

Concur Travel: SNCF Direct Connect

Travel Service Guide

Last Revised: September 15, 2023

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
September 15, 2023	Updated <i>Configuration</i> in <i>Discount Codes</i> with updated discount information for SNCF
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
June 21, 2023	Updated <i>End-User Experience- Booking</i> with Thalys train search information
January 14, 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 21, 2019	Added information about Eurostar reservation system change to <i>Overview</i> section
August 14, 2019	Added note about ticket in <i>What the User Sees - Booking</i> section
May 9, 2019	Updated Supported Program Codes and SDN codes list
March 10, 2019	Updated the copyright; no other changes; cover date not updated
October 17, 2018	Updated FAQ about TER
May 30, 2018	Removed references to being able to search by previous companion or employee
January 2, 2018	Updated the copyright; no other changes; cover date not updated
October 23, 2017	Added new screens shots
August 15, 2017	Added FAQ about TER
August 11, 2017	Added information about Digitalized Bon Voyage compensation
October 4, 2016	Added passive segment and standard remarks information
September 28, 2016	Added information about: <ul style="list-style-type: none"> • E-billet email sent to the traveler and the arranger (if the trip was booked by the arranger) • FAQ about automatic upgrade from SNCF
September 7, 2016	Added companion booking changes: <ul style="list-style-type: none"> • Pricing per passenger is displayed. • Advantage card info is prepopulated. • TSA data is not required.
April 26, 2016	Added information about: <ul style="list-style-type: none"> • Class of service using the Mixed Flight / Train Search tab of the Travel Wizard • Branch access
March 22, 2016	Added FAQ about Eurostar
February 11, 2016	General updates; initial publication in the new format

SNCF Direct Connect

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

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.

SNCF rail – with more than 14,000 trains operated daily across France – is an asset to SAP Concur users all across Europe. With the SNCF integration with Concur Travel, it has become easier than ever to book train travel in France. The SNCF rail offering provides travelers a unique combined flight/train travel search, Advantage cards, and the opportunity to take advantage of multiple corporate discount codes.

! **IMPORTANT:** SNCF will solve the train travel needs for all travelers in France. The agency associated with the company **must** be based in France, UK, Switzerland, Belgium, or the Netherlands (the agency must have a GDS PCC based in France or a Rail Europe agreement - the TMC needs to subscribe to a SNCF license). If the agency does not meet this requirement, the SNCF option should not be enabled since that agency will never be able to ticket the booking.

Important Announcement on change to Eurostar Reservation System

As of November 9, 2019, the Eurostar reservation system will change its process for post-sales transactions (i.e., cancellations, exchanges) of Eurostar tickets. These transactions will no longer be handled at the counters of the SNCF rail stations, in SNCF shops, and by telephone (call number 3635).

Effective August 26, 2019, any planned trips that occur from November 9, 2019 and on will be affected by these changes.

Post-sales transactions continue via the following:

- Self-service terminals in the station
- Travel agencies approved by SNCF
- Eurostar Channels: Eurostar.com website, Eurostar Application, Eurostar points of sale at the SNCF station (the Shop at Paris Nord and Lille Europe stations) and Eurostar Customer Service.

NOTE: For any planned trips up to November 8, 2019, post-sales transactions are still possible at station counters, in SNCF shops, and by phone (call number 3635) only until November 8.

Section 3: Benefits and Features

Combined Flight/Train Display

With SAP Concur's unique, integrated flight/train display, users can compare air and SNCF train services on the most frequently used routes, while at the same time comparing travel times and costs.

High-speed train services are often less expensive than air. Corporate clients should consider including trains in their travel policies, which can lower their total travel costs by comparing different modes of travel with the help of the mixed flight/train display.

Discount Cards and Fidelity Programs

Discount cards provide a discount to the traveler while *fidelity programs* provide rewards and points.

Discount Cards

They are:

- **SNCF Advantage:** Advantage cards offer discounted train fares and benefits. Unlike most Frequent Traveler Programs, travelers are allowed to specify more than one advantage program per operator. For example, travelers may specify a *Pass Enterprise* card, a *Forfait 1st Class* card, a *Family Card 40%* card, and a *Lys* card if a traveler actually owns all of those cards. A traveler may be able to obtain a discount with a family card even when traveling alone on business.

Some cards are valid for the whole network of SNCF in France. Some cards are valid only for specific routes.

- **Thalys ThePass Advantage:** Thalys' ThePass Advantage cards can be used when booking Thalys trains through the SNCF Direct Connect. ThePass discounts the price of the ticket if applicable and provides three levels:
 - ◆ ThePass Business
 - ◆ ThePass Premium
 - ◆ ThePass Weekend

Fidelity Cards

They are:

- **SNCF Voyageur:** To take advantage of benefits, the user must enter the SNCF Voyageur Card in Profile. Then, it is transmitted to SNCF RIVA with the booking so the card owner collects bonus points. For a certain number of bonus points, SNCF will provide Advantage (CUI/BVD) Codes. Advantage Codes can be used to get discounts for train bookings.

For details on the Voyageur program: <https://www.programme-voyageur.sncf.com/elixir/prehome>.

- **Thalys TheCard:** Member benefits include:
 - ◆ Access to services including the Ticketless service
 - ◆ Access to business lounges
 - ◆ Free reservation for specified meeting rooms
 - ◆ Attractive partners offers
- **Eurostar Frequent Traveller:** Member benefits include:
 - ◆ E-ticket collection
 - ◆ Preferential rates at hotels
 - ◆ Fast-track check-in
 - ◆ Access to business lounges

NOTE: Fidelity Cards should be updated in the traveler's profile under Frequent Traveler programs.

Section 4: End-User Experience – Profile

Discount Cards and Fidelity Programs

Overview

As defined above, *discount cards* provide a discount to the traveler while *fidelity programs* provide rewards and points.

Discount Card – SNCF Advantage


Users must enter their Advantage card information in Profile. There are two types of cards:

- **Whole Network:** Valid for the whole network of SNCF in France
- **Route-Specific:** Valid only for specific routes

▶ **To add an SNCF Advantage card to Profile:**

1. In **Profile > Profile Settings**, click **Frequent-Traveler Programs** in the **Travel Settings** section of the left menu.
2. In the **Advantage Programs** section, click **Add a Program**. The **Add Travel Programs** window appears.

Add Travel Programs

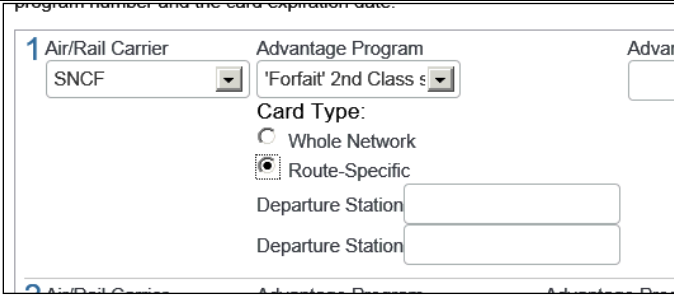
 Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.
For example, if your card is printed "AA12345" or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

The page allows you to enter up to 5 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
	Select a carrier ▼	▼	<input type="text"/>	<input type="text"/>
2	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Select a carrier ▼	▼	<input type="text"/>	<input type="text"/>
3	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Select a carrier ▼	▼	<input type="text"/>	<input type="text"/>
4	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Select a carrier ▼	▼	<input type="text"/>	<input type="text"/>
5	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
	Select a carrier ▼	▼	<input type="text"/>	<input type="text"/>

3. Make the appropriate choices:

Field	Description																																										
Air/Rail	Select <i>SNCF</i> .																																										
Advantage Program	<p>Most Programs</p> <p>For most programs, select the applicable program.</p> <div data-bbox="724 453 1484 1037" style="border: 1px solid black; padding: 5px;"> <p>Add Travel Programs</p> <p>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".</p> <p>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.</p> <table border="1"> <thead> <tr> <th>1</th> <th>Air/Rail Carrier</th> <th>Advantage Program</th> <th>Advantage Program Number</th> <th>Expiration Date</th> </tr> </thead> <tbody> <tr> <td></td> <td>SNCF</td> <td>Carte Avantage Jeune Carte Avantage Week-End Carte Avantage Senior Carte Avantage Famille Carte Liberté</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Select a carrier</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Select a carrier</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Select a carrier</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>Select a carrier</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: right;">Save Cancel</p> </div> <p>Forfait or Frequence</p> <p>For Forfait or Frequence, select one of these:</p> <ul style="list-style-type: none"> • Forfait 1st Class subscription • Forfait 2nd Class subscription • Frequence 1st Class subscription • Frequence 2nd Class subscription <p>The Card Type section appears:</p> <div data-bbox="724 1325 1424 1608" style="border: 1px solid black; padding: 5px;"> <table border="1"> <thead> <tr> <th>1</th> <th>Air/Rail Carrier</th> <th>Advantage Program</th> </tr> </thead> <tbody> <tr> <td></td> <td>SNCF</td> <td>'Forfait' 2nd Class s</td> </tr> </tbody> </table> <p>Card Type:</p> <p><input checked="" type="radio"/> Whole Network</p> <p><input type="radio"/> Route-Specific</p> <table border="1"> <thead> <tr> <th>2</th> <th>Air/Rail Carrier</th> <th>Advantage Program</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div> <p>Then:</p> <ul style="list-style-type: none"> • If the card applies to the entire SNCF network, select Whole Network. • If the card applies to specific station pairs, select Route-Specific. The stations appear. 	1	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date		SNCF	Carte Avantage Jeune Carte Avantage Week-End Carte Avantage Senior Carte Avantage Famille Carte Liberté			2	Select a carrier				3	Select a carrier				4	Select a carrier				5	Select a carrier				1	Air/Rail Carrier	Advantage Program		SNCF	'Forfait' 2nd Class s	2	Air/Rail Carrier	Advantage Program			
1	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date																																							
	SNCF	Carte Avantage Jeune Carte Avantage Week-End Carte Avantage Senior Carte Avantage Famille Carte Liberté																																									
2	Select a carrier																																										
3	Select a carrier																																										
4	Select a carrier																																										
5	Select a carrier																																										
1	Air/Rail Carrier	Advantage Program																																									
	SNCF	'Forfait' 2nd Class s																																									
2	Air/Rail Carrier	Advantage Program																																									

Field	Description
	 <p>Enter the appropriate stations.</p> <p>Note the following:</p> <ul style="list-style-type: none"> ◆ These fields are not required but if you add one station name, you must add the other. ◆ We do not validate that the city pairs or correct. Users or arrangers should validate prior to entering this information into the profile
Advantage Program Number	Enter the program number exactly as it appears on the card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code.
Expiration Date	Enter the expiration date.

4. Click **Save**. The card appears in the **Advantage Programs** section of the user's Profile page.

Discount Card – Thalys ThePass Advantage

Thalys' ThePass Advantage cards can be used when booking Thalys trains through the SNCF Direct Connect. ThePass discounts the price of the ticket if applicable and comes in three levels:

- ThePass Business
- ThePass Premium
- ThePass Weekend

▶ To add a Thalys ThePass card to Profile:

1. In **Profile > Profile Settings**, click **Frequent-Traveler Programs** in the **Travel Settings** section of the left menu.
2. In the **Advantage Programs** section, click **Add a Program**. The **Add Travel Programs** window appears.

