

# **Travel: Air France**

## **Travel Service Guide**

**Last Revised: August 30, 2019**

Applies to Concur Travel:

- Professional/Premium edition
  - TMC Partners
  - Direct Customers
  
- Standard edition
  - TMC Partners
  - Direct Customers



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## Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
February 14, 2020	Updated the copyright; no other changes; cover date not updated
August 30, 2019	Added note to <i>Fare Search and Booking</i> section.
August 14, 2019	Updated information on Abonnement card in <i>Configuration – Professional Travel</i> section
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
April 27, 2018	Corrected Profile screenshot to show when both Frequent Traveler Program and Advantage Program have been entered.
January 2, 2018	Updated the copyright; no other changes; cover date not updated
December 9, 2016	Added the <i>Include all Domestic Flights</i> section in the configuration steps
October 24, 2016	Removed reference to price when searching by schedule
July 20, 2016	Updated an additional screen shot
June 20, 2016	Updated the screen shots for the ui enhancements; general updates
October 28, 2013	General updates; moved to the new format

# Air France

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## Section 1: IMPORTANT – About this Guide

Be aware of the following:

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

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

## Section 2: Overview

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

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This guide explains how to access Air France inventory and travel programs through Concur Travel.

### Benefits

#### *Air France Abonnement Card*

Concur Travel support of Air France includes the ability to apply a Frequent Flyer number and the Air France Abonnement (ABT) card. The Air France Abonnement Card (separate from Air France Frequent Flyer program) gives its holder access to special Air France and HOP (owned by Air France) fares. Usually these fares are less than the published fares with comparable fare conditions.

## ***Air France Flight Firming***

Concur Travel performs *flight firming* for all Air France itineraries. When flights are booked and priced, the last date to ticket returned by Amadeus is not always accurate. A process used by Air France – known as *flight firming* – causes Air France to update the PNR with the "true" last date to ticket, often allowing flights to be placed on hold for a longer period of time.

When the firming process during booking is completed, Concur Travel stores the "firmed" date for the itinerary, using it for actions such as passive approvals, trip hold reminders, and automatic cancellation of trips on hold. These operations, therefore, take place at a more accurate time, guaranteed by Air France.

The flight firming process adds an SK element to the PNR (if one does not move in with the corporate or agency profile), and then ending and retrieving the itinerary after the flights have been added and priced. Air France adds an OPW element to the PNR indicating the "firmed" last date to ticket. Concur Travel captures and stores this date at that time.

## **Section 3: End-User Experience**

### **User Profile**

The Air France Frequent Flyer number and Abonnement Card must be added to the user's profile.

#### ***Frequent Flyer Card Number (Flying Blue)***

In the user profile, the user clicks **Add a Program** in the **Frequent Traveler Program** section. The **Add Travel Programs** window appears.

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**NOTE:** The user will be able to add the Air France Frequent Flyer number, regardless of whether the user has an Air France Abonnement Card.

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The user enters the number and clicks **Save**:

### Add Travel Programs

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

The page allows you to enter up to 5 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.).

	Air/Rail Carrier Air France	Frequent Traveler / Driver/ Guest Number Search this vendor 104 8386	<input checked="" type="checkbox"/>
		<input type="checkbox"/> Make default for all SkyTeam bookings	
		Expiration Date: 10/16/2017	

### ***Air France Abonnement Card (Carte d'abonnement)***

The user clicks **Add a Program** in the **Advantage Card** section and adds the Air France Abonnement Card.

