in the travel configuration for a control where Flight Pass and retail bookings emails are sent.

Air Canada Direct Connect	
Tour Code	Lowest price in Cabin for North American travel
<input type="text"/>	Cheapest <input type="button" value="v"/>
<input type="checkbox"/>	Enable Flight Pass
<input type="checkbox"/>	Hide Flight Pass average
Air Canada Confirmation Delivery E-mail (send to traveler if blank)	
<input type="text"/>	

The Air Canada Flight Pass and retail booking confirmation emails will be sent to traveler's email address if this field is left blank.

Properly Acknowledge JetBlue Even More Legroom seats

*GDS' Supported: JetBlue Direct Connect
Configuration Setting: Default On*

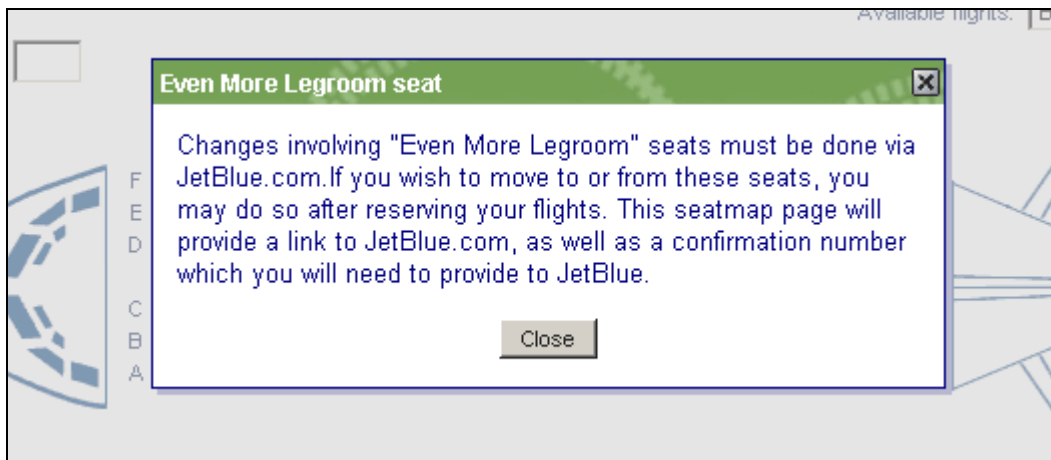
JetBlue seat maps via Navitaire now have mouse-over descriptions for Even More Legroom seats (EML).

EML seats are an extra charge that cannot be processed in Concur Cliqbook Travel. It is now possible for a traveler to change to or from an Even More Legroom seat. This can be done only after the flights are booked so the message we show will be slightly different before and after the booking.

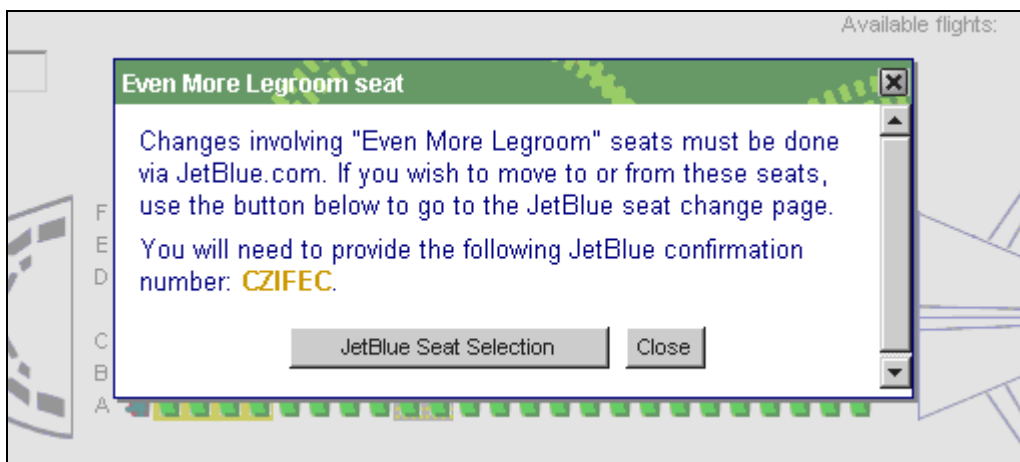


We show this popup if the seat map opens up with the current seat as an EML seat or if the user tries to select an EML seat:

Pre-booking:



Post-booking:



Once the seat has been changed or chosen via JetBlue our Cliqbook itinerary, once refreshed, will display the seat reservation information. This new information is not passed to the GDS in the passive segment.

Car

Enterprise Rent-A-Car E-Receipts

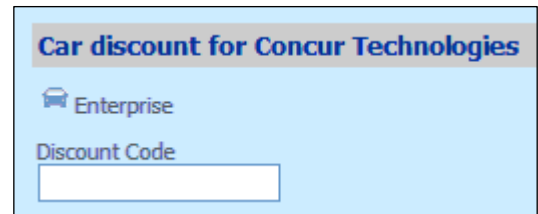
GDS' Supported: N/A
Configuration Setting: e-Receipt enabled

Starting on September 18, Concur will start testing the load of Enterprise e-receipts with a small group of early adopters. Companies should have an Enterprise Corporate Customer number established with Enterprise and entered in Concur Cliqbook Travel.

How to use

Once beta testing is complete, any company that has e-receipt enabled travel configurations and a Enterprise Corporate Customer Number stored in the Managed Corporate Discount table, will start receiving Enterprise e-receipts.

The Enterprise Corporate Customer Number is entered for a company by their travel agency or travel manager by selecting **Travel System Admin > Company Specific > Manage Corporate Discounts > Car Vendors:**

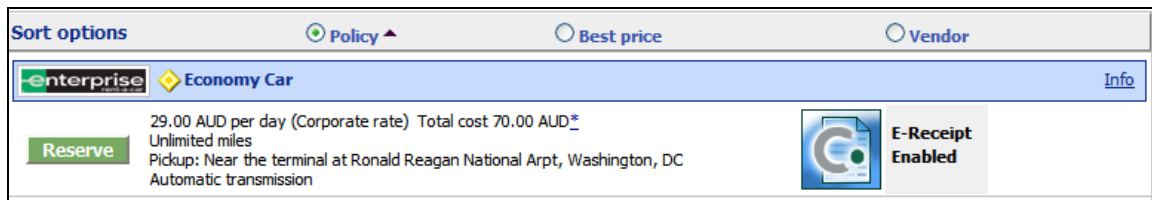


Car discount for Concur Technologies

Enterprise

Discount Code

Once Enterprise has completed beta testing, they will be identified as an E-Receipt Enabled vendor when searching for cars in the Concur Cliqbook Travel booking wizard:



Sort options Policy Best price Vendor

enterprise Economy Car Info

Reserve 29.00 AUD per day (Corporate rate) Total cost 70.00 AUD*
Unlimited miles
Pickup: Near the terminal at Ronald Reagan National Arpt, Washington, DC
Automatic transmission

E-Receipt Enabled

Enterprise e-receipts will be viewable in the Cliqbook reports portal:

[Home](#) | [Reports](#) | [Applications](#) | [Administration](#) | [Favorites](#) | [Profile](#) | [Help](#) | [Log Out](#)

[2 Travel Feature Dashboard](#) | [3 Agency All Company Travel Invoice Details](#) | [4 Agency Travel Invoice Details](#)

Car Rental Receipt Details

[Show this Report by default](#)

Vendor: Country: Booking Source:

Date Range:

Name	Department	Primary Passenger	Vendor	Rental Location	Pickup Date	Dropoff Date	Estimated Daily Rate	Actual Daily Rate	Days	Car Class Reserved	Car Class	Estim
	Development		Avis	LOS ANGELES AP, CA	06/29/2008	07/01/2008	\$59.99	\$59.99	2	ICAR	I	
	Development		Budget	LOS ANGELES AP, CA	07/04/2008	07/06/2008	\$59.99	\$59.99	2	ICAR	I	
	Development		Avis	JFK AP, NY	07/11/2008	07/13/2008	\$59.99	\$59.99	2	ICAR	I	
	Development		Enterprise	PHOENIX Arizona	07/11/2008	07/23/2008	\$59.99	\$22.25	12	ICAR		
	Development		Enterprise	PHOENIX Arizona	07/11/2008	07/23/2008	\$59.99	\$22.25	12	ICAR		

And in the trip library:


Car Segments

Vendor	Pickup Date	Airport	City	State	Country	Dropoff Date	Conf. Num	Car Type	Rate Code	Number of D
Enterprise (ET)	09/08/2008	Los Angeles Intl (LAX)	Los Angeles	CA	US	09/10/2008	GMW81Y	ICAR	CR	2

Taxi/Limo Reservations

Vendor	Provider	Pickup Date	Location	Conf. Num	Rate
No records found.					

Car Receipts

 e-receipt 3981WD

VEHICLE MF98D8
 CLS
 CDP: NA77664 -
 RES: GMW81Y
RENTED: 7/11/2008 6:33:00 PM @ PHOENIX Arizona
RETURN: 7/23/2008 1:04:00 PM @

MILEAGE IN	13163	
MILEAGE OUT	11839	
MILES DRIVEN	1324	
CLASS RESERVED		
CLASS RENTED		
CLASS CHARGED		
CAR DESC		CHRYPTCR
ENGINE SIZE		
FUEL TYPE		

DAYS	4 @ \$24.99	\$99.96
WEEKS	1 @ \$137.45	\$137.45

Enterprise e-receipts will also be imported into Expense for integrated customers. In Expense, select **Import > Trips & Card Charges**, as with any other Concur Cliqbook Travel trip. The trips with e-receipts are distinguished by the Concur e-receipt icon next to the card charge and trip type icon:

The screenshot shows the Concur Expense Reports interface. The main area displays a table of Expense Reports with columns for Report Name, Comments, Status, Payment Status, Report Date, and Total. The reports include Unmatched, Demo Trip, Enterprise, and others. On the right, the Smart Expenses sidebar shows a list of expenses with icons for different categories like Airfare, Hotel, and Car Rental. A red circle highlights the e-receipt icon next to an Enterprise Los Angeles, CA expense.

Report Name	Comments	Status	Payment Status	Report Date	Total
Unmatched		Not Submitted	Not Paid	09/05/2008	\$3,410.03
Demo Trip (I		Not Submitted	Not Paid	09/05/2008	\$283.88
Enterprise t		Not Submitted	Not Paid	09/05/2008	\$1,271.79
Enterprise t		Not Submitted	Not Paid	09/05/2008	\$1,247.79
enterprise 9		Not Submitted	Not Paid	09/02/2008	\$1,864.14
Enterprise1		Not Submitted	Not Paid	08/28/2008	\$329.64
2008.08 1 (DE		Not Submitted	Not Paid	08/28/2008	\$1,271.79
July Sanity C Demo Trip		Not Submitted	Not Paid	07/14/2008	\$1,271.79

When you import the trip, you will be prompted to accept the matches between the itinerary, card, and e-receipt:

The screenshot shows a 'Smart Expense Match Confirmation' dialog box. It contains a table of Smart Expenses Created and a section for Smart Expenses that Require Verification. The verification section shows a match for Car Rental Enterprise with details from a credit card, trip info, and e-receipt.

Expense Detail	Date	Amount
Car Rental Enterprise	09/10/2008	\$0.00


Smart Expenses that Require Verification 1

1. Car Rental [Decline Match]

From Credit Card	From Trip Info	From e-receipt
Date : 09/10/2008	Pick-up Date : 09/08/2008	Pick-up Date : 07/11/2008
Vendor : Enterprise	Drop-off Date : 09/10/2008	Drop-off Date : 07/23/2008
Amount : \$283.88	Vendor : Enterprise	Confirmation : GMW81Y
	Rate : \$59.99 per Day	Avg. Daily Rate : \$22.25 per Day
	Amount : \$119.98 (2 Days)	Amount : \$370.63 (12 Days)

In the report, you can click the **E-Receipt** tab to view your e-receipts.

Expense Itemizations **E-Receipt**



Rental Receipt - Thank you for your business

Outtask, Inc. SEVERNS NORALEE	Contract Number: 39B1WD Receipt Date: 07/23/2008 Confirmation Number: GMW81Y
Enterprise Location 1702 EAST RENTAL CAR WAY PHOENIX, Arizona 85034 8022250588	Driver: SEVERNS NORALEE Additional driver: ADKINS* BRAD*

Start Date	End Date	Make/Model	Start Miles	End Miles	Miles Driven
07/11/2008	07/23/2008	CHRYPTCR	11839	13163	1324
Total Miles					1324

Charge Description	Quantity	Rate	Total
DAYS	4	24.99	99.96
WEEKS	1	137.45	137.45
DAYS	1	24.99	24.99
TRANSACTION PRIVILEGE TAX	1	10.3	32.59
AIRPORT ACCESS FEE	1	11.11	26.23
VEHICLE LICENSE SURCHARGE	1	5	13.12
CONSOLIDATED FACILITY CHARGE	12	4.5	54
STADIUM SURCHARGE	1	3.25	8.53
Total Charges			370.63

Meeting

Prevent Meeting Attendees from Booking Two Events at the Same Time

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The **Meeting Event Edit** page was modified to allow meeting administrators to specify whether attendees should be prevented from registering for multiple events at the same time (concurrent events). In order to not disturb the functionality of existing meetings, existing events are automatically set to *allow* concurrent events. However, the default for new events is to *prevent* concurrent events.

Event Setup						
Event Name	Start Date	End Date	Event Capacity			
Event 3	09/19/2008	9:00 AM	09/19/2008	12:00 PM	10	
<input checked="" type="checkbox"/> Prevent attendees from registering for this event if they are registered for another event at the same time.						
Maximum number of companions for this event: 0						
Questions Add						

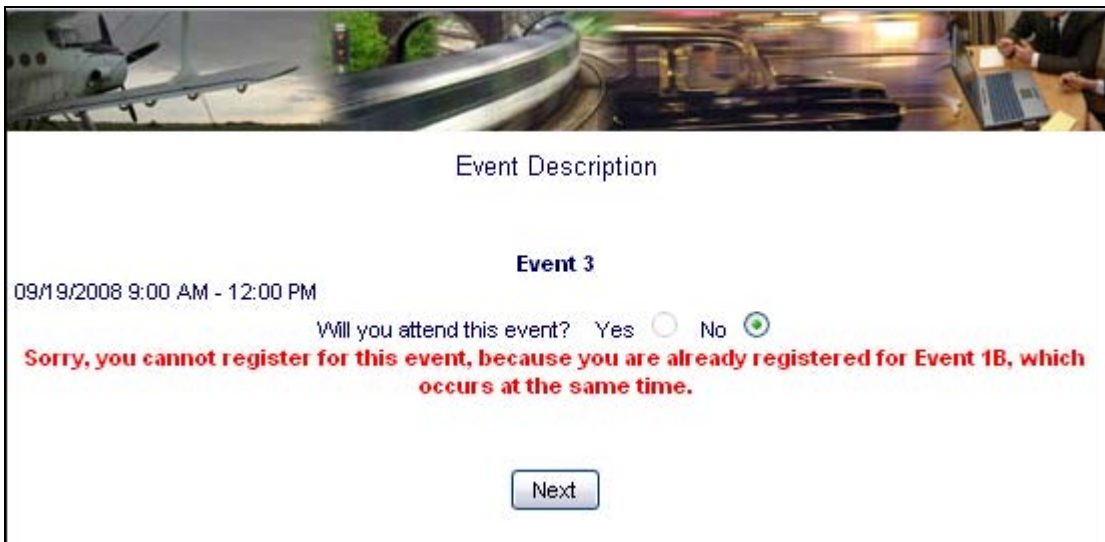
Events are not considered concurrent if the second one starts exactly when the first one ends.

NOTE: It is possible to create a zero-duration event (an event whose start date is equal to its end date).

A zero-duration event is considered concurrent with a normal event if it occurs at the start of or during the normal event, but not if it occurs at the end of the normal event. Two zero-duration events are concurrent only if they occur at exactly the same time. For example:

Event A			Event B			Concurrent?
Start	End	Duration	Start	End	Duration	
09:00	10:00	60 min	09:00	09:30	30 min	Yes
			09:15	09:45	30 min	Yes
			09:30	10:00	30 min	Yes
			09:45	10:15	30 min	Yes
			10:00	10:30	30 min	No
			11:00	11:30	30 min	No
			09:00	09:00	0 min	Yes
			09:30	09:30	0 min	Yes
			10:00	10:00	0 min	No
			10:30	10:30	0 min	No
09:00	09:00	0 min	09:00	09:00	0 min	Yes
			09:30	09:30	0 min	No

Attendees are prevented from registering for concurrent events if *either* event is set to prevent concurrent events. If the attendee is already registered for such an event (note that this can only happen if the administrator changes the event time after the attendee registers), the attendee is able to un-register from either conflicting event.



The time of the event (not just the date) is now shown in the Event step.

Also, for events that are at or above capacity, the "Event is full" message is now not shown if the attendee is already registered, allowing the attendee to un-register from such events.

If an event is at or above capacity *and* is a conflicting concurrent event *and* the attendee is not already registered for that event, only the "Event is full" message is shown.

Add Help to Other Meeting Steps

GDS' Supported: ALL GDS'
Configuration Setting: Default On

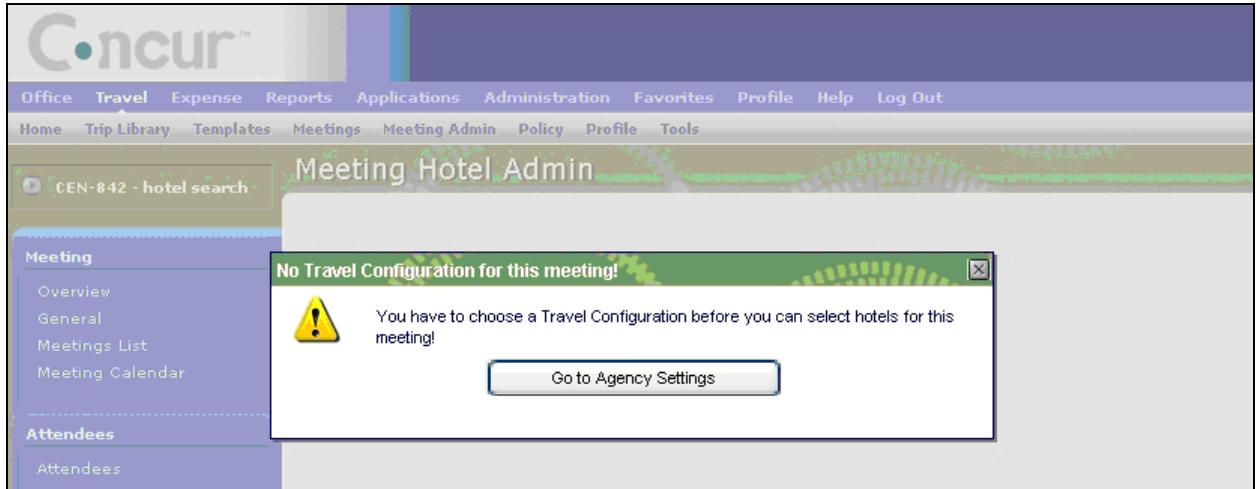
There are eleven meeting steps and help was previously only available on four (Payment, Survey, Event and Self Registration). The Self Registration step has an area to enter help text, but it never shows the help icon or mouse-over.

The Help section is now available on the remaining meeting steps.

Force Meeting Admin to Enter Travel Configuration Before Going to Hotels

GDS' Supported: ALL GDS'
Configuration Setting: Default On

If the Meeting admin accesses the meeting hotel page without having a Travel Configuration selected, an information message will appear, giving the Meeting admin the possibility to browse to the **Agency Setting** page to select a Travel Configuration.



New Step: Attendee Self Edit

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Until now, attendees could not edit their group or any other personal details. Attendees who use Self Registration can enter their data and choose a group, if this feature was activated in the meeting setup.

The new Attendee Self Edit step for Cliqbook Meeting allows the attendee to change his/her details while processing through registration steps of a meeting.

Set up an Attendee Self Edit step

1. After the Cliqbook Meeting is created, click **Steps** in the left-side menu.
2. Add an Attendee Self Edit step:

A screenshot of the "Add Step" dialog box in the Concur application. The dialog has a green header with the title "Add Step". Below the header, there is instructional text: "To add a step, choose a type and enter a description, then press the 'Save' button. The new step will be added to the end of the list in the section below." The form contains a "Type" dropdown menu with "Attendee Self Edit" selected, a "Step Description" text input field containing the text "Edit Your Data", and an "Add" button.

- In the **Steps** menu to the left, the Attendee Self Edit step now appears. Click it to set it up:

Attention

Allowing attendees to change their details may have implications for your meeting.

Some examples:

- Allowing the first and last name fields to be changed means that attendees can not only correct spelling mistakes, but change their entire name.
- You may be using the attendees email as an identifier in reports, so allowing attendees to change this field could cause issues with reporting.
- The meeting group of an attendee can allow them to reserve hotel rates and use certain corporate cards. If there is a group with special privileges that are not for every attendee, either disable this field or set up a password for the group.

Editable Attendee Fields

Email

First Name

Last Name

Phone

Phone Type

Group

Optional Editable Attendee Fields

Title

Company Name

Address

City

State, Province, Region

Zip / Postal Code

More Options

Don't allow self edit after the trip is booked

Allow attendee to edit his or her information until :

Customize the buttons for this step below by changing the text next to the button description.

Save and move to next page

The **Optional Editable Attendee Fields** will appear only if the option **Collect optional attendee information** in the **General** section is activated.

Deactivating a field means that the attendee will see the data but he/she cannot edit it.

Don't allow self edit after the trip is booked and Allow attendee to edit his or her information until [Date] enables the administrator to limit the accessibility of the self edit step.

If the option, **Don't allow self edit after the trip is booked** is selected, do not forget to move the Attendee Self Edit step in front of the Travel step. Otherwise, it is highly likely that the attendee will not be able to update his/her details.

NOTE: There should always be a deadline for editing the attendee data. If, for any reason, there should not be such a deadline for the meeting you are setting up, set it to the end of the meeting or after. The default for this option is the day before the meeting starts.

Meeting Attendee Self Edit

Email <input type="text" value="Paul.Test@concur.com"/>	Verify Email <input type="text" value="Paul.Test@concur.com"/>
First Name <input type="text" value="Paul"/>	Last Name <input type="text" value="Test"/>
Phone <input type="text" value="111.222.3333"/>	Phone Type <input type="text" value="Work Phone"/>
Title <input type="text" value="Software Design Engineer"/>	
Company Information	
Company Name <input type="text" value="Concur"/>	
Address <input type="text" value="Klimentská 46"/>	
City <input type="text" value="Prague"/>	State, Province, Region <input type="text" value="Hlavni Mesto Praha"/>
	Zip/Postal Code <input type="text" value="11002"/>
Meeting Group <input type="text" value="Default"/>	Group Password <input type="text"/>

The Attendee Self Edit step - what the user sees

Based on the options selected in the Attendee Self Edit step above, this is what the output looks like to the meeting attendee.

- The email, name fields, and Group Password are disabled.
- All other fields are editable by the attendee.

Add a Stop Sign on the Overview Screen to Add the Companion Step when the Air or Event Companion Value is Greater than Zero

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The Companion feature for **Air** and **Event**, require multiple steps so information can be captured, and is not accidentally forgotten in the setup. In this release, the meeting planner will now be alerted, when the Companion step is not in the proper order in the **Steps** section of administration.

Remember Last View for Meeting Attendees

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The **Meeting Attendees** page now remembers the last column settings you selected (called a View). Previously, Views could be saved but the default view would return after navigating away from the page.

In addition, when the **Choose Columns** link is now selected a popup window appears, instead of the entire page navigating away from the attendees screen.



Changes made to the column list are now automatically applied to the Attendee list, so the **Apply** button is no longer necessary.

The name of the default view is now specific to the Meeting Planner, where a new default is now saved. The initial Default option will still be present, but it will not have the option to be deleted.

The **Export** feature was also changed into a popup, similar to the Choose Columns option.



The Filter feature is now also a popup.



Meeting Attendees				
Displaying: 8 out of 12 results. Export Choose Columns Filter: Phone Number				
Email	First Name	Last Name	Assist Attendee	Delete Attendee
jsmith5795806@gmail.com	John	Smith	Assist Attendee	Delete
jsmith1409393@gmail.com	John	Smith	Assist Attendee	Delete
jsmith9686422@gmail.com	John	Smith	Assist Attendee	Delete
mcra90@outtask.com	Michael	Crawford		Delete
mfor24@outtask.com	Michael	Forster		Delete
afin29@outtask.com	Adrienne	Finley		Delete
talb7@outtask.com	Tony	Alberotanza		Delete
sdep33@outtask.com	Steve	DePasquale		Delete

When a filter is in effect, the field that is being filtered is displayed next to the **Filter** link, even if the **Filter** popup is closed. The **Export**, **Choose Columns**, and **Filter** links have been moved above the attendee list.

Column name cleaning rules have been relaxed; in particular, a space is no longer replaced with underscore. Longer column names are now truncated with an ellipsis (...), but the full name is visible as a tooltip. Question marks are also now visible in this tooltip.

Program an Encryption Pop-up Window to Appear when Selecting the Export Payment File Link or Buttons on the Payment Export Screen

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Before the actual export of payments, a pop-up window appears with an appropriate security warning, as shown below.



Support Air Canada Flight Pass in Meetings

GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default Off

Air Canada Flight Pass is now supported for both third-party and Concur Cliqbook Travel Meetings.

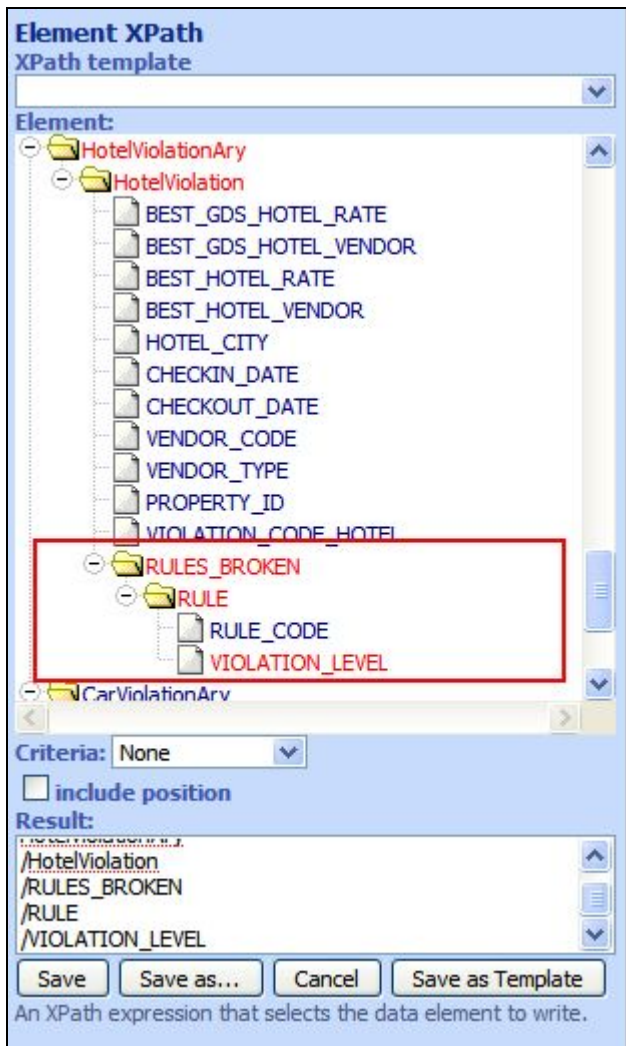
Profile/PNR Administration

Add the Rule Builder Violation Codes to the Finisher

GDS' Supported: ALL
Configuration Setting: N/A

Rule builder violation codes and the enforcement level are now associated with air, car, hotel and itinerary-level violations.