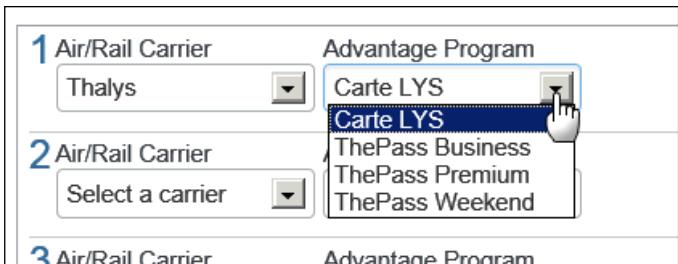
Add Travel Programs

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 <input type="text" value="Select a carrier"/>	Advantage Program <input type="text"/>	Advantage Program Number <input type="text"/>	Expiration Date <input type="text"/>
2	Air/Rail Carrier <input type="text" value="Select a carrier"/>	Advantage Program <input type="text"/>	Advantage Program Number <input type="text"/>	Expiration Date <input type="text"/>
3	Air/Rail Carrier <input type="text" value="Select a carrier"/>	Advantage Program <input type="text"/>	Advantage Program Number <input type="text"/>	Expiration Date <input type="text"/>
4	Air/Rail Carrier <input type="text" value="Select a carrier"/>	Advantage Program <input type="text"/>	Advantage Program Number <input type="text"/>	Expiration Date <input type="text"/>
5	Air/Rail Carrier <input type="text" value="Select a carrier"/>	Advantage Program <input type="text"/>	Advantage Program Number <input type="text"/>	Expiration Date <input type="text"/>

3. Make the appropriate choices:

Field	Description
Air/Rail	Select <i>Thalys</i> .
Advantage Program	Select the appropriate program. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">  <p>The screenshot shows a dropdown menu for the Advantage Program field. The menu is open, showing several options: 'Carte LYS' (highlighted in blue), 'ThePass Business', 'ThePass Premium', and 'ThePass Weekend'. A mouse cursor is pointing at the 'Carte LYS' option. The background shows the 'Air/Rail Carrier' dropdown set to 'Thalys'.</p> </div>
Advantage Program Number	Enter the program number exactly as it appears on the card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code.
Expiration Date	Enter the expiration date.

4. Click **Save**. The card appears in the **Advantage Programs** section of the user's Profile page.

Fidelity Programs – SNCF Voyageur, Eurostar Frequent Traveler, Thalys TheCard

► **To add a fidelity program to Profile:**

1. In **Profile > Profile Settings**, click **Frequent-Traveler Programs** in the **Travel Settings** section of the left menu.
2. In the **Frequent-Traveler Program** section, click **Add a Program**. The **Add Travel Programs** window appears.

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.).

1	<input checked="" type="radio"/> Air/Rail Carrier <input type="radio"/> Car Rental <input type="radio"/> Hotel	Air/Rail Carrier	<input type="text" value="SNCF"/>	Frequent Traveler / Driver/ Guest Number	<input type="text" value="29090109062509491"/>	Search this vendor	<input checked="" type="checkbox"/>
2	<input checked="" type="radio"/> Air/Rail Carrier <input type="radio"/> Car Rental <input type="radio"/> Hotel	Air/Rail Carrier	<input type="text" value="Eurostar"/>	Frequent Traveler / Driver/ Guest Number	<input type="text" value="30839110000348724"/>	Search this vendor	<input checked="" type="checkbox"/>
3	<input checked="" type="radio"/> Air/Rail Carrier <input type="radio"/> Car Rental <input type="radio"/> Hotel	Air/Rail Carrier	<input type="text" value="Thalys"/>	Frequent Traveler / Driver/ Guest Number	<input type="text" value="3084060100000220"/>	Search this vendor	<input checked="" type="checkbox"/>
4	<input checked="" type="radio"/> Air/Rail Carrier <input type="radio"/> Car Rental <input type="radio"/> Hotel	Air/Rail Carrier	<input type="text" value="Select a carrier"/>	Frequent Traveler / Driver/ Guest Number	<input type="text"/>	Search this vendor	<input checked="" type="checkbox"/>
5	<input checked="" type="radio"/> Air/Rail Carrier <input type="radio"/> Car Rental <input type="radio"/> Hotel	Air/Rail Carrier	<input type="text" value="Select a carrier"/>	Frequent Traveler / Driver/ Guest Number	<input type="text"/>	Search this vendor	<input checked="" type="checkbox"/>













3. Make the appropriate choices:

Field	Description
Air/Rail	Select one of these: <ul style="list-style-type: none"> Eurostar SNCF Thalys
Frequent Traveler / Driver / Guest Number	Enter the number exactly as it appears on the card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code.

4. Click **Save**.

Fidelity programs appear in the **Frequent-Traveler Programs** section of the user's Profile page.

Sample:

Frequent-Traveler Programs					
Your Frequent Traveler, Driver, and Hotel Guest Programs					[+] Add a Program
		EurostarEurostar Frequent Traveller	Search this vendor	30839110000348724	 
		SNCFVoyageur	Search this vendor	29090109062509491	 
		ThalysThalys TheCard	Search this vendor	30840601000000220	 

NOTE ABOUT SNCF VOYAGEUR

There are several levels of Voyageur card, based on the number of bonus points the customer earned:

- Voyageur
- Grand Voyageur
- Grand Voyageur Plus
- Grand Voyageur Le Club

Regardless of the level, the name *Voyageur* appears in Profile.

The level can automatically change after the customer has earned a certain number of bonus points. The customer will be informed about that by SNCF directly. For the booking process, the status name is not relevant. The status will be recognized by SNCF according to the card number in the booking process to make sure that the correct number of bonus points will be collected.

Configuration/Activation

If SNCF has been enabled for the site, users can use their discount cards and fidelity programs. There is no configuration required by the admin; however, the user must enter their card information in Profile.

Travel Preferences

Overview

The user sets the travel preferences as usual via **Profile > Profile Settings > Travel Preferences** (in the **Travel Settings** section of the left menu).

Rail Travel Preferences							
Seat	Coach	Noise Comfort					
Don't Care	Don't Care	Don't Care					
Other Rail Preferences							
The following preferences may not be supported by all rail systems.							
Bed	Bed Category	Berth	Deck	Space Type	Fare Space Comfort	Special Meals	
Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	Don't Care	
Contingencies		Ticket Delivery					
Don't Care		E-ticket when possible					

NOTE: These preferences are applied only if the SNCF segments that the user is booking offer these choices (this is unlike air travel).

Configuration/Activation

There is no configuration required by the admin; the preferences fields are available automatically in Profile. The user must simply complete the fields.

Section 5: End-User Experience– Booking

General Booking Information

Using the **Train Search** tab, the user searches for trains as usual.

Train Search	
<div style="display: flex; justify-content: space-between; align-items: center;"> ✈️ 🚗 🛏️ 🚆 🕒 </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> SNCF </div>	
<div style="display: flex; justify-content: space-around; border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Round Trip One Way </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> From <input type="text" value="Departure city or train station"/> Find a train station </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> To <input type="text" value="Arrival city or train station"/> Find a train station </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Depart <input type="text" value=""/> depart Morning </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Return <input type="text" value=""/> depart Afternoon </div>	
Adults <input type="text" value="1"/>	Class <input type="text" value="Second"/>
Search by <input type="text" value="Price"/>	
<input checked="" type="checkbox"/> Refundable only <input type="checkbox"/> Direct Trains Only <input checked="" type="checkbox"/> SNCF discount code	
<input type="text" value="Promotional code"/> <input type="text" value="Discount code"/>	
<div style="background-color: #e67e22; color: white; padding: 10px 20px; border-radius: 5px; display: inline-block; cursor: pointer;"> Search </div>	

To search for TER, Eurostar or Thalys trains, the user needs to select **SNCF [TER + Eurostar +Thalys]**.

The screenshot shows a 'Train Search' form. At the top, there are navigation links 'Booking for myself' and 'Book for a guest'. Below are icons for different transport modes: airplane, train, car, and bus. The 'Train Search' section includes a 'Select vendor' dropdown menu with 'SNCF' selected. Below the dropdown, there are two options: 'SNCF' and 'SNCF (TER + Eurostar + Thalys)'. To the right of these options is a 'One Way' button. Below the vendor selection are two input fields: 'From' (Departure city or train station) and 'To' (Arrival city or train station), each with a 'Find a train station' link below it.

In addition to the standard fields, these may be available:

Field	Description
Direct Trains Only	If checked, SAP Concur searches for routes that involve no change of trains, which does not necessarily mean <i>non-stop</i> .
Number of adults	If multi-passenger booking is enabled, select the number of travelers.
Class of Service	If first class is enabled, the Class of Service dropdown appears. The options may include: <ul style="list-style-type: none"> • First: The search returns first-class fares. • Second: The search returns second-class fares. • Any: The search returns both first- and second-class fares. (Sometimes, first class is less expensive than second class due to applied discounts.)
SNCF discount code	When the user clicks the SNCF discount code check box, two additional fields appear: <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <input checked="" type="checkbox"/> SNCF discount code <div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; margin-right: 5px;"> Promotional code Advantage (CUI/BVD) </div> <input style="width: 100px;" type="text" value="Discount code"/> </div> </div> <ul style="list-style-type: none"> • If the user has a promo code (provided by SNCF), the user selects <i>Promotional code</i> and then enters the code. • If the user has an Advantage code (provided by SNCF), the user selects <i>Advantage (CUI/BVD)</i> and then enters the code. <p>NOTE: The Advantage Code is for one-time use only. In case the rail ticket is cancelled/refunded, the Advantage Code can be re-used.</p> <ul style="list-style-type: none"> • If the user has a Bon Voyage code (provided by SNCF), the user selects <i>Advantage (CUI/BVD)</i> and then enters the code. <p>NOTE: "Bon Voyage" is used by SNCF to provide financial compensation to a customer when a train is delayed, for example. These codes can be used only one time.</p>

On the search results page, since SNCF station codes are not commonly known (example FRBOJ for Bordeaux), Concur Travel displays the full name of the stations, resulting in a horizontally stretched page.

Mixed Flight/Train Search Tab

The user can search for flights and trains at the same time using the **Mixed Flight/Train Search** (formerly **Air/Rail Search**) tab. On the search results page, flight and train results appear together.

Note that a company's configuration may allow a user to ride first class for train travel, but that same user might be restricted to business or economy class for air travel. Since there is only one class-of-service field on the **Mixed Flight / Train Search** tab, Concur Travel uses this logic:

- The class-of-service dropdown on the **Mixed Flight / Train Search** tab will reflect the classes of service allowed for air only. The allowed classes of service rules for train will be handled in the background and affect the results: if first class is allowed for rail, users will see first class results; if not, they will see second class only.
- When searching for a route that has train and flight options, train options will always show second and first-class fares in results (when first class is allowed in the company's travel policy).