### Add Travel Programs

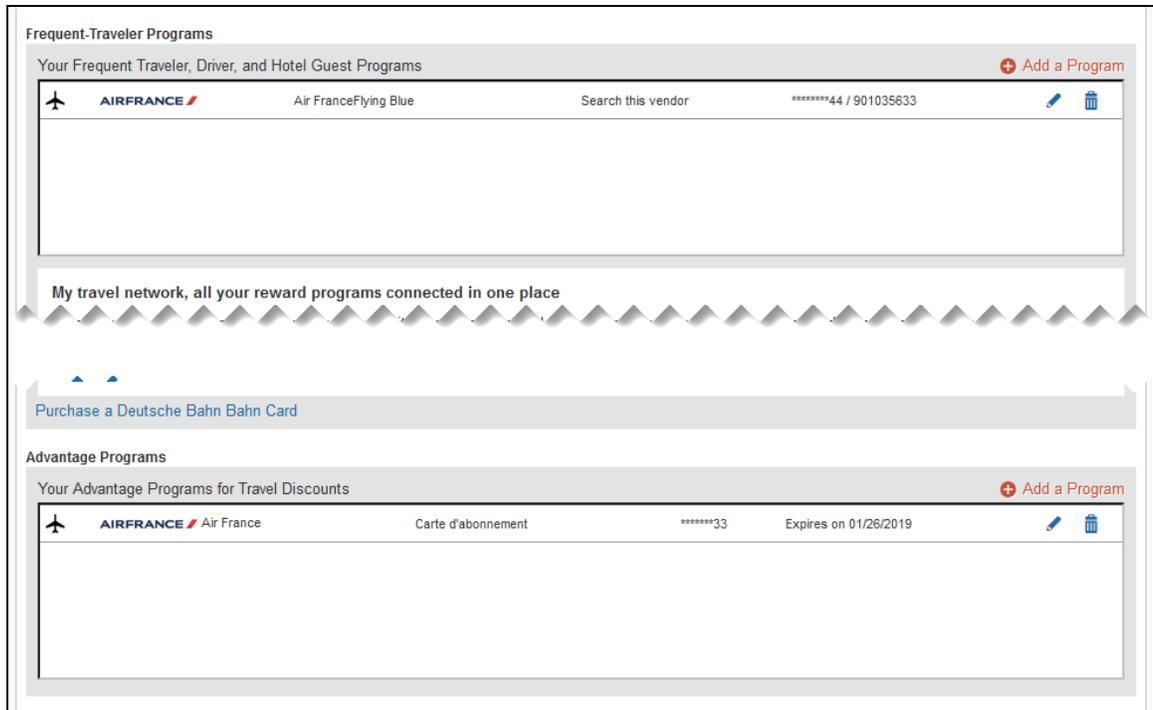
**i** Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345"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

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

1	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Air France	Carte d'abonemen	900 42	10/31/2017

**NOTE:** *Air France* only appears as a carrier in the dropdown if the use of Air France Abonnement Cards is permitted and configured in the travel configuration.

If both cards are allowed, they are stored in the user profile and appear like this:



**NOTE:** Air France does not require a traveler to have an Air France Frequent Flyer number in order to have an Air France Abonnement Card.

## Air France and HOP Abonnement (ABT) Fares

For Air France, in addition to the existing domestic fares in France in class **S**, ABT fares can be booked on routes in Europe starting from France, North Africa, and Israel, in **W** class.

HOP (IATA code A5) is a French airline belonging to Air France, operating in domestic France and throughout Europe. HOP began operation in April 2013. Air France's Abonnement Cards (ABT) and Frequent Flyer Program (Flying Blue) are also valid for HOP.

HOP (A5) operates on domestic routes in France (both directions), for example:

- Aurillac, France (AUR) – Paris, France (PAR)
- Bordeaux/Mérignac, France (BOD) – Strasbourg, France (SXB)
- Brest, France (BES) – Lyon, France (LYS)
- Air France ABT class: **S** (fare base: **SRPFR** for return journeys, **SRPWFR** for one-way journeys)

HOP operates on routes in Europe (both directions), for example:

- Bordeaux/Mérignac, France (BOD) – Barcelona, Spain (BCN)
- Nantes, France (NTE) – Brussels, Belgium (BRU)
- Nantes, France (NTE) – Dusseldorf, Germany (DUS)

- Air France and HOP ABT class: **W** (fare base: **WRPFR** for return journeys, **WRPWFR** for one-way journeys)

ABT fares are also valid in combination with HOP and Air France flights.