The rule ID of the rule broken, along with what type of rule enforcement was set on the rule (e.g. notify manager, require approval), was added for air, car, hotel, and itinerary. For each inventory type, the following data hierarchy (copied from hotel) will be present:

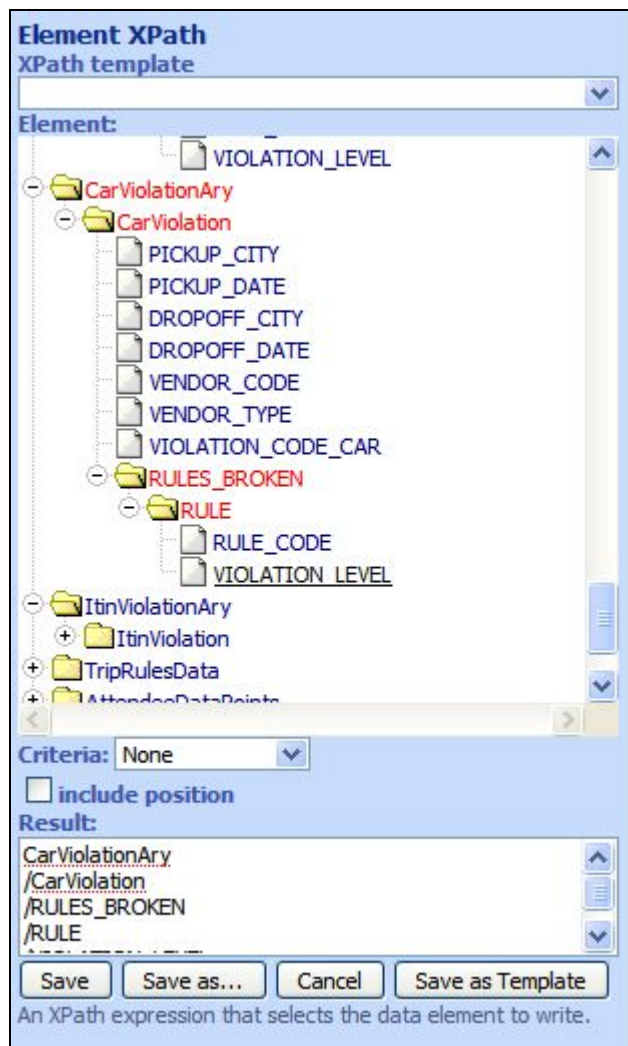


There can be multiple RULE elements underneath the RULES_BROKEN folder.

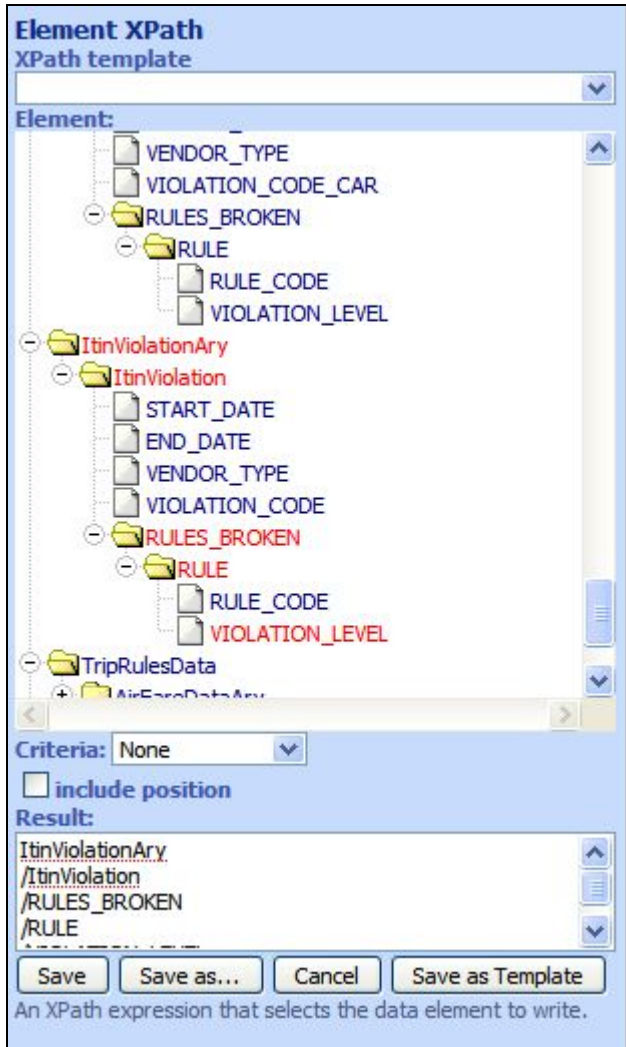
RULE_CODE is the rule violation code. These are defined in the rule editor, and are customizable by the rules administrator. VIOLATION_LEVEL is one of

- **RequireApproval:** Trip was sent for approval based on this rule being broken
- **NotifyManager:** Manager was notified, but approval was not required
- **LogForReportOnly:** Manager was not notified, but trip will be flagged in Concur Cliqbook Travel reporting
- **AlwaysViolation:** Trip is always in violation based on this rule being broken
- **AlwaysPass:** *Breaking* this rule means the item was marked green, so no violation/approval/notification/logging was done

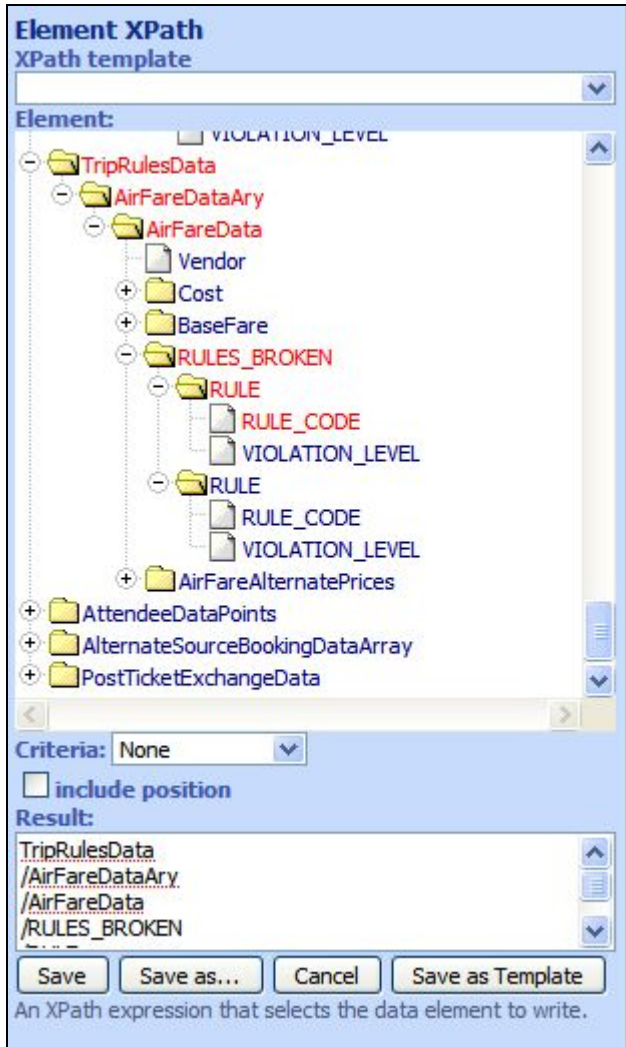
Identical structure and values exist for car:



For the entire itinerary:



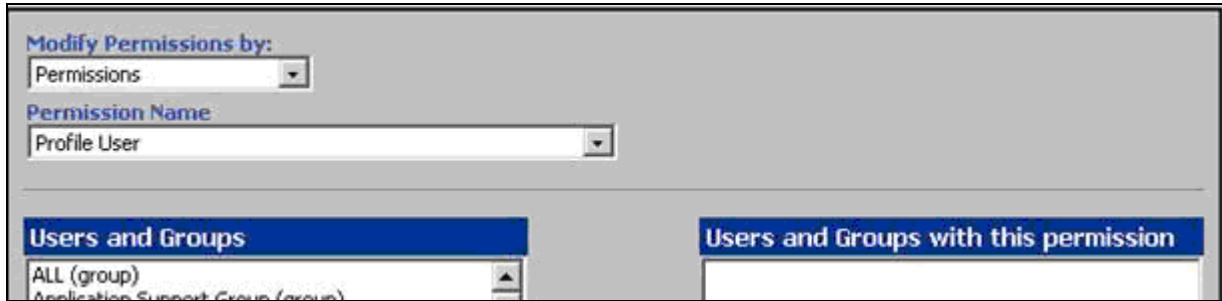
For air:



Cliqbook "Profile Only" Mode

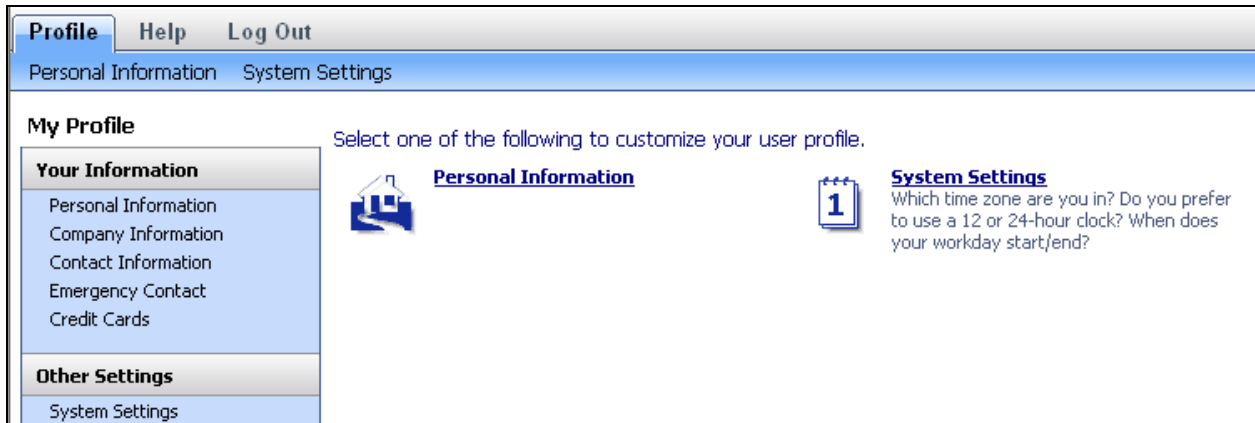
GDS' Supported: ALL GDS'
Configuration Setting: Default Off

A new permission, Profile User, allows companies to let specific users access and update their travel profiles while preventing them from actually booking travel.



NOTE: Prior to activating this feature, you must remove the 'Travel Wizard User' permission from the 'ALL (group)'. The ALL (group) is added to the Travel Wizard User permission by default when a site is created.

When the Profile User permission is assigned as the only permission available to the traveler, the default home page is:



NOTE: Presently, there are no customization options available for the Profile User permission.

Remark added to the PNR with date/time a trip is rejected

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Cliqbook now writes a remark with the format "CB/APP/REJECTED 2008-09-15 1459ET" (ET means Eastern Standard Time) in the PNR when manager rejects a trip that is required by the manager to approve.

A Manager can reject a trip from:

- Email

This message was sent with High importance.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From: Cliqbook [TravelWizardApprovalsDev@outtask.com]
To: yuchung.chu@outtask.com
Cc:
Subject: Travel approval required for traveler : A Smith

Traveler: A Smith
Description:TRIP FROM CHICAGO TO KANSAS CITY

Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.

This trip must be approved by: Tuesday, September 16, 2008 4:00 PM Eastern time.
It will be automatically cancelled if you do not approve it by that time.
Please login to Concur Travel and Expense or follow the instructions below to approve or reject this trip.

To approve or reject this trip via e-mail use the reply function in your email program to send it back for approval or rejection (email address
To approve the trip, put an [A] in the brackets where indicated below.
To reject the trip, put an [R] in the brackets where indicated below.

When using a Blackberry or similar device, you can reply with the word **Approve** or **Reject** as a very first word of your reply.

Approve Trip [] (Enter A to Approve)
Reject Trip [] (Enter R to Reject)

TRIP FROM CHICAGO TO KANSAS CITY

Comments To Agent:

DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AFTER SEP 15 7PM

Travel Booked By: A Smith

- Browser

Company Notes Cliqbook Map Upcoming Trips Trips Awaiting Approval						
Name	Trip Name	Locator	Booked	Travel Dates	Must Approve By	
A Smith	Trip from Chicago to Kansas City	RPCSD0	09/15/2008	02/20/2009 - 02/21/2009	Tuesday, September 16, 2008 4:00 PM Eastern time	

Travel Request Requiring Your Approval
 This trip must be approved by: Tuesday, September 16, 2008 4:00 PM Eastern time.
 It will be automatically cancelled if you do not approve it by that time.

Approve Reject Close

Request Status/History Travel Itinerary Preauthorization Form

Travel Preauthorization Form

Traveler Name: Smith, A
 Work Phone: 7035551212

Trip Details Trip starts at: 08:00 AM Trip ends at: 4:00 PM

Date	Type	Description	Amount
02/20/2009	✈	United #437 O'Hare Intl Arpt (ORD) to Kansas City Intl (MCI)	156.26
02/21/2009	✈	United #5816 Kansas City Intl (MCI) to O'Hare Intl Arpt (ORD)	---

Per Diem Days

Date	Description	Lodging	Meals	Incid.	Total
02/20/2009	Kansas City --- Jackson, Clay, Cass And Platte	N/A	36.75	N/A	36.75
02/21/2009	Kansas City --- Jackson, Clay, Cass And Platte	N/A	36.75	N/A	36.75

Additional Preauthorization Information

	YES	NO	
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is traveler making any deviations from itinerary for personal convenience? (If "YES", justify below)

After manager rejects the request via email or within Cliqbook, the remark is written to the PNR in the GDS.

XML Profile Sync Updated to Completely Remove Travel Assistants

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Managers and Arrangers can be removed via the XML profile sync. The Import Data feature previously had this capability with the July 2008 release.

XML profile synchronization:

- Manager will be removed if Role with Type="Manager" exists in XML, but RolePersonSearchID is blank, missing or user can't be found with the provided SearchId.
- Arrangers will be removed (except arrangers which are used for Vinnet) if one or more Roles with Type="Arranger" exists in XML, but RolePersonSearchID is blank, missing or the user can't be found with the provided SearchId; and no Roles with Type="Arranger" and valid RolePersonSearchID exist.
 - ◆ If the Roles list has Arrangers with valid RolePersonSearchID, they will be set for the user by adding arrangers that exist and removing arrangers that are not in the list (except arrangers which are used for Vinnet).

Here are the specific XML tags:

```
<Roles>  
<Role Type="Arranger">  
<RolePersonSearchID/>  
</Role>  
  
<Role Type="Manager">  
<RolePersonSearchID/>  
</Role>  
</Roles>
```

Parking

Park N' Fly No Longer Writing Passive Segments/PARK N' FLY NOW AVAILABLE IN AMADEUS

*GDS' Supported: ALL GDS'
Configuration Setting: N/A*

Park N' Fly no longer creates a passive segment. Parking information is stored in the database. Cancelling and auto-cancelling work with non-passive status.

Park N' Fly is now available in Amadeus. To enable the feature, select **Administration > Travel System Admin > Company Travel Configuration**. Select the **Park'N Fly offered** check box.

Resolved Cases

Enhancements

Key	Summary	Parature ID
CEN-631	Sabre Flex-faring: Combine GDS Low Cost Carriers Virgin Blue (DJ)/Jetstar (JQ) & IATA Carrier Qantas QF	
CEN-696	Add help to other steps	
CEN-842	force meeting admin to enter travel config before going to hotels	
CEN-848	Enterprise Rent-A-Car E-Receipts	
CEN-909	Add Interjet Direct Connect	
CEN-910	Add Volaris Direct Connect	
CEN-959	Select group feature for profiled attendees	
CEN-1004	rename TIMESTAMP columns on OUTTASK_MEETING_ATTENDEE_STEPS to give new people a chance...	
CEN-1019	Air Canada Direct Connect: FlightPass specific seat selection	
CEN-1033	Need default Frequent Flier program on a per alliance basis	
CEN-1045	Allow add air to car-only reservation	
CEN-1084	Add a Stop Sign on the Overview screen to add the Companion step when the Air or Event companion value is greater than zero	
CEN-1099	Add the Rule Bilder Violation codes to the CB finisher	
CEN-1134	Cliqbook "Profile Only" Mode	
CEN-1144	Unrestricted fare price finisher datapoint-Amadeus	
CEN-1154	remember last view for meeting in attendees grid	
CEN-1162	Populate the email address in the Contact Email field on the General screen for profiled and non profiled attendees	
CEN-1164	Program an encryption pop-up window to appear when selecting the Export Payment File link or buttons on the Payment Export screen	
CEN-1170	CLONE -CTE SSO Logout Page	

Key	Summary	Parature ID
CEN-1171	Support new FPRetrieveCorpWS Corporate flight pass WS	
CEN-1172	AAirpass: Support Fuel charges in the calculation for AAirpass	
CEN-1177	Document PNR with date/time a trip is rejected	
CEN-1180	Document PNR with date/time a trip is rejected	
CEN-1184	Support new P class domestic flights on Lufthansa which take effect on September 1.	
CEN-1187	add fare basis code to fare rules display for Sabre and Worldspan	
CEN-1196	Enhance Logging for Batch Jobs	
CEN-1198	Support Air Canada Flight Pass in Meetings	
CEN-1202	GetUser API in the UserData Web Service needs to use a single global user for web service authentication.	
CEN-1208	Need data point for cheapest economy fare on plane - Amadeus	
CEN-1210	Need data point for cheapest economy fare on plane (Amadeus)	
CEN-673	Prevent Meeting Attendees from Booking 2 Events at the same time	705-5091492, 705-5876001
CEN-779	Outlook Calendar needs to show correct times not all day for Cliqbook trips	705-5585573, 705-5612262
CEN-874	Module property to allow editing of name prefix and/or suffix without making all name fields editable	705-5801957
CEN-970	AirTran nonrefundable fares appear when refundable only requested. Request to filter fares returned.	705-5911159
CEN-978	Stop writing passive segments in Park N' Fly	705-6425156
CEN-1175	Need to mask password parameters in TRAVELfusion for e.g. Easyjet	705-6435429
CEN-1192	Show the start and end time on the Event registration step the same as it appears on the Summary step	705-5753035

Support Cases

Key	Summary	Parature ID
CLQ-1673	Direct Connect Dashboard excludes AirTran and JetBlue	705-6491539
CLQ-1958	Virgin America needs to be a guaranteed ticketing carrier	705-5216054, 705-5317352, 705-5558964, 705-6442748, 705-6298756, 705-6368727, 705-6492556, 080801- 000179
CLQ-2799	OAG: Constant warning screen appearing about class of service for multi-segment trips	705-6419540
CLQ-2874	Items no longer in use within Cliqbook - to remove	705-6444026, 705-6464045
CLQ-2883	Problem with Leading zeros in Galileo ID for hotel property discounts and Outtask hotel database	705-6476476
CLQ-2928	Import Data and XML Profile sync unable to completely remove Travel Assistants	705-6406137, 080814- 000084
CLQ-2949	OAG: Southwest direct flights not appearing in OAG Schedule	705-6489143, 705-6409162
CLQ-2958	javascript errors when sorting columns in meeting admin payment screen	080729- 000204
CLQ-2969	Amadeus System-wide discount not saving	705--6414654, 080804- 000021
CLQ-2981	Unused Ticket display incorrect	N/A
CLQ-2982	Booking hotel only from alternate travel step writes hub code into passive segment	705-6378193
CLQ-3001	ADD CARRIER: Add Carrier Island Air (WP)	080801-00023
CLQ-3002	CAR LOCATION: Correct Car Code from CANADA to CALIFORNIA	080730- 000436
CLQ-3023	Concur Meeting Server Error when selecting Overview Attendees Link in Meeting section or Attendees link in Attendees section	
CLQ-3024	Post Ticket Change Data Points: Amex Requires Dedicated Data Points for Base Tax and Total of Old Fare	NONE

Key	Summary	Parature ID
CLQ-3033	CLONE -Seatmaps: Delta MD88 maps are returning incorrectly.	080731-000149
CLQ-3034	CLONE -Cologne City: Require additional spelling variables for Cologne, Germany specific to KOELN.	080813-000085
CLQ-3041	CLONE -Company locations: Dublin not displaying correct coordinates	080813-000023
CLQ-3049	Reports with no CID/CLIQUER ID show up in One Colonial reports	705-6023909
CLQ-3054	Hong Kong Intl. Airport geocode needs to be changed in Cliqbook	
CLQ-3079	Rate Rules popup prevents hotel booking re: P1: Amadeus Hotels Broken	
CLQ-3083	Midwest Express bookings failing due to double er needed for signature seats	080822-000174
CLQ-3087	Meeting Attendee Arrival & Departure report when extracting to excel document travel type column is blank	080825-000251
CLQ-3102	FL direct connect: xml error returns on MCI ATL	080811-000137
CLQ-3107	Update to billing information	080814-000270

Concur Cliqbook Travel

Release Notes

October 2008

Cncur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
Reporting: Agency Report - need travel invoice detail for all clients	2
Report for users who have signed up for e-receipts	3
Module property "Allow Users to add New Credit Cards" moved to a configuration level	4
Air	5
Air Canada Direct Connect: Support two custom fields for flight pass purchase	5
Air Canada Direct Connect: Support new Flight Pass Retrieval Logic	6
Air Canada Direct Connect: API Version change for retail bookings	6
JetBlue nonrefundable fares appear when refundable only requested. Request to filter fares returned.	6
AAirpass: Include \$79.07 USD fuel charge for each O&D inside the United States.....	6
Notify traveler if fare quote is invalid and can no longer be changed pre-ticketing	7
Spirit Air handling: special handling required in all GDS' for booking and ticketing	7
Car	7
AMADEUS: Car Info button available	7
Hotel	9
Convert regional hotel rates automatically when applying to rules	9
Hilton E-Receipts/Direct Connect Available.....	10
Meeting	11
Meetings: Support for multi-passenger seat maps.....	11
Waitlist for events	13
Meetings - search by attendee name to view meetings that an attendee is registered for	17
Companion report from Attendees or Tracking Event data	18
Remove default airport setting for users created for third-party meetings.....	19
Meeting event end time shift in parallel with start time changes.....	19
Flight Information validation of meeting airport in multi-segment reservations.....	20
"Send an email to let me back into the meeting" functionality.....	21

Profile/PNR Administration.....	22
Rail preferences added to Profile template editor	22
Miscellaneous.....	23
When assisting, ability to add credit card at FOP page	23
Outlook Calendar Attachments Modified to Show Correct Times Not All Day for Cliqbook Trips	23
Updated e-receipt display on Trip Library and Cliqbook Travel Reports	24
Add new languages: Swedish and Brazilian Portuguese.....	24
Resolved Cases	25
Enhancements.....	25
Support Cases	27

Summary

Major Features

- Multi-passenger seat map support
- Meeting enhancements
- Air Canada Direct Connect enhancements
- Enhanced Travel Invoice Detail Report for travel agencies

Minor Features

- Support for JetBlue non-refundable fares filtering
- Rules engine support for multi-currency regional hotel rates
- Language support for Brazilian Portuguese and Swedish

Release Notes

Administration

Reporting: Agency Report - need travel invoice detail for all clients

*GDS' Supported: ALL GDS'
Configuration Setting: Default Off*

This enhancement request is for a report to simplify billing reconciliation for our agency partners. Agencies have had to run the Agency Travel Invoice Details report for each company for which they are an agency. For large travel agencies, this was time consuming.

The new report will let an agency run essentially that same report for all the companies for which they are an agency – all at the same time. This will normally be a large report. There may be too much data for Excel to process, so CSV and Access are the only supported export types. The timeout on the report has been set at hours, instead of a few minutes because this report takes longer to generate.

How to use

Only travel agency companies are able to run the report. The new report must be added via Report Admin. Select **Administration > Report Admin** and grant permissions for the report, Billing – Agency All Company Travel Invoice Details.

The screenshot shows the 'Report Admin' interface. At the top, there are fields for 'Modify Reports by:' (Report Name), 'Report Name' (Billing -- Agency All Company Travel Invoice Details), 'Rename Report to:' (Agency All Company Travel Invoice Details), and 'Owner:' (No owner). Below this, there are two columns: 'Users and Groups' and 'Users and Groups with this report'. The 'Users and Groups' column lists QA (group), Rename (group), Sales Group (group), and an empty group. The 'Users and Groups with this report' column lists asdfa, asdf (asdf), asdfasdf, asdfas, and asdfeeere, asdf.

For many travel agencies, the report is still too large to run without filters. There are new filters to allow for exporting the data in sections. Travel agencies can divide the companies they are reporting on into four groupings – alphabetically by company name.

The screenshot shows the 'Agency All Company Travel Invoice Details' report configuration screen. It includes a 'Show this Report by default' checkbox. Below the title, there is a paragraph of text: 'This report shows details for the invoice date specified. This can only be exported to Access or CSV. To filter by transaction type, select the transaction type drop (Limos). To filter by more detail, select the detail dropdown (Has GDS Air/Has Alternate Air/Has Internet Air/Has GDS Hotel/Has Internet Hotel/Has Merchant Hotel break up the customer list into 4 chunks (A-M/N-Z) and then reassemble the report locally.' Below this text, there is a filter section with 'Company' (All), 'Invoice Month' (By Month, July, 2008), 'Travel Type' (All), and 'Export Report' (Comma Delimited text file (csv)). A 'Submit' button is also present. A dropdown menu for 'Company' is open, showing options: All, A-F and 0-9, G-L, M-R, and S-Z.

They can also divide the data based on travel type.

Agency All Company Travel Invoice Details Show this Report by default

This report shows details for the invoice date specified. This can only be exported to Access or CSV. To filter by transaction type, select the transaction type dropdown (Has GDS Air/Has Alternate Air/Has Internet Air/Has GDS Hotel/Has Internet Hotel/Has Merchant Hotel/Nights). To filter by more detail, select the detail dropdown (Has Air/Has Car/Has Hotel/Has Limo).

Company: All | Invoice Month: By Month | July | 2008 | Travel Type: All | Export Report: Comma Delimited text file (csv) | Submit

Travel Type dropdown menu:

- All
- Has Air
- Has Car
- Has Hotel
- Has Limo

If the data is divided by Air or Hotel travel type, then it may be divided further by sub type:

Agency All Company Travel Invoice Details Show this Report by default

This report shows details for the invoice date specified. This can only be exported to Access or CSV. To filter by transaction type, select the transaction type dropdown you need here (Has GDS Air/Has Alternate Air/Has Internet Air/Has GDS Hotel/Has Internet Hotel/Has Merchant Hotel/Nights). If your report is still too large to export, you can break up the customer list into 4 chunks (A-M/N-Z) and then reassemble the report locally.

Company: M-R | Invoice Month: By Month | July | 2008 | Travel Type: Has Air | Sub Type: All | Export Report: Comma Delimited text file (csv) | Submit

Sub Type dropdown menu:

- All
- Has GDS Air
- Has Alternate Air
- Has Internet Air

Agency All Company Travel Invoice Details Show this Report by default

This report shows details for the invoice date specified. This can only be exported to Access or CSV. To filter by transaction type, select the transaction type dropdown you need here (Alternate Air/Has Internet Air/Has GDS Hotel/Has Internet Hotel/Has Merchant Hotel/Nights). If your report is still too large to export, you can break up the customer list into 4 chunks (A-M/N-Z) and then reassemble the report locally.

Company: A-F and Q-Z | Invoice Month: By Month | October | 2008 | Travel Type: Has Hotel | Sub Type: All | Export Report: Microsoft Access | Submit

Sub Type dropdown menu:

- All
- Has GDS Hotel
- Has Internet Hotel
- Has Merchant Hotel Nights

Report for users who have signed up for e-receipts

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

This enhancement request is for a report to display the employees who have elected to receive e-receipts. The report can be run by a company for its own information or by a travel agency to view its customers.

How to use

The new report must be added via Report Admin. Select **Administration > Report Admin** and grant permissions for the report, *General - E-Receipt Enabled Employees*.

Modify Reports by: Report Name

Report Name: General -- E-Receipt Enabled Employees

Rename Report to: E-Receipt Enabled Employees | Owner: No owner

To run the report, access **Reports** and run *General E-Receipt Enabled Employees*.

Very large companies (30,000+ employees) may find the report too large to run. Therefore, the report may be broken down into four groups alphabetically:

Click **Submit**. The report appears:

LAST_NAME	FIRST_NAME	E-RECEIPT_STATUS	COMPANY_EMPLOYEE_ID	LOGIN_ID	RULE_CLASS_NAME	TRAVEL_CONFIG_NAME	ORG_UNIT_NAME
		Opted in			Concur US Employees	Concur	
		Opted in	0000100		Concur UK Employees	Concur	
		Opted in	BOD.Abele		Concur Executive	Concur	

The report shows the employees who have elected to receive e-receipts and those who have not. The **E-Receipt Status** column shows one of three values:

Option	Description
Never opted in	User never clicked the e-receipt activation link on the Profile tab
Opted in	User clicked it and opted in
Opted out	User clicked it and decided to opt out

Module property "Allow Users to add New Credit Cards" moved to a configuration level

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The "Allow Users to add New Credit Cards" module property has been changed from a site-wide, to a configuration-specific property. This allows the setting to be applied at the configuration and/or travel class level.

Air

Air Canada Direct Connect: Support two custom fields for flight pass purchase

*GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On*

Concur Cliqbook Travel supports Air Canada's Other Booking Details 1 and 2 Flight Pass fields. These are custom fields that may be populated during the booking of a Corporate Flight pass on the Air Canada Web site. This feature allows travelers to key in these custom fields when a Flight Pass is booked in Concur Cliqbook Travel.

