

Concur Travel Service Guide Multi-User Clone / Share Trip

Overview

Concur's ability to clone and share trips was ideal for the travel arranger to clone for a small number of travelers, but did not provide an effective solution for a large group. The Multi-User Clone feature will allow an arranger to clone an already reserved trip (Concur Travel & Expense or agent- originated) for multiple travelers (unlimited). It will create a unique PNR or reservation for each traveler and copy the LLF and finishing requirements.

- Multi-segment clone is different from the standard clone in that we are cloning the fare basis code of the original trip for all new trips.
- The single clone feature clones the flights of the original trip but policy is applied and the user/arranger is taken through the booking process.
- With multi-user clone, policy (class of Service, airline preference, refund ability, etc.) is determined by the first trip **only**.
- If there is a change in class of service or fare during the multi-user clone, the clone will end and a report is sent to the arranger.

Due to this difference in functionality, we have grayed out the **Refundable** check box on the multi-user clone page as it serves no purpose.


How it Works

Multi-User Clone

1. In the Travel Center under Upcoming Trips, select a trip and click **Clone Trip**:




2. Select *Multiple Travelers* from the list (top right corner).
3. Select the appropriate radio button.
4. Select Refundable only air fares as applicable.
5. Click **Next**.



 **Booking Clone of: *Trip from Atlanta to Chicago* for:** Multiple Travelers Search

[View Trip Information](#)


☒ Search for these specific flights
 ☐ I would like to do a general search
 ☐ Refundable only air fares



Depart Date:

 **Hartsfield Intl Arpt (ATL) to O'Hare Intl Arpt (ORD)**

 United (UA) Flight Number 6308 Depart After 7:46 AM (Economy) 

Depart Date:


 **O'Hare Intl Arpt (ORD) to Hartsfield Intl Arpt (ATL)**

 United (UA) Flight Number 3762 Depart After 2:58 PM (Economy) 

Enter your dates of travel, and we will create a trip using these air, car and hotel options.

Next Cancel

- Name your manifest booking. Concur Travel & Expense will populate the **Manifest Name** field with the city pairs but you can change it:

 **Booking Clone of: *Trip from Atlanta to Chicago* for:** Multiple Travelers Search

[View Trip Information](#)


To create a manifest, provide a name for the manifest and click the Next button.

Manifest Name

Next Cancel

Add/Import Passengers

There are two ways to add travelers – add each individually or use an import tool:

 **Booking Clone of: *Trip from Atlanta to Chicago* for:** Multiple Travelers Search

[View Trip Information](#)

Manifest Name
Trip from Atlanta to Chicago Manifest

Manifest Passengers

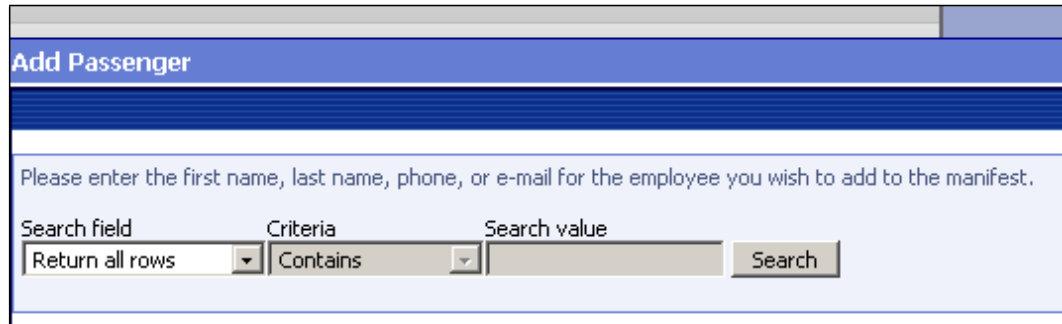
Displaying: 0 out of 0 results. [Add Passenger](#) [Import Passengers](#)

First Name	Last Name	Work Phone	Custom Fields	Remove
There are no passengers on this manifest.				

Use Add Passenger

If you choose to add them individually, you can search the configuration database by first name, last name, phone, or e-mail.

1. To do so, click **Add Passenger**. The following page appears.



2. Enter the desired criteria. If using the Search field 'Return all rows', Concur will return a maximum of 300 rows in alphabetical order.
3. Click **Search**.
4. From the search results, select the desired passengers.

Once selected, you will be returned to the main page where there is an **Edit** link. You would click this link to populate the trip field data, if required.