Review and Reserve Train Page

On the **Review and Reserve Train** page, the user can make additional selections, such as seat position, space type, and special meals, which are prepopulated with the information from Profile but can be changed.

REVIEW TRAVEL PREFERENCES

Based on your profile preferences, we suggest these selections.

PARIS MONTPARNASSE 1 ET 2 to BORDEAUX ST JEAN
 Train: #8403 TGV Atlantique Second Class

I want to sit close to another traveler's booked seat

Seat Position

Space Type

Contingent Types

BORDEAUX ST JEAN to PARIS MONTPARNASSE 1 ET 2
 Train: #8544 TGV Atlantique Second Class

I want to sit close to another traveler's booked seat

Seat Position

Space Type

Contingent Types

As usual, for payment, the user selects the appropriate form of payment or, if configured, can pay via invoice.

Note about Ticketing

Note the following:


- For trips with departure outside of France involving other vendors routings, issuing tickets is not supported by SNCF.
- For international trips with departure in France, where the only option is a paper ticket, the fulfillment of the tickets depends on the agreement the TMC has in place with SNCF.

Notes About Advantage Cards

As described previously, the user can have a *whole network* or *route-specific* SNCF Advantage card. If using a route-specific SNCF Advantage card and:

- If the searched route does not exactly match the route of an Advantage card, then the card selection page appears. The user makes the appropriate choice.
- If the searched route matches the exact route of the Advantage card, then the card is automatically applied, and the user does not see the page to choose.

Select Advantage Card Subscription



Please select the advantage card subscription(s) that apply to the selected route:

'Forfait' 1st Class subscription
PARIS, France - LYON, France

Note: Advantage card subscriptions which apply to the whole SNCF network will be applied automatically.

Search

Cancel

Notes about Promotional Codes

Currently, these are the conditions governing promotional fares:

- The departure/return date must be greater than or equal to 3 days from the booking date and less than 14 days from the booking date. To be precise, if D is the booking date, then the promotional fares will only be offered if the departure/return date X is such that $D+3 \leq X < D+14$.
- It is valid only for domestic travel within France. (This feature may expand to include international routes in the future.)
- The fares may be route-specific. Such information would accompany the mail sent out by SNCF to the corporate client.
- Such fares are usually non-refundable, so you will **not** see these types of fares if you are searching with **Refundable only rail fares** selected.
- Such fares are offered only if no other cheaper fare is available. For example, if you have a Military 1st Class Advantage card, you will never see the promotional fares even if you specified the promotional code because the discount from a Military 1st Class card is greater than that offered by a promotional fare.

Configuration/Activation

Refer to the configuration section this guide.

Companions

Overview

If configured, users can book train for companions. The number of companions is defined by the client, as described in the configuration section of this guide.

Identifying

If the user indicates that there are companions, after clicking **Search**, the **Trip Companions** page appears. The user must enter the details for each companion.

To add companions:

- **Add companion manually:** This process should be used for non-profiled travelers. The arranger must provide all the details noted below.

Trip Companions

Enter information about the companions that are traveling with you.

COMPANION 1

Add companion manually Look up a company employee

First Name

Last Name

Email Address

Phone number and type Work Phone

Date of Birth mm/dd/yyyy

Vendor

Program Number

Carrier Advantage Program

Advantage Program Number Expiration Date

- **Look up a company employee:** A dropdown appears containing all users assigned to a travel assistant/arranger. With self-assigning assistant permission, the user can search for any employee by choosing **Search**. The user then enters a few letters of the employee's name.

COMPANION 1

Add companion manually
 Look up a company employee

First Name
 Last Name

Email Address
 Phone number and type

Date of Birth
 mm/dd/yyyy

Vendor
 Program Number

Carrier
 Advantage Program
 Advantage Program Number
 Expiration Date

When the user locates the desired employee, the user clicks **OK**.

The following information is required for each passenger:

- First and Last Name
- Email Address
- Phone Number
- Date of Birth

Then:

- For profiled travelers, the trip appears under the user's travel page as if they made the booking.
- For non-profiled travelers, the trip is saved as a guest booking.

The SNCF Loyalty Program Details information is requested but not required for each passenger. If the information is already in the companion's SAP Concur profile, Concur Travel automatically prepopulates these fields.

Vendor
 Program Number

Carrier
 Advantage Program
 Advantage Program Number
 Expiration Date

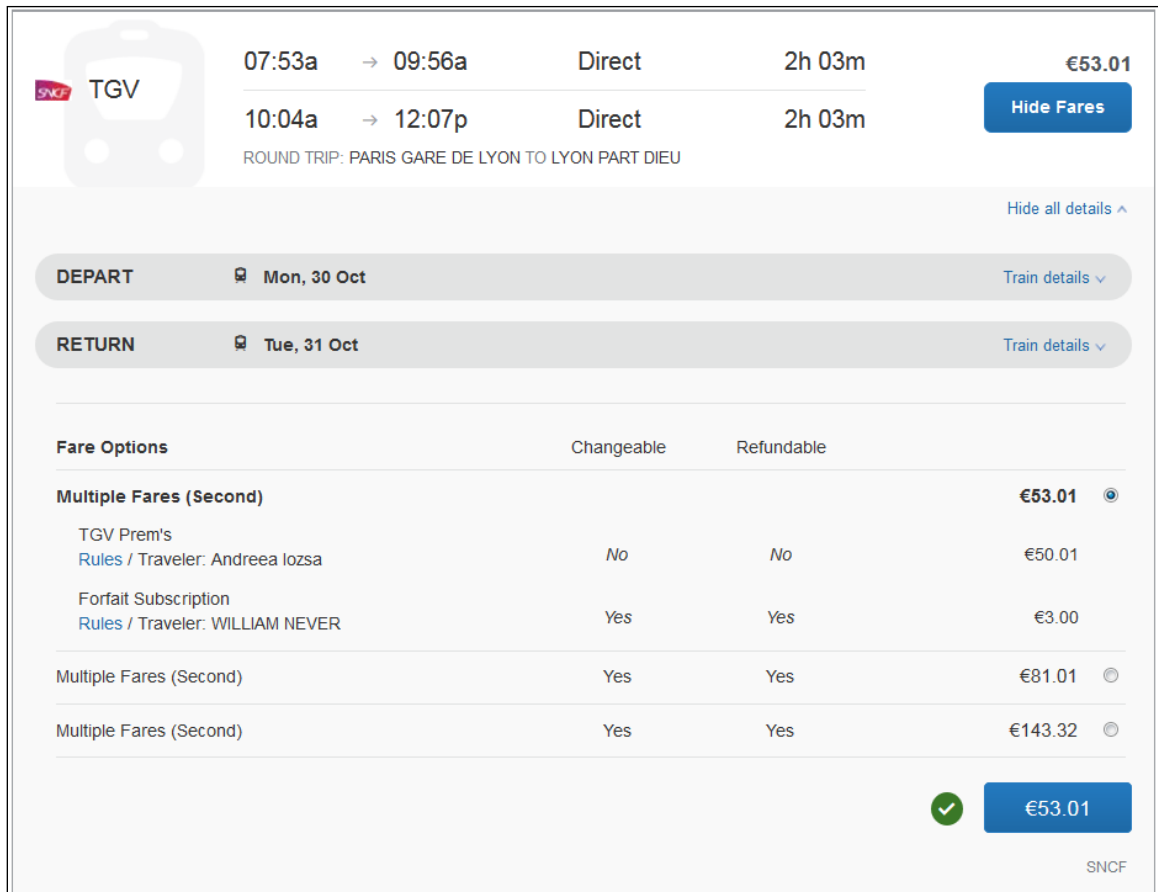
Pricing

In the search results, the price above the **View Fares** button shows the total price for all passengers.



The screenshot shows a search result for a round trip from Paris Gare de Lyon to Lyon Part Dieu. It features two train options: one departing at 07:53a and arriving at 09:56a, and another at 10:04a and 12:07p. Both are direct and take 2h 03m. The total price is €53.01. A 'View Fares' button is visible on the right. A 'Show all details' link is at the bottom right.

When the user clicks **Show all details**, the price and fare for each passenger appear.



The screenshot shows the 'Review and Reserve Train' page. It displays the same train options as the previous screenshot. A 'Hide Fares' button is now visible. Below the train options, there are sections for 'DEPART' (Mon, 30 Oct) and 'RETURN' (Tue, 31 Oct). A 'Fare Options' table is shown, detailing the breakdown of the total price. A 'Hide all details' link is at the bottom right. A green checkmark and a '€53.01' button are at the bottom right, indicating the selected fare.

Fare Options	Changeable	Refundable	Price
Multiple Fares (Second)			€53.01
TGV Prem's Rules / Traveler: Andreea Iozsa	No	No	€50.01
Forfait Subscription Rules / Traveler: WILLIAM NEVER	Yes	Yes	€3.00
Multiple Fares (Second)	Yes	Yes	€81.01
Multiple Fares (Second)	Yes	Yes	€143.32

When the user selects a trip, the user sees the **Review and Reserve Train** page. The user scrolls down to see the train selection, travel preferences, companion information, form of payment selection, ticket delivery options, and the price summary including fare rules and conditions.

Review and Reserve Train

TRAINS

DEPART

📅 Mon, 30 Oct

[Hide Details ^](#)

Mon, 30 Oct

07:53a PARIS GARE DE LYON
09:56a LYON PART DIEU

2h 03m

TGV Train 6605
TGV Duplex

RETURN

📅 Tue, 31 Oct

[Hide Details ^](#)

Tue, 31 Oct

10:04a LYON PART DIEU
12:07p PARIS GARE DE LYON

2h 03m

TGV Train 6612
TGV Duplex

REVIEW TRAVEL PREFERENCES

Based on your profile preferences, we suggest these selections.

PARIS GARE DE LYON to LYON PART DIEU

Train: #6605 TGV Duplex Second Class

I want to sit close to another traveler's booked seat

TGV Deck Level

Space Type

Contingent Types

LYON PART DIEU to PARIS GARE DE LYON

Train: #6612 TGV Duplex Second Class

I want to sit close to another traveler's booked seat

TGV Deck Level

Space Type

Contingent Types

Seat Selection

The arranger can identify the TGV deck level (if applicable) and the space type.

NOTE: Seat requests apply to all travelers. Concur Travel passes this information to SNCF and requests that all travelers are seated together. However, this is up to the discretion of SNCF and availability.

The **I want to sit close to another traveler's booked seat** option still applies. If the group wants to request seats next to another companion, they can do so here. No requests are guaranteed and are at the discretion of SNCF and availability.

Review Passenger Information

Details of each companion are noted. These fields are populated based on the information entered by the user at the beginning of the booking process; this is just for review.