In order for this feature to be enabled, the Other Booking Details 1 and/or 2 fields must be **required** on the Air Canada website. When this is the case:

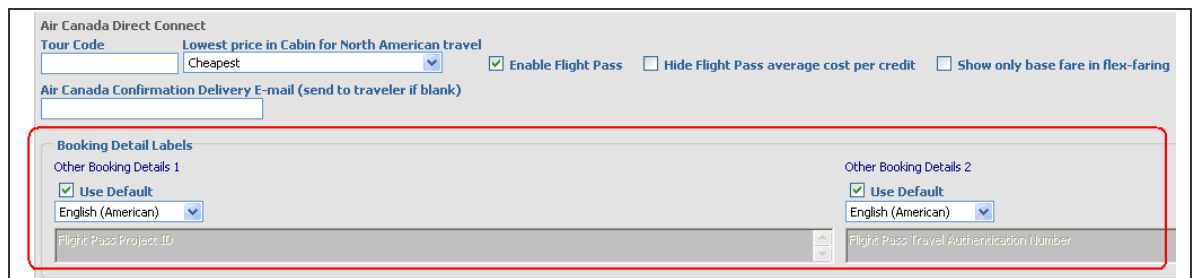
- The fields will appear in Concur Cliqbook Travel subsequent to the Flight Pass seat selection popup (if applicable) and prior to the Air Canada Review Fare popup.
- Additionally, if specified as a pick-list of values on the Air Canada Web site, those values will be displayed in the associated dropdown in Concur Cliqbook Travel.



It is also possible to specify custom labels for the Other Booking Details 1 and/or 2 fields in the Booking Detail Labels area of the **Air Canada Direct Connect** section in the company travel configuration.

How to use

Navigate to, **Administration > Travel System Admin > Company Travel Configuration** and go to the **Air Canada Direct Connect** section.



Air Canada Direct Connect: Support new Flight Pass Retrieval Logic

GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On

Customers who are using Air Canada Flight Passes in Concur Cliqbook Travel **must** specify their Tour Code (Corporate Contract Number) in the **Air Canada Direct Connect** section of the company travel configuration. Failure to do so will cause valid Flight Passes to not appear in Concur Cliqbook Travel.

Air Canada Direct Connect

Tour Code **Lowest price in Cabin for North American travel** **Enable Flight Pass** **Hide Flight Pass**

Air Canada Confirmation Delivery E-mail (send to traveler if blank)

Air Canada Direct Connect: API Version change for retail bookings

GDS' Supported: Air Canada Direct Connect
Configuration Setting: Default On

Air Canada Direct Connect support for multi-segment/open jaw bookings was released in Cliqbook in July 2008. At that time, it was only possible to display base fares in Concur Cliqbook Travel because the Air Canada API only returned fares without taxes for multi-segment and open jaw bookings. This limitation has been resolved – fares are displayed with taxes in Search by Price for multi-segment/open jaw bookings, and the Air Canada Direct Connect **Show only base fare in flex-faring** setting in the company travel configuration is now respected in Flex-faring.

JetBlue nonrefundable fares appear when refundable only requested. Request to filter fares returned.

GDS' Supported: JetBlue Direct Connect
Configuration Setting: Default On

When searching for flights in the Travel Wizard with the **Refundable Only** option selected, some non-refundable JetBlue fares were being returned in the search results. This is now corrected.

AAirpass: Include \$79.07 USD fuel charge for each O&D inside the United States

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

If the **Include Taxes and YQ Fuel Charges** setting is enabled in the **AAirpass Options** section of the company travel configuration, there is a fuel charge of \$79.07 per Origin and Destination added for AAirpass bookings ****INSIDE THE UNITED STATES ONLY****.

Notify traveler if fare quote is invalid and can no longer be changed pre-ticketing

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Concur is using a ticket-by date to determine if the fare quoted is still valid. If it is, the user is allowed to change the flight. If not, we display a message and an explanation in place of the **Change this leg** link:

The screenshot displays a flight booking summary with the following details:

- Duration: 2 hours, 30 minutes
- Distance/Emissions: 1043 miles/401.6 lbs CO₂
- Airline Record Locator: HUKKVU
- Seat #: 25A [Change Seat](#)

Below the flight details, there is a section titled "Totals and restrictions" with the following information:

- Airfare quoted amount:
- Landing fees and taxes:
- Airfare quoted total:**
- Agency service fee: \$8.00 USD

A yellow "Quick Help" popup is overlaid on the "Airfare quoted total" section. The message reads: "This reservation has passed the expiration date required by the fare for ticketing. If you wish to make changes you must cancel this trip and make a new reservation." The popup has a "Close" button in the top right corner.

At the bottom of the booking summary, a red warning message states: "TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED." Below this, it says "Itinerary generated on Fri 10/03/2008 4:24 PM".

Spirit Air handling: special handling required in all GDS' for booking and ticketing

GDS' Supported: ALL GDS'
Configuration Setting: none

Spirit Airlines will no longer be treated as an instant purchase carrier in Concur Cliqbook Travel. When PNRs are sent to Spirit Air, the airline has to respond with their own record locator before the SSR containing the form of payment can be transmitted to the carrier. Otherwise, an error message is returned and Cliqbook is unable to complete the booking. The travel agency will be responsible for determining when the record locator has been returned, and subsequently, submitting the SSR to Spirit to guarantee ticketing.

Car

AMADEUS: Car Info button available

GDS' Supported: Amadeus
Configuration Setting: Default On

Amadeus Concur Cliqbook Travel customers will now see the **Info** link on the car availability display. The car details information will be displayed in a similar manner to the other GDS' that already support this functionality.


NOTE: Amadeus does not provide the address/hours of operations for car locations to Concur Cliqbook Travel.

 **Standard Pickup** Info

\$46.55 per day (Corporate rate) Total cost \$132.77*

Reserve Unlimited miles
Automatic transmission

Car Detail

 **ENTERPRISE RAC car rental in SEA - SEATTLE TACOMA**

LOCATION INFORMATION
* NO LOCATION INFORMATION AVAILABLE
* FOR CITY AND AIRPORT

TAX INFORMATION
18.30 % - SALES TAX

SURCHARGES

- ADDITIONAL DRIVER SURCHARGE
5.00 USD PER DAY
- ADDITIONAL DRIVER FEE
- AGE SURCHARGE
10.00 USD PER DAY
- UNDER AGE 25 DRIVER FEE
- AIRPORT ACCESS FEE
11.10 % PER RENTAL
- AIRPORT ACCESS FEE
- CUSTOMER FACILITY CHARGE
5.00 USD PER DAY
- CUSTOMER FACILITY CHARGE
5.00 USD PER DAY
- AIRPORT FACILITY FEE
- RENTAL TAX
9.70 % PER RENTAL
- WASHINGTON STATE RENTAL CAR TAX

COVERAGE

- CDW - COLLISION DAMAGE WAIVER
- VEHICLE TYPES CUR /DAY
- * ALL CARS USD 19.99
- PAI - PERSONAL ACCIDENT INSURANCE
- VEHICLE TYPES CUR /DAY
- * ALL CARS USD 11.00
- SLI - SUPPLEMENTARY LIABILITY INSURANCE
- VEHICLE TYPES CUR /DAY
- * ALL CARS USD 11.99
- * PLEASE REOPTION WITH COVERAGE TYPE OR VEHICLE TYPE

Hotel

Convert regional hotel rates automatically when applying to rules

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

Concur Cliqbook Travel has always supported specifying per-city hotel spending limits that you could enforce via the rules engine. The currency was assumed to be the agency's currency, which is the currency returned by the reservation system.

By default, all city-specified room rate caps will remain in the agency's currency.

NOTE: This should match the currency also listed within the Company Travel Configuration.

However, as of this release, clients are able to go into the city rate form and specify the currency of the rate(s) listed. When enforcing rules, Concur Cliqbook Travel will convert that rate into the rate used on the hotel display using exchange rates, which are updated nightly.

Location	Address	City	State	Country	Rate	
Atlanta		Atlanta	GA	US	150	X
London		London		GB	GBP 200	X
Smyrna		Smyrna	GA	US	50	X

Default Currency & Rate
United Kingdom (GBP) 200

 Hilton Green Park		Info
		Half Moon Street London W1y8pb United Kingdom 44 2076297522 View on Map
Not rated 2.04 miles		
Reserve	\$305.64 Compare	Single Hilton Guest Rm - Best Available Rat Please cancel by 4pm day of arrival to avoid billing for one night on your credit card. (Rate Code: A05LV3) Rate details / Cancellation policy
Reserve	\$323.10 Compare	Double Hilton Guest Rm - Best Available Rat Please cancel by 4pm day of arrival to avoid billing for one night on your credit card. (Rate Code: A02LV3) Rate details / Cancellation policy
Reserve	\$340.57 Compare	Bed And Breakfast Double Hilton Guest Room Please cancel by 4pm day of arrival to avoid billing for one night on your credit card. (Rate Code: A02AHL) Rate details / Cancellation policy  <i>Hotel Rate is greater than than the city rate of \$338.98 (£200)</i>
View more hotel rates		

Hilton E-Receipts/Direct Connect Available

GDS' Supported: All

Configuration Setting: Default On, if e-receipts feature enabled

Hilton Family Hotels operates one of the industry's most advanced central reservation and customer relationship management systems called the Hilton Transaction Exchange (HTE). They have joined with Concur as a Preferred Supplier by providing Concur corporate clients with access to all Hilton content, complete Hilton corporate and frequent traveler programs and detailed electronic receipts.

By integrating Hilton properties with both the front-end booking process and back-end reporting, Hilton and Concur are enabling corporate travelers to access more services directly online while automating the allocation of their corporate expenses. This innovative solution drives cost out of business travel by eliminating the paper pushing, re-keying and errors prevalent with corporate expense reporting processes today.

How to use

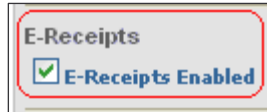
Direct Connect: From the Concur Cliqbook Travel homepage, navigate to Administration > Travel System Admin > Company Travel Configuration > Hilton section.

Enter the **Hilton Rate Code** that corresponds with the company electing to activate the Direct Connect. The **Requestor ID** relates to the travel agency managing client bookings. If the agency does not have a Requestor ID, please request one through hte.support@hilton.com.

Hilton Hilton Rate Code <input type="text"/>	Requestor ID <input type="text"/>
--	--------------------------------------

Once enabled, Hilton properties will be displayed as usual and the booking process will remain the same for GDS bookings. The direct booking will be treated as a passive segment and available for display within Concur Cliqbook Travel itineraries and reporting.

NOTE: Unless the company has negotiated rates with Hilton, the rate code is not required for the Direct Connect to work.

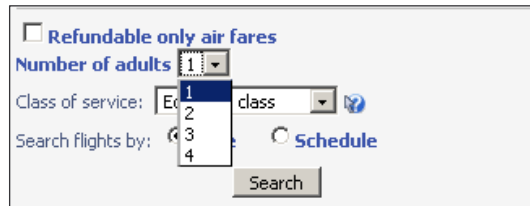


E-Receipts: When in the tool, navigate to Administration > Travel System Admin > Company Travel Configuration > E-Receipts Enabled field.

Meeting

Meetings: Support for multi-passenger seat maps

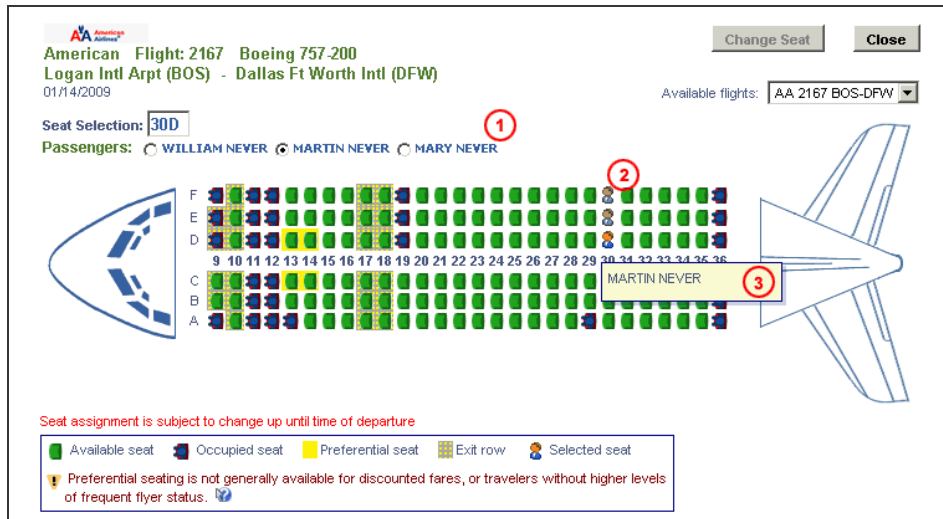
GDS' Supported: Sabre, Worldspan
Configuration Setting: Default On

A screenshot of a flight search interface. It features a checkbox for 'Refundable only air fares', a 'Number of adults' dropdown menu currently showing '1', a 'Class of service' dropdown menu showing 'Economy class', and a 'Search flights by' dropdown menu showing '1', '2', '3', and '4'. There is also a 'Schedule' button and a 'Search' button.

Concur meetings and third-party meetings currently support booking for more than one passenger at a time. This is also supported in the main Concur Cliqbook Travel interface for all GDS' except Amadeus.

NOTE: Amadeus and Apollo/Galileo multi-passenger seat selections are not supported at this time due to API issues with making selections and modifications of specific seats for multiple passengers. A ticket has been filed with Amadeus and Travelport, and Concur is awaiting a resolution.

Seat map-based seat selection for multiple travelers is not available pre-booking. Once the flights are booked, seat maps are accessible using the seat map in the normal fashion, with a few differences necessary to handle multiple passengers:



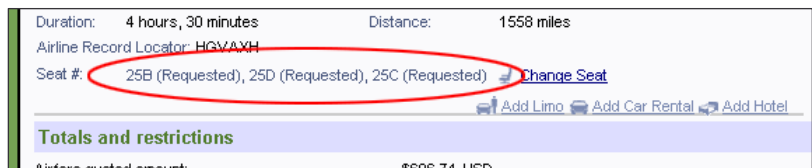
On the seat map:

- If there is more than one passenger, a selector will appear with the names of the travelers (#1 above). Selecting a radio button for a passenger name will "activate" that passenger, allowing individual seat selections. The seats are selected in the normal fashion by selecting a green seat; the seat number is displayed in the **Seat Selection** field.

NOTE: Seat selections can also be made by entering a seat into the **Seat Selection** field.

- The passengers are indicated by a "person" icon (#2 above). The active traveler is highlighted, while the others are dimmed. Clicking the person icon will also activate the passenger. The icon will highlight and the radio button next to the selected passenger's name is selected.
- Hovering over each passenger will trigger a popup with that traveler's name, allowing further identification of each traveler (#3 above).

Chosen seats are displayed on the itinerary page as "Requested" until Concur Cliqbook Travel receives confirmation from the airline.



Once confirmation occurs, the seats display normally.

Waitlist for events

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

Meeting events can now be configured to have a wait list, if the events are full.

Event Setup

Event Name	Start Date	End Date	Event Capacity
Welcome Dinner	10/15/2008 7:00 PM	10/15/2008 10:00 PM	10

Prevent attendees from registering for this event if they are registered for another event at the same time.

Allow attendees to join a waiting list if this event reaches capacity.

Maximum number of companions for this event: 4

Questions

Do you or any of your companions have any dietary restrictions? Long Text [Edit](#) [Delete](#)

[Add](#)

If the **Allow attendees to join a waiting list if this event reaches capacity** option is enabled, attendees will be offered the possibility to join a waiting list if the event is already full, or if it is almost full (that is, the event capacity would limit the number of companions the attendee could bring). Attendees are never allowed to join a waiting list if there is room for them in the event.

Welcome Dinner

10/15/2008 7:00 PM - 10:00 PM

Will you attend this event? Yes **This event is almost full**
 On Waiting List
 No

Event Description

Unfortunately, there is only enough space left in the event for you to take one companion. However, you may select up to 4 companions if you are willing to be on the waiting list.

MARY JONES (mary@example.com)
 TRISTAN SMITH (tristan@example.com)
 SEAN SMITH (sean@example.com)
 HEATHER SMITH (heather@example.com)

(required)
Question 1: Do you or any of your companions have any dietary restrictions?

Attendees must answer all required questions before proceeding even if they are only joining the waiting list.

Other Improved Functionality

Attendees are advised to take fewer companions. In the above example, if the event does not have a waiting list, the attendee is shown this message:

Welcome Dinner

10/15/2008 7:00 PM - 10:00 PM

Will you attend this event? Yes **This event is almost full**
 No

Event Description

You may select one companion who will join you in this event.

MARY JONES (mary@example.com)
 TRISTAN SMITH (tristan@example.com)
 SEAN SMITH (sean@example.com)
 HEATHER SMITH (heather@example.com)

(required)
Question 1: Do you or any of your companions have any dietary restrictions?

NOTE: Once an event is full, attendees can revisit the registration page and change their companion selections, provided that they do not increase the number of companions selected. This is true even if the Meeting administrator reduces the event capacity.

Event Attendees and Event Waiting List

If some attendees cancel or if the event capacity is increased, the Meeting administrator must manually move people from the waiting list to the attendee list, by going to the **Event Edit** page and selecting **Add To Event** next to the desired people in the waiting list. This way, the administrator can choose the people from the waiting list who are next in line to get into the event.

The waiting list also displays the date when the person joined the waiting list, in case this is a factor in the decision.

NOTE: The Meeting administrator should communicate with the attendee to inform them that they are no longer on the waiting list.

Event Attendees						
Displaying: 2 out of 2 results. Choose Columns Filter						
Email	Last Name	First Name	Companions	Last Changed	Remove	
patrick@example.com	Smith	Patrick	2	09/26/2008 8:35 AM	Remove	
alistair@example.com	Smith	Alistair	4	09/26/2008 8:31 AM	Remove	

Event Waiting List						
Displaying: 1 out of 1 results. Choose Columns Filter						
Email	Last Name	First Name	Companions	On Waiting List Since	Add To Event	Remove
bill@example.com	Smith	William	4	09/26/2008 8:53 AM	Add To Event	Remove

In general, once there is someone on the waiting list, if additional space in the event becomes available, new attendees and people on the waiting list cannot get into the event. The exception to this rule occurs when enough attendees cancel or the event capacity is increased so much that there is space enough for all people and companions on the waiting list with space left over. In this situation, there is enough room for everyone, so if the attendee goes back through the meeting registration event step and if there is not a conflict due to a concurrent event, then the attendee

will be automatically added to the event. In addition, new attendees registering for the event will be allowed to register normally.

NOTE: If they do not go back to the event registration page, they remain on the waiting list until the Meeting administrator manually moves them in the **Event Edit** page.

The **Event Attendees** section contains **Filter** and **Choose Columns** functionality. In addition to those shown above, the following columns are available:

- Phone Number
- Label
- Note
- Status (in meeting)
- Employee (yes or no)
- Group Name
- Move To Waiting List (works list Add To Event, but in reverse)

The **Event Waiting List** section also contains **Filter** and **Choose Columns** functionality. In addition to those shown above, the following columns are available:

- Phone Number
- Label
- Note
- Status (in meeting)
- Employee (yes or no)
- Group Name

The **Event Waiting List** section is hidden if the waiting list option is disabled for that event, unless there are still attendees on the waiting list. This can occur only if the administrator disables the waiting list after attendees have already joined it.

The **Move To Waiting List** link appears only if waiting lists have been enabled for that event. The **Add To Event** link requires that the event capacity be large enough for existing capacity, plus the selected person and their companions.

Event Edit page

The **Event Edit** page now warns the user to save form changes before navigating away. It also validates the form fields and saves changes automatically when adding, editing, or deleting questions, or when the user clicks an **Add To Event**, **Move To Waiting List**, or **Remove** link.

Concurrent events

Another table was added to the **Meeting Events** page to show conflicts arising from concurrent events.

NOTE: This can occur only if a Meeting administrator changes the timing of an event or marks the event to prevent concurrent registrations after an attendee has registered.

Meeting Events						
Displaying: 2 out of 2 results. Choose Columns Filter						
Event Name	Maximum Capacity	Current Capacity	On Waiting List	Start Time	End Time	Edit
Welcome Dinner	10	8	5	10/15/2008 7:00 PM	10/15/2008 10:00 PM	Edit
VIP Customer Reception	5	1		10/15/2008 8:00 PM	10/15/2008 11:30 PM	Edit

Conflicting Concurrent Event Registrations						
Displaying: 1 out of 1 results. Choose Columns Filter						
Event 1 Name	Event 2 Name	Email	First Name	Last Name	Phone Number	Assist Attendee
Welcome Dinner	VIP Customer Reception	bill@example.com	William	Smith		Assist Attendee

If the attendee revisits the registration page when such a conflict exists, then the attendee will be requested to de-register from one of the conflicting events. Attendees are never automatically de-registered.

NOTE: If the Meeting administrator manually removes an attendee from an event (either through the **Remove** link on the **Event Edit** page or through the **Assist Attendee** link), the attendee is not automatically notified. The Meeting administrator should contact the attendee to communicate this fact.

An alert will also appear in the Meeting Overview if a conflicting concurrent event registration exists in the meeting.

The **Conflicting Concurrent Event Registrations** section appears only when there is at least one conflict. This table also contains **Filter** and **Choose Columns** functionality. In addition to those shown above, the following columns are available:

- Phone Type
- Label
- Note
- Status (in meeting)
- Employee (yes or no)
- Group Name
- Response Date
- Event 1 Step Description
- Event 2 Step Description

The **Meeting Event** section now contains **Filter** and **Choose Columns** functionality. In addition to those shown above, the following columns are available:

- Maximum Companions
- Step Description
- Prevent Concurrent (yes or no)

- Allows Waiting List (yes or no)

Addition of On Waiting List column

The following event lists were expanded to include columns for **On Waiting List**:

- The **Meeting Overview** page
- The **Meeting Details** popup on the **Meetings List** page
- The Meeting Events report

Meeting Summary Step

The Meeting Summary step includes an indication of whether the attendee is on the waiting list for each event, along with their companions (if any) and answers to event questions (if any).

Attendees page

On the **Attendees** page:

- A problem was fixed where zero values in the **Meeting Attendees** section were not being displayed (for example, in the **Companions** column).
- In the event attendance columns, the word *No* appears if the attendee declined the event, rather than the field being blank.
- These messages are now localized across the languages supported in Concur Cliqbook Travel.

Meeting Attendees						
Displaying: 12 out of 12 results. Export Choose Columns Filter				<< Previous 1 2 Next >> All		
Email	First Name	Last Name	Event: Welcome Dinner	Companions: Welcome Dinner	Assist Attendee	
bill@example.com	William	Smith	Yes	0	Assist Attendee	
patrick@example.com	Patrick	Smith	On Waiting List	2	Assist Attendee	
alistair@example.com	Alistair	Smith	No		Assist Attendee	
jsmith1409393@gmail.com	John	Smith			Assist Attendee	
jsmith9686422@gmail.com	John	Smith			Assist Attendee	
ahaj10@outtask.com	Azzam	Hajyousif				
mcra90@outtask.com	Michael	Crawford				
palb27@outtask.com	Patty	Albano				
mfor24@outtask.com	Michael	Forster				
afin29@outtask.com	Adrienne	Finley				

Meetings - search by attendee name to view meetings that an attendee is registered for

GDS' Supported: ALL GDS'
Configuration Setting: Default On

On the Meeting admin page, two links were added: **Add Attendee** and **Clear Attendees**.

To use

1. Click **Add Attendee**. The **Add Attendee** page appears.
2. Search for the attendee. Search works for both profiled and non-profiled attendees.
3. Select several attendees.
4. Click **Add**. The names and email addresses of the selected attendees appear.

5. Click **Submit**. The meetings appear.

Companion report from Attendees or Tracking Event data

*GDS' Supported: ALL GDS'
Configuration Setting: Default Off*

Administrators would like more control over managing meeting companions. They would like the names listed in the following two sections.

- **Trip Companions** column behind the **Choose Columns** link on the **Attendees** screen.
- **Event Attendees** section behind the **Edit** link on the **Tracking Event** screen.

The solution is a Companion report.

How to use

The new report must be added via Report Admin. Select **Administration > Report Admin** and grant permissions for the two new reports, *Concur Meeting - Meeting Events Companion* and *Concur Meeting - Meeting Trip Companions*. Access the **Reports** tab, to run these reports.

The Meeting Events Companion report shows all companions for all events for the selected meeting.

Meeting Events Companions [Show this Report by default](#)

This report shows events companions for a specific company meeting.

HTML (display to Screen)

[View Meetings](#)

CLQ-2958 Events Companions

Event Name▲	First Name	Last Name	Email
event 2	FNAMEFSECOND	LNAMELSECOND	test@test.com
event 2	FNAMEFTHIRD	LNAMELTHIRD	test1@test.com
event1	COMPANION	LASTNAME	dsdsd@fsddf.com
event1	FNAMEFSECOND	LNAMELSECOND	test@test.com

[View Meetings](#)

The Meeting Trip Companions report shows all meeting trip companions for the selected meeting.

Meeting Trip Companions [Show this Report by default](#)

This report shows meeting trip companions for a specific company meeting.

HTML (display to Screen)

[View Meetings](#)

CLQ-2958 Trip Companions

First Name▲	Last Name	Email
COMPANION	LASTNAME	dsdsd@fsddf.com
FNAMEFSECOND	LNAMELSECOND	test@test.com
FNAMEFTHIRD	LNAMELTHIRD	test1@test.com
QWEV	WEWE	wqeawe@sdfsdf.com

[View Meetings](#)

Remove default airport setting for users created for third-party meetings

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Concur Cliqbook Travel no longer sets the home airport of the meeting attendees when they are created via meeting integration with a third-party vendor. Attendees will now see a blank departure airport in the travel wizard and will have to choose their airport before the meeting reservation can proceed.

Meeting event end time shift in parallel with start time changes

GDS' Supported: ALL GDS'
Configuration Setting: Default On

When adjusting the start date or time of a meeting event, the end date and time will now also be adjusted forward or backward by the same amount.

Examples:

Original Start	Original End	Start Changed To	End Automatically Becomes
Oct 20 10AM	Oct 20 11AM	Oct 20 1PM	Oct 20 2PM
Oct 20 9AM	Oct 23 5PM	Oct 21 9AM	Oct 24 5PM
Oct 20 8PM	Oct 20 11PM	Oct 20 10PM	Oct 21 1AM

Flight Information validation of meeting airport in multi-segment reservations

GDS' Supported: ALL GDS'
Configuration Setting: Default On

If a Meeting administrator allows the attendee to book one-way or multi-segment flights, before this release there was no validation whether the meeting city airport was included as the destination of at least one of the segments. Furthermore, it was not checked whether the attendee set the meeting city airport as the departure airport of the first segment.

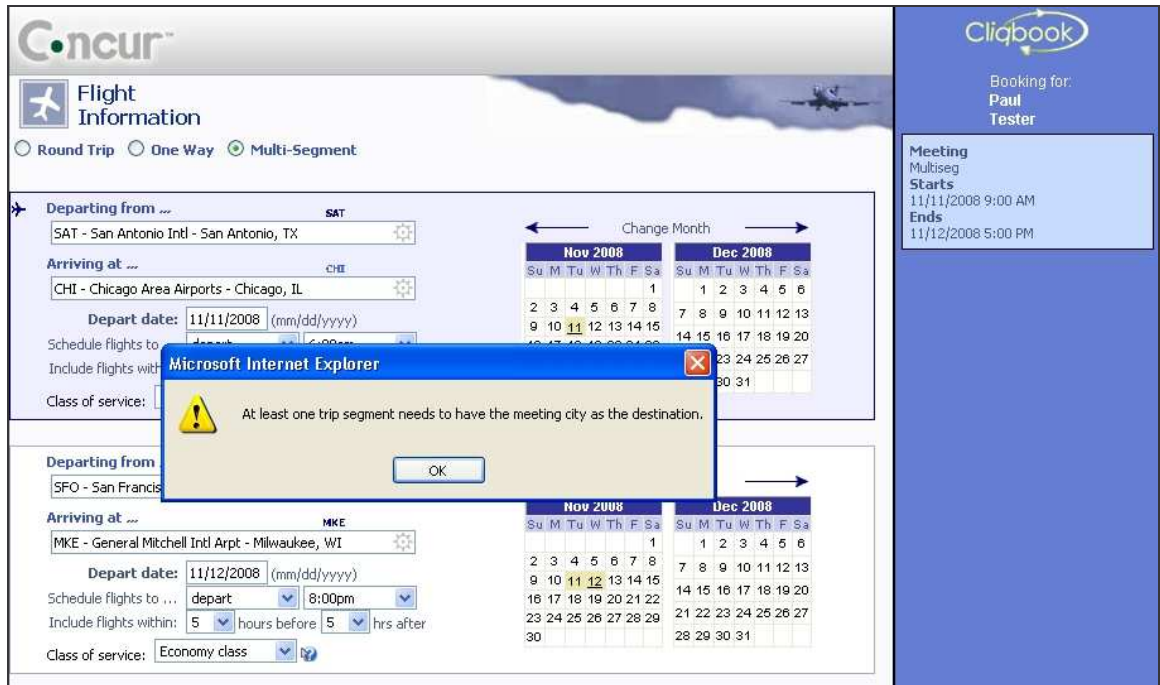
There is now proper validation to the **Flight Information** page for multi-segment meeting trips. This includes support for hubs.