Manifest Name Trip from Sydney to Brisbane Manifest						
Manifest Passengers						
Displaying: 2 out of 2 results. Add Passenger Import Passengers						
<u>First Name</u>	<u>Last Name</u>	<u>Email</u>	<u>Work Phone</u>	Custom Fields	Remove	
William	Never	tamara.solares@concur.com	703-837-6100	✓ Edit	Remove	
William	Never	kate.ennis@concur.com	703-837-6100	✓ Edit	Remove	

Custom Trip Fields

During the multi-user clone creation process, some companies will need to provide custom field answers for the manifest passengers. If a trip field is required, the clone cannot be finished until every passenger's required trip fields have been completed.

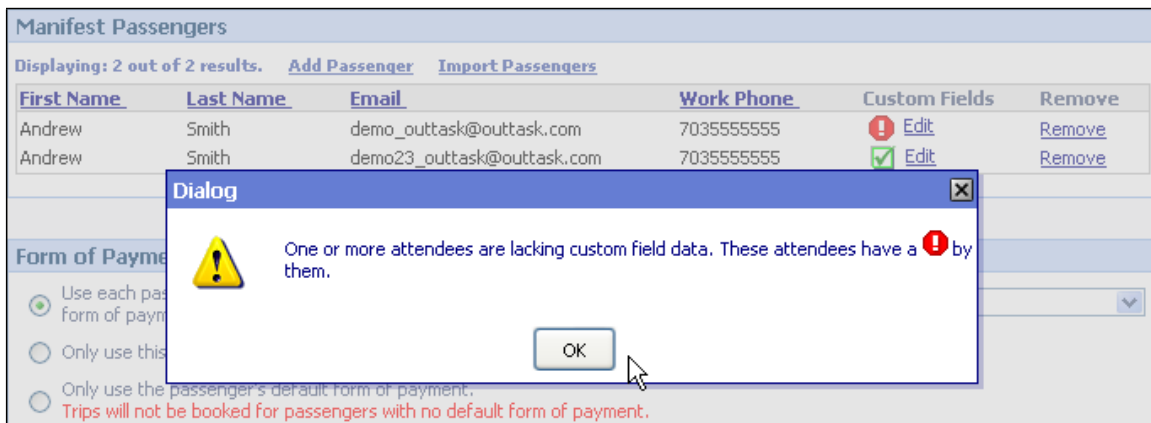
If there are no custom trip fields, the manifest admin will see this:

Manifest Passengers				
Displaying: 2 out of 2 results. Add Passenger Import Passengers				
<u>First Name</u>	<u>Last Name</u>	<u>Email</u>	<u>Work Phone</u>	Remove
Andrew	Smith	demo_outtask@outtask.com	7035555555	Remove
Andrew	Smith	demo23_outtask@outtask.com	7035555555	Remove

If there is one or more required custom trip fields, the manifest admin will see an additional column called “Custom Fields”. Each passenger will have a green check or red exclamation depending on whether their required trip fields have data. In the following example, the first passenger’s required fields have been completed, but the second user’s have not:

Manifest Passengers					
Displaying: 2 out of 2 results. Add Passenger Import Passengers					
First Name	Last Name	Email	Work Phone	Custom Fields	Remove
Andrew	Smith	demo_outtask@outtask.com	7035555555	! Edit	Remove
Andrew	Smith	demo23_outtask@outtask.com	7035555555	✓ Edit	Remove

When the admin tries to click the “Finish” button to kick off the trip cloning process, they will see the following error message if there are passengers with incomplete required trip fields:



Previously, when creating a manifest trip, the only custom fields that were presented were those with both “Display at the start of booking” and “Display for Standard Trips” checked:

☐ Required field
 ☐ Display field data on itinerary
 ☒ Display at the start of booking
 ☒ Display for Standard Trips
 ☐ Display for Guest

We now include fields that don’t have “Display at the start of booking” checked. The only criteria used with this release are that “Display for Standard Trips” is checked.

Using Import Passengers

1. To use the import option, click **Import Passengers**. The following page appears.

here.' Below the message are three buttons: 'Browse...', 'Upload', and 'Close'."/>

2. Download the sample spreadsheet as instructed.

	A	B	C
1	LOGIN_ID	TestField 1	Yesy-No T
2	John.Doe@	1	on (on = tr
3			

The sample spreadsheet contains the following columns:

- ♦ Login ID
- ♦ Column for each required trip question

3. Populate this data for each traveler.
4. When done, upload into Concur Travel & Expense. The following page appears.

	Login Name	Last Name	First Name	TestField 1	Yesy-
<input type="checkbox"/>	demo_outtask@outtask.com	Smith	Andrew	1	on

5. Review the information for accuracy.
6. Select the check the box next to each person to be imported.
7. Click **Add**.