ENTER PASSENGER INFORMATION

Ensure passenger information below is correct. All required information will be saved to profile. [?](#)

Passenger

Title	Legal First Name	Legal Last Name
Select <input type="button" value="v"/>	William	Never

Date Of Birth

Street

City	State	Zip/Postal Code
Bellevue	Washington <input type="button" value="v"/>	98004

Country

Work Phone	Home Phone	Mobile Phone
452123456		

Email

Rewards Program

Fidelity Program

COMPANION 1

First Name	Last Name
RIVA	NEVER

Email Address	Phone number and type
riva.never@concur.com	2234567123 <input data-bbox="1101 1612 1247 1644" type="button" value="Work Phone"/>

Date of Birth

mm/dd/yyyy

Vendor	Program Number
<input type="button" value="v"/>	

Main Passenger Information

The main passenger information contains data from the arranger's/main traveler's profile. If any field contains invalid or too many characters, the traveler/arranger must correct it before proceeding with the booking:

Passenger

Title	Legal First Name	Legal Last Name
Mr	Paul	Thermeca
Date Of Birth		
xx/xx/xxxx		
Street		
Test Very long Street with too many characters 1199 Gallows Ed L'Test		
Street should not be longer than 38 characters.		
The Street does not appear to be valid.		
City	Region, Department (Optional)	Zip/Postal Code
Paris		12345
Country		
France		
Work Phone	Home Phone	Mobile Phone
212-804-5280		
The Work Phone does not appear to be valid.		
Email		
test@concur.com		

Rewards Program

Fidelity Program
Voyageur (...8866)

Review Price Summary

We will also note the total cost:

REVIEW PRICE SUMMARY		
Description	Traveler	Amount
Forfait Subscription (Second)	Andreea Iozsa	€50.01
TGV Prem's (Second)	WILLIAM NEVER	€3.00
		Total Due Now: €53.01

Payment

The credit card noted in the **primary** traveler's profile for rail is defaulted, but the user/administrator can change this.

NOTE: This credit card will be used for all travelers.

SELECT A METHOD OF PAYMENT

How would you like to pay?

test visa (...1111) | [Add credit card](#)

* Indicates credit card is a company card

Ticketing

Ticket delivery options presented are based on availability at the departing station and will apply to all travelers.

PROVIDE TICKET DELIVERY PREFERENCE

How do you want to receive your ticket?

Self-Print

Self-Print

Pick up your ticket at a BLS machine using your name and rail confirmation number

Pick up your ticket at a BLS machine using your ID card

Tuesday, 31 October, 2017

Train LYON PART DIEU to PARIS GARE DE LYON

TGV Duplex 6612

Departs: 10:04 AM
 LYON PART DIEU
 Duration: 2 hours, 3 minutes
 Seat: Coach #007 Seat, 022 (Window, Lower Deck, Facing Backwards)

Confirmation: TVQFKE
 Status: **Booked in SNCF direct/TVQFKE**

Arrival: 12:07 PM
 PARIS GARE DE LYON

Additional Details
 Class: Second Class
 Meal: No Meal Served

Ticketing: Self-Print Online Ticket
 Rate Code: MBVPRM15

[Add to your Itinerary](#)

TOTAL ESTIMATED COST

PRG Bootcamp fee:	£30.00 GBP	€33.60 EUR
Ticket Price:		€50.00 EUR
Total Estimated Cost:	£0.00 GBP	€83.60 EUR

Displays on Itinerary at the Bottom

The actual cost per passenger is detailed on the itinerary page and can be written to the PNR via file finishing with the PNR Editor.

Important

- Each traveler will have their own Concur Travel itinerary and GDS PNR (for the TMC) once the booking is completed.
- Travel policy will be based on the primary traveler and will apply to all companions.
- The form of payment is based on the primary traveler and will apply to all companions.
- SNCF will book all travelers together in the same car if possible.
- Trip change is not supported by the SNCF Direct Connect. Users must cancel and rebook their itinerary in Concur Travel or contact SNCF directly. Since each user has their own unique reservation, they are not tied to the others and can cancel independently.
- Trip cancel is supported by the SNCF Direct Connect. Since each user has their own unique reservation, they are not tied to the others and can cancel independently.
- The arranger must have permission to book for a user in order to make a multi-passenger booking.
- All users/companions must be part of the same travel configuration.

Configuration/Activation

Refer to the configuration section this guide.

Dematerialization Program (DEAT)

Overview

SNCF's Dematerialization (or DEMAT) program provides the possibility of ticketless travel and self-print tickets. DEMAT eligibility depends on the route and train equipment for the selected trip. In addition, the user must have an eligible SNCF Grand Voyageur card. The eligibility for DEMAT and ticketless is managed by the RIVA system.

NOTE: At this time, only SNCF domestic routes in France will benefit from the DEMAT program.




During the booking process for ticketless and self-print tickets, the traveler is **required** to provide their date of birth and is **encouraged** to provide their mobile phone number.

If RIVA determines that the traveler is eligible for an SMS reminder, the traveler will receive an SMS message via their mobile device shortly before the departure date. The travel agency, upon having processed and ticketed the booking, will send out an email to the traveler (and the arranger if booked by the arranger) with a PDF attachment of:

- **E-Ticket Memo** (for ticketless booking): The E-Ticket Memo is for informational purposes only. The traveler does not need a ticket for their trip. The traveler simply needs to present E-Ticket Memo SNCF Grand Voyageur card to the conductor on board the train.
– or –
- **E-Ticket Confirmation** (for self-print booking): The traveler is required to provide this document on the day of travel and present it to the conductor on board the train.


Below is an example of an e-billet confirmation issued by a station machine (BLS) in case the user does not have a printed copy of the PDF *E-Ticket Confirmation*:

7016 00201 4



Confirmation e-billet - le e-billet est nominatif, personnel et non cessible

PARIS EST → STRASBOURG



KM0503

24/08 07H24 → 09H42

PARIS EST → STRASBOURG

TGV 9571 Classe 1

VOITURE 12	PLACE ASSISE 41
------------	-----------------

TGV PRO - ECH/REMB INCLUS. SOUS CONDITIONS APRES DEPART 01ISOLEE

Nom / Prénom
HAMON/HERVE

Dossier **UQMIDD**

Références client
0029090160080286471

01 ADULTE

Prix EUR ****129.50**

EC

N° e-billet **632252876**

Cette confirmation e-billet doit être présentée lors du contrôle

300611 FA00 08711779322251

Profile

First, the user must have the Grand Voyageur card listed in their profile.

NOTE: As mentioned previously, in Profile, only *Voyageur* appears in Profile, even if the card is a Grand Voyageur card.

DEMAT Booking

The user starts the process as usual using the **Train Search** (formerly **Rail Search**) tab. On the price page of the search results, the user can click **Rules** to see if the route is eligible for a ticketless or self-print ticket:

Fare Rules ✖

Fréquence Subscription in 2nd class with 1st class card or 2nd class card (Exchangeable and refundable)

- Refundable
- Exchangeable
- Holders of a valid Fréquence season ticket (to be shown on the train).
- The ticket is exchangeable and refundable for free until departure. After that, call us to exchange it up to 1 hour after departure, up to 2 hours after departure you can exchange it from the departure station.
- Delivery Mode:
 - Ticket issued by the agency
 - Free terminal service
 - Ticketless or Self-print ticket
 - Electronic ticket

On the **Review and Reserve Train** page, if the selected trip is eligible for DEMAT:

- The **Fidelity Program** dropdown defaults to the traveler's Grand Voyageur card number.
- The **Ticket Delivery** dropdown defaults to *Ticketless or Self-Print*.

The screenshot shows a 'Rewards Program' section with a 'Fidelity Program' dropdown menu set to 'Voyageur (...5434)'. Below this is a section titled 'PROVIDE TICKET DELIVERY PREFERENCE' with the question 'How do you want to receive your ticket?' and a dropdown menu set to 'Ticketless or Self-Print'.

NOTE: If a user selects a route that is eligible for DEMAT but the user does not have a Grand Voyageur card listed in Profile, when the user is presented with the ticket delivery options, *self-print* will be available but *ticketless* will not. On the itinerary page, the user will see eligible ticketing option:

The screenshot shows the 'RESERVATIONS' section for a train trip on Monday, February 08, 2016. The train is 'Train PARIS GARE DE LYON to LYON PART DIEU' (TGV Duplex 6607). It departs at 08:59 AM from Paris Gare de Lyon and arrives at 10:56 AM at Lyon Part Dieu. The ticketing information is highlighted in a red box: 'Ticketing: Self-Print Online Ticket' with Rate Code: MBVPRM15. Other details include 'Confirmation: RHEVVQ', 'Status: Booked in SNCF direct/RHEVVQ', 'Class of Service: Second Class', and 'Meal: No Meal Served'. There is an 'Add to your Itinerary' button at the bottom.

For the *Ticketless or Self-Print* option:

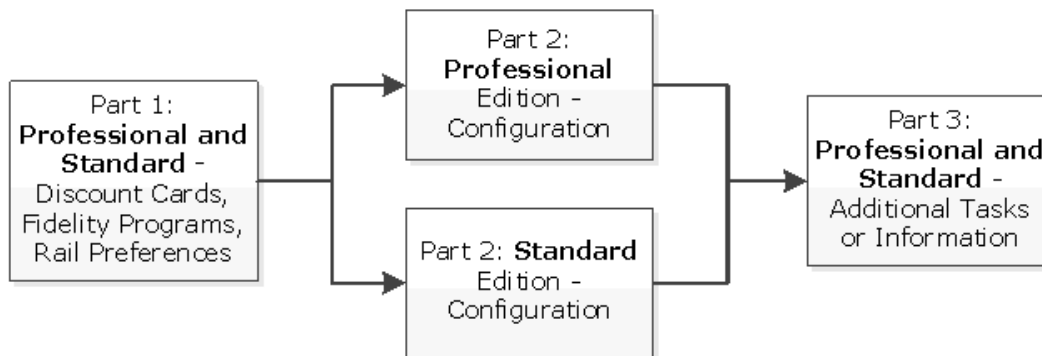
- The user **must** complete the **Date of Birth (Required)** field on the **Review and Reserve Train** page (formerly the **Rail Review** page) if missing in the profile.

- The user is asked to provide their mobile device number. It is not required; the user can click **Cancel** if desired.

Section 6: Configuration

Overview

Follow the appropriate steps for your edition of travel:



- Part 1: Professional and Standard Editions – Client Agreement
- Part 2: Professional Edition – Configuration in Concur Travel
– **or** –
Part 2: Standard Edition – Configuration in Concur Travel
- Part 3: Professional and Standard Editions – Additional Tasks or Information

Part 1: Professional and Standard Edition – Discount Cards, Fidelity Programs, Rail Preferences

Discount Cards and Fidelity Programs

If SNCF has been enabled for the site, users can use their discount cards and fidelity programs. There is no configuration required; however, the user must enter their card information in Profile as described in the *What the User Sees – Profile* section of this guide.

Rail Preferences

There is no configuration required by the admin; the preferences fields are available automatically in Profile. The user must simply complete the fields as described in the *What the User Sees – Profile* section of this guide.