If the Meeting administrator set up, for example, *SFO Area Airports* as the meeting city hub, Cliqbook now validates that:

- Neither *SFO Area Airports* nor one of the airports within the area is set as the departure city of the first segment.
- *SFO Area Airports* or one of the airports within the area are set up as the destination for at least one trip segment.

If the Meeting administrator set up a specific airport as the meeting airport, for example, *OAK – Oakland*, Cliqbook now validates that:

- OAK is not the departure city of the first trip segment.
- OAK is set up as the destination of at least one trip segment. (The validation would fail, if the attendee sets, for example, *SFO Area Airports* as destination.)



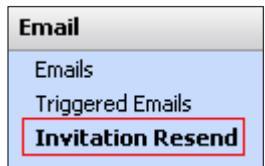
"Send an email to let me back into the meeting" functionality

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Prior to this release, when using the self registration step, no notification was sent back to the attendee, should they want to review or update the data.

As a solution, the **Invitation Resend** link was added to the Email section of the Meeting Center administration page.

When the administrator selects the link, a new screen allows the administrator to add or delete an invitation letter. The letter is sent to the attendee during the self registration step if the attendee is already registered for the meeting and if the attendee requests the letter.



The administrator can add only one invitation letter per meeting. The letter can be configured like other emails.

Here is an example of what an end-user will see when they first select to register for a meeting:

If you already have a Cliqbook account, please log into it here: [Login](#)

Email	Verify Email
<input type="text"/>	<input type="text"/>
First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone Number	Phone Type
<input type="text"/>	<input type="text" value="v"/>

Already registered for this meeting? [Click here](#)

Profile/PNR Administration

Rail preferences added to Profile template editor

GDS' Supported: ALL GDS'
Configuration Setting: Default On

All rail preferences from the Concur Cliqbook Travel profile are now available in the profile template editor.

Properties	
Value	
Value	RAIL_SMOKING <input type="button" value="Set Test Data..."/> <input type="button" value="Apply"/> <input type="button" value="Delete"/>
Test Data	Set Test Data... Sets the test data that is used when testing the profile template.
Index	<input type="text"/> For array values, specifies the index variable to use.
Required	Yes <input type="button" value="Set Test Data..."/> Whether the group or value is required. If a required value is missing, the nearest parent group is not written.
Filter	<input type="text"/> 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"/> <input type="button" value="Suggest..."/> The parser specifies a regular expression used for reading the field.
Submatch	<input type="text"/> Submatch is an advanced feature that allows you to read a specific submatch from the parser regular expression.
Length	<input type="text"/> Length can be used to limit how much data is written by this line or group.

RAIL_BERTH
RAIL_COACH
RAIL_CONTINGENCY
RAIL_DECK
RAIL_FARE_SPACE_COMFORT
RAIL_HANDICAP
RAIL_MEAL
RAIL_NOISE_COMFORT
RAIL_OFFERED
RAIL_SEATING
RAIL_SMOKING

Miscellaneous

When assisting, ability to add credit card at FOP page

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Travel arrangers that do not have a FOP specified in their profile, or who are booking travel for a profiled user that has no default air FOP in the their profile, now have the option to add a new credit card on the Trip Payment Information screen.



Outlook Calendar Attachments Modified to Show Correct Times Not All Day for Cliqbook Trips

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The Calendar attachment found on the Cliqbook emailed itinerary has now been modified to better service travelers with a smart phone.

- Appointments for trip reservations will now be only for the duration of the trip. Therefore, a one-way trip will have one appt; return trip two appointments; and so on.
- The appointment times are set by using the time zone of the airport so the appointment if viewed in a time zone other than the time zone of the airport

will show a time offset by the difference in the two time zones. For example, an appointment for a trip to start at 7AM in the SEA airport when opened by user in Seattle WA will say 7AM as start time but 10AM if opened by user in Alexandria, VA. The appointment adjusts accordingly to facilitate people to get the right time for the appointment on their smart phones.

- We added a 3-hour reminder on the appointment for the flight.
- We added a v-card contact for hotel. This includes the phone and address, which allows an easy one-click call and maps directions to the hotel from a smart phone.

Updated e-receipt display on Trip Library and Cliqbook Travel Reports

GDS' Supported: ALL GDS'
Configuration Setting: Default On

E-Receipts reports updated to be more clear and concise in the Trip Library and Travel Reports.

Hotel Receipts

JOHN LOVE HILTON HAWAII VILLAGE

Confirmation # 6351681635 Reservations www.hilton.com or
 Folio # 6351682 1-800-HILTONS

Arrival Date 09/02/2008
 Departure Date 09/04/2008
 Room Rate \$86.00

DATE	REFERENCE	DESCRIPTION	AMOUNT
09/02/2008	18064844	GUEST ROOM	\$86.00
09/02/2008	18064845	GST RM-CORP NEGOTIATED	
09/02/2008	18064846	ROOM TAX	\$6.45
09/02/2008	18064846	GENERAL EXCISE TAX	\$4.30
09/02/2008	18064847	MINIBAR	\$5.33
09/02/2008	18064848	MOVIE RENTAL	\$9.95
09/02/2008	18064849	VALET PARKING	\$10.00
09/02/2008	18064850	TIP	\$2.00
09/02/2008	18064851	RESTAURANT	\$36.79
09/02/2008	18064852	PHONE	\$3.27
09/03/2008	18064853	GUEST ROOM	\$86.00
09/03/2008	18064854	GST RM-CORP NEGOTIATED	
09/03/2008	18064854	ROOM TAX	\$6.45
09/03/2008	18064855	GENERAL EXCISE TAX	\$4.30
09/03/2008	18064856	TIP	\$2.00
09/03/2008	18064857	RESTAURANT	\$36.79
09/03/2008	18064858	PHONE	\$3.26
09/03/2008	18064859	GIFT	\$2.55
09/03/2008	18064860	LAUNDRY	\$5.48
09/03/2008	18064861	CREDIT CARD American Express	\$-310.92
		** BALANCE **	\$0.00

Car Receipts

Rental Receipt - Thank you for your business

Outtask, Inc. Contract Number: U32303836
 JOHN LOVE Receipt Date: 09/04/2008
 Confirmation Number: DemoCarDEMO37

Enterprise Location 123 Demo St Driver: JOHN LOVE
 Los Angeles, CA 12345 Additional driver: John Doe
 1-800-555-9999

Start Date	End Date	Make/Model	Start Miles	End Miles	Miles Driven
09/02/2008	09/04/2008	MULTIPLE CARS	10089	11004	85
Total Miles					85

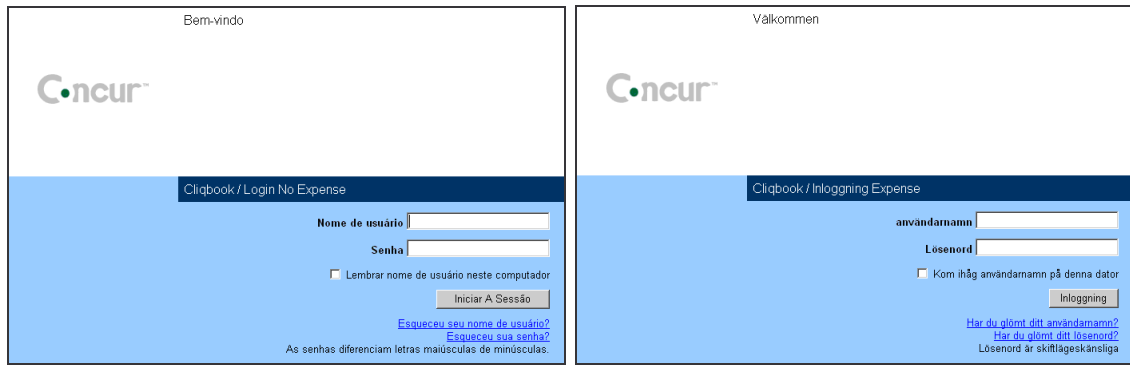
Charge Description	Quantity	Rate	Total
DAILY RATE 1	1	\$59.99	\$59.99
DAILY RATE 2	29562	\$59.99	\$1,773,424.38
TOTAL SLP	1	\$47.98	\$47.98
AIRPORT FEE	1	\$18.63	\$18.63
VEHICLE LICENSE FEE	1	\$0.88	\$0.88
CUSTOMER FACILITY	1	\$12.00	\$12.00
G.P.S RENTAL CHARGES	1	\$21.90	\$21.90
TOTAL FUEL CHARGE	1	\$31.19	\$31.19
TAX AMOUNT	1	\$31.32	\$31.32

Add new languages: Swedish and Brazilian Portuguese

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Support for Swedish and Brazilian Portuguese are now options on the Concur Cliqbook Travel login page and the profile for a user with the travel role only.





Resolved Cases

Enhancements

Key	Summary	Ticket ID
CEN-432	Waitlist for events	
CEN-478	Support two custom fields for flight pass purchase for Air Canada	
CEN-503	Meetings - search by attendee name to view meetings that an attendee is registered for	
CEN-906	Need off-line approvals for Amadeus	
CEN-1033	Need default Frequent Flier program on a per alliance basis	
CEN-1118	Need to support multi passenger seat maps for Concur Meeting and Third-Party Meeting setups	
CEN-1159	Integrate with BCD profile system "Travel Source Profile Manager" (TSPM)	
CEN-1173	Add time zones to CODE_AIRPORT_IATA from OAG	
CEN-1179	Hotels: Convert regional hotel rates automatically when applying to rules	
CEN-1188	Use Updated E-Receipt Display on Cliqbook Travel Reports, Trip Library, and Itinerary View	
CEN-1189	Need to monitor limo post back job	
CEN-1191	Display and export companion names from Attendees or Tracking Event screen or create Companion report	
CEN-1197	Add timing to Cliqservices requests / responses	
CEN-1207	Add airport code QQS - London St Pancras	
CEN-1211	Show New Estimated Total Car Cost on Cliqbook Reports	
CEN-1212	Remove setting of default airport for users created for 3rd party meetings	

Key	Summary	Ticket ID
CEN-1213	Add new languages Swedish and Brazilian Portuguese	
CEN-1216	Air Canada Direct Connect: Retail API Version Control	
CEN-1217	Air Canada Direct Connect: Support FP List w/ Contract Number parameter	
CEN-1224	Show more accurate estimated car total on travel reports	
CEN-1233	Meeting Event End Time should shift in parallel with Start Time changes	
CEN-1235	Flight Information screen does not allow to change Multi-Segments for Meetings	
CEN-1238	AAirpass: Include \$93.02 USD fuel charge for each O&D inside the United States	
CEN-1239	"send me an email to let me back into the meeting" functionality	
CEN-1240	Hide "If you already have a Cliqbook account, please log into it here" for concur user conference	
CEN-1246	Move module property "Allow Users to add New Credit Cards" from site level to property config level	
CEN-1249	CLONE -Travel Feature Dashboard Report - Update to Meeting Trips	
CEN-1250	CLONE -Travel Feature Dashboard Report - Air Canada Direct Connect Enabled	
CEN-1251	Always use profile language setting for SSO customers	
CEN-92	AMADEUS: Why no car info button for selecting cars	705-3768064
CEN-188	When Assisting, Unable to add Credit Card at FOP Page - Multiple customers	705-3521061
CEN-779	Outlook Calendar needs to show correct times not all day for Cliqbook trips	705-5585573, 705-5612262
CEN-989	Rail preferences need to be added to Profile template editor	705-6025506
CEN-1013	Reporting: Agency Report - Need Travel Invoice Detail for BCD as a whole	705-6121822
CEN-1155	Add car type to Car Travel Rule Builder	705-6497933
CEN-1156	Ability to run a report for users that have signed up for E-Receipt product	705-6504372
CEN-1169	AAirpass: Pop Up Window Should Include Correct Change Fee Information for AAirpass	705-3361503
CEN-1234	JetBlue nonrefundable fares appear when refundable only requested. Request to filter fares returned.	705-5911159

Support Cases

Key	Summary	Ticket ID
CLQ-652	Guest Traveler - If site users Corp Ghost card for air, we default to Air Corp Card for hotel booking	705-3623088, 705-4404539, 705-6031035, 705-6467535, 705-5671013
CLQ-1382	Worldspan Car Rates - Daily rates showing \$8-10/day but correct Weekly Rate returned	705-4432708, 705-5396691, 705-6085064
CLQ-2511	Meeting Text Changes	705-5915541
CLQ-2540	DBahn: Ability to book a ticket without a seat reservation	N/A
CLQ-2806	Restrict Air FOP module: this needs to be moved down to a rule-class level module property from a company-level property	705-6393474
CLQ-2820	Seats: AirTran (FL) native Sabre bookings, CB's seat map does not match Sabre	705-6407700, 080821-000299
CLQ-2852	Pre-Ticket Change: Notify passenger if PNR is aged 24hrs and stale that they must create new booking	705-6372455
CLQ-2854	Preticket Change: Remove X from unchanged flight when doing pre-ticket change	705-6403021, 705-6387452
CLQ-2903	Add airport city code Normanton NTN to Cliqbook.	705-6489943
CLQ-2905	Error Message: Finger Fare does not display message to User when flights do not follow through	705-6244159, 705-6481066, 080806-000098, 080819-000253
CLQ-3036	CLONE -SWABIZ: Adding SWABIZ number instead of loyalty number for rental cars.	080812-000252
CLQ-3039	CLONE -Instructions for a Request to Add Hotel to Database need modification to remove outtask.com email	080730-000312
CLQ-3058	CO R class issue related to business class fare problem	080812-000244
CLQ-3080	Deutsche Bahn booking error in Galileo	N/A
CLQ-3101	Rail Mapping: add data points for profile sync for Coach/seat/smoking	080808-000095
CLQ-3105	Add MPH Caticlan, Philippines airport code	080814-000221
CLQ-3147	Add Airport Code: add Grissom Joint Air Reserve Base (Grissom Air Force Base) IATA GUS to the Indianapolis hub for Chrysler's corporate jet	080916-000072
CLQ-3170	Visa CC Logo is outdated	080902-000177
CLQ-3171	CO and UA Baggage Fee update	080910-000319

Key	Summary	Ticket ID
CLQ-3179	Meetings: error received on meeting admin attendee View/Edit trip link	080904-000340
CLQ-3184	Rename airport code: SAINT DENIS DE LA REUNION (RUN)	080915-000000
CLQ-3191	"Allow Empty Travel Approval" module management set to true not working on my concur page	080827-000282
CLQ-3225	Rapid Reprice PNR remarks formatting problem	080925-000222
CLQ-3235	HOTEL VISUAL TOURS: Links for Hotel Visual Tours working in Firefox but not working in IE.	080923-000244
CLQ-3288	XA: When pushing save in a profile there is an error.	081003-000158
CLQ-3290	NW Airlink spelled incorrectly in profile drop down menu.	080910-000307
CLQ-3292	AirTran not pulling refundable fares when requested, M/B are nonrefundable and Y can be refundable or nonrefundable. F refundable, A nonrefundable	081002-000201
CLQ-3294	SWABIZ TAU: writing TAW to SWABIZ bookings and not treating the same as off GDS need to be TAU	080925-000217
CLQ-3296	AC flight pass : Unable to complete booking in French language	080926-000129
CLQ-3300	Outlook: Open In Outlook option failing from view itin.	081007-000051
CLQ-3301	Air Canada added a new city (MCI) to USEAST Flight Pass	081003-000177

Concur Cliqbook Travel

Release Notes

November 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
Clone functionality added to Profile Templates and PNR Finishing Templates	2
Show Agency pricing document to Travel Managers for customers who bought Concur Reservations Service	4
Add custom text to manager copies of trip emails, tied to traveler's travel configuration	4
Air	6
Change all Sabre customers to use new flex faring algorithm.....	6
OAG intelligent vendor shop ("OAG Knockout").....	6
TRAVELfusion: Add Thomsonfly and Lufthansab2b to provider list	7
Seat maps for Delta Airlines and various other carrier's planes not mapping correctly to terminal results in Sabre GDS or the delta.com Web site	8
Rail	9
Re-announcement of SNCF (certification completed in June 2008).....	9
Hotel	22
Marriott: Update to hotel content	22
Limo/Taxi	23
Add the actual amount to RideCharge entries on taxi/limo report	23
Meeting	24
Rail support for Meetings.....	24
Add a Delete link for Meeting attendee payments.....	27
Certain steps (companions, self edit) should be added to the front of the list	28
Meeting administrators can obtain the login URL for attendees - the same URL in emails	29
Meeting administrator can match a trip to an attendee	30
Header titles in "Meeting Registrations Per Time Period" report updated.....	31
Additional Alternate Travel Plans	31
Profile/PNR	32
Evolvi: Add remark for R¥OUTBOUND and R¥RETURN	32

Jira List	39
Enhancements.....	39
Support Cases	40

Summary

Major Features

- Rail support for Meetings
- Enable new Sabre flex-faring for all customers
- Enable OAG intelligent vendor shop ("OAG Knockout") for all customers
- Re-announcement of SNCF (certification was complete in June 2008)

Minor Features

- Custom text in "Cliqbook Notification for Traveler" manager emails
- Clone lines for Profile & PNR Finishing Templates

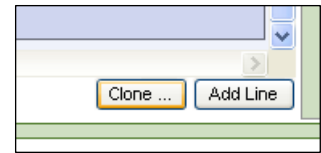
Release Notes

Administration

Clone functionality added to Profile Templates and PNR Finishing Templates

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Clone functionality has been added to Profile Templates and PNR Finishing Templates. It allows the administrator to copy template lines/remarks between templates within their agency and GDS.



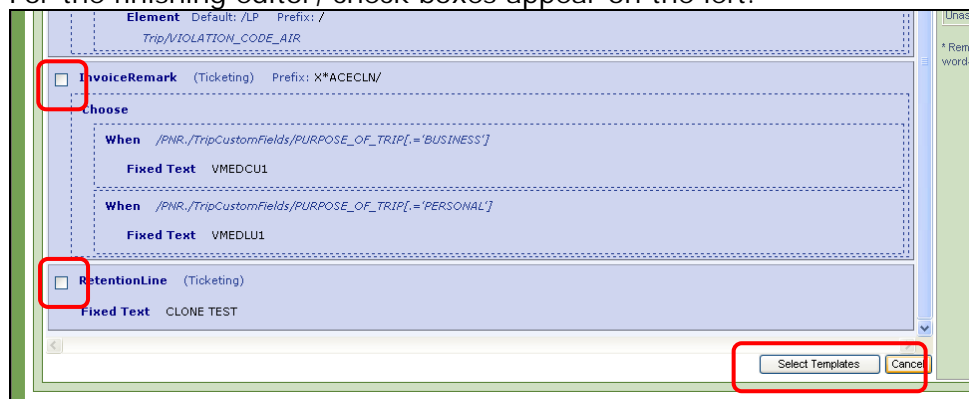
The new **Clone** button appears in both Profile Template and PNR Finishing Template editors.

To use this feature

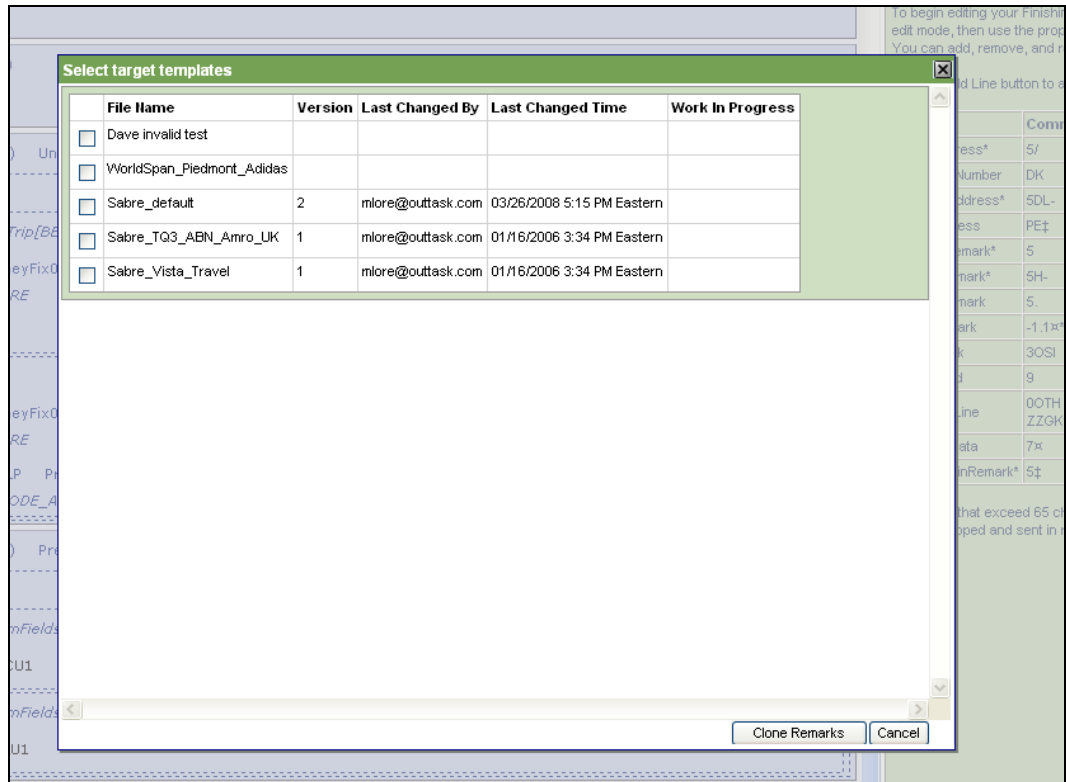
1. Click **Clone**.
 - ◆ For the profile editor, check boxes appear on the right.



- ◆ For the finishing editor, check boxes appear on the left.



2. Select the desired lines/remarks and click **Select Templates**. The **Select target templates** dialog appears.



3. Select the target templates and click **Clone Remarks** to finish the process.

Notes about Cloning

General information:

- If the selected templates are not already in edit mode, they will be converted to edit mode.
- If another administrator is already editing one or more of the target templates, no warning message is displayed as such.
- After the cloning process is complete, the resulting cloned template(s) results must be manually inspected and the templates may be manually published or discarded.

Profile templates:

- The selected lines are copied into the target template(s).
- If the line numbers of selected lines match line numbers in the target template, the lines in the target template are replaced.

Finishing templates:

- If the XPath definition (Test, Element, When or ForEach) of a selected remark does not already exist in the target template, then the remark will be copied to the target template.

! **WARNING:** If the XPath name already exists in the target template, it will not be updated; the cloned remark will use XPath definition from the target template.

- If adding a remark will result in exceeding the maximum allowed number of that remark type in the target template, the last remark of that type/finishing mode will be replaced.

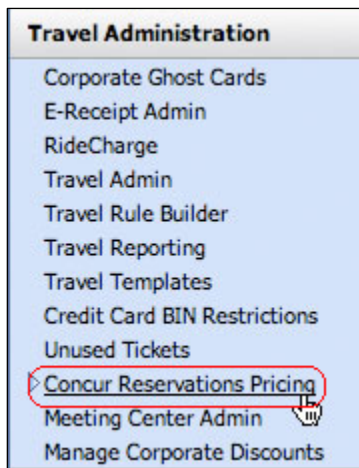
Show Agency pricing document to Travel Managers for customers who bought Concur Reservations Service

GDS' Supported: ALL GDS'
Configuration Setting: Default on

Travel administrators at companies using the Concur Reservations Service will now have access to a Concur Reservations Pricing document.

To access the document:

1. Select **Administration > Company Admin** to access the Company Admin page.
2. Click the **Billing Administration** link.



Users who have the Travel Administrator role at companies who have purchased Concur Reservations Service will see a link to the document at the bottom of the left-side menu under the **Other** heading.

3. Click **Concur Reservations Pricing** to open/download the document.

Add custom text to manager copies of trip emails, tied to traveler's travel configuration

GDS' Supported: ALL GDS'
Configuration Setting: Default off

It is now possible to add customizable text to the Cliqbook email notifications that are sent to managers. The two new options are:

- Approver Email *Notification* Message
- Approver Email *Approval* Message

To customize these items within a client site, select **Administration > Company Admin > Travel Policy Administrator** and then access the custom text options:

- Approver Email Notification Message
- Approver Email Approval Message

Approver Email Notification Message	
<input type="checkbox"/> Use Default	This should appear in the managers email notification
English (US) ▼	
<hr/>	
Approver Email Approval Message	
<input type="checkbox"/> Use Default	This should appear in the managers email approval
English (US) ▼	

Example of the *notification* email custom text:

From: Cliqbook [TravelWizard@outtask.com]
To: Cliqbook QA
Cc:
Subject: Cliqbook Notification for Traveler : William Never
This is a copy of the traveler's itinerary. It requires no action on your part.
This should appear in the managers email notification
CAR/HOTEL RESERVATION
Comments To Agent:
DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AFTER NOV 11 6PM

Example of the *approval* email custom text:

From: Cliqbook [TravelWizard@outtask.com]
To: Cliqbook QA
Cc:
Subject: Travel approval required for traveler : William Never

This should appear in the managers email approval

Traveler: William Never
Description:TRIP FROM DENVER TO SEATTLE

Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.

This trip must be approved by: Wednesday, November 12, 2008 10:00 PM Eastern time.
Please login to Concur Travel and Expense to approve or reject this trip.

Air

Change all Sabre customers to use new flex faring algorithm

GDS' Supported: Sabre
Configuration Setting: Default on

In the July 2008 Cliqbook release, an enhancement was made to Sabre flex-faring to address the following issues:

- **Increase fare content that is displayed:** Certain fare classes (specifically some Air Canada Tango Plus and Qantas private fares) were not being presented on the flex-faring screen.
- **Display of all taxes on the flex-faring screen:** Fares quoted in the Cliqbook flex-faring display did not include all taxes.

After a several months in beta mode and after positive feedback from customers, we are enabling this configuration setting for all customers in Australia and Canada who already have flex-faring enabled.

The **SABRE ONLY: Using new flex-faring method** option has been removed from the **System Options** section of the company travel configuration.

NOTE: Also, a recent issue has also been resolved where a Qantas private fare (fare basis code Y) that has availability was not appearing in Cliqbook in the Fully Flexible bucket. Instead, Cliqbook was displaying a more expensive fare (HOX) in the Fully Flexible bucket.

OAG intelligent vendor shop ("OAG Knockout")

GDS' Supported: ALL GDS'
Configuration Setting: Default on

In the February 2008 Cliqbook release, an enhancement was added to exclude dedicated/preferred carrier GDS shops and availability searches when the carrier

does not serve the route selected - made possible by the use of OAG schedule data in Concur Cliqbook Travel. This feature not only reduces GDS scans, it also improves performance of air searches.

So that all customers can benefit from reduced GDS scans and performance improvements, the feature has been enabled automatically for all domestic US searches in Cliqbook. The **OAG: Exclude pref'd GDS shops/avail if carrier doesn't serve route** travel configuration setting has been removed.

NOTE: OAG Schedule data continues to be a configurable setting by travel configuration. OAG Schedule data *has not* been enabled site-wide for all customers. If you would like to enable OAG Search by Schedule, please select the OAG option in the travel configuration.

NOTE: In addition, when SWABIZ is enabled today and data is not coming from the GDS, traveler's will see the following:

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)

All 22 results				
Nonstop 11 results	3 results	3 results	5 results	--
1 stop 11 results	7 results	--	3 results	1 results
	--	--		--

Displaying: 5 out of 22 results.

Sort: Depart Carrier Duration Stops

Outbound Tue, Dec 16 9:00 AM ± 3 hours 3 results						Return Wed, Dec 17 5:00 PM ± 3 hours 2 results							
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
	644	SEA	OAK	6:00am	8:05am			2971	OAK	SEA	4:05pm	6:10pm	
2 hours 5 minutes; Equipment: Boeing 737-700; (OAG) Availability determined by "SWABIZ by Booking Builder"						2 hours 5 minutes; Equipment: Boeing 737-700; (OAG) Availability determined by "SWABIZ by Booking Builder"							
	3116	SEA	OAK	8:35am	10:40am			2451	OAK	SEA	6:30pm	8:35pm	
2 hours 5 minutes; Equipment: Boeing 737-300; (OAG) Availability determined by "SWABIZ by Booking Builder"						2 hours 5 minutes; Equipment: Boeing 737-300; (OAG) Availability determined by "SWABIZ by Booking Builder"							

The traveler is not able to select the radio option for the segment. The traveler will need to select the Southwest SWABIZ icon from the grid at the top, to review and select flights via the direct connect with Booking Builder.