Form of Payment Choices

Once the users have been loaded, you must determine the form of payment for each traveler. You can use:

- The default form of payment in each user's profile or a specified form of payment if there is no default

- Only a specified form of payment
- Only the user's default form of payment
- Only the original trips FOP

Corporate or ghost cards are not considered unless specifically chosen by the arranger. The traveler's personal card choice in their Concur Travel & Expense profile takes precedence and a corporate ghost card is only available with options 1 and 2 and then would apply to all cloned users.

- **Option 1:** Traveler's air-default personal credit card is used. If unavailable (either the traveler has no credit cards in Profile or none of the credit cards are set for air-default), then a default credit card is used instead. All corporate ghost cards are available in the dropdown, regardless of any arranger or user restrictions.

- **Option 2:** Only use the default credit card. All corporate ghost cards are available in the dropdown, regardless of any arranger or user restrictions.

- **Option 3:** Only use traveler's air-default credit card is used and no corporate default card / ghost card is considered. If unavailable (either the traveler has no credit cards in Profile or none of credit cards are set for air-default), then no trips will be booked for this traveler. Corporate ghost cards are not considered at all with this option.

- **Option 4:** A user must have the multi-user clone permission to perform a clone, but the new section in the travel configuration drives which FOP options they can see.

On the Manifest create page, the selected FOP options are available for the trip arranger to choose. When allowed, a new FOP option, Reuse the original trip's form of payment, appears on this page:



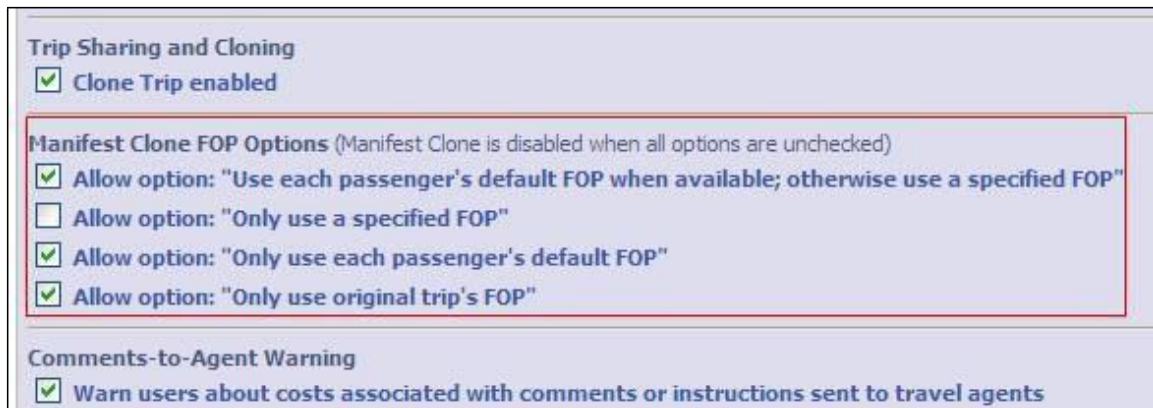
The 'Form of Payment' section contains three radio button options. The first option is selected and includes a dropdown menu showing 'No Card Selected'. The second and third options are redacted with a pink box.

Form of Payment

- ☒ Use each passenger's default form of payment from their profile, or this form of payment if the passenger has no default: No Card Selected
- ☐ Only use the passenger's default form of payment.
Trips will not be booked for passengers with no default form of payment.
- ☐ Reuse the original trip's form of payment.
No trips will be booked if original trip has no form of payment.

Configuration

The Manifest Clone FOP Options section appears in Travel System Admin. The last option allows the FOP from the original trip. We default all boxes on:



The 'Trip Sharing and Cloning' panel shows 'Clone Trip enabled' checked. Below, the 'Manifest Clone FOP Options' section (which is redacted with a pink box) contains four checked options. The 'Comments-to-Agent Warning' section at the bottom also has its option checked.

Trip Sharing and Cloning

- ☒ Clone Trip enabled

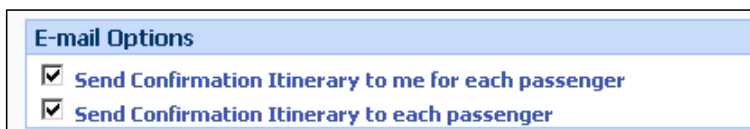
Manifest Clone FOP Options (Manifest Clone is disabled when all options are unchecked)

- ☒ Allow option: "Use each passenger's default FOP when available; otherwise use a specified FOP"
- ☐ Allow option: "Only use a specified FOP"
- ☒ Allow option: "Only use each passenger's default FOP"
- ☒ Allow option: "Only use original trip's FOP"

Comments-to-Agent Warning

- ☒ Warn users about costs associated with comments or instructions sent to travel agents

You must also select the options that apply in regards to e-mail options (both are defaulted to checked):



The 'E-mail Options' panel shows two checked options.