Part 2: Professional Edition – Configuration in Concur Travel

General Configuration/Activation

▶ **To configure:**

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

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

2. In the **Rail Connectors** section of the travel configuration page, locate **SNCF**.

The screenshot shows the SNCF configuration section with the following elements:

- SNCF** Enable
- Resarail PCC:
- Resarail Queue Number:
- Country:
- Test Mode
- Display ADEME carbon emission
- Suppress paper tickets if e-ticket is possible
- Allow searching for trains using arrive by
- Max. Num. Companions:
- hours auto-cancel prior last day to ticket:

3. Complete the appropriate fields.

Field	Description
Enable	Select to enable.
Resarail PCC	Enter your agency's Resarail PCC number.
Resarail Queue Number	Enter the queue number.
<country>	Select the country. NOTE: When using a Luxembourg PCC, please select France from the dropdown.
Test Mode	Select, if applicable. Refer to <i>Testing</i> in this guide.
Display ADEME carbon emission	Please note this setting is for future use. SAP Concur is working on displaying the CO2 emissions provided by RIVA.
Suppress paper tickets when e-ticket is available	Select, if desired.
Allow searching for trains using arrive by	Select, if desired. If disabled, users will not be able to choose between arrive or depart when searching for SNCF trains; the dropdown will be hidden, and all searches will be based on departure.
Max Num Companions	Select the maximum number of companions. Refer to <i>What the User Sees – Booking</i> in this guide.

Field	Description
hours auto-cancel prior last day to ticket	Select the desired number of hours that Concur Travel subtracts from SNCF's last date to ticket (LDT). For example, assume that Concur Travel receives the last date to ticket from SNCF as 2012-04-20 18:00:00. Further assume that this field is set to 5 hours. This means that Concur Travel will actually show 2012-04-20 13:00:00 to the user as a last date to ticket to ensure the user submits changes within the time slot allowed. This also means that if the trip is not submitted or approved by 2012-04-20 13:00:00 and auto-cancel is enabled, Concur Travel will cancel the trip.

4. Click **Save**.

Branch Access

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 SAP Concur's Resarail PCC. It has nothing to do with any GDS. Additionally, SAP Concur must open the branch access to the agency's PCC. In order to open the branch access from SAP Concur side, you need to create a booking and once the booking is finished, you need to cancel it. This process triggers the branch access to be opened.

Country	PCC
France	B930
UK	C870
Belgium	H060
Switzerland	F460
Netherlands	H070

Examples on how to grant B and C branch access:

When granting B access:

GDS	Command to grant branch access to B930
Amadeus	R// W/TAA yourResarailPCC \$ B B930
Sabre	W/TAA yourResarailPCC \$ B B930
Galileo	W/TAA yourResarailPCC \$ B B930

When granting C access:

GDS	Command to grant branch access to C870
Amadeus	R// W/TAA yourResarailPCC \$C870
Sabre	W/TAA yourResarailPCC \$C870
Galileo	W/TAA yourResarailPCC \$C870

IMPORTANT NOTE TO AMADEUS AGENCIES

In addition to granting branch access from your agency's Resarail PCC to SAP 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 Concur Travel, even if it was correctly queued to your agency's Resarail PCC.

Agency Invoice as Form of Payment

▶ **To define agency invoice as the form of payment:**

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

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

2. In the **Form of Payment Options** section of the travel configuration page, select (enable) the **Use agency invoice of SNCF** check box.

Form of Payment Options

Use agency invoice for GDS Air

Use agency invoice for SNCF

Use agency invoice for government-only airfare

Agency Invoice Data:*

The **Agency Invoice Data** field appears.

3. In the **Agency Invoice Data** field:
 - ◆ The form of payment automatically becomes S (for Cash).
 - ◆ For Amadeus in the French market, enter *EC*.

NOTE: If this field is empty or contains any value other than *EC*, Concur Travel sends CASH as the form of payment to the PNR.

4. Click **Save**.

SAMPLES

Form of payment *EC* (FP EC) is set in the Amadeus PNR if set up in the travel configuration:

```
RP/PARA1214R/PARA1214R          PI/SU  31JUL12/1034Z  80WKIP
1.NEVER/WILLIAM MR
2 MIS 1A HK1 ZZZ 05AUG-/TRN-SNCF-SREWUF/04AUG2012-0857/05AUG20
  12-0857/FRPLY/05AUG2012-1056/FRLPD/06105/2//FA00/90.00EUR/PA
  X1/
3 MIS 1A HK1 ZZZ 06AUG-/TRN-SNCF-SREWUF/04AUG2012-0857/06AUG20
  12-1404/FRLPD/06AUG2012-1607/FRPLY/06105/2//FA00/90.00EUR/PA
  X1/
4 AP LON 0207 2233445
5 APB 12345678-B
6 TK TL01AUG/2359/PARA1214R
7 OP PARA1214R/31JUL/66C4
14 RM CB/TRIPLOC/CQ-004-4UGZF-7MJ
15 RM ***** SNCF TRAIN INFO *****
16 RM SNCF DURATION 1 - 119
17 RM SNCF DURATION 2 - 123
18 RM SNCF TOTAL PRICE - 90.00/110.90
19 RM SNCF CURRENCY CODE - EUR/USD
20 RM SNCF ENDPOINT FROM - FRPLY
21 RM SNCF ENDPOINT TO - FRLPD
22 RM SNCF TICKET STATE - ETICKET
23 FP EC
```

Sabre:

TKT/TIME LIMIT
1.TAW/
PHONES
1.WAS703-837-6100 EXT 2-OT TRAVEL/49 64015 0
2.WAS703-837-6100-A
3.WAS703-837-6100-B CONTACT TROY DAVIS EXT 3709
4.WAS703-837-6106
5.DCA-212- 555-1212-B-1.1
6.DCA-425-555-1212-R-1.1
7.DCA-952.947.1765-A-1.1
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
CUSTOMER NUMBER - 010011
ADDRESS
OT TRAVEL
209 MADISON STREET
ALEXANDRIA VA
REMARKS
1.-CASH
2.-BOOKING CREATED BY CLIOBOOK
3.#ZE CORP ID 309837
4.#DISCOUNT AT HILTON HOTELS CODE CNQR

Amadeus:

13 RM ***** SNCF TRAIN INFO *****
14 RM SNCF DURATION 1 - 317
15 RM SNCF TOTAL PRICE - 58.80/78.36
16 RM SNCF CURRENCY CODE - EUR/USD
17 RM SNCF ENDPOINT FROM - FRPBE
18 RM SNCF ENDPOINT TO - FRLPD
19 RM SNCF TICKET STATE - ETICKET
20 RM CB/PAX/DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL
AFTER APR 4 4PM
21 RM CB/TRP/SNCF TRAIN TRIP PARIS BERCY TO LYON PART DIEU
22 RM CB/QUE/QUE TO INPROC DCA1S216O-1 0 ON 04APR 1025Z
23 RM CB/QUE/QUE FOR TICKET DCA1S216O-1 0 ON 04APR 1026Z
24 FP CASH
>

Galileo/Apollo:

```
[Screen 1]
1: FOP:-S
2: TKTG-T/
3: RMKS-CB/TRIPLOC/CQ-TU5-48OU3-8QP
4: 2 ***** SNCF TRAIN INFO*****
5: 3 SNCF DURATION 1 - 119
6: 4 SNCF TOTAL PRICE - 22.00/29.32
7: 5 SNCF CURRENCY CODE - EUR/USD
8: 6 SNCF ENDPOINT FROM - FRPLY
9: 7 SNCF ENDPOINT TO - FRLPD
10: 8 SNCF TICKET STATE - SELF-PRINT
11: 9 CLIQ/SEG1/MODE TRAIN/NUM 6607/TRNTYP TGV Duplex/CLS SECOND
12: 10 CB/PAX/DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AF
13: TER
14: ]]
```

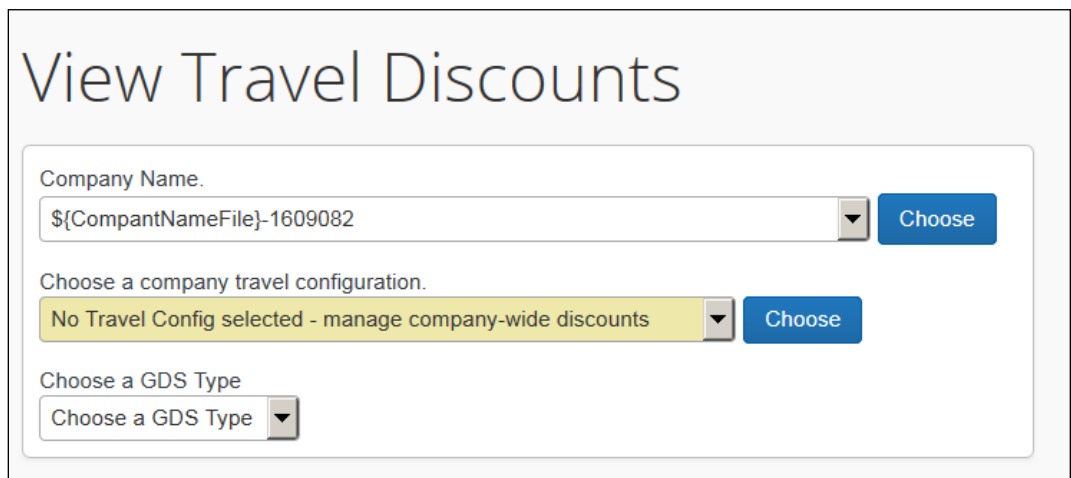
Discount Codes

▶ To add discount codes:

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

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

2. In the **Company-Specific** section of the left menu, click **Manage Corporate Discounts**



View Travel Discounts

Company Name.
\${CompantNameFile}-1609082 Choose

Choose a company travel configuration.
No Travel Config selected - manage company-wide discounts Choose

Choose a GDS Type
Choose a GDS Type

3. Select the desired company, configuration, and GDS.
4. In the **Rail Vendors** section, click **Add rail discount**.

[+] Add rail discount

Rail Vendors


Vendor	Discount Code	TripLink Discount Code	De
No records found			


The **Modify Travel Discounts** window appears.

Modify Travel Discounts

Rail discount for Travel Config: Concur Sandbox Prague Amadeus

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.


Vendor: 

TripLink Discount Code 

Discount Type	Discount Number	Description
SNCF Discount Code (FCE)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FCE)	<input type="text"/>	<input type="text"/>

Following FBCs are not supported anymore and will be eventually removed:

Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>
Eurostar Discount Code (FBC)	<input type="text"/>	<input type="text"/>

Preference :

Valid From: Valid Until:

5. Make the appropriate choices.

Field	Description
Vendor	Select <i>SNCF</i> .
Discount Code	Enter the code provided by the vendor to access discount rates. You can enter one FCE corporate discount code for domestic SNCF travel and one for Eurostar.

Field	Description
Preference Level	Select the preference level you want to display to users via the dropdown. <ul style="list-style-type: none"> • <i>Most preferred</i> will show with three stars • <i>Preferred</i> will show with two stars • <i>Less preferred</i> will show with one star • <i>Not preferred</i> is used if you want to apply a discount for a vendor but not promote it in the display
Valid From / Valid Until	You can add the valid from and valid until dates if the contract has specific start and end dates.

6. Click **Save**.

Lowest Logical Fare (LLF) When Utilizing Mixed Flight/Train Display

You can control whether Concur Travel considers rail for LLF eligibility in a mixed air and rail display.