TRAVELfusion: Add Thomsonfly and Lufthansab2b to provider list

GDS' Supported: TRAVELfusion
Configuration Setting: Default off

Thomsonfly and Lufthansab2b have been added to Concur's list of Web providers.

You may enable them within a Cliqbook customer site by selecting **Administration > Company Admin > Travel Policy Administrator > WebDirect Providers**.

If enabling Lufthansab2b, there is a second step from within Travel System Admin. Select **Administration > Travel System Administration > Manage Corporate**

Discounts > Edit WebFare Login Credentials. Select the **Lufthansab2b** check box and then enter the Lufthansab2b's login ID and password.

NOTE: The login ID and password must be created at <http://www.lufthansaexperts.com/> or <http://www.lufthansaexperts.com/?US>.

Seat maps for Delta Airlines and various other carrier's planes not mapping correctly to terminal results in Sabre GDS or the delta.com Web site

GDS' Supported: Sabre
Configuration Setting: Default on

Cliqbook will manage the issue of raw-text seat map data for Delta Airlines and other carriers in Sabre by extracting seat-availability data only and using saved aircraft configuration data for the cabin layouts. When the seat map is selected within the Cliqbook booking wizard, the two sets of data will be merged to show an accurate view of the flight, with live seat availability data. **Concur is planning to have coverage for other airlines in the future, that Sabre returns text-only seat maps for (CO, HP, etc.) which are also problematic.**

DL Seat map Support Table

Aircraft	Support	Aircraft Code Seen in CB	Notes
737-700 (737)	No	737	Flight searches found no instances of this aircraft
737-800 (738)	Partial	738	Economy class cabin only
757-200 (757)	Partial	757	Economy class cabin only
757-200 (with live TV) (757)	Yes	757, 75W	
757-200ER Transatlantic (757)	Partial	757	Economy class cabin only
767-300 (763)	Partial	763	Economy class cabin only
767-300ER (763)	No	763	
767-400ER (764)	Yes	764	
767-400ER Transatlantic (764)	No		
777-200 (777)	No		
777-200LR (777)	No		
MD-90 (M90)	No		Targeted for December 2008
MD-88 (M80)	No		Targeted for December 2008
MD-88 Shuttle (M80)	No		Targeted for December 2008

Additional Airlines Seat map Support Table

Carrier	Aircraft	Support	Notes
Atlantic Southeast Airlines (ASA®)	Aerospatiale 72-210 (AT7)	No	
	Canadair Regional Jet 200 (CRJ)	No	Targeted for December 2008
	Canadair Regional Jet 700 (CR7)	No	
Chautauqua	Embraer ERJ-145 (ERJ)	No	
Comair®	Canadair Regional Jet 200 (CRJ)	Yes	Single cabin
	Canadair Regional Jet 700 (CR7)	No	
	Canadair Regional Jet 900 (CR9)	Partial	Economy class cabin only
Freedom Airlines	Canadair Regional Jet 900 (CR9)	No	
	Embraer ERJ-145 (ERJ)	Yes	Single cabin; Shows as ER4
Pinnacle	Canadair Regional Jet 900 (CR9)	No	
Shuttle America	Embraer 170 (E70)	No	
	Embraer 175 (E75)	No	
SkyWest	Canadair Regional Jet 200 (CRJ)	No	
	Canadair Regional Jet 700 (CR7)	Yes	Single cabin
	Canadair Regional Jet 900 (CR9)	No	
	Embraer Brasilia 120ER (EM2)	No	

NOTES:

- Aircraft not specifically supported here are still rendered in Cliqbook; there may be no discrepancies between Cliqbook and Sabre.
- Additional seat maps will be added in subsequent releases; some are noted above as targeted for the December 2008 release.
- Delta Code shares with Alaska and Air France are targeted for December 2008.

Rail

Re-announcement of SNCF (certification completed in June 2008)

*GDS' Supported: Amadeus, Apollo, Galileo, and Sabre
Configuration Setting: Default on*

With more than 14,000 trains operated daily across France, SNCF rail will be an asset to Concur Travel & Expense users across Europe. Now that SNCF has been integrated into the rail section of Concur Cliqbook Travel, it is easier than ever to book rail travel in France. This rail offering provides travelers a unique combined flight/rail travel search, advantage cards, and the opportunity to take advantage of multiple corporate discount codes.

NOTE: SNCF will solve the rail needs for all travelers in France. Outside of France, the agency associated with the company must be based in France (or unless the agency has a GDS PCC based in France or a Rail Europe agreement), otherwise the SNCF feature in Cliqbook should never be turned on for that company since that agency will never be able to ticket the booking.

Benefits and Features

The benefits and features include:

- **Combined Air-Rail Display:** With Concur's unique, integrated Air-Rail Display, you can compare air and SNCF rail services on the routes that are most frequently used by your travelers, while at the same time comparing travel times and costs.

High-speed rail services are often cheaper than air. Advise your corporate clients on how to lower their travel costs by comparing different modes of travel with the help of the mixed air-rail display, and explain how and why they should include a certain amount of rail travel in their corporate travel policies.

- **Advantage Cards:** Advantage cards offer discounted rail fares and benefits. Unlike Frequent Traveler Programs, you are allowed to specify more than one advantage program per operator. For example, you may specify a **Pass Enterprise** card, a **Forfait 1st Class** card, a **Family Card 40%** card, and a **Lys** card if those are cards you actually own. A traveler may be able to receive a discount with a Family card even when traveling alone on business.

How it works

Once SNCF has been turned on, it will appear in the **Rail** tab of the **Travel Center** page:

To use:

1. Select **Round Trip** or **One Way**.
2. Select the stations, dates, and times by typing in the

The screenshot shows the 'Rail' tab in the Concur Travel Center. At the top, there are tabs for 'Flight', 'Car', 'Hotel', 'Limo', 'Rail', and 'Flight Status'. The 'Rail' tab is active. Below the tabs, there is a 'Rail Vendor' section with radio buttons for 'Amtrak', 'Deutsche Bahn', 'SNCF' (selected), 'VIA Rail', and 'UK Rail'. Below this, there are radio buttons for 'Round Trip' (selected), 'One Way', and 'Multi-Segment'. The 'Departure Station' is 'PARIS, France' and the 'Arrival Station' is 'FLORENCE, Italy'. The 'Departure' date is '11/12/2008' with a 'Morning' time slot, and the 'Return' date is '11/14/2008' with an 'Afternoon' time slot. A 'Refundable only' checkbox is checked. The 'Class of service' dropdown is open, showing options for 'Second', 'First', and 'Any', with 'Second' selected. A 'Search' button is visible at the bottom right of the form.

auto-complete text boxes. (You can only search for trains 90 days out.)

3. If first class is enabled, the **Class of service** dropdown appears. Options include, *Any*, *First* and *Second*.
 - ◆ Choose *First* to see first class fares.
 - ◆ Choose *Second* to see second class fares.
 - ◆ Choose *Any* to see both second and first class fares. (Sometimes, first class are cheaper than second class because of applied discounts).
4. Click **Search** to activate a search-by-price for SNCF availability and fares:

The screenshot shows the 'Viarail Test Air Fares' search results. The main content area displays a table with one result for SNCF #226, a round trip from Paris to Florence and back. The price is \$332.66 / €230.00. The page includes navigation tabs, a search sidebar, and a footer with 'Start Over' and '<< Previous' buttons.

Carrier	Depart	Arrive	Duration	Class
SNCF #227	Nov 12 6:59pm PARIS BERCEY, France	Nov 13 7:16am FIRENZE CAMPO DI MARTE, Italy	12h 17m	Night Artesia Second
SNCF #226	Nov 14 8:53pm FIRENZE CAMPO DI MARTE, Italy	Nov 15 9:10am PARIS BERCEY, France	12h 17m	Night Artesia Second

5. Reserve the desired trip.

Now, in this example, assume that you were, in fact, searching for Air instead:

The screenshot shows the 'Viarail Test Air Search' form. The form is set to 'Flight' mode and shows search criteria for a round trip from Paris to Bordeaux. The departure is on 11/11/2008 and the return is on 11/14/2008. The 'Class of service' is set to 'Highest allowed' and 'Search flights by' is set to 'Schedule only'.

We would then see the schedule for a mixture of applicable airlines and SNCF trains, if any:

Displaying: 31 out of 31 results.

Sort: Depart Carrier Duration Stops

Outbound Tue, Apr 22 09:00 ± 3 hours 28 results						Return Wed, Apr 30 16:00 ± 3 hours 23 results							
Carrier	Flt#	From	To	Depart	Arrive	Class	Carrier	Flt#	From	To	Depart	Arrive	Class
SNCF	8511	PARIS MONTPARNASSE 1 ET 2, France	BORDEAUX ST JEAN, France	08:10	11:20	Second	SNCF	8444	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	14:58	18:00	Second
Equipment: TGV Atlantique; (SNCF)													
SNCF	8415	PARIS MONTPARNASSE 1 ET 2, France	BORDEAUX ST JEAN, France	09:15	12:24	Second	SNCF	8548	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	15:25	18:50	Second
Equipment: TGV Atlantique; (SNCF)													
SNCF	8516	PARIS MONTPARNASSE 1 ET 2, France	BORDEAUX ST JEAN, France	10:10	13:10	Business	SNCF	8558	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	16:32	19:45	Business
Equipment: TGV Atlantique; (SNCF)													
SNCF	8515	PARIS MONTPARNASSE 1 ET 2, France	BORDEAUX ST JEAN, France	10:10	13:17	Second	SNCF	8456	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	16:47	20:15	Second
Equipment: TGV Atlantique; (SNCF)													
SNCF	8412	PARIS MONTPARNASSE 1 ET 2, France	BORDEAUX ST JEAN, France	10:50	14:26	Second	6263	BOD	ORY		13:00	14:10	Economy
Equipment: TGV Atlantique; (SNCF)													
6250		ORY	BOD	06:50	07:55	Economy	6267	BOD	ORY		16:00	17:10	Economy
Equipment: TGV Atlantique; (SNCF)													
1 hour 5 minutes; Equipment: A320; (Amadeus)													
1 hour 10 minutes; Equipment: A319; (Amadeus)													

Since SNCF station codes are not commonly known (example FRBOJ for Bordeaux), we are displaying the full name of the stations, resulting in a horizontally stretched page. Scroll horizontally if necessary to access the search area on the right:

Return Fri, Nov 14 3:00 PM ± 3 hours 11 results

Carrier	Flt#	From	To	Depart	Arrive	Class
6263		BOD	ORY	1:00pm	2:10pm	Economy
1 hour 10 minutes; Equipment: Airbus A320; (Sabre)						
7627		BOD	CDG	1:30pm	2:50pm	Economy
1 hour 20 minutes; Equipment: Airbus A321; (Sabre)						
SNCF	8444	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	2:58pm	6:05pm	First
Equipment: TGV Atlantique; (SNCF)						
6265		BOD	ORY	3:00pm	4:10pm	Economy
1 hour 10 minutes; Equipment: Airbus A320; (Sabre)						
SNCF	8448	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	3:25pm	6:55pm	First
Equipment: TGV Atlantique; (SNCF)						
SNCF	8548	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	3:25pm	6:55pm	First
Equipment: TGV Atlantique; (SNCF)						
6267		BOD	ORY	4:00pm	5:10pm	Economy
1 hour 10 minutes; Equipment: Airbus A320; (Sabre)						
7629		BOD	CDG	4:10pm	5:30pm	Economy
1 hour 20 minutes; Equipment: Airbus A319; (Sabre)						
SNCF	8558	BORDEAUX ST JEAN, France	PARIS MONTPARNASSE 1 ET 2, France	4:32pm	7:50pm	First
Equipment: TGV Atlantique; (SNCF)						
6269		BOD	ORY	5:00pm	6:10pm	Economy
1 hour 10 minutes; Equipment: Airbus A321; (Sabre)						
6271		BOD	ORY	6:00pm	7:10pm	Economy
1 hour 10 minutes; Equipment: Airbus A320; (Sabre)						

11/11/2008 | dep: 9:00am | ± 3

Return 11/14/2008 | dep: 3:00pm | ± 3

Refundable only air fares

Class of service: Highest allowed

Search flights by: Schedule only

Change Rail Search

SNCF

From: PARIS, France

To: BORDEAUX, France

Refundable only rail fares

Display Settings

Compress Display

Filters

CDG - Paris, France

ORY - Paris, France

PARIS MONTPARNASSE 1 ET 2, France

BOD - Bordeaux, France

BORDEAUX ST JEAN, France

If the SNCF stations presented on the schedule are not what you want, you may search for other train stations in the same cities (Paris and Bordeaux in this example) by selecting from the dropdowns in the **Change Rail Search** section on the right. The same dates will be used. The results for the flight portion of your search will remain the same, mixed with the results from your modified SNCF search, if any.

The SNCF availability segments you pick are reflected as a *finger fare* in the search-by-price page that follows:

All 96 results					
Nonstop 75 results	44.00 60 results	144.13 15 results
1 stop 15 results	535.14 8 results	685.80 2 results	1497.80 5 results
2 stops 6 results	1768.16 2 results	..	1775.29 4 results

Compare List					
Carrier	Depart	Arrive	Duration	Class	
SNCF #8415	Apr 22 09:15 PARIS MONTPARNASSE 1 ET 2, France	Apr 22 12:24 BORDEAUX ST JEAN, France	3h 9m	TGV Atlantique Second	
SNCF #8558	Apr 30 16:32 BORDEAUX ST JEAN, France	Apr 30 19:45 PARIS MONTPARNASSE 1 ET 2, France	3h 13m	TGV Atlantique Second	
✨€47.00 <input type="button" value="Reserve"/> <input type="button" value="Remove"/> Prem's (Not flexible); E-Ticketing Available; (SNCF) Fare Rules					
SNCF #8415	Apr 22 09:15 PARIS MONTPARNASSE 1 ET 2, France	Apr 22 12:24 BORDEAUX ST JEAN, France	3h 9m	TGV Atlantique Second	
SNCF #8558	Apr 30 16:32 BORDEAUX ST JEAN, France	Apr 30 19:45 PARIS MONTPARNASSE 1 ET 2, France	3h 13m	TGV Atlantique Second	
✨€91.00 <input type="button" value="Reserve"/> <input type="button" value="Remove"/> Loisir (Semi Flexible); E-Ticketing Available; (SNCF) Fare Rules					
SNCF #8415	Apr 22 09:15 PARIS MONTPARNASSE 1 ET 2, France	Apr 22 12:24 BORDEAUX ST JEAN, France	3h 9m	TGV Atlantique Second	
SNCF #8558	Apr 30 16:32 BORDEAUX ST JEAN, France	Apr 30 19:45 PARIS MONTPARNASSE 1 ET 2, France	3h 13m	TGV Atlantique Second	
✨€145.80 <input type="button" value="Reserve"/> <input type="button" value="Remove"/> PRO 2nde (Flexible); E-Ticketing Available; (SNCF) Fare Rules					

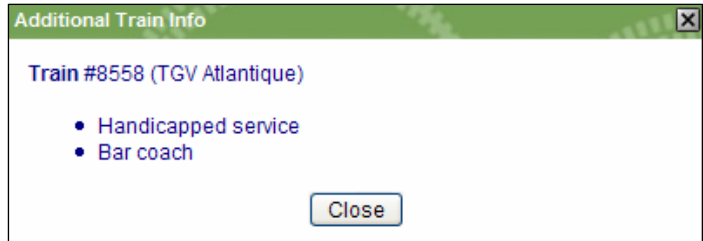
If there are different fares for the same route, there will be multiple finger fares displayed. Clicking **Fare Rules** will display a description of the fare:

Fare Rules ✕

Loisir (Semi Flexible)

- Refundable
- Exchangeable
- Ticket can be exchanged and refunded (administrative charge applies) before departure and cannot be exchanged or refunded after departure
- Delivery Mode:
 - Ticketing by Agency
 - Electronic Ticketing

Clicking a train number will display a description of the train and its amenities:



NOTE: Whether you perform a rail-only or combined air/rail search, you will always see the search-by-price page above.

After clicking **Reserve** for the desired SNCF fare, the **Summary** page appears, showing your selected SNCF trip and the fare. This is also where you select the travel preferences for each segment. The dropdowns are pre-selected with the choices you made in the Rail Travel Preferences of your profile. This is also where the passenger's contact information is displayed for your verification. This is necessary as some Cliqbook users' profiles do not have a title, so Cliqbook cannot determine if the passenger should be a Mr. or a Miss.

Concur™

Travel Reports Administration Profile Help Log Out

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Rail Fare Summary

Please review your selected itinerary and enter your travel preferences and passenger information below.

PARIS MONTPARNASSE 1 ET 2, France to BORDEAUX ST JEAN, France

Train: # 8415 TGV Atlantique Second Class

Departs: PARIS MONTPARNASSE 1 ET 2, France 04/22/2008 at 9:15

Arrives: BORDEAUX ST JEAN, France 04/22/2008 at 12:24

Seat Position: Window

Space Type: Don't care

Special Meals: Vegetarian

Duration: 3 hours 9 minutes

 **BORDEAUX ST JEAN, France to PARIS MONTPARNASSE 1 ET 2, France**

Train:  # 8558 TGV Atlantique Second Class

Departs: BORDEAUX ST JEAN, France 04/30/2008 at 16:32

Arrives: PARIS MONTPARNASSE 1 ET 2, France 04/30/2008 at 19:45

Seat Position

Space Type

Special Meals

Duration: 3 hours 13 minutes

Total Price **EUR 91.00**

Passenger Information

Contact Information

Title First Name Last Name

Street

City State, Province, Region Zip/Postal Code

Country

Work Phone Home Phone Cell Phone

E-mail


! WARNING: Note that even though you indicated a choice of *Duo Face-to-Face* in your Rail Travel Preferences of your profile, it is showing *Don't care* on the **Summary** page because, in this example, there is no such offering available for the selected segments.

Seat Position


Space Type


Special Meals

Your SNCF booking is complete once you arrive at the Cliqbook itinerary page:


Travel Details

Itinerary for: NEVER, WILLIAM
 Created on: 03/28/2008 at 13:46
 Trip Record Locator: 3ATYS8

 **PARIS MONTPARNASSE 1 ET 2 to BORDEAUX ST JEAN**

Train:  TGV ATLANTIQUE Train # 08415 (Second Class)


Departs: PARIS MONTPARNASSE 1 ET 2 Tue 04/22/2008 at 9:15


Arrives: BORDEAUX ST JEAN Tue 04/22/2008 at 12:24

Status: **Booked in SNCF direct/RVYWBW** Ticketing: E-Ticket

Duration: 3 hours, 9 minutes

[Add Car Rental](#) [Add Hotel](#)

 **BORDEAUX ST JEAN to PARIS MONTPARNASSE 1 ET 2**

Train:  TGV ATLANTIQUE Train # 08558 (Second Class)

Departs: BORDEAUX ST JEAN Wed 04/30/2008 at 16:32

Arrives: PARIS MONTPARNASSE 1 ET 2 Wed 04/30/2008 at 19:45

Status: **Booked in SNCF direct/RVYWBW** Ticketing: E-Ticket

Duration: 3 hours, 13 minutes

[Add Car Rental](#) [Add Hotel](#)

Total

Total Price: EUR 91.00

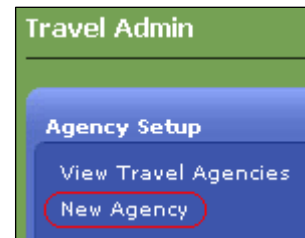
Itinerary generated on Fri 03/28/2008 9:46

Setup Guide

Turning On SNCF

Follow these steps to set up a virtual agency for your company. Skip to the next section if an SNCF Virtual Agency has already been created for your company.

Select **Administration > Travel System Admin > New Agency**.



Set up a virtual agency to be associated with the SNCF connector like in the example below:

Agency Name SNCF Virtual Agency	GDS Type SNCF	<input checked="" type="checkbox"/> Agency is Active <input checked="" type="checkbox"/> Agency is open weekends
Company (vendor) associated with this agency Outtask, Inc.		
Urgent Contact Email Address jimk@concur.com		
This is the email address to which urgent messages or updates regarding trips and/or problems should be sent.		
Booking PCC/SID/OfficeID SNCF	Profile PCC/SID/OfficeID SNCF	ARC/IATA Agency Number (booking source)
PCC Time Zone (GMT-05:00) Eastern Time (US & Canada)		Ticketing Time Deadline 11:55 PM
Ticketing PCC (Sabre and Apollo only; leave blank if same as booking PCC above)		
Enter the ticketing PCC only if:		
<ul style="list-style-type: none"> ◆ Apollo: You want Cliqbook to use a different PCC than the booking PCC as the agency-level discount to simulate the PPAR AAT ◆ Sabre: you are using QREX-based exchanges, you want Cliqbook to issue the ticket, and you want the exchange processed on a different PCC 		

Cliqbook Agent Sign-On (for Sabre & Amadeus)
 This section controls the travel agent that Cliqbook uses to sign into Sabre and Amadeus. Scan charges are assigned to the agent specified here.
 The Agent PCC must be set to the agent's home PCC. This is usually the same as the agency's Booking PCC, but can be different (for instance, if there are several related agencies that use the same agent sign-on). If the Agent's PCC is different, it must have branch access to the Booking PCC and Profile PCC.
For Sabre: To use Outtask's Agent (1688), leave blank. (Outtask would incur the scan charges, which is *highly undesirable*. Please use the agency's sign-on instead.)
For Amadeus: Provide all three values below. The Agent ID is almost always the same as the Office ID. Outtask is unable to bridge to any agencies without it.

Agent PCC / Corporate ID Agent ID / Office ID Agent Password

Then further down on the page:

Queue Sets

Queue Set Name Reporting Enabled Retrieve extra itins per queue reader run

Defined Queues (queue types in red required)

Queue Type	Queue To:	Pseudo City	Queue	Category/Prefatory
Ticketing		SNCF	<input type="text" value="23"/>	<input type="text" value="3"/>
Approval hold		SNCF	<input type="text" value="23"/>	<input type="text" value="3"/>
Cancel		SNCF	<input type="text" value="23"/>	<input type="text" value="3"/>
In Process		SNCF	<input type="text" value="23"/>	<input type="text" value="3"/>

Note that the above queue values are unimportant but these fields cannot stay blank. Ignore all other fields. Click **Submit**.

Associating Travel Configuration with the SNCF Virtual Agency

On the company travel configuration page, create the SNCF connector by clicking **Add a new connector** in the air connector section:

Air Connectors
 Alternate Source Connectors

Connector Name	Agency	Agency PCC	GDS	Bar Spec	+ Add a new connector
Jetblue Connector	Balboa Travel - JetBlue	JETBLUE	Navitaire		

Choose the SNCF virtual agency created above from the **Agency Booking Config** dropdown, then save the configuration:

Connector Configuration Name

Agency Booking Config

Accounting Code

Finishing Configuration file

Simultaneous searches to run (Sabre only)

NON-AMADEUS: Add title to user's first name for manual PNR build
 AMADEUS: Remove cabin restrictions on low fare shops

Resulting in:

Air Connectors					
Alternate Source Connectors					
Connector Name	Agency	Agency PCC	GDS	Bar Spec	+ Add a new connector
SNCF Connector for XYZ Company	SNCF Virtual Agency	SNCF	SNCF		

NOTE: It really should just say **Connectors** and not **Air Connectors** since SNCF is a rail connector.

Refresh the page by pressing F5 so you can see the new connector. Turn on the connector by selecting the **Enabled** check box for SNCF in the **Air Connector Switch** section:

Air Connector Switch Allows you to turn enable and disable various shop/sell options
Any airlines selected in alternate connectors will be automatically excluded in primary connector.

SNCF -- Shops and sells SNCF rail.
 Enabled

G2 -- Shops most carriers inside the US, and supports sell of United, Delta, American, US Airways and Continental domestic flights.
Please contact Outtask support to enable this connector
 Shop Enabled Sell Enabled

Ita -- Shops most carriers inside the US, and supports sell on United domestic flights.
Please contact Outtask support to enable this connector
 Shop Enabled Sell Enabled

Galileo (Primary Connector) -- Shops and sells most domestic and international carriers.
Exclude Carriers:

As well as selecting the SNCF check box in the **Rail** section (which should already be pre-selected for you):

Rail

Deutsche Bahn Corporate Discount Code: NVS Agency Number: Test Mode

SNCF Resarail PCC: Resarail Queue Number: Test Mode

In Test Mode, the Resarail PCC will be populated with D5R0 as the Resarail PCC. For the queue number, choose any number between 200 and 255.

When not in Test Mode, you must populate the Resarail PCC with your agencies Resarail PCC.

Branch access will be granted to the specified Resarail PCC. SNCF bookings will then be queued to that Resarail PCC and queue number so that the agency can access the booking to fulfill it.

NOTE: The agency must establish branch access from their Resarail PCC to Concur's Resarail PCC of B930, prior to going live.

Note that because SNCF allows more than one corporate discount code, they will not be added on the travel configuration page but in the **Manage Corporate Discounts** page.

! **IMPORTANT:** SNCF will solve the rail needs for all travelers in France. Outside of France, however, the agency associated with the company must be based in France (or unless the agency has a GDS PCC based in France or a Rail Europe agreement), otherwise the SNCF feature in Cliqbook should never be turned on for that company since that agency will never be able to ticket the booking.

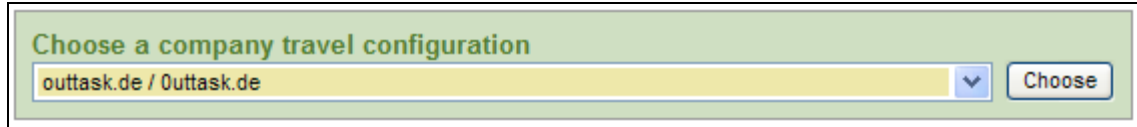
! **Important note to Amadeus agencies:** In addition to granting branch access from your agency's Resarail PCC to Concur's Resarail PCC, you **must** also execute the following command once on your Amadeus terminal:

JGU/RAI-2C

This will allow your Amadeus Office ID to identify SNCF as a rail provider. Failure to execute this one-time command will result in your seeing SECURED PNR whenever you attempt to bring up a Resarail booking created in Cliqbook, even if it was correctly queued to your agency's Resarail PCC.


Setting Up Corporate Discount Codes for SNCF

Select **Administration > Travel System Admin > Manage Corporate Discounts**. Select the travel configuration from the dropdown list:



The screenshot shows a dropdown menu titled "Choose a company travel configuration". The selected option is "outtask.de / Outtask.de". There is a "Choose" button to the right of the dropdown.

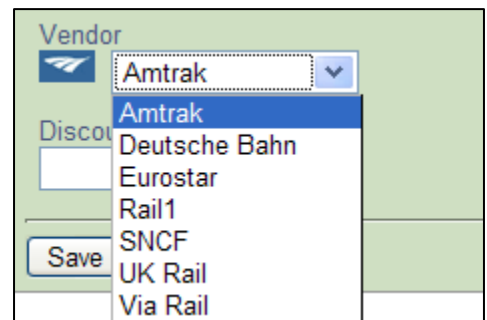
Scroll down to the **Add rail discount** section and click **Add rail discount**:



The screenshot shows the "Add rail discount" section. It features a table with the following columns: "Vendor", "Discount Code", and "Description". The table is currently empty, with the text "No records found." centered below it.

NOTE: Rail carriers no longer show up in the **Add air discount** section like it used to before.

! **WARNING:** Note that even though other rail carriers are listed in the dropdown, only SNCF is relevant here at this time. You may specify corporate discount codes for any of the other carriers here, but they will **not** be used in Cliqbook at this time. Corporate discount codes for Amtrak, Deutsche Bahn, and VIA Rail are still being entered on the travel configuration page. We will move the



The screenshot shows a dropdown menu for "Vendor". The selected option is "Amtrak". The dropdown list includes the following options: "Amtrak", "Deutsche Bahn", "Eurostar", "Rail1", "SNCF", "UK Rail", and "Via Rail". There is a "Save" button below the dropdown.

rail corporate discounts from the travel configuration page to here at a later time.

Select SNCF from the dropdown. The corporate discounts page for SNCF is displayed:

Discount Type	Discount Number	Description
SNCF Discount Code (FCE)	<input type="text"/>	
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC

Save Cancel

You are allowed to specify one corporate discount code for domestic SNCF travel (FCE) and up to 6 Eurostar corporate discount codes (FBC) for obtaining Eurostar Negotiated Fares. Since the Eurostar discount codes are route-specific, you may add a short description to further define the discount:

Discount Type	Discount Number	Description
SNCF Discount Code (FCE)	C0038S4	
Eurostar Discount Code (FBC)	AFC5ARB	Paris - London 1st Class Round-trip
Eurostar Discount Code (FBC)	AFC2ASB	Paris - London 1st Class One-way
Eurostar Discount Code (FBC)	<input type="text"/>	Description of the Eurostar route for this FBC

Click **Save** to save your entries and to return to the **Manage Corporate Discounts** page where you will see the entries you made. You may edit your entries by clicking any of the SNCF links:

[Add rail discount](#)

Rail Vendors		
Vendor	Discount Code	Description
SNCF	C0038S4	Domestic SNCF Corporate Discount Code (FCE)
SNCF	AFC5ARB	Paris - London 1st Class Round-trip (FBC)
SNCF	AFC2ASB	Paris - London 1st Class One-way (FBC)

For additional test corporate discount codes (Note that the above discount codes listed above are valid only in Test Mode), please refer to the table in the FAQ section of the service guide.