## Fare Search and Booking

On the **Flight Search** tab (of the Travel Wizard), the user chooses the desired departure and arrival cities, dates, and other pertinent information and then searches by fare.

**NOTE:** On the **Flight Search** tab, users can only search by fare, not by schedule.

After the user selects an Air France or HOP ABT fare class code, Air France and HOP ABT fares appear with **Abonnement** below the blue price button.

**Selected Fare**

 Air France	7.25 BOD → 8.35 ORY	Nonstop	1h 10m	<input checked="" type="checkbox"/> Remove <span style="color: red;">✕</span> <span style="background-color: #0070C0; color: white; padding: 5px 10px; border-radius: 3px;">\$442.10</span>
	7.20 ORY → 8.25 BOD	Nonstop	1h 05m	

[Hide all details ^](#)

**DEPART** ✕ Mon, Sep 19 – Bordeaux, France to Paris, Paris, France [Hide details ^](#)

Mon, Sep 19 7.25 BOD → 8.35 ORY 1h 10m Air France #6255  
[View seats](#) / Airbus Industrie A321 / 162 lbs CO<sub>2</sub>

**RETURN** ✕ Fri, Sep 23 – Paris, Paris, France to Bordeaux, France [Hide details ^](#)

Fri, Sep 23 7.20 ORY → 8.25 BOD 1h 05m Air France #6252  
[View seats](#) / Airbus Industrie A321 / 162 lbs CO<sub>2</sub>

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<b>Fare Details</b>	Free Checked Bags	Refundable
Economy (W) <a href="#">Rules / Fare Details</a>	<a href="#">Visit Air France</a>	No

\$442.10  
 Abonnement

[View more fares](#)

Sabre

Additional information appears when the user clicks **Fare Details**.

The screenshot shows a flight booking interface. A modal window titled "Details" is open, displaying the following information:

- General Information**
  - TARIF ABONNECARTE A PRESENTER
- Air France**
  - Flight # 6255 from BOD to ORY (WFFFFR)
  - Flight # 6252 from ORY to BOD (KRD0FR9)
  - Ticket non-refundable - penalties may apply
  - Change fee likely applies (plus fare difference, see fare rules)
  - E-Ticketing Available

The background interface shows a flight itinerary for a round trip from Bordeaux to Paris and back. The total price is \$442.10. The itinerary includes the following details:

- Outbound:** Mon, Sep 19, 7.25 BOD → 8.35 ORY, 1h 10m, Air France #6255, Airbus Industrie A321 / 162 lbs CO<sub>2</sub>
- Return:** Fri, Sep 23, 7.20 ORY → 8.25 BOD, 1h 05m, Air France #6252, Airbus Industrie A321 / 162 lbs CO<sub>2</sub>

The "Fare Details" section shows Economy (W) with a price of \$442.10 and a green checkmark indicating it is available. The fare is non-refundable and includes free checked bags. The interface also shows "Abonnement" and "View more fares" options.

## Section 4: Configuration – Professional Travel

### General

#### ***Allow Air France Abonnement Cards***

To allow the use of Air France Abonnement Cards, it must be enabled in the travel configuration.

▶ **To do so:**

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

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

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2. On the travel configuration page, locate **Air Search Options**.

3. Select (enable) the **Company uses Air France Abonnement** check box.

**Air Search Options**  
Default Search Window (Domestic): 3 (recommended) | Default Search Window (International): 5 (recommended) | Minimum Window: 2 (recommended) | Maximum Window: 23 (no maximum)  
 Use the domestic and international Default Search Windows for the Travel Policy Time Windows.  Use domestic default search window for intra-region flights  
Default Search Type: Initially default to Search by Schedule |  Don't show prices on Schedule  
Access to Guaranteed Ticketing carriers: Allow  
 Use ePricing Search  
 **Company uses Air France Abonnement**  
 Air bookings via Concur Mobile enabled

### ***Include all Domestic Flights – Amadeus Customers***

Due to certain fare filing discrepancies, certain fares are still classified as Premium Economy, even though Air France does not offer Premium Economy domestically (within France). SAP Concur is working on a long-term solution to address this, but in the meantime, it is recommended that companies utilize the View More Air Fares feature and enable the following travel policy rule (or something similar):

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

**NOTE:** Per recent updates, the recommendation to use the View More Air Fares feature may no longer be necessary and will be removed in the near future.