► **To enable LLF:**

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

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

2. In the **Travel Administration** section of the left menu, click **Travel Admin**.

3. Select the desired rules class.

4. Click **Edit** to the right of **Flight**.

5. In you want to include rail fares in the LLF calculation, select Yes in **Include rail** list.

The screenshot shows the 'Rule Class (Edit Classes)' configuration page for 'Chihhao 1'. The 'Include Rail' dropdown menu is highlighted with a red circle and is currently set to 'No'. Other visible settings include 'Refundability' set to 'Cheapest on Plane Only', 'Has Contract' set to 'Does Not Matter', 'Number of Stops' set to 'Fewest Stops', and 'Run Dedicated LLF Shop' checked. The 'Discount Code for LLF Shop' is set to 'None Selected'.

6. Click **Save**.

First Class in SNCF

▶ To enable first class for SNCF:

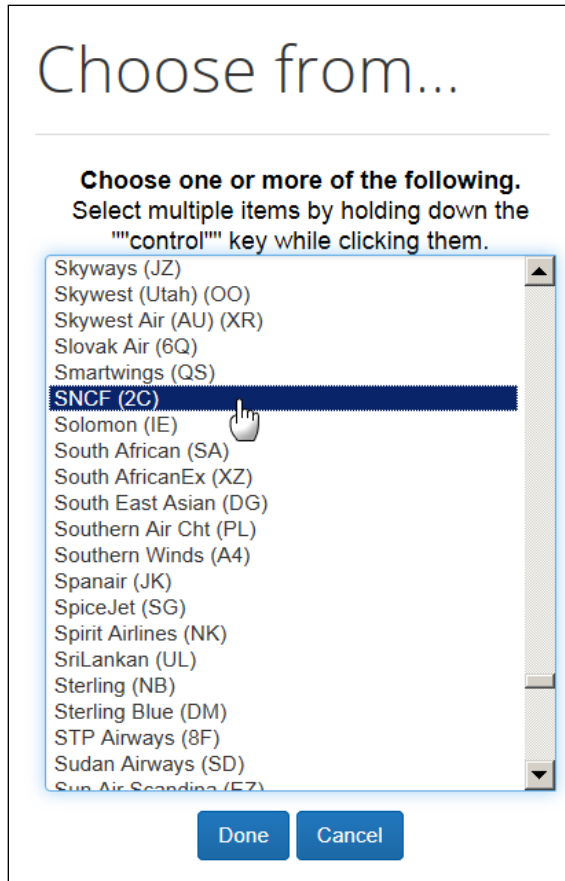
1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

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

2. In the **Travel Administration** section of the left menu, click **Travel Admin**.
3. Load the desired rules class.
4. Click **Edit** to the right of **Flight – Class of Service**.

The screenshot shows the SAP Concur interface for configuring travel rules. At the top, there are several tabs: Travel Policy, Policy Violation Reasons, Travelfusion Suppliers, Vendor FoID Admin, Travel Vendor Exclusions, Custom Text, Regional Hotel Rates, and Travel. Below these tabs, the 'Rule Class (Edit Classes)' section is active, showing a dropdown menu with 'Concur US Employees' selected, and buttons for 'Save', 'Save to Many ...', 'Cancel', and 'Track Changes'. The main section is titled 'Flight - Class of Service' and contains two rows of configuration options. The first row is highlighted with a red rounded rectangle. It includes a 'Require Approval' checkbox, a 'Cabin classes allowed' dropdown menu set to 'Business class', a 'when Marketing airline is in' dropdown menu, and a 'Message when matched' text field containing '2V'. The second row is partially visible below and shows 'Require Approval' checked, 'Cabin classes allowed' set to 'First class, Business class', and 'when Marketing airline is in' set to 'A - Air'.

5. In the **Cabin classes allowed** list, select *First class, Business class*.
6. Click in the **when Marketing airline is in** field to access a list of carriers:



NOTE: If the **when Marketing airline is in** field already contains a code, then in the **Choose from** window, hold the Ctrl key before clicking SNCF. If you hold Ctrl while clicking SNCF, then SNCF will **appear with** the existing code. If you do not hold Ctrl, then SNCF will **replace** the existing code.

7. Click **SNCF**.

NOTE: "2C" is the carrier code for SNCF.

8. Click **Done**.
9. Click **Save**.

Part 2: Standard Edition – Configuration in Concur Travel

General Configuration/Activation

► **To configure:**

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Select the desired configuration.
3. Click the **Direct Connect** tab.
4. Locate **SNCF**.

5. Complete the appropriate fields.

Field	Description
Enable	Select to enable.
Resarail PCC	Enter the PCC number.
Resarail Queue Number	Enter the queue number.
<country>	Select the country.
Test Mode	Select, if applicable. Refer to <i>Testing</i> in this guide.
Suppress paper tickets when e-ticket is available	Select, if desired.
Allow searching for trains using arrive by	Select, if desired. If disabled, users will not be able to choose between arrive or depart when searching for SNCF trains; the dropdown will be hidden and all searches will be based on departure.
Display ADEME carbon emission	Will be supported at a later date.
Max Num Companions	Select the maximum number of companions. Refer to <i>What the User Sees – Booking</i> in this guide.

Field	Description
hours auto-cancel prior last day to ticket	Select the desired number of hours that Concur Travel subtracts from SNCF's last date to ticket (LDT). For example, assume that Concur Travel receives the last date to ticket from SNCF as 2012-04-20 18:00:00. Further assume that this field is set to 5 hours. This means that Concur Travel will actually show to the user as a last date to ticket 2012-04-20 13:00:00 to ensure the user submits changes within the time slot allowed. This also means that if the trip is not submitted or approved by 2012-04-20 13:00:00 and auto-cancel is enabled, Concur Travel will cancel the trip.

6. Click **Save**.

Agency Invoice as Form of Payment

► **To define agency invoice as the form of payment:**

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. Select the desired configuration.
3. Scroll down to the **Agency Invoice** section.

The screenshot shows a configuration panel titled "Agency Invoice" with a help icon. It contains two rows of settings:

- Use agency invoice for GDS Air ?
- Use agency invoice for SNCF ?

At the bottom of the panel is a "Save" button.

4. Select (enable) the **Use agency invoice of SNCF** check box.
 - ◆ The form of payment automatically becomes S (for Cash).
 - ◆ For Amadeus in the French market, enter *EC*.

NOTE: If this field is empty or contains any value other than *EC*, Concur Travel sends CASH as the form of payment to the PNR.

5. Click **Save**.

SAMPLES

Form of payment *EC* (FP EC) is set in the Amadeus PNR if set up in the travel configuration:

```
RP/PARA1214R/PARA1214R          PI/SU  31JUL12/1034Z  80WKIP
 1.NEVER/WILLIAM MR
 2 MIS 1A HK1 ZZZ 05AUG-/TRN-SNCF-SREWUF/04AUG2012-0857/05AUG20
   12-0857/FRPLY/05AUG2012-1056/FRLPD/06105/2//FA00/90.00EUR/PA
   X1/
 3 MIS 1A HK1 ZZZ 06AUG-/TRN-SNCF-SREWUF/04AUG2012-0857/06AUG20
   12-1404/FRLPD/06AUG2012-1607/FRPLY/06105/2//FA00/90.00EUR/PA
   X1/
 4 AP LON 0207 2233445
 5 APB 12345678-B
 6 TK TL01AUG/2359/PARA1214R
 7 OP PARA1214R/31JUL/66C4
14 RM CB/TRIPLOC/CQ-004-4UGZF-7MJ
15 RM ***** SNCF TRAIN INFO *****
16 RM SNCF DURATION 1 - 119
17 RM SNCF DURATION 2 - 123
18 RM SNCF TOTAL PRICE - 90.00/110.90
19 RM SNCF CURRENCY CODE - EUR/USD
20 RM SNCF ENDPOINT FROM - FRPLY
21 RM SNCF ENDPOINT TO - FRLPD
22 RM SNCF TICKET STATE - ETICKET
23 FP EC
```

Sabre:

```
TKT/TIME LIMIT
1.TAW/
PHONES
1.WAS703-837-6100 EXT 2-OT TRAVEL/49 64015 0
2.WAS703-837-6100-A
3.WAS703-837-6100-B CONTACT TROY DAVIS EXT 3709
4.WAS703-837-6106
5.DCA-212- 555-1212-B-1.1
6.DCA-425-555-1212-R-1.1
7.DCA-952.947.1765-A-1.1
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
CUSTOMER NUMBER - 010011
ADDRESS
OT TRAVEL
209 MADISON STREET
ALEXANDRIA VA
REMARKS
1.-CASH
2.-BOOKING CREATED BY CLIBOOK
3.=ZE CORP ID 309837
4.=DISCOUNT AT HILTON HOTELS CODE CNOR
```

Amadeus:

```
13 RM ***** SNCF TRAIN INFO *****
14 RM SNCF DURATION 1 - 317
15 RM SNCF TOTAL PRICE - 58.80/78.36
16 RM SNCF CURRENCY CODE - EUR/USD
17 RM SNCF ENDPOINT FROM - FRPBE
18 RM SNCF ENDPOINT TO - FRLPD
19 RM SNCF TICKET STATE - ETICKET
20 RM CB/PAX/DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL
    AFTER APR 4 4PM
21 RM CB/TRP/SNCF TRAIN TRIP PARIS BERCY TO LYON PART DIEU
22 RM CB/QUE/QUE TO INPROC DCA1S216O-1 0 ON 04APR 1025Z
23 RM CB/QUE/QUE FOR TICKET DCA1S216O-1 0 ON 04APR 1026Z
24 FP CASH
>
```

Galileo/Apollo:

```
[Screen 1]
1: FOP:-S
2: TKTG-T/
3: RMKS-CB/TRIPLOC/CQ-TU5-48OU3-8QP
4: 2 ***** SNCF TRAIN INFO*****
5: 3 SNCF DURATION 1 - 119
6: 4 SNCF TOTAL PRICE - 22.00/29.32
7: 5 SNCF CURRENCY CODE - EUR/USD
8: 6 SNCF ENDPOINT FROM - FRPLY
9: 7 SNCF ENDPOINT TO - FRLPD
10: 8 SNCF TICKET STATE - SELF-PRINT
11: 9 CLIQ/SEG1/MODE TRAIN/NUM 6607/TRNTYP TGV Duplex/CLS SECOND
12: 10 CB/PAX/DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AF
13: TER
14: ]]
```

Discount Codes

▶ To add discount codes:

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Select the desired configuration.
3. Click the **Discounts** tab (if it is not already selected).
4. In the **Rail Vendors** section, click **Add rail discount**.

Add rail discount


Rail Vendors

Vendor	Discount Code	TripLink Discount Code	Valid From
No records found.			

The **Add Discount** window appears.

Add Discount

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for the vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor


Discount Type **Discount Number**

Discount Code **Description of the Eurostar route for this FBC**

(FBC) Eurostar **Discount Code** **Description of the Eurostar route for this FBC**

(FBC) Preference

Valid From **Valid Until**

This step allows you to add vendor discounts, enable direct connect providers and import hotel property discounts.

5. Make the appropriate choices.

Field	Description
Vendor	Select <i>SNCF</i> .