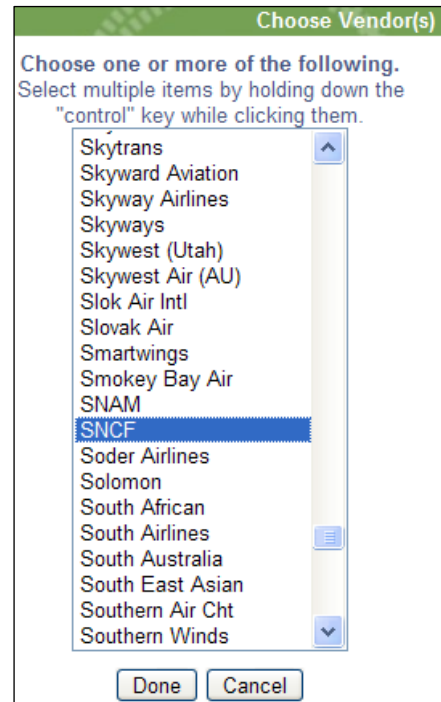
Enabling First Class in SNCF

The default class for SNCF searches is second class. To enable first class for SNCF, select **Administration > Company Admin > Travel Policy Administration**. Load the appropriate Rule Class.

Click **Edit** next to **Flight – Class of Service**. Then, select the check box for the following rule:

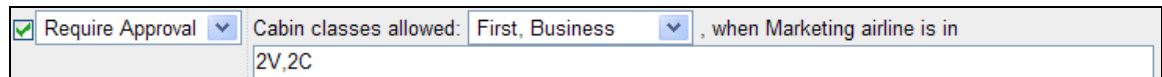
<input checked="" type="checkbox"/> Require Approval <input type="button" value="v"/>	Cabin classes allowed: <input type="text" value="First, Business"/> <input type="button" value="v"/> , when Marketing airline is in
	<input type="text" value="2V"/>

Click inside the text box to access a list of carriers:



NOTE: Be sure to hold down the Ctrl key to retain the carriers that were selected previously.

Click **Done**:



"2C" is the carrier code for SNCF. Then, click **Save** to save your changes.



For more information about SNCF, including testing and an FAQ, please refer to the Travel Service Guide (TSG). TSGs are posted in Concur Client Central in the Concur Cliqbook Travel Documentation folder.

Hotel

Marriott: Update to hotel content

GDS' Supported: ALL GDS'
Configuration Setting: Default on

Parking and breakfast information should now appear for Marriott properties on the Hotel search results page. This information is displayed, if the Cliqbook Wizard option **Display Extra Hotel Fees** is selected for a customer's Company Travel Configuration.

To enable this option, select **Administration > Travel System Admin**. Then, select the customer's Company Travel Configuration name.

Limo/Taxi

Add the actual amount to RideCharge entries on taxi/limo report

*GDS' Supported: ALL GDS'
Configuration Setting: Default on*

This enhancement adds the actual amount spent to the Taxi/Limo report for RideCharge entries where Concur has received e-receipt data.

How to use

Run the existing Taxi/Limo Detail report. For rows where we have received a RideCharge e-receipt, there will be an **Actual Amount** column filled in next to the **Estimated Amount** column.

Provider	Conf. Num	Reservation ID	Hourly Rate	Estimated Amount	Actual Amount	Cancelled	Record Locator	Preferred	Receipt
alexandria Yellow Cab Inc.	vf56018	23	\$0.00	\$57.00		No	VTSHFA	No	
alexandria Yellow Cab Inc.	vf56018	2857521	\$0.00	\$25.00		No		No	
alexandria Yellow Cab Inc.	vf56018	2857525	\$0.00	\$25.00	\$24.00	No	DEMO2B	No	View
alexandria Yellow Cab Inc.	vf56018	2857532	\$0.00	\$25.00	\$24.00	No	DEMO2C	No	View
alexandria Yellow Cab Inc.	vf56018	2857533	\$0.00	\$25.00	\$24.00	No	DEMO2D	No	View
alexandria Yellow Cab Inc.	mh79348	42	\$0.00	\$72.00		No		No	
D TOP CAB	5467163	44	\$0.00	\$77.00		No		No	
D TOP CAB	5467164	45	\$0.00	\$77.00		No		No	
alexandria Yellow Cab Inc.	pp23864	46	\$0.00	\$72.00		No		No	
alexandria Yellow Cab Inc.	vg7597	49	\$0.00	\$72.00	\$71.00	No		No	View
alexandria Yellow Cab Inc.	vf56018	2857536	\$0.00	\$25.00		No	DEMO2E	No	
alexandria Yellow Cab Inc.	sf86080	48	\$0.00	\$72.00		No		No	
alexandria Yellow Cab Inc.	fc13917	47	\$0.00	\$72.00		No		No	
alexandria Yellow Cab Inc.	ly43355	70	\$0.00	\$11.00	\$10.00	No		No	View
alexandria Yellow Cab Inc.	yf95424	55	\$0.00	\$11.00	\$86.50	Yes	W296D4	No	View
alexandria Yellow Cab Inc.	eq79526	51	\$0.00	\$11.00		Yes	VHP232	No	
alexandria Yellow Cab Inc.	ic12634	101	\$0.00	\$11.00	\$10.00	No	L6GGJ4	No	View
alexandria Yellow Cab Inc.	vf56018	2857580	\$0.00	\$25.00	\$24.00	No	DEMO2P	No	View
alexandria Yellow Cab Inc.	vf56018	2857593	\$0.00	\$25.00	\$24.00	No	DEMO2R	No	View
alexandria Yellow Cab Inc.	vf56018	2857597	\$0.00	\$25.00	\$24.00	No	DEMO2U	No	View
alexandria Yellow Cab Inc.	vf56018	2857598	\$0.00	\$25.00	\$24.00	No	DEMO2V	No	View
alexandria Yellow Cab Inc.	vf56018	2857599	\$0.00	\$25.00	\$24.00	No	DEMO2W	No	View

Meeting

Rail support for Meetings

*GDS' Supported: ALL GDS'
Configuration Setting: Default off*

This enhancement adds rail support for Concur Meetings.

NOTE: VIA Rail and Evolvi are punch-out applications and are more challenging to support in the scope of this feature. So, neither VIA Rail or Evolvi are supported at this time. Future support for these rail providers will be driven by market demand. If you would like to see VIA Rail and/or Evolvi added, please take advantage of Solutions Suggestions in Concur Client Central.

Configuration: Meeting – General section

The screenshot shows the 'Meeting – General section' configuration page. Key elements include:

- Meeting Name:** Rail Meeting
- Location Name:** Frankfurt
- Self Registration:** No self registration
- Contact Email:** stefan.siebel@concur.cc
- Travel Type:** A dropdown menu is highlighted with a red box, showing options: 'Mixed Air / Rail' (selected), 'Mixed Air / Rail', and 'Rail Only'.
- Dates:** Start Date: 12/08/2008 9:00 AM; End Date: 12/09/2008 5:00 PM; Registration Start Date: 10/29/2008 12:00 AM; Registration End Date: 12/08/2008 9:00 AM.
- Meeting Description:** A rich text editor with a toolbar and a 'Reset' button.
- Meeting Features:** A section with checkboxes for 'Air', 'Rail', 'Hotel Block', 'Survey', 'Event', and 'Payment'. The 'Rail' checkbox is highlighted with a red box.

On the **General Meeting Information** page, there are two new configuration items. First, enable the Rail feature at the bottom of the page. Then, select one of two travel types:

- **Mixed Air / Rail:** This is the standard behavior. If this is selected, Cliqbook will search for flights and rail trips according to the selected airport, rail vendor, and rail station. Please see below for more information.
- **Rail Only:** Cliqbook will exclusively search for rail trips.

Configuration: Travel - Air / Rail section

NOTE: The Travel section will list Air by default. When the rail option is enabled within the General section, then the title changes from Air, to **Air / Rail**.

General Meeting Information

This section allow you to edit general travel informtion for this meeting.

Travelers should arrive hours before meeting start
Travelers should depart hours after meeting end
Maximum number of companions for meeting trips

Allow attendee to change destination airport / rail station

Meeting Air Information

This section allows you to edit information about the meeting air travel. Press the "Save" button at the bottom to save your changes.

Airport
FRA - Frankfurt Intl - Frankfurt

Exclude Airport 1:

Exclude Airport 2:

Exclude Airport 3:

Bypass the map screen when booking travel for this meeting

Search Flights By:
 Best Price
 Best fit to schedule

Meeting Rail Information

This section allows you to edit information about the meeting rail travel. Press the "Save" button at the bottom to save your changes.

Select the Rail Vendor for the Meeting Train Station
 Amtrak Deutsche Bahn SNCF

Select the Meeting Rail Station

The **Air / Rail Settings** page now contains four sections:

- **General Meeting Information:** Travel settings that apply to rail and air travel
- **Meeting Air Information:** Travel settings for air
- **Meeting Rail Information:** Travel setting for rail; displayed only if the Rail feature was enabled on the **General Meeting Information** page
- **Rules Enforcement** (not shown on screenshot)

There are two required fields that the Meeting administrator must complete to set up the meeting completely. They are:

- **Rail Vendor:** Select a rail vendor. The rail vendors shown here may vary depending on the selected travel configuration.

NOTE: Only rail vendors enabled for the customer's Company Travel Configuration are available to add to the meeting.

- **Rail Station:** Fill in the rail station where you want the attendee to arrive. This is the equivalent of the airport setting for Air.

Warnings on the Overview page

The following warnings can appear on the overview page.

Message	Reason
If Rail is activated, you need to configure a rail vendor and a rail station.	The Rail feature is enabled but the administrator has not selected a rail vendor and rail station yet.
If Rail is activated, you need to configure a rail vendor.	The Rail feature is enabled, the rail station is filled in, but the rail vendor is not yet selected. This message will appear rarely; the issue should already be resolved on the Air / Rail Travel Settings page.
If Rail is activated, you need to configure a rail station.	The Rail feature is enabled, the rail vendor is selected, but the rail station is not yet filled in. This message will appear rarely; the issue should already be resolved on the Air / Rail Travel Settings page.
You have selected a meeting travel type of "Rail Only". Companions are not yet supported for Rail Only meetings. Please remove the companions step	Rail in Cliqbook does not support multiple passengers for rail. So, if the Meeting administrator selected a travel type of <i>Rail Only</i> , the Companions step must be removed.
Multi segment and one way trips are not supported for meeting with travel type "Rail Only"	Access Agency settings and clear the Allow one-way and multi-seg flights check box.

Message	Reason
You have chosen Amtrak as rail vendor for this meeting. Please select Travel Type "Rail Only"	<p>Cliqbook does not yet support mixed air / rail search for Amtrak. Therefore, <i>Rail Only</i> must be selected if Amtrak is selected as the rail vendor for the meeting.</p> <p>NOTE: The attendee will not have problems if the Meeting administrator does not correct the setting.</p>

Additional information

Note the following:

- If the Rail feature is enabled and the travel type is *Mixed Air / Rail*, Cliqbook will search values for departure and arrival city:
 - ♦ **Departure:** Airport selected by the attendee; rail station that is closest to the selected airport (automatically selected)
 - ♦ **Arrival:** Meeting airport and rail station selected by the Meeting administrator
- If the Rail feature is disabled and the travel configuration selected for the meeting is configured for rail vendors, Cliqbook will automatically complete a mixed Air / Rail search with these values:
 - ♦ **Departure:** Airport selected by the attendee; rail station that is closest to the selected airport (automatically selected)
 - ♦ **Arrival:** Meeting airport and rail station that is closest to this airport (automatically selected)
- For Deutsche Bahn (German railways) and SNCF (French railways) Rail Only searches, Cliqbook currently supports only "Search by Price". So, the setting shown above effects Air only and mixed Air / Rail searches.
- The Rail Feature can be selected even without having a rail vendor configured in the travel configuration for the meeting. Please note that any Meeting rail feature described above will not work until the administrator selects a travel configuration with configured rail vendors.



Add a Delete link for Meeting attendee payments

GDS' Supported: ALL GDS'
Configuration Setting: Default on

On the **Meeting Payments** page (**Meeting Admin > Edit Meeting > Tracking > Payment**), the **Delete** button was added to the Payments list. Each payment now has a **Delete** button, which when selected, will prompt the Meeting administrator to confirm the deletion (and the associated amounts, discounts, and batches).

Certain steps (companions, self edit) should be added to the front of the list

*GDS' Supported: ALL GDS'
Configuration Setting: Default on*

Prior to this release, all new steps (except Confirmation, Exit, Alternate Travel, Decline, and Self Registration - which are in fixed positions) are added to the end of the list of steps. However, for some steps, it makes more sense to add them by default at the top of the "moveable" steps list.

Today, the Payment, Attendee Self Edit, and Companion steps will be placed prior to all other movable steps by default, in the order each is added.

Add Step

To add a step, choose a type and enter a description, then press the "Save" button. The new step will be added to the end of the list in the section below.

Type: **Attendee Self Edit** Step Description: You can only have one Attendee Self Edit step

Meeting Steps

This section allows you to edit information about the meeting air travel. Press the "Save" button at the bottom to save your changes.

Confirmation	Confirmation	Edit
Payment	Payment	Edit Delete
Companion	Companion	Edit Delete
Attendee Self Edit	Attendee Self Edit	Edit Delete
Event	Event 1	Edit Delete
Event	Event 2	Edit Delete
Survey	Survey	Edit Delete
Travel	Travel	Edit Delete
Information	Information	Edit Delete
Event	Event 3	Edit Delete
Summary	Summary	Edit Delete
Exit	Exit	Edit
Alternate Travel	ALT TRAVEL	Edit Delete
Decline	Decline	Edit Delete

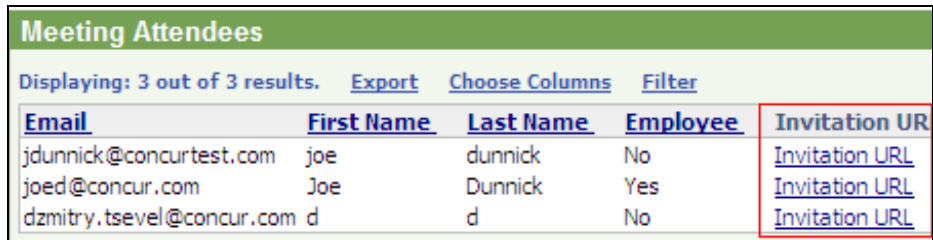
Meeting administrators can obtain the login URL for attendees - the same URL in emails

*GDS' Supported: ALL GDS'
Configuration Setting: Default off*

A new column called **Invitation URL** was added to the **Meeting Attendee** screen to allow Meeting administrators to obtain the login URL for attendees. Also, a new *Meeting Attendees Invitation URLs* report was added. It displays all meeting attendees and corresponding login URLs.

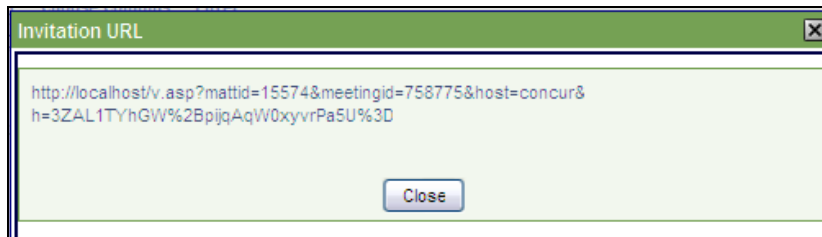
To use the new column

1. On the meeting list page, click **Edit** to the left of a specific meeting and then access the **Meeting Attendees** section.
2. The **Invitation URL** column is displayed by default to the far right. To change the position of the column, select **Choose Columns**.



Email	First Name	Last Name	Employee	Invitation URL
jdunnick@concurtest.com	joe	dunnick	No	Invitation URL
joed@concur.com	Joe	Dunnick	Yes	Invitation URL
dzmitry.tsevel@concur.com	d	d	No	Invitation URL

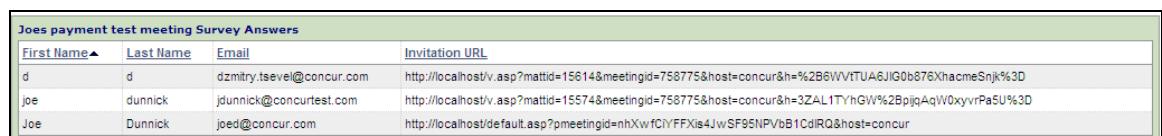
3. Click the link. The **Invitation URL** window appears.



How to use the new report

The new report must be added via Report Admin. Select **Administration > Report Admin** and grant permissions for the new report, *Meeting Attendee Invitation URLs* permissions.

To run the report, navigate to the **Reports** tab, select the report for the options on the left side of the screen. Then, drill down on the specific report name. The output results will contain the following columns listed below.



First Name	Last Name	Email	Invitation URL
d	d	dzmitry.tsevel@concur.com	http://localhost/v.asp?mattid=15614&meetingid=758775&host=concur&h=%2B6WVtTUA6JIG0b876XhacmeSnj%3D
joe	dunnick	jdunnick@concurtest.com	http://localhost/v.asp?mattid=15574&meetingid=758775&host=concur&h=3ZAL1TYhGW%2BpjQqAqW0xyvrPa5U%3D
Joe	Dunnick	joed@concur.com	http://localhost/default.asp?meetingid=nhXwfcYFFXis4JwSF95NPVbB1CdIRQ&host=concur

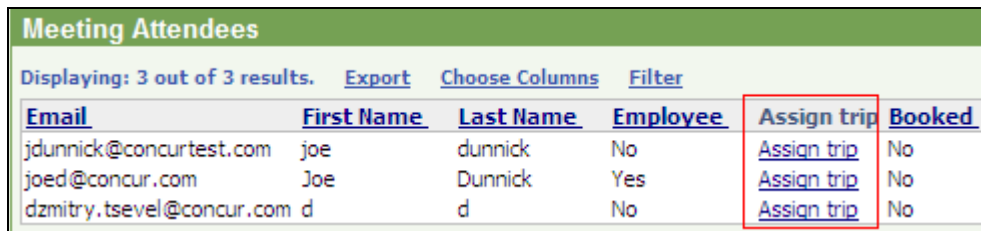
Meeting administrator can match a trip to an attendee

GDS' Supported: ALL GDS'
Configuration Setting: Default off

This new functionality allows the Meeting administrator – using the record locator – to assign a trip to an attendee in case it was not automatically matched.

To use the new column

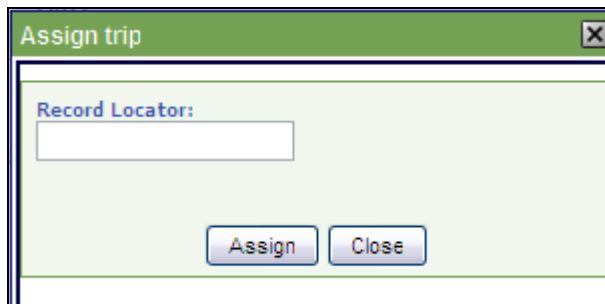
1. On the meeting list page, click **Edit** to the left of a specific meeting and then access the **Meeting Attendees** page.
2. The **Assign Trip** column is displayed by default to the far right. To change the position of the column, select **Choose Columns**.



Email	First Name	Last Name	Employee	Assign trip	Booked
jdunnick@concurtest.com	joe	dunnick	No	Assign trip	No
joed@concur.com	Joe	Dunnick	Yes	Assign trip	No
dzmitry.tsevel@concur.com	d	d	No	Assign trip	No

The **Assign Trip** link appears for each attendee without a booked trip.

3. Click the link. The **Assign Trip** window appears.



Assign trip

Record Locator:

Assign Close

4. Enter the record locator and click **Assign**.

The record locator (trip) is verified to ensure that:

- ◆ It is not matched to any other attendee (in any meeting)
- ◆ It is for that company
- ◆ It matches the meeting travel configuration/GDS

If one of the criteria is wrong, an error message appears.

NOTE: The **Assign Trip** link is removed once the attendee has a trip assigned.

Header titles in "Meeting Registrations Per Time Period" report updated

GDS' Supported: ALL GDS'
Configuration Setting: Default on

The description and headers on the *Meeting Registrations Per Time Period* report were updated to better align with the current branding of Concur's Meeting products.

The output columns displayed are:

- ◆ Company Name
- ◆ Third Party Meeting Registrations
- ◆ Concur Meeting Registrations

Company Reports

Meeting Registrations Per Time Period Show this Report by default

This report shows the number of Third Party Meeting registrations and Concur Meeting registrations for the invoice date specified. Agencies will only be able to view registrations that use a travel config that they can see.

Date Range: By Month: November, 2008 Report: HTML (display to Screen) Submit

Meeting Registrations Between 11/01/2008 And 11/30/2008

COMPANY NAME	THIRD PARTY MEETING REGISTRATIONS	CONCUR MEETING REGISTRATIONS
No records found.		

Additional Alternate Travel Plans

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Currently, a meeting attendee can select whether he/she travels by plane, rail, or car to the meeting. It is not possible to select different types for each leg.

This enhancement adds six more alternate travel combinations in the **I will go to the meeting by** dropdown:

- Attendee travels to the meeting by plane and leaves the meeting by rail
- Attendee travels to the meeting by plane and leaves the meeting by car
- Attendee travels to the meeting by rail and leaves the meeting by plane
- Attendee travels to the meeting by rail and leaves the meeting by car
- Attendee travels to the meeting by car and leaves the meeting by plane
- Attendee travels to the meeting by car and leaves the meeting by rail

Please indicate your alternate travel plans

Time and Travel Type

Arrival Date Departure Date

I will go to the meeting by:

Travel Details

Arrival Rail Company <input type="text" value="Amtrak"/>	Departure Air Carrier <input type="text" value="Sun Country"/>
Arrival Rail Station <input type="text" value="TestArrAmtrak"/>	Departure Flight Number <input type="text" value="4312"/>
	Departure Airport <input type="text" value="PRG - Ruzyne Arpt - Prague"/>

Profile/PNR

Evolvi: Add remark for R~~Y~~OUTBOUND and R~~Y~~RETURN

GDS' Supported: ALL GDS'
Configuration Setting: Default on

Evolvi finisher data points are now primarily contained in the CliqbookItineraryDisplay section of the Finisher data.

- The DepartCity and ArriveCity datapoints now hold the 3-letter city code.
- The 7-digit UIC codes are now in the DepStationCode and ArrStationCode within OptInfo section, as are the station names.

The AlternateSourceBookingData section no longer contains the RailSpecificBookingData node. However, the AlternateSourceBookingData section will have a SourceSpecificBookingData node containing the Evolvi confirmation number, as well as the passenger number and ticket information.

Below is an example of the finishing data XML.

```
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  <FinishingMode>
    <MODE>TICKETING</MODE>
  </FinishingMode>
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    <DAYTIME_PHONE>703-837-6100</DAYTIME_PHONE>
    <NIGHT_PHONE>703-837-6100</NIGHT_PHONE>
    <GDS_TYPE>4</GDS_TYPE>

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    <DEFAULT_AGENT_BOOKING_FEE_INTL>0</DEFAULT_AGENT_BOOKING_FEE_INTL>
  </Agency>
</PNRFinishData>
```

```

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        <RATE_CATEGORY>0</RATE_CATEGORY>
        <REQUIRE_BILLING_CODE>FALSE</REQUIRE_BILLING_CODE>

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        <LOGIN_ID_RAW>TIMKWAN@C7AC.COM</LOGIN_ID_RAW>
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        <ASST_LAST_NAME>BOGINSKAYA</ASST_LAST_NAME>
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</PNRFinishData>

```

Jira List

Enhancements

Key	Summary	Priority	Parature Ticket ID
CEN-154	Rail Support for Meetings	3 - Must Fix	705-4668545
CEN-897	Need the ability to Clone in Profile Template and PNR Finishing Templates	1 - Nice to Have	
CEN-908	Show Agency pricing document to Travel Managers at customers who bought Concur Reservations Service	2 - Should Fix	
CEN-930	Starwood Hotels E-Receipts (load data)	3 - Must Fix	
CEN-1069	Marriot: update to hotel content loader	3 - Must Fix	
CEN-1218	Add delete link for meeting attendee payments	0 - Unprioritized	
CEN-1221	Certain steps (companions, self edit) should be added to the front of the list	0 - Unprioritized	
CEN-1236	Create a way for meeting admins to get login url for attendees - the same url in emails	0 - Unprioritized	
CEN-1257	allow meeting admin to match a trip to an attendee	0 - Unprioritized	
CEN-1258	Change header titles in "Meeting Registrations Per Time Period" report	0 - Unprioritized	
CEN-1272	Remove flags from default.asp and replace with a language dropdown	3 - Must Fix	
CEN-1278	Enhance Credit Card update webservice to accept optional CES_CCA_KEY	3 - Must Fix	
CEN-1280	add custom text to manager copies of trip emails, tied to traveler's travel config	4 - Blocking	
CEN-1281	Change all Sabre customers to use new flex faring algorithm	3 - Must Fix	

Key	Summary	Priority	Parature Ticket ID
CEN-1291	Add actual amount to RideCharge entries on taxi/limo report	1 - Nice to Have	
CEN-1297	Localization for November Build - German, French	2 - Should Fix	

Support Cases

Key	Summary	Priority	Parature Ticket ID
CLQ-14	Orphan Email not getting sent	4 - Blocking	705-2325013, 705-205410,
CLQ-518	Hotel: Cliqbook cancels trip - but not in Apollo	3 - Must Fix	705-4643815,
CLQ-2228	Clone for Guest Traveler returns an error, and fails	2 - Should Fix	
CLQ-2508	Government Contractor hotel rate not selling when searching for GVT rates	2 - Should Fix	705-5911914
CLQ-2806	Restrict Air FOP module: this needs to be moved down to a rule-class level module property from a company-level property	2 - Should Fix	705-6393474
CLQ-2951	Car search parameters different with air vs. car only	2 - Should Fix	
CLQ-2986	Car/hotel approximated total rate returning correct amount but decimal point in incorrect location	2 - Should Fix	
CLQ-2990	GDS Transaction Logs: XML logs sorted out of order when downloaded	2 - Should Fix	none
CLQ-3015	Rental Car: Intermediate cars not handled correctly on travel policy.	2 - Should Fix	
CLQ-3042	CLONE -Flex faring: AC failing on flex faring on open jaw bookings returned	3 - Must Fix	080729-000275
CLQ-3090	reassigned approval email contains Cliqbook URL	2 - Should Fix	
CLQ-3103	Open Table: maximize open table pop up window	2 - Should Fix	080821-000280

Key	Summary	Priority	Parature Ticket ID
CLQ-3161	Air Canada Direct Connect: "No frequent flyer programs used on this trip" displayed on Travel Details screen for Flight Pass bookings	2 - Should Fix	
CLQ-3167	Meetings: Entering Alternate Travel Plans	0 - Unprioritized	
CLQ-3243	SEAT MAPS SABRE: Seat maps for Delta Airlines not mapping correctly for 737-800, 757-200, 767-300, 767-400, Comair CRJ 200 and CRJ 900, and Skywest CRJ 700	3 - Must Fix	080918-000180
CLQ-3263	GIDS: trips appearing as confirmed in upcoming trips vs. ticketed.	3 - Must Fix	
CLQ-3276	GIDS: Trips found under trip library or Trip Library withdrawn trips. Status is Ticketed, but no air segments are found. User unable to expense automated.	3 - Must Fix	
CLQ-3289	Email Filters: 2 new filters for PNR and Profile editors	2 - Should Fix	080912-000266
CLQ-3338	Daichii Sankyo Meetings - User unable to access Meetings	2 - Should Fix	
CLQ-3363	Airport Code: Need to add Bejaia airport (BJA) to CB	2 - Should Fix	081015-000096
CLQ-3364	SWABIZ: "Southwest Airlines does not currently offer published scheduled service between Albany - ALB and Albany - ALB." error	3 - Must Fix	
CLQ-3367	Hotel logo: update Wingate logo.	2 - Should Fix	
CLQ-3387	RULES: the LLF is subsequently hidden by another rule	4 - Blocking	
CLQ-3389	Move to new Yale WSDL for PTAE0 Service	3 - Must Fix	
CLQ-3393	Hotel address not in trip email.	3 - Must Fix	
CLQ-3397	Rail Profile Preferences in the Finisher	3 - Must Fix	
CLQ-3398	Deutsche Bahn Card info not in finisher	3 - Must Fix	
CLQ-3399	Wheel Chair and blind access not in the Finisher	3 - Must Fix	

Key	Summary	Priority	Parature Ticket ID
CLQ-3410	performance of GetAlluser API of the UserData WS is too slow	3 - Must Fix	
CLQ-3424	CLONE -CLONE -Requesting Email Filter	2 - Should Fix	
CLQ-3427	CLONE -Concur Meeting: JS error with Multi-Segment option enabled and profiled traveler changes to roundtrip	2 - Should Fix	
CLQ-3428	CLONE -Reporting queue not working	2 - Should Fix	
CLQ-3436	phase IV fare store in Sabre for cross-gds rapid reprice is counting the taxes twice	0 - Unprioritized	
CLQ-3438	CLONE -Unable to cancel booking with Park N Fly segments	4 - Blocking	
CLQ-3444	Air Canada Direct Connect: Flight Pass Selection popup not working	4 - Blocking	
CLQ-3457	Pre-ticket change: Cannot change Refundable flights	4 - Blocking	
CLQ-3459	CLONE -SBD Code association	2 - Should Fix	
CLQ-3476	SWABIZ search time window is incorrectly set when Cliqbook "Skip Request Page" option is disabled	2 - Should Fix	
CLQ-3478	When allow multi-segment is enabled for a meeting, the hotel needed flags are set incorrectly	2 - Should Fix	
CLQ-3481	CLONE -Reporting queues not being worked	2 - Should Fix	

Concur Cliqbook Travel

Release Notes

December 2008

Concur™

Contents

Summary	1
Major Features	1
Minor Features	1
Release Notes	2
Administration	2
Replace the HTML editor	2
User Administration View modification for unified clients	4
Amadeus offline approval	5
Air	5
Need better error message when booking Direct Connect carriers	5
Aer Lingus Direct Connect	5
Interjet/Volaris Agent Credentials	8
SWABIZ: Respect Cliqbook user selected search window	9
SWABIZ: Add country code to Credit Card Address	10
AirTran NewSkies 2.1.1 Upgrade	10
Split ticketing needs to use the split fare quote when main quote fails due to non-combinability	10
Pass back GDS error message when finger fare fails	11
Rules Display not moving down in full on rule definitions of penalties for Sabre	11
Car	11
Enterprise e-receipts in production	11
Hotel	15
Add "I have read the cancellation policy" check box to the Hotel Cancellation policy pop-up	15
Rail	16
Deutsche Bahn & SNCF: Provide a way for a company to prevent corporate ghost cards/BTA cards from being used for Rail bookings, and allow personal cards to be designated for rail bookings	16
Deutsche Bahn: No pre-selection of identification preferences	17
Default Form of Payment for Rail	17
Limo/Taxi	18
New Travel Report: RideCharge Potential Travelers	18

Parking	19
Park N Fly: Payment voucher with link that appears to be URL.....	19
Meetings	20
Add a company level meetings configuration area	20
Allow import of profile attendees to match on login ID.....	23
SSO Link allowing users who are not registered to access meeting	23
Disable Survey and Event step questions so that they are grey for attendees to see without permitting further changes	24
Only show "invitation resend" link in Concur Meeting admin if the meeting has self registration enabled	24
Rail in Meetings: Automatically add a Travel Step if meeting planner enables Rail feature	24
Miscellaneous	25
Allow multiple Privacy Statements per site (by travel configuration) via Custom Text ..	25
Jira List	26
Enhancements	26
Support Cases	27

Summary

Major Features

- Aer Lingus Direct Connect
- Enterprise E-receipts
- New HTML Editor

Minor Features

- Multiple privacy statements per site
- SWABIZ: respect Cliqbook selected search window
- Ability to prohibit ghost cards on Rail and allow personal cards to be designated for rail bookings

Release Notes

Administration

Replace the HTML editor

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

This enhancement replaces the existing rich text editor in Concur Cliqbook Travel and Concur Meeting with the TinyMCE rich text editor.