E-mail Options

- ☒ Send Confirmation Itinerary to me for each passenger
- ☒ Send Confirmation Itinerary to each passenger

Once you click **Finish** on this page, you will see a list of the users you selected to clone, a link to view the original itinerary, the form of payment option selected, and the e-mail options selected.


Booking Clone of: *Trip from Sydney to Canberra* for:
Multiple Travelers
Search

[View Trip Information](#)

Manifest Name
 My Manifest

Manifest Passengers

Displaying: 1 out of 1 results. [Add Passenger](#) [Import Passengers](#)

<u>First Name</u>	<u>Last Name</u>	<u>Work Phone</u>	Custom Fields	Remove
Joe	Worldspan		! Edit	Remove

In addition to this, the travel arranger will receive an e-mail with the status of everyone requested. The e-mail will include:

- Names and record locators of successful bookings
- Names of travelers who did not have successful bookings and why
- Summary of number attempted, number successful, etc.

E-mail Example:

From: DoNotReplyManifestClone@concur.com Sent: Wed 8/12/2009 7:51 PM
 To: Fred Fredericks
 Cc:
 Subject: Manifest clone trip booking completed

Manifest Summary

 Claimed PNR : 3
 Booking Attempts : 3
 Booking Completed : 3
 Booking Error : 0
 Booking Skipped : 0

Traveler booking results

 DOE, JOHN : Completed (JVPJZT)

 DOE, JOHN : Completed (GHZJRN)

 DOE, JANE : Completed (OGEAMT)

New Manifests Tab

This tab is only visible to arrangers who are associated with a configuration with the multi-user clone feature activated.

Clicking the **Manifests** tab provides information that is very similar to that on the **Upcoming Travelers** tab.

The date search form works the same way as on the **Upcoming Travelers** tab. The **Filter Results by Manifest Name** field uses the manifest names. Existing manifests appear in the list if the arranger has any manifests that fall within the specified date criteria.

Manifest Name	Start Date	End Date	Status
Trip from San Antonio to St Louis Manifest	10/05/2009	10/08/2009	All Passengers Booked
Passenger Name	Locator	Status	
Bear, Hans	DUGKJF	Booking Completed	
Manager, V'ernon P.	BMVDHD	Booking Completed	
Trip from Sydney to Melbourne Manifest	10/13/2009	10/16/2009	Created but not Submitted
Passenger Name	Locator	Status	
Bear, Hans			
Trip from Sydney to Melbourne Manifest	10/13/2009	10/16/2009	All Passengers Booked
Passenger Name	Locator	Status	
Bear, Hans	OUVDGI	Booking Completed	

Each manifest displays with the manifest name, the start and end date, and the manifest status. If the manifest has at least one passenger, the arranger will see a list of those passengers along with the record locator of each passenger's trip (if booked) and the passenger's status.

Manifests and passengers with errors during the booking process display with a red background:

Upcoming Travelers Manifests Company Notes

Display Options

Quick Search: This Year Start Date: 01/01/2009 End Date: 12/31/2009 Search

Minimize All Filter Results by Manifest Name:

	Trip	Start Date	End Date	Status
+	Trip from San Antonio to St Louis Manifest	10/05/2009	10/08/2009	All Passengers Booked
+	Trip from Sydney to Melbourne Manifest	10/13/2009	10/16/2009	Created but not Submitted
+	Trip from Sydney to Melbourne Manifest	10/13/2009	10/16/2009	All Passengers Booked
+	Trip from Washington to New York Manifest	10/12/2009	10/15/2009	All Passengers Booked
+	Trip from Sydney to Melbourne Manifest	10/05/2009	10/08/2009	Error During Processing
+	Trip from Sydney to Melbourne Manifest	10/05/2009	10/08/2009	Error During Processing
+	Trip from Denver to Washington Manifest	10/14/2009	10/17/2009	All Passengers Booked
-	Trip from Cincinnati to Phoenix Manifest	11/09/2009	11/12/2009	Error During Processing

Passenger Name	Locator	Status
Bear, Paul		No Booking / Sold Out
Bate, Hans		Skipped Due to Previous Error
Managers, Vernon R		Skipped Due to Previous Error

Multiple Hotels

A clone trip may contain multiple hotels, or contain air and hotel. The following rules determine how Concur Travel & Expense conducts clone trip bookings and whether a clone trip PNR is created:

- **Air + Hotel(s):**
 - ♦ Air booking must be successful or no hotel bookings.
 - ♦ One hotel booking failure stops all remaining hotel booking attempts, but already-booked air/hotel segments stay in PNR.
 - ♦ No PNR is created when air booking fails.
- **Hotel(s) only:**
 - ♦ One hotel booking failure stops all remaining hotel booking attempts, but already-booked hotel segments stay in PNR.
 - ♦ No PNR is created when the first hotel booking fails.