For information about using and configuring the View More Air Fares feature, refer to the *View More Air Fares Travel Service Guide*, available on the SAP Concur support portal or in Travel Administration online help.

### ***Amadeus GDS Profile Sync and Air France Abonnement Card Support***

The entry AIR\_DISCOUNT\_PROGRAM\_NUMBER is used in the Concur Travel Profile Template Editor to write the Air France Abonnement Card to the GDS profile. Concur Travel profile lines 212 and 213 are designated for the Air France Abonnement Card.

## **Air France Abonnement Card**

Amadeus and Sabre provide real-time validation of Abonnement Cards against Air France's database. As a result, the GDSs are much more strict about the data, for example, the name on the user's Abonnement Card must exactly match the name in the PNR.

### **IMPORTANT – MIDDLE NAMES**

Be aware that the user's **middle** name is a common area of difficulty. If the profile sync does not put in the name (especially any middle name) **exactly** matching the Abonnement Card or if the name on the Abonnement Card differs from the passport/identity card, users will have trouble using their Abonnement Card in Concur Travel.

This is not a Concur Travel limitation; it is merely due to the strict validation by the Air France system. Similar issues occur with middle names when profile sync is not used because SAP Concur's manual profile build process does not enter the middle name.

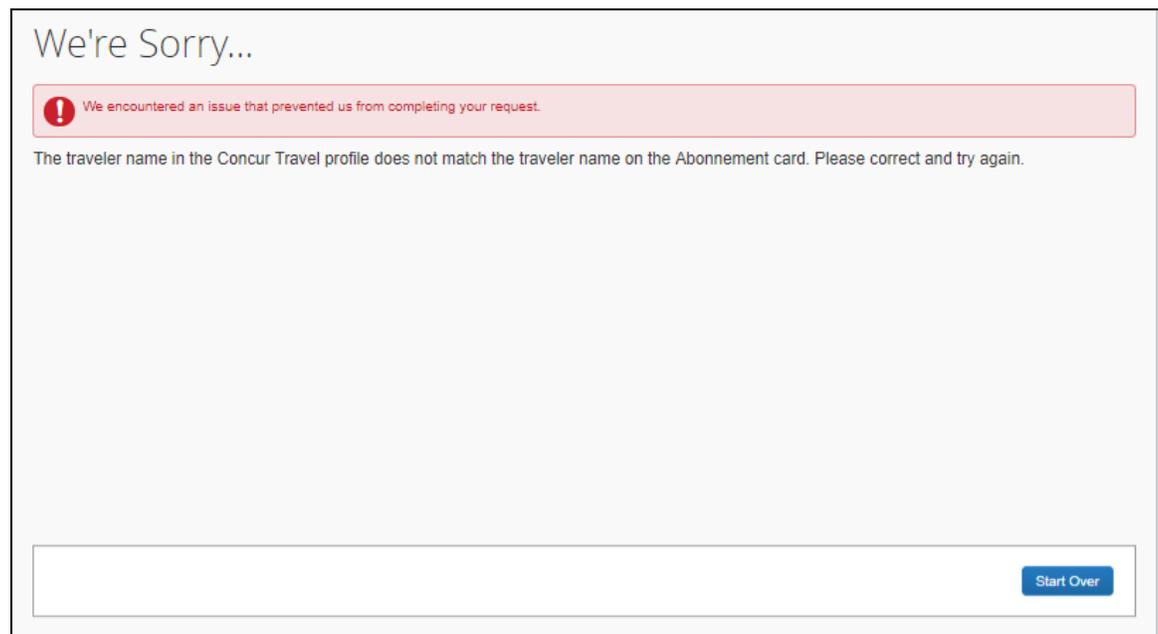
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**NOTE:** There is no way to force the Abonnement Card in this case because there is no way to avoid the validation process in the GDS; you cannot save the PNR or store a fare with the mismatched name/Abonnement Card combination.