Most of the toolbar buttons – like those used for bold, italic, underline, and alignment – are self-explanatory. Others are described below.

Copy and paste behavior



The buttons are:

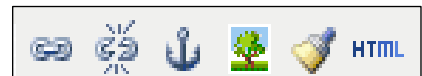
- **Cut and Copy:** Due to restrictions in Firefox, the **Copy** and **Cut** buttons work **only** in Internet Explorer.

NOTE: The **Paste** buttons work in both browsers but have a slightly different behavior than experienced in Office programs such as Microsoft Word.

- **Paste as Plain Text:** Use the third button to remove all formatting from the pasted text. Paste the text in the new window, which opens after clicking this button.
- **Paste from Word:** Use the fourth button to paste text from Microsoft Word. Paste the text in the new window, which opens after clicking this button. All Microsoft Word-specific markups will be removed without removing the basic formatting.

NOTE: *Concur recommends that you use this button whenever pasting text from Microsoft Word.*

Additional buttons in the second row of the toolbar



The buttons are:

- **Links:** To link selected text to a URL or anchor, select the text in the editor window and click the first button.

To remove a link, select the link and click the broken chain icon.

- **Anchor:** Use the third icon to insert an anchor. Anchors are useful for referencing paragraphs within the text by links.

- **Images:** Use the fourth icon to insert an image.
- **Clean up:** Use the fifth icon to clean up the HTML markup. This can be useful after an unsuccessful pasting operation
- **HTML:** Use the last icon to watch the HTML and CSS, which is generated by the editor and, if the situation requires it, to change the HTML.

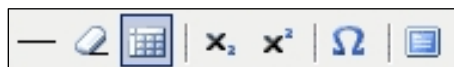
Third-row buttons (Only Available in Concur Meeting)



The new rich text editor supports a Microsoft Word-like palette of table manipulation functions. They are:

- **Insert table:** Use the first icon to create a table.
- **Row and cell edit:** Use the next two icons to edit single row and cell properties.
- **Row and column add and remove:** Use the next six icons to add or remove rows and columns.
- **Merge and split:** Use the last two icons to merge or split cells.

The right end of the toolbar contains icons to:



- Insert a horizontal ruler
- Remove all formatting
- Enable / Disable guidelines for tables
- Subscript or superscript text
- Insert a special symbol
- Enable / Disable full screen mode

Spell Check

If you need to enable spell check for the rich text editor, consider these options:

- For Internet Explorer: <http://www.iespell.com/>
- Firefox has build-in spell checking capabilities. Various dictionaries can be found at this URL: <https://addons.mozilla.org/en-US/firefox/browse/type:3>

Because the two items above are third-party suggestions, Concur cannot provide support on these options.

User Administration View modification for unified clients

GDS' Supported: ALL GDS'

Configuration Setting: Default On if the site is integrated with any Concur Expense product

There has been a slight modification for Concur Cliqbook Travel site administrators on the **Administration > Company Admin > User Administration** page, for sites that have integration with a Concur Expense product.

The screenshot shows the 'User Administration' interface for company 'gs1dec'. At the top, there are links for 'Add New User' and 'Import Users'. Below this is a 'Show Filters' checkbox which is checked. Underneath, there are two radio buttons: 'Use Travel Advanced Filters' (selected) and 'Use Expense Advanced Filters'. The 'Filters' section includes dropdowns for 'Manager' (All Managers), 'Org. Unit' (All), and 'Location' (All Locations). There are also dropdowns for 'User Status' (Active) and 'Max Results' (25). A 'Search Text' field and a 'Search What' dropdown (Name, Email, Log-in) are present. Below the filters is a 'Columns To Display' section with checkboxes for 'Login ID', 'Manager', 'Org. Unit', and 'Job Title'. At the bottom of the filters section are 'Search' and 'Reset' buttons. Below the filters is a horizontal bar with letters A through Z. At the very bottom, there is a text prompt: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

Note the following:

- The **Show Filters** check box – when not selected – does not display both the **Filters** and **Columns To Display** sections.
- The **Use Travel Advanced Filters** displays all of the fields as previously seen before the December update.
- The **Use Expense Advanced Filters** changes the display to reflect Concur Expense specific information.

The screenshot shows the 'User Administration' interface for company 'gs1dec'. At the top, there are links for 'Add New User' and 'Import Users'. Below this is a 'Show Filters' checkbox which is checked. Underneath, there are two radio buttons: 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters' (selected). The 'Filters' section includes dropdowns for 'Manager' (All Managers) and 'Expense Employee Group' (All). There are also dropdowns for 'User Status' (Active) and 'Max Results' (25). A 'Search Text' field and a 'Search What' dropdown (Name, Email, Log-in) are present. Below the filters is a 'Columns To Display' section with checkboxes for 'Login ID', 'Manager', 'Employee Group', 'Email', and 'Employee ID'. At the bottom of the filters section are 'Search' and 'Reset' buttons. Below the filters is a horizontal bar with letters A through Z. At the very bottom, there is a text prompt: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

Amadeus offline approval

GDS' Supported: Amadeus
Configuration Setting: Default Off

Offline approval is now supported for Amadeus GDS Cliqbook sites. Please refer to the Amadeus Cliqbook Reporting Requirements guide and the Concur Cliqbook Travel System Admin Guide for detailed setup instructions.

Air

Need better error message when booking Direct Connect carriers

GDS' Supported: ALL GDS'
Configuration Setting: Default On

In the case where a Direct Connect booking fails during the sell itself (so we have no record locator and no way to know whether the booking has succeeded), the error message that is displayed to the user in Cliqbook has been modified to state:

"A serious problem has been encountered in our communication with the reservation system. Please contact your travel agent for assistance. Your confirmation number for {Direct Connect Carrier Name} is {Direct Connect Carrier RecLoc}."

Aer Lingus Direct Connect

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

Cliqbook is excited to announce a partnership with Aer Lingus to develop the Aer Lingus Direct Connect. For additional information about this feature, please refer to the Aer Lingus Travel Services Guide, posted in Concur Client Central.

Aer Lingus (EI) is now available as a Direct Connect when booking flights through Cliqbook. After enabling the Aer Lingus Direct Connect, users can search for flights by price or by schedule and can book the flight.

Search by price page:

Concur™ Welcome, Stefan Siebel

Office **Travel** Reports Applications Administration Profile Help Log Out

Home Trip Library Templates Meetings Meeting Admin Policy Profile Tools Cliqbook XA

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)

All 19 results					
Nonstop 9 results	96.65 9 results	--	--	--	--
1 stop 10 results	--	514.58 3 results	549.02 2 results	841.39 3 results	1745.26 2 results

Displaying: 19 out of 19 results. The least cost item is: 96.65 [Checked Baggage Policies](#) <<Previous 1 2 Next>> [All](#)

Sort: Policy Price Carrier Depart Duration

Carrier	Depart	Arrive	Duration	Class
Aer Lingus #602	Nov 17 6:00am Dublin, Ireland (DUB)	Nov 17 8:40am Amsterdam, Netherla... (AMS)	Stops: 0 2h 40m	Economy: A
Aer Lingus #605	Nov 18 1:10pm Amsterdam, Netherla... (AMS)	Nov 18 1:45pm Dublin, Ireland (DUB)	Stops: 0 35m	Economy: A

€96.65 [Reserve](#) [Compare](#) **Instant purchase fare:** the selected credit card will be charged and the ticket will be issued immediately.; (AerLingus) [Flight Options](#)

Search by schedule page:

Concur™ Welcome, Stefan Siebel

Office **Travel** Reports Applications Administration Profile Help Log Out

Home Trip Library Templates Meetings Meeting Admin Policy Profile Tools Cliqbook XA

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)

All 185 results										
Nonstop 8 results	2 results	2 results	2 results	2 results	--	--	--	--	--	--
1 stop 177 results	1 results	2 results	7 results	3 results	17 results	3 results	3 results	138 results	1 results	2 results

Displaying: 4 out of 185 results.

Sort: Depart Carrier Duration Stops

Carrier	Flt#	From	To	Depart	Arrive	Class
	105	DUB	JFK	10:30am	1:10pm	Economy
(AerLingus)						
	133	DUB	SNN	11:30am	12:15pm	Economy
	111	SNN	JFK	1:45pm	4:05pm	Economy
(AerLingus)						

Carrier	Flt#	From	To	Depart	Arrive	Class
	104	JFK	DUB	5:40pm	5:15am	Economy
Flight arrives on a different day (Dec 10 5:15am); (AerLingus)						
	110	JFK	SNN	6:40pm	5:55am	Economy
	132	SNN	DUB	7:00am	7:45am	Economy
Flight arrives on a different day (Dec 10 5:55am); (AerLingus)						

Displaying: 4 out of 185 results.

Before making a reservation for a flight, users must indicate the number of pieces of baggage. The number of bags may increase the cost for the flight.

Flight Options selection screen:

The screenshot displays a flight selection interface. A 'Flight Options' dialog box is open, allowing users to customize their flight. The dialog includes a 'Description' section and a 'Price' section. The 'Available options for the whole trip:' section shows 'Pieces of checked-in baggage' set to 3, with a price of 'Add EUR 60.00'. The background shows a flight list with columns for Carrier, Depart, Arrive, Duration, and Class. The 'Airport Filters' panel on the right shows selected filters for 'DUB - Dublin, Ireland (\$450.35)' and 'JFK - New York, NY (\$450.35)'. The 'Flight Options' dialog also includes a 'Confirm' and 'Cancel' button.

The Aer Lingus itinerary view includes a link to their web page because the API does not support a live itinerary yet:

Trip from Dublin to New York

Description: **Comments to Agent:**
DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AFTER Oct 10 6PM

To view the most up to date itinerary or reserve a seat go directly to www.aerlingus.com

Itinerary for: SIEBEL, STEFAN
Created on: 10/10/2008
Trip Record Locator: PRFKVG

Comments from Agent
CONCUR CLIENTS CONTACT 1-888-662-6248 OPTION 4
Selected Ticket Delivery: E-Ticket if possible

Dublin Arprt (DUB) to John F Kennedy Intl (JFK)
Flight: **AerLingus** Flight # 105 Economy (S)
Departs: Dublin Arprt (DUB) Mon 12/08/2008 at 10:30 AM
Arrives: John F Kennedy Intl (JFK) Mon 12/08/2008 at 1:10 PM
Status: **Booked in AerLingus direct/2FBEYF** Ticketing:
Stops: Meal: No Meal Served
Duration: Distance: 3170 miles
Airline Record Locator:

John F Kennedy Intl (JFK) to Dublin Arprt (DUB)
Flight: **AerLingus** Flight # 104 Economy (S)
Departs: John F Kennedy Intl (JFK) Tue 12/09/2008 at 5:40 PM
Arrives: Dublin Arprt (DUB) Wed 12/10/2008 at 5:15 AM
Status: **Booked in AerLingus direct/2FBEYF** Ticketing:
Stops: Meal: No Meal Served
Duration: Distance: 3170 miles
Airline Record Locator:

Totals and restrictions
Fare Information EUR 558.48/EUR 558.48 - PRICING RECORD -

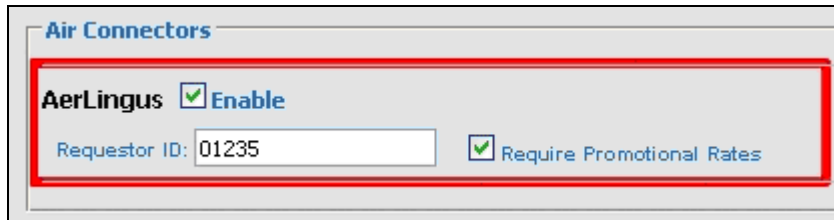
Due to restrictions of the Aer Lingus API, these features are currently not available:

- Live Itinerary
- Seat Reservation
- Cancel Trip
- Searching and booking Multi Segment Trips

Enable the Aer Lingus Direct Connect in the Company Travel Config

To enable Aer Lingus:

1. Select the Aer Lingus **Enable** check box in the **Air Connectors** section.



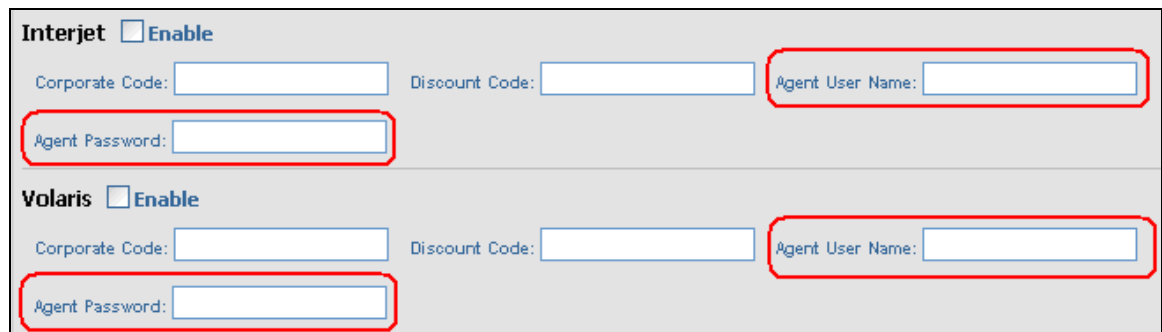
The screenshot shows a configuration window titled "Air Connectors". Inside, there is a section for "AerLingus" with a checked checkbox labeled "Enable". Below this, there is a text input field for "Requestor ID" containing the value "01235" and another checked checkbox labeled "Require Promotional Rates". A red rectangular box highlights the "AerLingus" section and its associated fields.

2. Enter the requestor ID for the travel configuration.
3. If the customer has access to promotional rate, select **Require Promotional Rates**.

Interjet/Volaris Agent Credentials

*GDS' Supported: Interjet/Volaris Direct Connect
Configuration Setting: Default Off*

Interjet and Volaris Direct Connects will accept agent credentials (via the API) that can be supplied on their website.



The screenshot displays two configuration sections: "Interjet" and "Volaris". Each section has an "Enable" checkbox (currently unchecked). Below each checkbox are four input fields: "Corporate Code", "Discount Code", "Agent User Name", and "Agent Password". The "Agent User Name" and "Agent Password" fields in both sections are highlighted with red rectangular boxes.

SWABIZ: Respect Cliqbook user selected search window

GDS' Supported: SWABIZ
Configuration Setting: Default On

The results returned in a SWABIZ popup will now be restricted to the time window set in the search page from either Cliqbook Travel Home or the **Change Flight Search** window.

In this example, we have searched for flights that depart at 9:00 AM (± 1 hour) and 5:00 PM (± 1 hour). Both arrive by and depart by are supported:

The screenshot shows the SWABIZ search interface. On the left, there is a list of flight results with columns for 'Duration' and 'Class'. On the right, the 'Change Flight Search' form is visible, showing the following search criteria:

- From:** MDW - Midway - Chicago, IL
- To:** BWI - Baltimore Washington Intl Arpt - Baltimore, MD
- Departure:** 01/08/2009, dep, 9:00am, ± 1
- Return:** 01/09/2009, dep, 5:00pm, ± 1
- Class of service:** Economy class
- Search flights by:** Price (selected), Schedule
- Display Settings:** Compress Display (unchecked), Show Airport Names (checked)
- Airport Filters:** MDW - Chicago, IL (\$229) (checked), BWI - Baltimore, MD (\$229) (checked)

In the display of flights, only those that depart during those times appear:

Before this change, the entire day flight schedule would display, which was inconvenient for travelers as it showed options that may not have times that fit their schedule.

Select Departing Flight							
Chicago (Midway), IL to Baltimore, MD (Thursday, January 08 2009)							
Fares do not include government fees and taxes.							
Flight	Depart	Arrive	Stops	Travel Time (hh:mm)	Business Select \$220	Anytime \$205	Wanna Get Away \$77 - \$195
3307	8:40am	12:25pm	1	2:45	<input type="radio"/> \$220	<input type="radio"/> \$205	WEB ONLY! <input type="radio"/> \$77
Select Returning Flight							
Baltimore, MD to Chicago (Midway), IL (Friday, January 09 2009)							
Fares do not include government fees and taxes.							
Flight	Depart	Arrive	Stops	Travel Time (hh:mm)	Business Select \$220	Anytime \$205	Wanna Get Away \$92 - \$195
504	4:35pm	5:40pm	Nonstop	2:05	<input type="radio"/> \$220	<input type="radio"/> \$205	WEB ONLY! <input type="radio"/> \$92
3866	6:00pm	7:10pm	Nonstop	2:10	<input type="radio"/> \$220	<input type="radio"/> \$205	WEB ONLY! <input type="radio"/> \$92

SWABIZ: Add country code to Credit Card Address

GDS' Supported: SWABIZ
Configuration Setting: Default On

Previously, the API to SWABIZ did not allow the transmission of a country code for the form of payment. This is now allowed and supported by Cliqbook.

Customers who previously had problems booking with a non-US credit card can now book without trouble. If a non-US country code is specified, Booking Builder will select the country and fill in the "international" fields on the SWABIZ billing information page.

AirTran NewSkies 2.1.1 Upgrade

GDS' Supported: AirTran Direct Connect
Configuration Setting: Default On

Cliqbook now supports version NewSkies 2.1.1 for the AirTran Direct Connect.

Split ticketing needs to use the split fare quote when main quote fails due to non-combinability

GDS' Supported: Amadeus
Configuration Setting: Default Off

Cliqbook now permits split ticketing when carriers cannot be combined on the same ticket. This improves Cliqbook's split ticketing logic that had previously compared the price of the single ticket with the price of the split and displayed the cheaper to the traveler. Cliqbook's logic would previously fail if the two carriers could not be combined. For example, certain economy fares on British Airways cannot be combined with certain economy fares on Lufthansa.

Previously, had a traveler chosen those two flights from the schedule, the finger fare would not have been displayed on the price page. Now, if split ticketing is enabled for these carriers, these flights can be combined:

Compare List				
Carrier	Depart	Arrive	Duration	Class
 British Airways #902	Jan 6 7:15am London, United King... (LHR)	Jan 6 10:00am Frankfurt, Germany (FRA)	Stops: 0	Boeing 767 Economy: O
 Lufthansa #4732	Jan 7 3:15pm Frankfurt, Germany (FRA)	Jan 7 3:55pm London, United King... (LHR)	Stops: 0	Boeing 737-300 Economy: T
€182.04 / £124.30				
Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); Endorsements for fare 1: NON-REFUNDABLE; Endorsements for fare 2: NON-REFUNDABLE; (Amadeus) Fare Rules				
<input type="button" value="Reserve"/> <input type="button" value="Remove"/>				

NOTE: Split ticketing must be configured on a per-carrier basis in the Manage Corporate Discount section of administration.

Pass back GDS error message when finger fare fails

GDS' Supported: Amadeus
Configuration Setting: Default On

Failed fare quotes now display a message to the user, explaining the reason for the failure, rather than simply not displaying a finger fare.

Rules Display not moving down in full on rule definitions of penalties for Sabre

GDS' Supported: Sabre
Configuration Setting: Default On

An outstanding issue involved fare rules being incompletely displayed in Cliqbook in the Sabre GDS. While we have not been able to resolve this issue using the current integration with Sabre's API (we believe it to be a Sabre issue), we have been able to resolve the issue using Sabre's Web Services API. If a customer has valid Sabre Web Services credentials entered into the agency configuration, we use the Sabre Web Services credentials in order to send/receive fare rules requests. This solution resolves the truncation problem.

NOTE: While this fix does require having valid Sabre Web Service credentials, it does not require enabling Sabre Web Services on your Cliqbook sites for profiles or for bookings.

For customers who do not have a SWS agent sine in the system, we did implement move down (MD) logic that attempts to pull out the entire fare rules data via use of MD (and MT for move top). However, testing shows that data does still tend to be truncated most, if not all, of the time, and that the penalty data is one of the main things that are truncated.

Car

Enterprise e-receipts in production

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

The beta testing for Enterprise is completed. The service is now available to any customers who have e-receipts enabled in their travel configurations, and who have an Enterprise Discount Code entered.

How to use

The Enterprise Corporate Customer Number is entered for a company by their travel agency or travel manager via **Travel System Admin > Manage Corporate Discounts > Car Vendors** section:

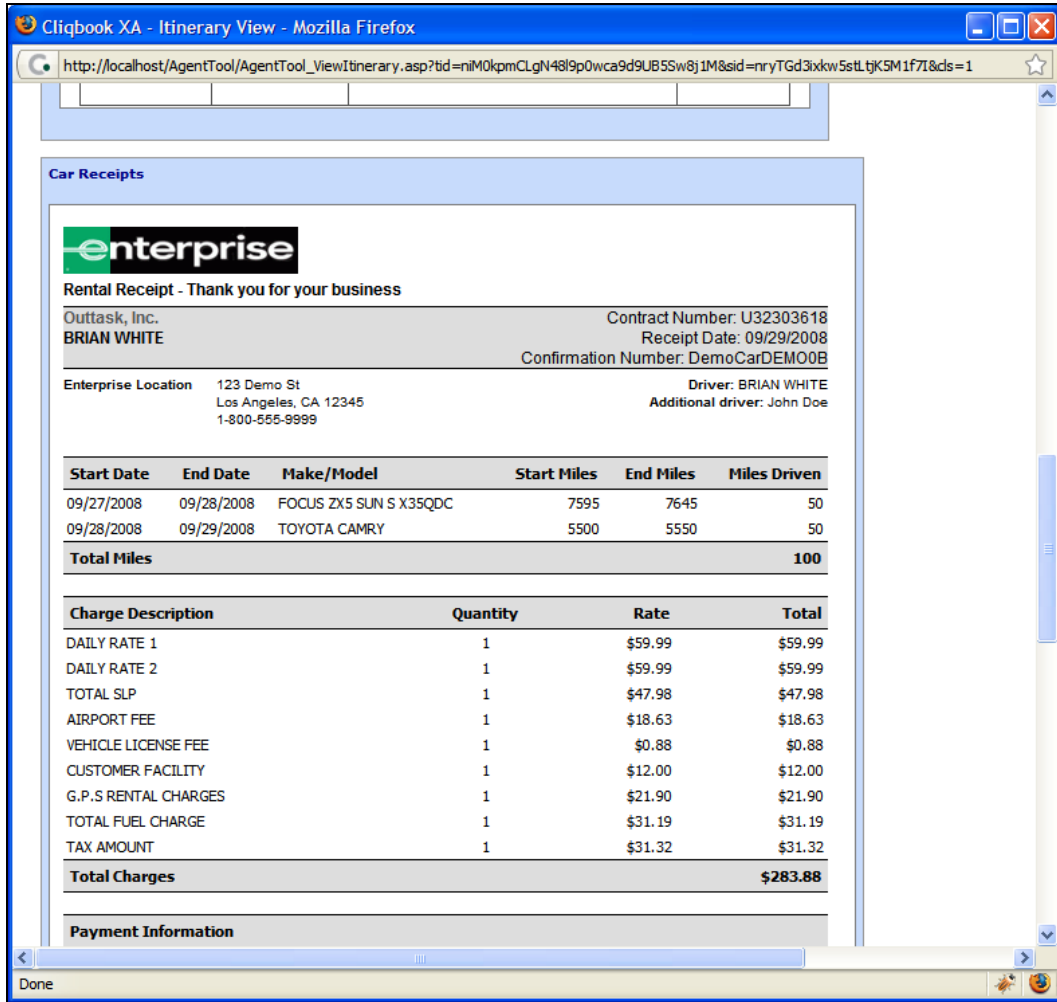
Travelers must be opted into the e-receipt program (**Profile > E-Receipt Activation**).