When a traveler's clone trip is partially booked (such as an air + hotel trip has only air segments booked), this booking is counted under **Booking Error** in the summary, but the booking result for that passenger is indicated as **Partially Completed** with a record locator. Here is an example of a notification e-mail in such a case:

Manifest clone trip booking completed (Denver Meeting Manifest)

Extra line breaks in this message were removed.

To:

Summary of Manifest - Denver Meeting Manifest

Booking Attempts : 4

Booking Completed : 3

Booking Error : 1

Booking Skipped : 0

Traveler booking results

**Smith, John : Error (Credit Card Expired) Newton, Paul :
Completed (IMPTAQ) Never, William : Completed (NBFHG3)
Vernon, Bear : Completed (VHKHFT)**

Add Airline Record Locator

In addition to the GDS record locator, the manifest clone now captures airline record locators during its current process. Each airline record locator associates to a carrier code in:

- The notification email, following GDS record locator:

Traveler booking results

Lee, Rick : Completed (DMQDEL - UA:R7BH4A AA:DMQDEL)

Lee, Ashley : Completed (DMUODZ - UA:R8CD7Q AA:DMUODZ)

- The new **Airline Locators** column on Travel Home Arranger's Manifest tab view:

Trip from Washington to Chicago (manifest clone test) Manifest		Start Date: 04/11/2011	End Date: 04/13/2011	All Passengers Booked
Passenger Name	Locator	Airline Locators		Status
Lee, Rick	DMQDEL	UA:R7BH4A AA:DMQDEL		Booking Completed
Lee, Ashley	DMUODZ	UA:R8CD7Q AA:DMUODZ		Booking Completed

Support Hotel and Air Manifest Clone for Galileo

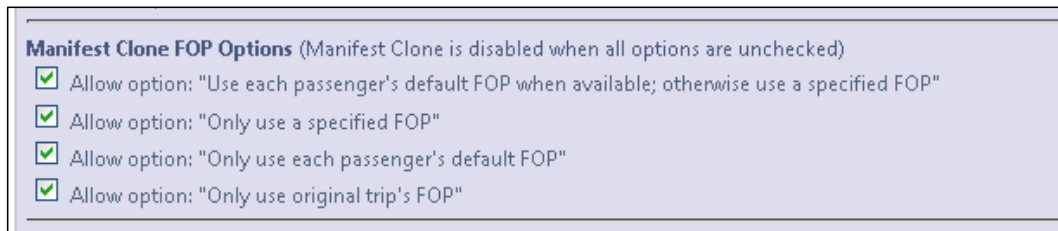
The multi-user/manifest clone feature was announced in the September 2009 release for Sabre, the October 2009 release for Apollo, and the December 2010 release for Amadeus. We are pleased to announce support for multi-user/manifest clone for Galileo with this release.

This feature applies to air and hotel segments only.

Configuration

To use this feature, the Travel System Admin follows these steps:

8. Navigate to Travel System Admin > Manifest Clone FOP Options (on the travel configuration page).
9. Select the appropriate form of payment options.



Manifest Clone FOP Options (Manifest Clone is disabled when all options are unchecked)

- ☒ Allow option: "Use each passenger's default FOP when available; otherwise use a specified FOP"
- ☒ Allow option: "Only use a specified FOP"
- ☒ Allow option: "Only use each passenger's default FOP"
- ☒ Allow option: "Only use original trip's FOP"

10. Navigate to Company Admin > User Permissions.
11. Add **Manifest Administrator** to the appropriate users.

GDS Scan Impact


This feature essentially "clones" an itinerary for as many travelers as are included on the manifest. It will use an amount of scans comparable to making multiple individual reservations in Concur Travel and may, in fact, save on search scans, since each reservation can be made without performing air and hotel searches.

Using the Feature


12. Make a reservation for air, hotel, or both.
13. Select **Clone Trip** from a confirmed trip.

Trip Name/Description	
Trip from Salt Lake City to Phoenix (KCBRDIQ)	Trip Actions View Itinerary E-mail Itinerary Change Trip View Trip History Create Template Clone Trip Share Trip Cancel Entire Trip
Add new itinerary manually	


14. From the **Booking Clone of** list, select *Multiple Travelers*. Click **Next** at the bottom of the page.

Travel	Reporting	Administration	Profile
Home	Arrangers	Trip Library	Templates Meetings Meeting Admin Policy Profile
 Booking Clone of: <i>Trip from Salt Lake City to Phoenix</i> for: <div>Multiple Travelers <input type="button" value="Search"/></div>			

15. Modify the manifest name, if desired, and click **Next**.

 Booking Clone of: <i>Trip from Salt Lake City to Phoenix</i> for: <div>Multiple Travelers <input type="button" value="Search"/></div>
View Trip Information To create a manifest, provide a name for the manifest and click the Next button. Manifest Name <input type="text" value="Trip from Salt Lake City to Phoenix Manifest"/>
<div>Next Cancel</div>

16. Add the passengers in **Manifest Passengers** section, select the appropriate option on the **Form of Payment** section, and adjust email options as needed.