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In the event that there is a name mismatch between the user's SAP Concur profile and the user's Air France Abonnement card, the following messages will display.

### **Legacy Checkout process:**



We're Sorry...

 We encountered an issue that prevented us from completing your request.

The traveler name in the Concur Travel profile does not match the traveler name on the Abonnement card. Please correct and try again.

[Start Over](#)

## Express Checkout process:

The screenshot displays the Concur Express Checkout interface. At the top, there is a navigation bar with the Concur logo and menu items: Travel, Reporting, and App Center. On the right side, there are links for Administration, Help, and Profile. A prominent error message is shown in a white modal box with a red exclamation mark icon. The message reads: "Unsuccessful Booking Attempt" and "We're sorry. We could not book your trip due to an issue with the name on your Abonnement card." Below the message is a blue button labeled "Show My Options". In the background, the main content area is dimmed. It features a red error banner with the text: "We're sorry. We could not book your trip. Option 1: You can go back to all flight options and try again. Option 2: You can call your travel agent at AUT Am...". Below this is the "Review and Book" section for a "One-way Trip from Aurillac to Paris" departing on "Fri, Aug 23". The flight details include the Air France logo, flight number "AF 7598", and duration "1h 20m". The itinerary shows a departure from Paris - Paris Orly Airport at 9:05 AM and arrival at Aurillac - Aurillac Airport at 10:25 AM. A "Seats" button is visible next to the arrival information. At the bottom, there is a "Traveler" section with an input field.

**!** We're sorry. We could not book your trip due to an issue with the name on your Abonnement card.  
Option 1: You can go back to all flight options and try booking again without an Abonnement fare. [Back to Flight Options](#)  
Option 2: You can call your travel agent at AUT Amadeus and book over the phone. Call 703-837-6100 (day) or 703-837-6100 (night).

## Review and Book

\* Indicates Required Field

One-way Trip from Aurillac to Paris

Depart Fri, Aug 23



Air France  
1h 20m • AF 7598 • Fly America Act and Open Skies compliant

	9:05 AM	Paris – Paris Orly Airport	<a href="#">Seats</a>
	10:25 AM	Aurillac – Aurillac Airport	

1h 20m • AF 7598 • Abonne (U) • Aerospatiale/Aeritalia • 139 lb CO<sub>2</sub>

### Traveler

Rique Onceau

For Air France

Select a program ▼

[Add loyalty program](#)

### Total Cost

#### Airfare and Fees

1 Adult	×	Airfare	USD 168.00
		Related taxes and fees	USD 49.73

**Total booking cost: USD 217.73**

Form of Payment\*

VISA \*\*\*\*1111 - personal card - visa ▼

[Manage credit cards](#)

Booking confirmation will be sent to [frederique@assemble.com](mailto:frederique@assemble.com).

By completing this booking, you agree to the fare rules and restrictions.

[Book Trip](#)

[Back to Search Results](#)

## Section 5: Configuration – Standard Travel

Air France Abonnement is ON for all French Standard Travel configurations. It is not available for change.

View More Air Fares is on by default and is not available for change.

## Section 6: FAQ

### Questions

**Q.** In which GDSs are Air France Abonnement Cards supported in Concur Travel?

**A.** Air France Abonnement Cards are supported for Amadeus and Sabre.

**Q.** Do I need a Flying Blue Frequent Flyer Card to make use of an Abonnement Card?

**A.** No. The use of an Abonnement Card is independent from the use of a Flying Blue Frequent Flyer Card. Each card can be used exclusively.

**Q.** Can the text TARIF ABONNECARTE A PRESENTER in the general information section be changed to provide a better explanation?

**A.** No. We can only display the original text being provided by Air France in the ticket endorsement box (ATPCO cat 18) of the fare. Concur Travel will see a change in the text only if and when Air France changes the text.