Enterprise will be identified as an E-Receipt Enabled vendor when searching for cars:

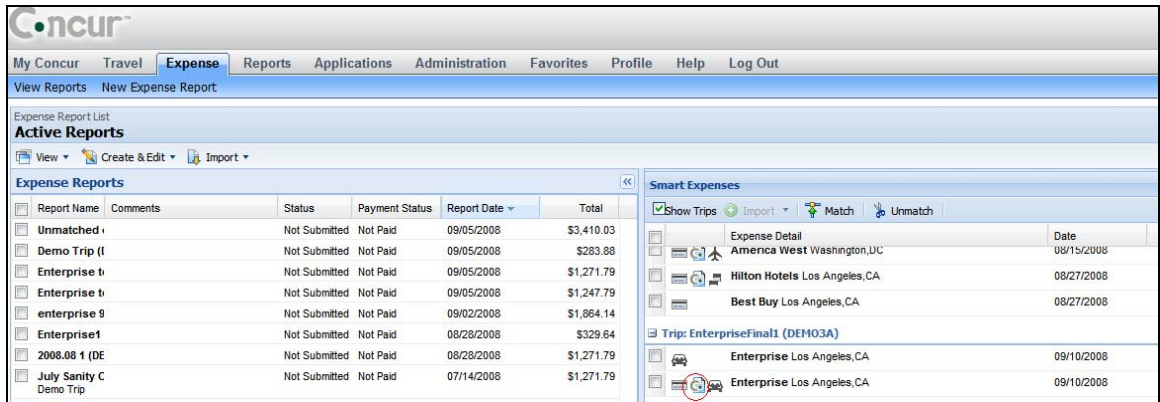
Enterprise e-receipts will be viewable in the Cliqbook report titled Car Rental Receipt Details:

Name	Department	Primary Passenger	Vendor	Rental Location	Pickup Date	Dropoff Date	Estimated Daily Rate	Actual Daily Rate	Days	Car Class Reserved	Car Class
	Development		Avis	LOS ANGELES AP, CA	06/29/2008	07/01/2008	\$59.99	\$59.99	2	1CAR	1
	Development		Budget	LOS ANGELES AP, CA	07/04/2008	07/06/2008	\$59.99	\$59.99	2	1CAR	1
	Development		Avis	JFK AP, NY	07/11/2008	07/13/2008	\$59.99	\$59.99	2	1CAR	1
	Development		Enterprise	PHOENIX Arizona	07/11/2008	07/23/2008	\$59.99	\$22.25	12	1CAR	
	Development		Enterprise	PHOENIX Arizona	07/11/2008	07/23/2008	\$59.99	\$22.25	12	1CAR	

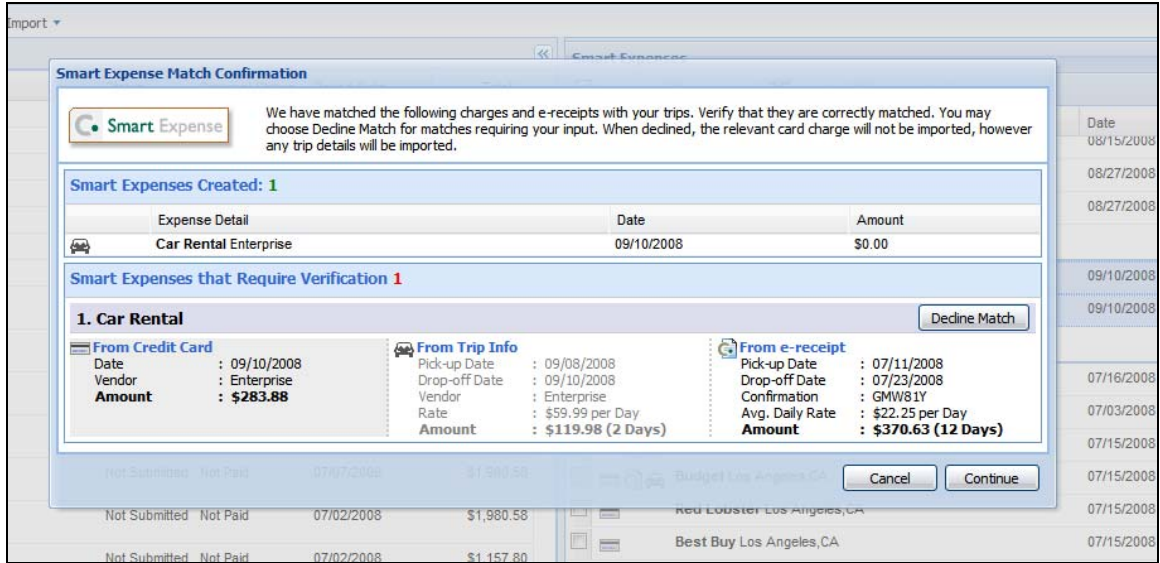
And in the trip library:



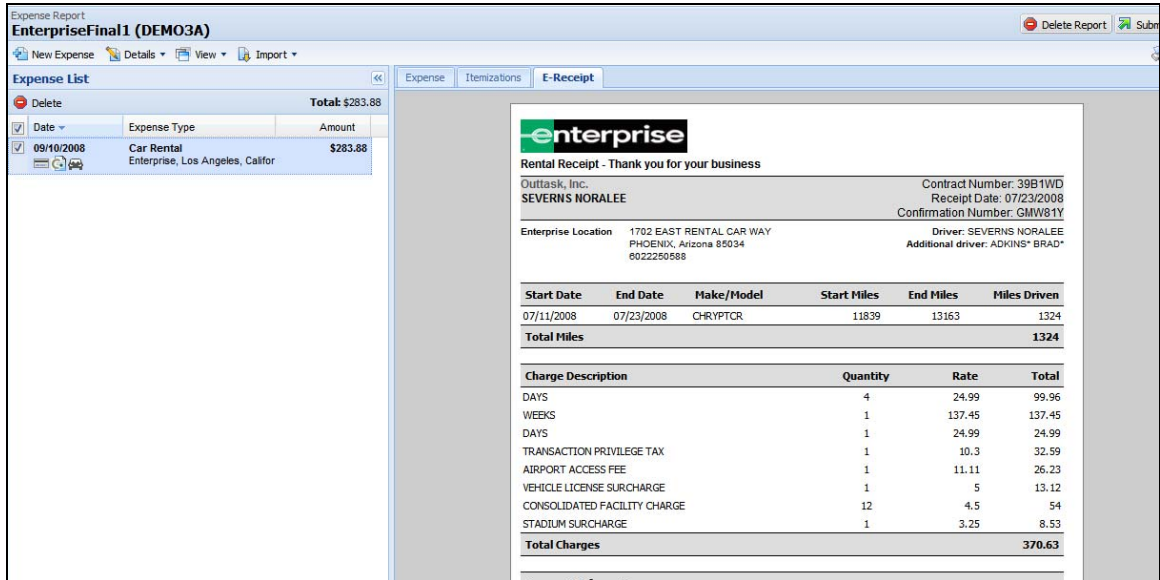
Enterprise e-receipts will also be available to import into Expense for integrated customers. The user selects **Import > Trips & Card Charge**, as with any other Cliqbook trip. The trips with e-receipts are distinguished by the Concur e-receipt icon next to the card charge and trip type icon:



When you import the trip, you will be prompted to accept the matches between the itinerary and card and e-receipt:



In the report, you can click the **E-Receipt** tab to view your e-receipts:



Hotel

Add "I have read the cancellation policy" check box to the Hotel Cancellation policy pop-up

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

A check box was added for confirming that a traveler has read a hotel's rate/cancellation policy (the **Continue** button is disabled until the check box is selected). This was a frequent request to make sure that the travelers read the cancellation policy. This mirrors the behavior on many leisure sites.

Rate details / Cancellation policy

Hilton Alexandria Old Town

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

139.00 PER NIGHT STARTING 30DEC08
EXTRA PERSON CHARGE: \$20.00
CREDIT CARD GUARANTEE
A CREDIT CARD GUARANTEE IS REQUIRED ON ALL RESERVATIONS REGARDLESS OF ARRIVAL TIME. INDIVIDUAL PLANS MAY HAVE VARYING GUARANTEE REQUIREMENTS. PLEASE SEE CANCELLATION POLICY FOR CANCEL PROCEDURES OF A GUARANTEED RESERVATION.
NO DEPOSIT REQUIRED AT THIS TIME. PLEASE SEE GUARANTEE POLICY. CERTAIN TIMES OF THE YEAR A CREDIT CARD DEPOSIT MAY BE REQUIRED.
12AM 30DEC08
RESERVATIONS MUST BE CANCELED *24 HOURS* PRIOR TO ARRIVAL TO AVOID A PENALTY OF ONE NIGHT ROOM AND TAX CHARGE *CERTAIN TIMES OF THE YEAR A NONREFUNDABLE CANCEL MAY BE IN EFFECT INDIVIDUAL PLANS MAY VARY SEE PLAN DISPLAY FOR MORE INFO **100PCT EDF
EARLY DEPARTURE FEE-* 100.00PCT

I affirm that I have read and agreed to the hotel's rate rules, restrictions, and/or cancellation policy.

Continue Cancel

Rail

Deutsche Bahn & SNCF: Provide a way for a company to prevent corporate ghost cards/BTA cards from being used for Rail bookings, and allow personal cards to be designated for rail bookings.

GDS' Supported: All
Configuration Setting: Default Off

On **Company Admin > Travel Administration > Corporate Ghost Cards**, Cliqbook now has the option to require/allow a ghost card to be used for all rail bookings:

The screenshot shows the 'Modify Corporate Ghost Credit Cards' configuration page. The 'Require for Rail' checkbox is checked. A help tooltip is visible on the right side of the page, stating: 'Check this box to require/allow travelers to use this card to book rail travel. If travelers should be allowed to choose between a personal card and a ghost card for rail travel, contact your agency or Concur Support to enable the travel configuration setting **Allow users to choose a personal credit card even if they have a custom corporate card**. If travelers are allowed to choose because of that setting, the corporate ghost card will be the default form of payment.'

If this option is selected, then the traveler will see only the ghost card in the **Choose a credit card** drop down list:

The screenshot shows the 'Trip Payment Information' screen. The 'Choose a credit card' dropdown menu is open, and 'PRODUCTS ghost card* (...1111)' is selected. The screen also displays 'Ticket Delivery and Seating Preferences' with options for 'PDF E-Ticket' and 'Ticket pickup at a ticket machine'.

If the company travel configuration has the **Allow users to choose a personal credit card even if they have a custom corporate card** option enabled, the traveler will see all of their personal credit cards and the ghost card in the **Choose a credit card** drop down list:

User Custom Property for Default Corporate Credit Card
None selected
 Allow users to choose a personal credit card even if they have a custom corporate card.
 Allow temporary credit cards for guest bookings

PRODUCTS ghost card* (...1111)
Aer Lingus CC (...2220)
Canadian Card TEST for CEN-1341 (...1111)
Jetblue MC (...1001)
Jetblue Visa (...4803)
MC Test (...5454)
test card - Canada addy (...5100)

Select a card
Aer Lingus CC (...2220)
Canadian Card TEST for CEN-1
Jetblue MC (...1001)
Jetblue Visa (...4803)
MC Test (...5454)
test card - Canada addy (...5100)

The ghost card will not appear in the **Card To Use For Identification Purposes** drop down list.

Deutsche Bahn: No pre-selection of identification preferences

GDS' Supported: All
Configuration Setting: Default On

The *Select a card* option has been added to **Card To Use For Identification Purposes**. This option is selected by default so the user must select a card before leaving the page.

Please select the form of identification and your seating preferences below.

Card To Use For Identification Purposes: Select a card
Seat Selection: Don't Care
Train Wagon Preference: Don't Care

Default Form of Payment for Rail

GDS' Supported: ALL GDS'
Configuration Setting: Default On

When adding a credit card within the Concur Cliqbook Traveler's profile, the user is prompted whether to use the card as the default for rail. However, when adding a credit card from the Travel Wizard, the user is only prompted for the other defaults (air, car, hotel, taxi). This will be addressed in a future release.

If the user adds a credit card from the Travel Wizard, the card will be used as the default for rail if it is the default for air, and will not be used as default for rail if it is not chosen as the default for air.

If the user has a personal credit card and a corporate ghost card in their profile, the corporate ghost card will be displayed at the top of the drop down list when selecting the form of payment (regardless of the user's default card selection).

The "rail default" preference cannot be set or edited via any of our profile sync methods. This will also be addressed in a future release.

NOTE: Rail default preferences do not apply to:

- Evolvi (UK Rail), as form of payment information is not passed from Concur Cliqbook Travel to the UK Rail booking site.
 - SNCF is billed by SNCF to the travel agency that completed the ticketing.
 - Amtrak when paying for the reservation at the Kiosk.
-

Limo/Taxi

New Travel Report: RideCharge Potential Travelers

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

This new report, "RideCharge Potential Travelers", is for companies to see who could be using RideCharge, but is not. RideCharge empowers companies to manage taxi spend, removing one of the largest cash transactions and providing electronic receipts to reduce fraud.



For more information on RideCharge please see our Ridecharge travel service guide in Concur Client Central.

Ridecharge Potential Travelers [Show this Report by default](#)

This report shows travelers who have flown out of RideCharge enabled airports in the specified date range.

By Month: December 2008 HTML (display to Screen) Submit

First Name	Last Name	Position/Title	E-mail	Home City	Home State	Flights Departing In RideCharge Cities	# RideCharge Bookings
Shameeka			@concur.com	Lorton	VA	6	16
Thomas			@concur.com	Alexandria	VA	5	96
Jeff			@concur.com	N Richland Hills	TX	5	6
Kimberly			@concur.com	Houston	TX	3	8

Parking

Park N Fly: Payment voucher with link that appears to be URL

GDS' Supported: ALL GDS'
Configuration Setting: Default On

After booking Park 'N Fly, the traveler receives a confirmation email. In the email is the text Payment Voucher, which is blue and underlined. It appears to be a link but it is not. This was confusing to travelers, so the color of the text has changed and the underline was removed to avoid this confusion.

Before:

Parking Instructions	IMPORTANT: You <i>MUST</i> print out the Park 'N Fly Payment Voucher at the bottom of this itinerary and present it as proof of payment when exiting the parking facility. If the location has a "Reservations Only" or "Lot Full" sign posted when you arrive for check-in, show the Payment Voucher to the attendant at the parking facility to gain entry.
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After:

Parking Instructions	IMPORTANT: You <i>MUST</i> print out the Park 'N Fly Payment Voucher at the bottom of this itinerary and present it as proof of payment when exiting the parking facility. If the location has a "Reservations Only" or "Lot Full" sign posted when you arrive for check-in, show the Payment Voucher to the attendant at the parking facility to gain entry.
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Meetings

Add a company level meetings configuration area

*GDS' Supported: ALL GDS'
Configuration Setting:*

In the Meeting Administration section, there is a new link on the top titled **Set Meeting Defaults**.

The screenshot shows the top navigation bar with 'Travel' selected. Below it, the 'Meeting Admin' link is highlighted. A red box highlights the 'Set Meeting Defaults' link. Below this, there is a search criteria section with a date filter set to 12/04/2008 and buttons for 'Submit', 'Set Attendee', and 'Clear Attendees'. At the bottom, there is a section for 'Concur Registration Meetings' with instructions to choose a meeting to edit or create a new one.

Clicking the link brings you to the **Meeting Defaults** page, where you can set up common defaults, which will be applied on every new meeting created under your active company.

The screenshot shows the 'Meeting Defaults' configuration page. It includes a 'Travel Configuration' dropdown set to 'Outtask Apollo' and a 'Travel Policy Rules Class' dropdown set to 'Outtask Apollo -- Apollo Class'. There is a 'Contact Email' field with 'ojj@e.com'. Two checkboxes are checked: 'Bypass the map screen when booking travel for this meeting' and 'Allow Hotel Bookings'. At the bottom, there are 'Save' and 'Back' buttons.

Concur Registration Meetings

When creating a new company meeting, if a default contact email was entered, it will auto-populate the **Contact Email** field.

Office **Travel** Reports Applications Administration Profile Help Log Out
Home Trip Library Templates Meetings Meeting Admin Policy Profile Cliqbook XA

Please enter in some basic information about the meeting you want to build, and click the "Create Meeting" button. You will then be directed to set up each feature of the meeting.

Concur Meeting

Meeting Name Location Name

Contact Email

Start Date 9:00 AM End Date 5:00 PM Time Zone

Meeting Features

Please indicate each feature that you want for this meeting by checking the boxes in front of them. Note: you can add or remove meeting features at any time.

Air Rail Hotel Block Survey Event Payment

On the **Travel > Agency Settings** page, if a default was set, it will also auto-populate the **Travel Configuration** and the **Travel Policy Rule Class** fields.

Office **Travel** Reports Applications Administration Profile Help Log Out
Home Trip Library Templates Meetings Meeting Admin Policy Profile Tools Cliqbook XA

dze

Meeting Agency Information

This section allows you to edit information about the meeting travel configuration. If the terms here are unfamiliar to you, your travel agent may be able to provide you with the correct settings. Press the "Save" button at the bottom to save your changes.

Travel Configuration Travel Policy Rules Class

Allow Hotel Bookings Allow Car Rentals Allow Limo Bookings

Use WebDirect Internet Searches Allow one-way and multi-seg flights

Billing Code: BAR/Level1 STAR: Org Unit (for non-profiled travelers using a dynamic BAR)

And on the **Travel > Air** page, the **Bypass the map screen when booking travel for this meeting** will auto-populate.

Office	Travel	Reports	Applications	Administration	Profile	Help	Log Out	
Home	Trip Library	Templates	Meetings	Meeting Admin	Policy	Profile	Tools	Clqbook XA

d2e	General Meeting Information
	This section allow you to edit general travel information for this meeting.
	Travelers should arrive <input type="text" value="3"/> hours before meeting start
	Travelers should depart <input type="text" value="3"/> hours after meeting end
	Maximum number of companions for meeting trips <input type="text" value="0"/>
	<input type="checkbox"/> Allow attendee to change destination airport / rail station

Meeting	Meeting Air Information
Overview	This section allows you to edit information about the meeting air travel. Press the "S
General	
Meetings List	Airport
Meeting Calendar	<input type="text"/>
	Exclude Airport 1:
	<input type="text"/>
	Exclude Airport 2:
	<input type="text"/>
	Exclude Airport 3:
	<input type="text"/>
	<input checked="" type="checkbox"/> Bypass the map screen when booking travel for this meeting
	Search Flights By:
	<input checked="" type="radio"/> Best Price
	<input type="radio"/> Best fit to schedule

Third-Party Registration Meetings

When creating the third-party meeting, the defaults appear within the single meeting setup screen.

The screenshot displays a web form for creating a meeting. The top right corner has 'Submit' and 'Cancel' buttons. The 'Meeting Information' section includes a 'Meeting Name' text box, a dropdown for 'For employees using travel configuration:' (set to 'Outtask, Inc.'), and text boxes for 'Access Code / Password:', 'Billing Code:', and 'BAR/Level1 STA'. The 'Admin Options' section contains several checkboxes: 'Travel Policy Rules Class' (dropdown), 'Allow Car Rentals', 'Allow Hotel Bookings' (checked), 'Allow Limo Bookings', 'Use WebDirect Internet Searches', 'Allow one-way and multi-seg flights', 'Allow attendee to change destination airport / rail station', and 'Bypass the map screen when booking travel for this meeting' (checked).

Allow import of profile attendees to match on login ID

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

In response to customer requests, the import process for Meeting attendees has been modified to support matching on login ID. It allows customers to specify a login ID in the uploaded .csv file instead of using the email field.

If the login ID is specified in the .csv file **and** it is found in the outtask_user table, then the email field from the .csv file will be overridden with one from the database that matches the login ID. Otherwise, the email field will be used to match attendees to outtask users.

If the email field in the .csv file is empty and the login ID cannot be found in the database, then the attendee will be ignored and will not be imported.

SSO Link allowing users who are not registered to access meeting

*GDS' Supported: ALL GDS'
Configuration Setting: Default On*

Until now, any traveler could access, register, and book a trip for a meeting by using the Meeting link because Cliqbook did not validate that the user was actually an invited attendee. Cliqbook now validates. If the user is not an attendee, they cannot access the meeting.

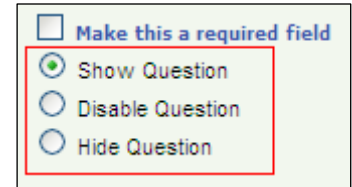
Disable Survey and Event step questions so that they are grey for attendees to see without permitting further changes

GDS' Supported: ALL GDS'
Configuration Setting: Default On

Meeting planners now have the option to make questions grey (visible but read-only) so that attendees can see their previous responses without making changes. Until now, administrators could completely hide the questions.

The **Hide** check box on the question setup page for the Survey and Event step has been replaced with three radio buttons:

- Show Question (selected by default)
- Disable Question
- Hide Question



Only show "invitation resend" link in Concur Meeting admin if the meeting has self registration enabled

GDS' Supported: ALL GDS'
Configuration Setting: Default On

The link for "invitation resend" on the left side of the page is confusing if the meeting is not set up for self-registration. With this release, that link is hidden and self-registration is not enabled.

Rail in Meetings: Automatically add a Travel Step if meeting planner enables Rail feature

GDS' Supported: ALL GDS'
Configuration Setting: Default On

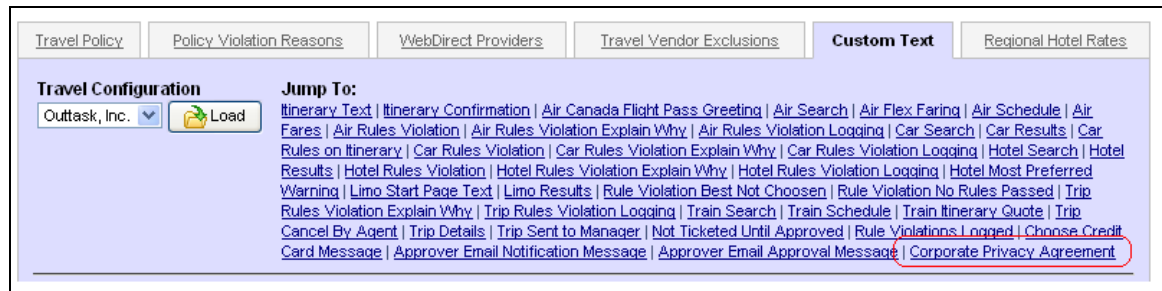
This enhancement adds automatically a travel step to the meeting if the rail feature is enabled during the creation of the meeting.

Miscellaneous

Allow multiple Privacy Statements per site (by travel configuration) via Custom Text

GDS' Supported: ALL GDS'
Configuration Setting: Default Off

In the past, a company's privacy policy was configurable, but at the company level and only by Concur implementation. Customers will now be able to change it themselves using the **Custom Text** tab on the travel policy administration page.



Any existing customized privacy statements have been loaded into all travel configurations as part of the migration.

NOTE: In order for a customer to turn on privacy agreements (aka formerly referred to as the Safe Harbor Agreement), they must continue to submit a request to Concur Client Services.

Jira List

Enhancements

Key	Summary	Ticket ID
CEN-412	Add a company level meetings configuration area	
CEN-421	Replace HTML editor with better one	
CEN-448	Allow import of profile attendees to match on login id	705-4507341
CEN-514	SSO Link allowing users who are not registered to access meeting	705-4719956
CEN-853	Need better error message when booking direct connect carriers	
CEN-938	Provide a way for a company to prevent corporate ghost cards/BTA cards from being used for Rail bookings, and allow personal cards to be designated for rail bookings	705-5578620
CEN-1073	Allow multiple Privacy Statements per site (by travel config) via Custom Text	705-5759322
CEN-1131	Aer Lingus Direct Connect	
CEN-1183	Disable Survey and Event step questions so that they are grey for attendees to see without permitting further changes	
CEN-1215	Park N Fly: payment voucher with link that appears to be URL	
CEN-1248	Interjet/Volaris Agent Credentials	
CEN-1252	Message in Aer Lingus itinerary to direct them to for latest itinerary and to choose seats	
CEN-1269	Only show "invitation resend" link in concur meeting admin if the meeting has self registration enabled	
CEN-1277	Add an "I have read the cancelation policy" checkbox to the Hotel Cancellation policy pop-up.	
CEN-1283	SWABIZ: Respect Cliqbook user selected search window	
CEN-1290	AerLingus: Implement changes resulting from API changes	
CEN-1294	Update hotel matching process used by the Amadeus loader	
CEN-1295	Sabre Convenience Fee	
CEN-1298	Localization for December Build - German, French	
CEN-1299	Deutsche Bahn: No Preselection of identification preferences on twTripCredit.asp	
CEN-1307	Add new element TravelApprover to SetUserForEntity API of the UserDataWS	
CEN-1312	New Travel Report: RideCharge Potential Travelers	
CEN-1315	AirTran NewSkies 2.1.1 Upgrade	

Key	Summary	Ticket ID
CEN-1316	Rail in Meetings: Automatically add a Travel Step if meeting planner enables Rail feature	
CEN-1320	Editing the Third-Party Registration Meetings	
CEN-1322	Add warning of duplicate company employee id to company merge script	
CEN-1323	Ability to copy city caps from one config to another	
CEN-1324	Set a Carrier as Guaranteed Ticketing Carrier by Source (GDS/DirectConnect)	
CEN-1327	Allow e-receipts where line items do not equal total to flow into expense	
CEN-1336	Changing date of refunds for concur user payment	
CEN-1337	Split ticketing needs to use the split fare quote when main quote fails due to non-combinability	
CEN-1338	pass back GDS error message when finger fare fails rather than just be missing the finger fare	

Support Cases

Key	Summary	Ticket ID
CLQ-1250	Merged Site Company Groups Access to Divisional Admins	705-5555340
CLQ-1474	Cliqbook Site Merge and Divisional Admin access: Corpcard Admin	
CLQ-1521	Cliqbook meetings with SSO is allowing uninvited attendees to join the meeting	
CLQ-1958	Virgin America needs to be a guaranteed ticketing carrier	705-5558964, 081021-000137
CLQ-2703	Rules Display not moving down in full on rule definitions to section of penalties for Sabre Sites. Suggested format md/16	
CLQ-2745	Penalty Applies needs to added to list of strings in which we look for penalty text	
CLQ-2812	Hotel Deposits: Hotel sells affected on deposit-required properties on Apollo/Galileo.	081015-000326, 080820-000296
CLQ-2903	Add airport city code Normanton NTN to Cliqbook.	
CLQ-3098	SWABIZ not working on guest bookings	
CLQ-3126	Seat map: coach class seat map is being returned on the reserve page regardless if booked in First, Business or A class	080908-000246 081013-000158

Key	Summary	Ticket ID
CLQ-3258	Hotel negotiated rate not being displayed on the pop up screen.	081119-000105, 080919-000217, 080905-000234, 080923-000080
CLQ-3262	Amadeus seat : return logs showing no seats but CB is interpreting it incorrectly	
CLQ-3293	Hotel cancel: need to return text from GDS if provided in place of cancellation number.	080930-000168
CLQ-3310	File Finishing failing for YX due to signature seat response.	081105-000060 081028-000187
CLQ-3357	Remove the SwissAir LX card info out of the Affinity traveler program	
CLQ-3368	Aer Lingus Direct Connect: airfare amount quoted on Travel Details screen does not note opt-ins	081028-000127
CLQ-3445	CLONE -PS 633907/Dr Pepper Snapple Group/Meeting - air search. default - arrive by changed by user reverts back to arrive by during search	081027-000155
CLQ-3470	Divisional Admin - Company Groups are disassociated from Corporate Ghost Card after save when users added to or removed from card	
CLQ-3507	Incorrect message appearing for DBahn kiosk bookings	
CLQ-3519	Delta Seatmaps in Sabre have issues: Delta MD-90, MD-88, Atlantic Southeast CRJ200	081118-000026
CLQ-3520	Cliqbook needs to support MNI (Montserrat) Airport	
CLQ-3533	Add Airport Code MZL MANIZALES, COLOMBIA	
CLQ-3534	Burgos airport in Spain not in Cliqbook	
CLQ-3538	Galileo: Remark not being added to the PNR with date/time a trip is rejected	
CLQ-3540	Add to Database: Sabre Delta Seatmaps CRJ-700 for Atlantic Southeast, Comair and Skywest	080918-000180
CLQ-3545	Ability to make a Rail booking without Form of Id	
CLQ-3548	PS 624240 Sabre/USAir Seatmap displaying blocked seats as open	081010-000132 081006-000261
CLQ-3554	YX P fare showing as first class.	
CLQ-3556	S class on BMI showing as Premium Economy	
CLQ-3564	Sabre seat map issues on Delta MD-88	081118-000026
CLQ-3571	Air Canada other booking details field 2 needs to be alphanumeric not just numeric	
CLQ-3576	CLONE -CLONE -WestJet not showing on Canada Site when within the time window	081022-000300

Key	Summary	Ticket ID
CLQ-3577	Deutsche Bahn & SNCF: Provide a way for a company to prevent BTA cards from being used for Rail bookings, and allow personal cards to be designated for rail bookings.	
CLQ-3601	Seat Map w/the arrangers name	
CLQ-3609	WestJet not showing on Canada Site when within the time window	081022-000300
CLQ-3610	CLONE -APOLLO EMAIL FILTER CORRECTION REQUIRED	
CLQ-3611	Pep Boys-Spirit Airlines Issue	
CLQ-3616	CLONE -Add L'Avion Airlines to drop down selection when booking limo only	081110-000214
CLQ-3620	FareQuoteFlightSpecific needs to send agency-level discount if no specific discount used	
CLQ-3623	CLONE -PS643047 NW cxn flt not offered by schedule	081106-000328
CLQ-3633	CLONE -Corporate Air "ZZ" code change - remove from vendor strikeout so it shows up	
CLQ-3636	CLONE -Car Size Rule "car size not one of" with minivan marking minivan out of policy	
CLQ-3638	CLONE -Perdue "car class over" rule has cars in wrong order - reverse prem and lux car. also flags IF out of policy when car policy set to "over IF"	
CLQ-3640	CLONE -HP India - Y class is not a valid economy class of service for King Fisher or Indian Airlines	
CLQ-3644	CLONE -Delta changing baggage fees from 0/50 to 15/25	
CLQ-3645	Pre Ticket Flight change availability is not the same as when doing a reg search w/a 12 hour window	
CLQ-3672	CLONE -Sabre/Apollo cross-GDS rapid reprice service class issue	