**Booking Clone of: *Trip from Salt Lake City to Phoenix* for:** Multiple Travelers
Search

[View Trip Information](#)

Manifest Name
Trip from Salt Lake City to Phoenix Manifest

Manifest Passengers

Displaying: 1 out of 1 results. [Add Passenger](#) [Import Passengers](#)

First Name	Last Name	Work Phone	Remove
Henry	Skirv	9105558989	Remove

Form of Payment


☐ Use each passenger's default form of payment from their profile, or this form of payment if the passenger has no default:
☐ Only use this form of payment:
☒ Only use the passenger's default form of payment.
Trips will not be booked for passengers with no default form of payment.
☐ Reuse the original trip's form of payment.
No trips will be booked if original trip has no form of payment.

E-mail Options

☒ Send Confirmation Itinerary to me for each passenger
☒ Send Confirmation Itinerary to each passenger

Finish Cancel

17. Once you click **Finish** on this page, you will see a list of the users you selected to clone, a link to view the original itinerary, the form of payment option selected, and the email options selected.

**Booking Clone of: *Trip from Salt Lake City to Phoenix* for:** Multiple Travelers
Search

[View Trip Information](#)

Your manifest has been added to the processing queue. You will receive an e-mail shortly indicating the status of the trip cloning.

Manifest Name
Trip from Salt Lake City to Phoenix Manifest

Manifest Passengers

Displaying: 1 out of 1 results.

First Name	Last Name	Work Phone
Henry	Skirv	9105558989

Form of Payment

Only use the passenger's default form of payment.
Trips will not be booked for passengers with no default form of payment.

E-mail Options

Send Confirmation Itinerary to me for each passenger
Send Confirmation Itinerary to each passenger

Close

In addition to this, the travel arranger will receive an email with the status of everyone requested. The email will include:

- Names and record locators of successful bookings
- Names of travelers who did not have successful bookings and why
- Summary of number attempted, number successful, etc.

How to Share a trip

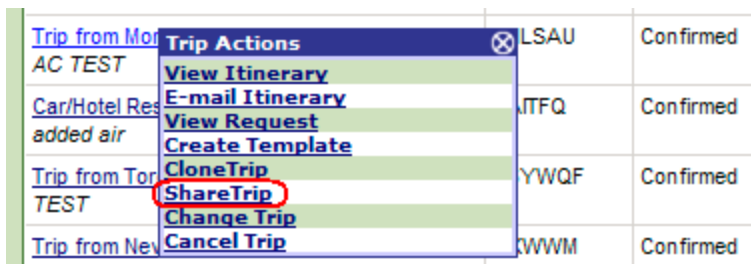
Sharing an itinerary sends an email to the invitee and adds a “Trip Invitation” alert on the invitee’s Travel Center page that an itinerary has been shared to them. You can share a trip with any other user in your company.

Itineraries can be shared in the following ways:

1. In the Travel Center, select a trip under Upcoming Trips and click the “View Itinerary” item. Then click on the “Share Trip” button:



2. In the Travel Center, select a trip under Upcoming Trips and click the “ShareTrip” item:



Select the user to share the itinerary to. You can share a trip with any other user in your company. Then click on the “Share Trip” button. A warning will appear if you are sharing an itinerary to another user and (a) the trip date for the shared trip conflicts with an existing trip’s date for the user, (b) the user is in a different travel configuration, (c) the user has a different travel policy rule set, or (d) the trip is associated with a meeting:

[Share Trip](#)

Share this trip with: Heidi Worms

Trip Name	Fare Quote	Locator	Start Date	End Date
Trip from St. Louis to Atlanta	USD170.65	7Q98R2	02/19/2013	02/19/2013

Invitation comments:

☒

Send my email as: ☒ HTML ☐ Plain-text

A success popup will appear to inform the user that the itinerary was shared successfully:

[E-mail Itinerary](#)

Itinerary has been successfully sent to katie.skirving@concur.com

An e-mail will be sent to the user, inviting them to share the itinerary. The details of the shared itinerary will also be included in the e-mail:

If there are problems with how this message is displayed, click here to view it in a web browser.