Field	Description
Discount Code	Enter the code provided by the vendor to access discount rates. You can enter 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 provide a short description.
Preference Level	Select the preference level you want to display to users via the dropdown. <ul style="list-style-type: none"> • <i>Most preferred</i> will show with three stars • <i>Preferred</i> will show with two stars • <i>Less preferred</i> will show with one star • <i>Not preferred</i> is used if you want to apply a discount for a vendor but not promote it in the display
Valid From / Valid Until	You can add the valid from and valid until dates if the contract has specific start and end dates.

6. Click **Save**.

Lowest Logical Fare (LLF) When Utilizing Mixed Flight/Train Display

► **To configure:**

1. In the Travel Setup Wizard, click the **Travel Rules** setup step.
2. Click the **Benchmark Fare** tab.

Travel Rules | **Benchmark Fare** | Manager Notification | Search Options | Travel Fees

Please select the travel policy you want to update. Be sure to save your changes before moving on to the next step.

Travel Policy (US) Normal ▼

Benchmark Lowest Airfare

Select the options to define the lowest airfare. These options define the benchmark low airfare to save your changes before moving on to the next step.

Refundability ⓘ Number of Stops ⓘ **Include Rail ⓘ**

Does Not Matter ▼ Does Not Matter ▼ **No ▼**

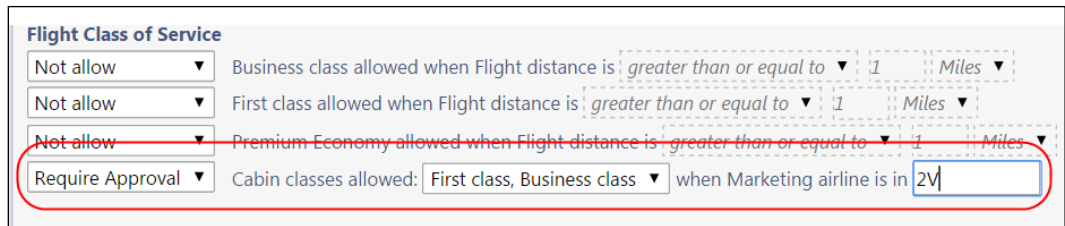
Save

3. Select the desired configuration.
4. In the **Include rail** list, click Yes.
5. Click **Save**.

First Class in SNCF

► To enable first class for SNCF:

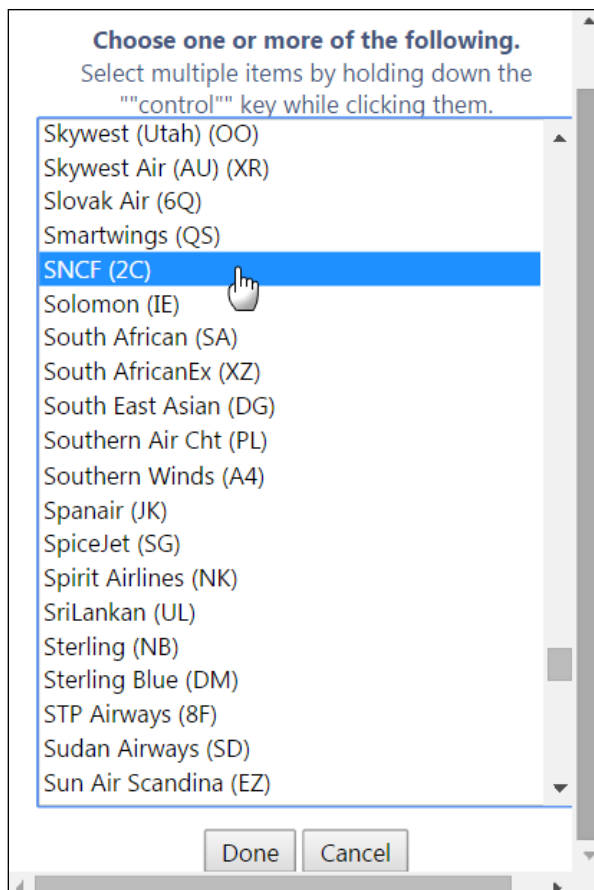
1. In the Travel Setup Wizard, click the **Travel Rules** setup step.
2. Select the desired configuration.
3. Locate **Flight – Class of Service**.



Flight Class of Service

Not allow	Business class allowed when Flight distance is	greater than or equal to	1	Miles
Not allow	First class allowed when Flight distance is	greater than or equal to	1	Miles
Not allow	Premium Economy allowed when Flight distance is	greater than or equal to	1	Miles
Require Approval	Cabin classes allowed:	First class, Business class	when Marketing airline is in	2V

4. In the **Cabin classes allowed** list, click *First class, Business class*.
5. Click in the **when Marketing airline is in** textbox to bring up a list of carriers:



Choose one or more of the following.
Select multiple items by holding down the "control" key while clicking them.

- Skywest (Utah) (OO)
- Skywest Air (AU) (XR)
- Slovak Air (6Q)
- Smartwings (QS)
- SNCF (2C)**
- Solomon (IE)
- South African (SA)
- South AfricanEx (XZ)
- South East Asian (DG)
- Southern Air Cht (PL)
- Southern Winds (A4)
- Spanair (JK)
- SpiceJet (SG)
- Spirit Airlines (NK)
- SriLankan (UL)
- Sterling (NB)
- Sterling Blue (DM)
- STP Airways (8F)
- Sudan Airways (SD)
- Sun Air Scandina (EZ)

Done Cancel

NOTE: If the **when Marketing airline is in** field already contains a code, then in the **Choose from** window, hold the Ctrl key before clicking SNCF. If you hold Ctrl while clicking SNCF, then SNCF will **appear with** the existing code. If you do not hold Ctrl, then SNCF will **replace** the existing code.

6. Click **SNCF**.

NOTE: "2C" is the carrier code for SNCF.

7. Click **Done**.
8. Click **Save**.

Part 3: Professional and Standard Editions – Additional Tasks or Information

Finishing Template

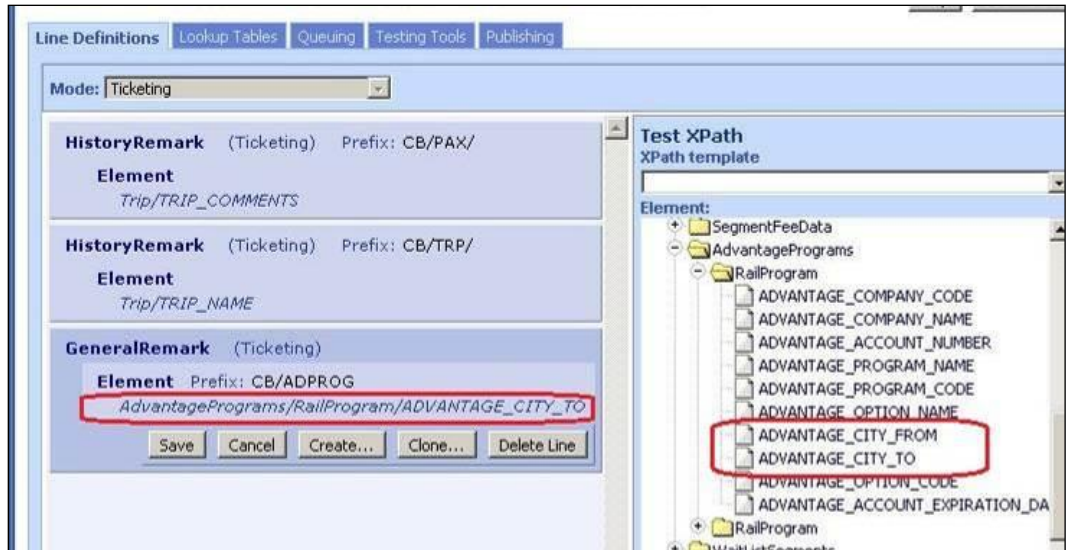
Administrators can update the PNR finishing template to write the city pair information to the PNR.

▶ **To configure:**

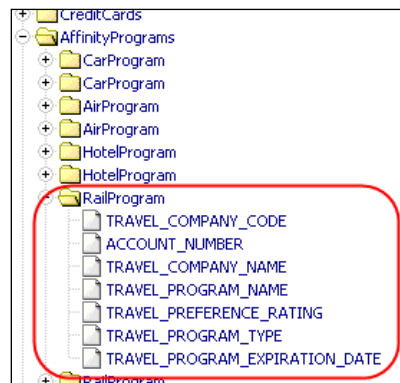
1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

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

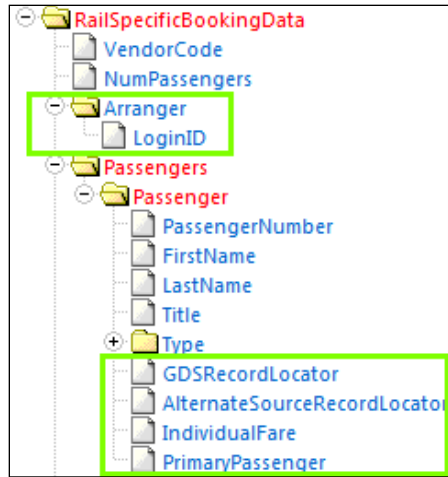
2. In the **Profile & Finishing** section of the left menu, click **Finishing Template Editor**.



- ◆ Finishing data points are available for SNCF discount cards, in the AdvantagePrograms section.
- ◆ Finishing data points for rail frequent traveller cards are available in the AffinityCard section.



- ◆ The following data points are available under a folder called **Multi Passenger Trip**:
 - Primary passenger (Login ID and/or Name)
 - Additional passengers (Login IDs and/or Name)
 - GDS and SNCF record locator for each traveler
 - Cost per ticket
 - Total cost
 - Arranger Booked (Shows who made the booking – Login ID and/or Name)
 - Date/Time stamp
 - General remark (provides the ability to add free-flow text when a multi-passenger booking is created)



```

- <Passengers>
- <Passenger>
  <PassengerNumber>1</PassengerNumber>
  <FirstName>WILLIAM</FirstName>
  <LastName>NEVER</LastName>
  <GDSRecordLocator>PEOGYD</GDSRecordLocator>
  <AlternateSourceRecordLocator>ROTHPU</AlternateSourceRecordLocator>
  <IndividualFare>32.00</IndividualFare>
  <PrimaryPassenger/>
  <Type Code="PI00">TGV Prem's Last minute</Type>
</Passenger>
- <Passenger>
  <PassengerNumber>2</PassengerNumber>
  <FirstName>DEBBIE</FirstName>
  <LastName>GIBSON</LastName>
  <GDSRecordLocator>MGCESN</GDSRecordLocator>
  <AlternateSourceRecordLocator>ROTHML</AlternateSourceRecordLocator>
  <IndividualFare>32.00</IndividualFare>
  <Type Code="PI00">TGV Prem's Last minute</Type>
</Passenger>
- <Passenger>
  <PassengerNumber>3</PassengerNumber>
  <FirstName>WILLIAMW</FirstName>
  <LastName>NEVERW</LastName>
  <GDSRecordLocator>BQFENK</GDSRecordLocator>
  <AlternateSourceRecordLocator>ROTHKC</AlternateSourceRecordLocator>
  <IndividualFare>32.00</IndividualFare>
  <Type Code="PI00">TGV Prem's Last minute</Type>
</Passenger>
</Passengers>
- <Arranger>
  <LoginID>amadeus@c</LoginID>
</Arranger>