From: Concur <Travel@concur.com> Sent: Fri 2/8/2013 2:55 PM

To: [Redacted]

Cc: [Redacted]

Subject: [Redacted] has invited you to share a trip named "Trip from St. Louis to Atlanta."

This itinerary emailed by request of [Redacted] (@concur.com) on 2/8/2013 3:54:55 PM

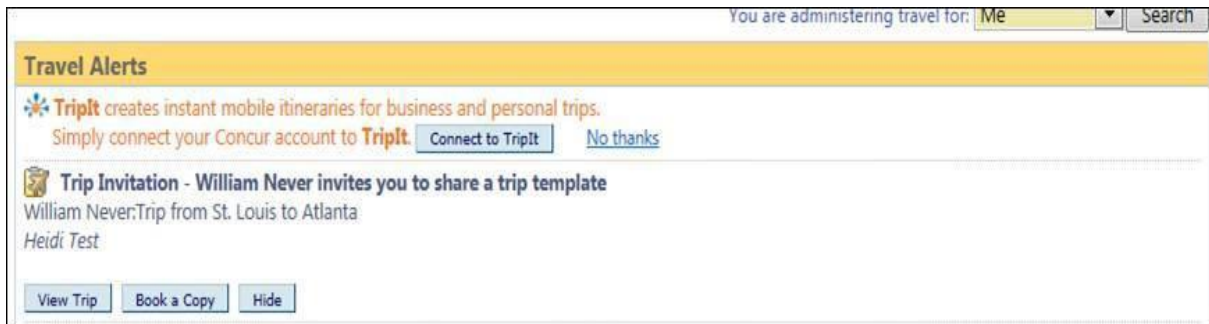
[Redacted] has invited you to share a trip named "Trip from St. Louis to Atlanta". You can either view the trip itinerary or book a copy of it. Login to Concur. Your invitations will appear under the Travel Information Section.

Trip from St. Louis to Atlanta

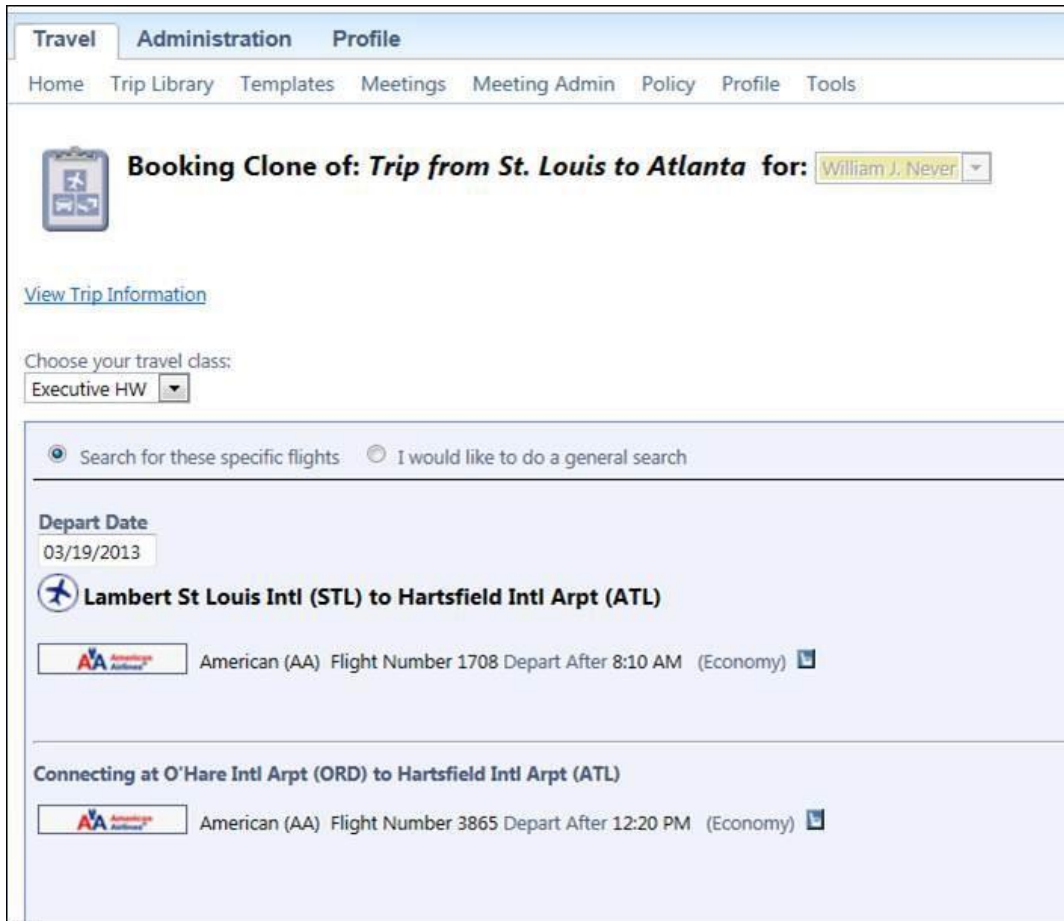
Start Date: Feb 19, 2013
End Date: Feb 19, 2013
Locator: 7Q98R2

How to book a trip that has been shared

On the Concur Travel Center page, click the “Accept Invitation” button in the Travel Information tab:



Then click on the “Book a Copy” button to book the itinerary. Dates are pre-populated so you just click on Next and you will be taken to the search results page.



Depart Date
03/20/2013

Hartsfield Intl Arpt (ATL) to Lambert St Louis Intl (STL)

American (AA) Flight Number 3716 Depart After 3:45 PM (Economy)

Connecting at O'Hare Intl Arpt (ORD) to Lambert St Louis Intl (STL)

American (AA) Flight Number 2201 Depart After 5:40 PM (Economy)

Enter your dates of travel, and we will create a trip using these air, car and hotel options.

Next Cancel

The trip that matches will show in the results page but allows to pick something else if need be.

St. Louis To Atlanta Tue, Mar 19 - Wed, Mar 20
[Print / E-mail](#)

Baggage Fee Policies
[Hide matrix](#)

	Delta	Airtran Air	American	Multiple Carriers	United	US Airways
All 142 results						
Nonstop 9 results	6 results	3 results	--	--	--	--
1 stop 131 results	16 results	--	24 results	34 results	27 results	30 results
2 stops 2 results	--	--	--	2 results	--	--

[Show fare display legend](#)

Compare List

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From: \$369.60	American	STL	8:10am → ATL	3:10pm	1 6h
ATL		3:45pm → STL	6:50pm	1 4h 5m	
<div> Remove More like this + Show fares </div>					

Shop by Fares
Shop by Schedule

Sorted By: Depart - Earliest

We could do a deeper search to find additional flights, including sold out flights. [Load detailed schedule data.](#)

Outbound
Return

St. Louis - Tue, Mar 19

FAQ's

What types of trips are supported?

One-way, round trip and multi-segment itineraries are all supported. Direct connect, split ticketing, instant purchase, and mixed content (GDS + direct connect) trips are also supported.

TRAVELfusion, Rail, Park N Fly (airport parking), Open Table (dining), GGA (limo), and Ride Charge (taxi) are not supported with this version.

Only air and hotel itineraries are cloned. The original itinerary can contain a car reservation but it will be ignored during the clone process. There are no plans to support car rentals with this feature.

What types of travelers are supported?

This feature only applies to profiled travelers within the same configuration as the original trip user. Guest travel is not supported.

Are A La Carte options supported for Direct Connects?

No.

Will travel policy be applied?

No. The assumption is that the policy of the first trip will be cloned. The LLF will be copied for each trip and is not recalculated for each booking. The clone will stop if the fare increases to alert the arranger and he/she can decide whether to proceed at a higher fare or look for something different.

Travel policy does not apply to class of service. If the original trip is in first class, the subsequent cloned trips will also be booked in first, regardless of the travel policy to which they are associated.

When is multi-user clone offered?

Similar to the clone and share-trip features, this is available for trips on hold, trips submitted for purchase, and ticketed itineraries. However, once a trip is cloned, it is automatically sent to ticketing.

What is the average processing time?

2-3 minutes per traveler. The e-mail summary is sent once every user has been processed.

What is added to the PNR?

The standard clone comment is added but nothing to note a multi-user clone. There are no data points in finishing either. If this is needed, please submit an enhancement request.

What could stop a multi-user clone?

If the flight is sold out, the clone will end. Every trip that was successful until that

point will be sent to ticketing.

The e-mail the cloner receives will detail the reservations that went through and those that did not. If a profile move fails, Concur Travel & Expense will skip that user and move onto the next one.

Again, the e-mail summary will identify if this occurs. Last, the clone will stop if there is a change in price.

Are the TSA requirements supported?

Yes, if the TSA requirements are set in the user's profile, they will be passed correctly. If they are not saved to the user's profile, they must be added by the agency or at the airport.

What GDS are supported for multi-user clone?

This feature is supported via Sabre, Apollo and Amadeus.

What happens if an arranger attempts to clone a trip where the fare basis has expired or no longer exists?

The arranger will not be able to perform the multi-user clone function. He/She will receive an error message stating "NO FARE FOR CLASS USED".