```

Profile Template

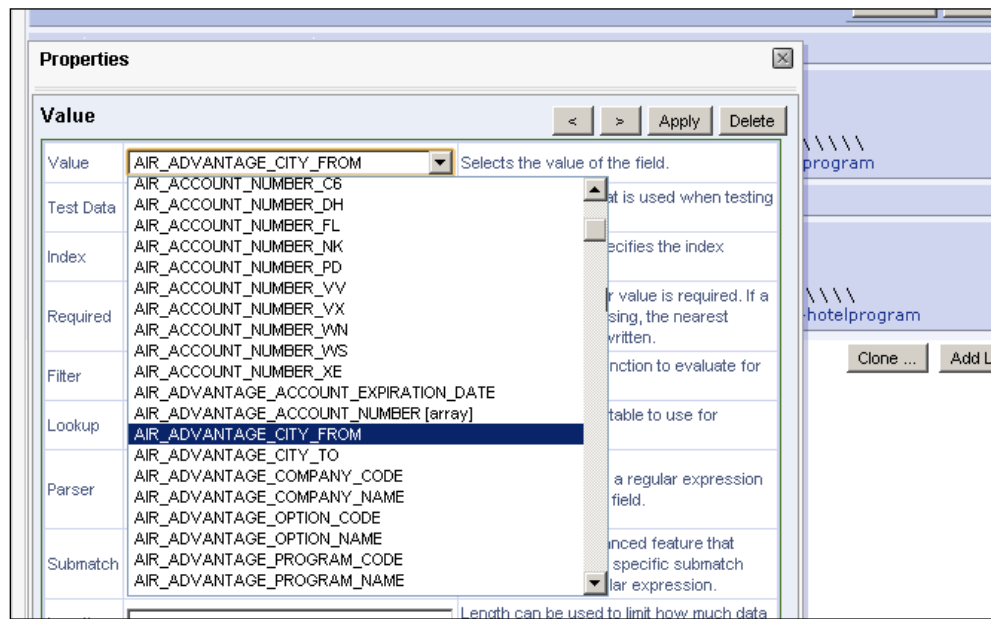
Advantage Cards – The city pair data can be synced to the GDS profile.

► **To configure:**

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

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

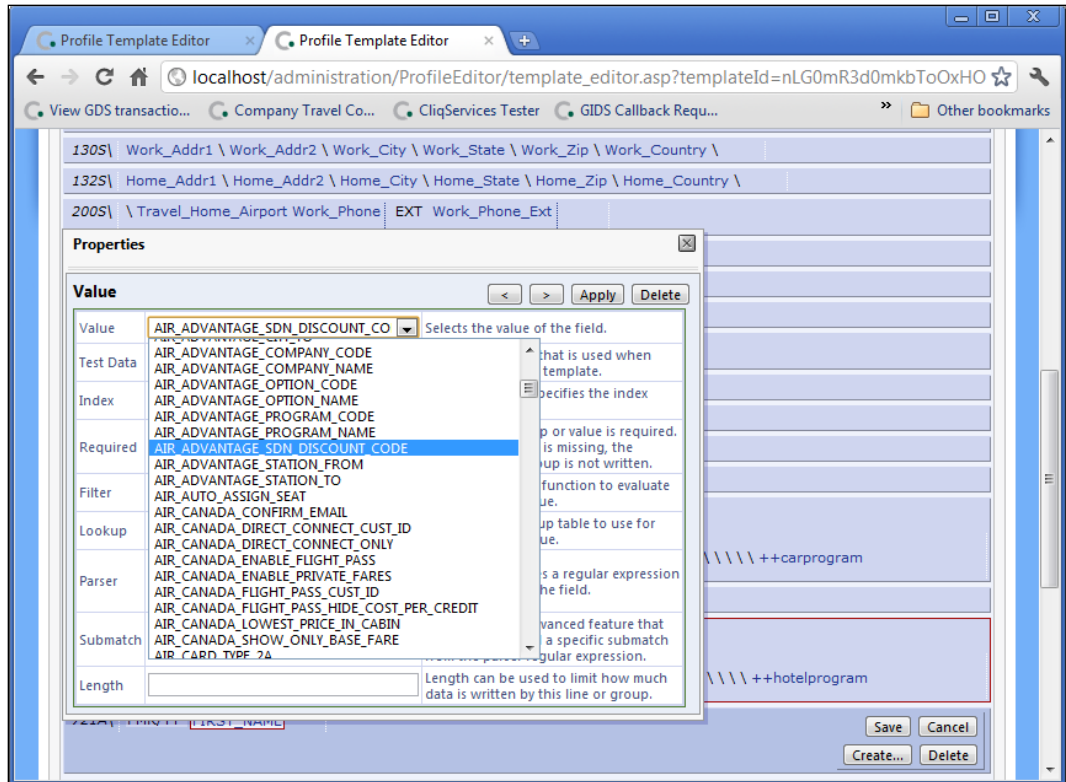
2. In the **Profile & Finishing** section of the left menu, click **Profile Template Editor**.



3. Add new Value AIR_ADVANTAGE_CITY_FROM and AIR_ADVANTAGE_CITY_TO

SNCF Station Code Data Points – Profile Sync

AIR_ADVANTAGE_SDN_DISCOUNT_CODE

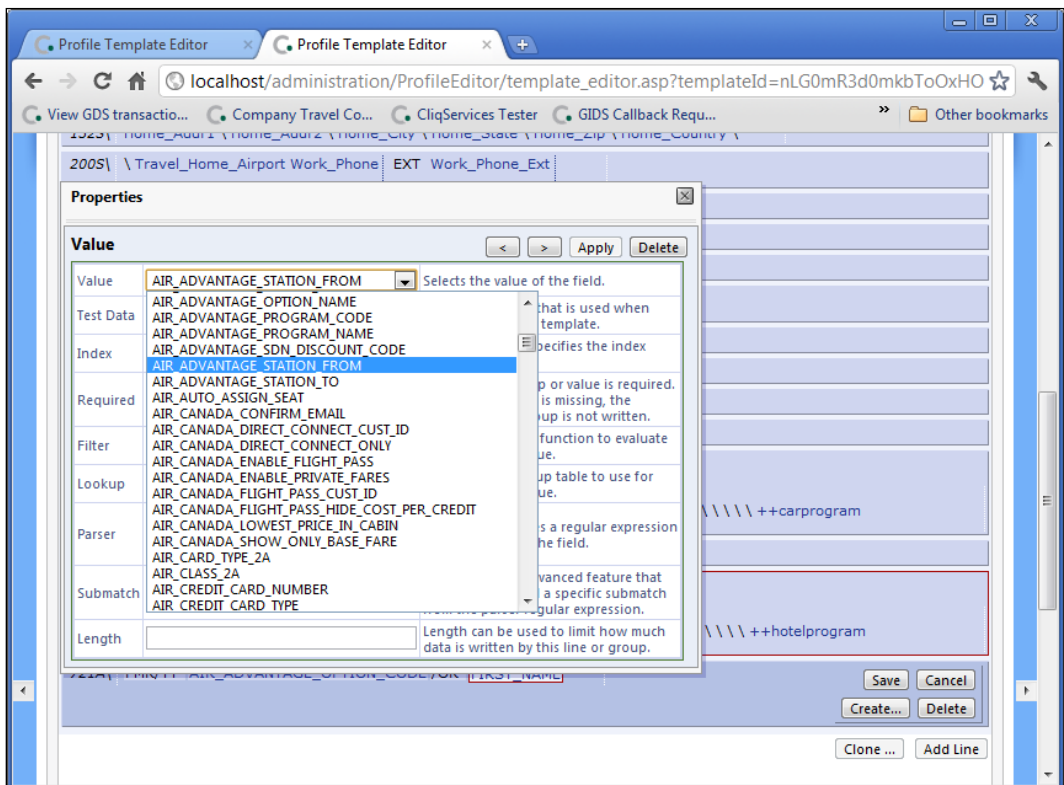


Every Advantage program has SDN Code. Here is SDN code mapping to Advantage programs:

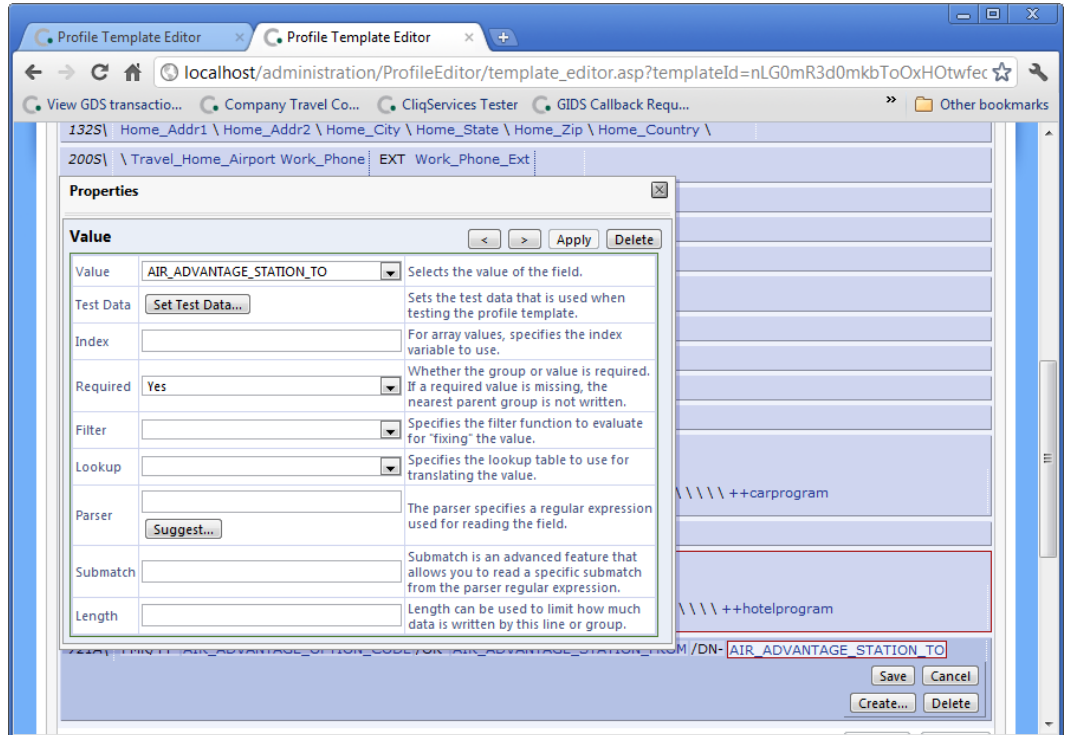
Carte Avantage Jeune	Carte Avantage Jeune	JE00
Carte Avantage Week-End	Carte Avantage Week-End	CW00
Carte Avantage Senior	Carte Avantage Senior	SE00
Carte Avantage Famille	Carte Avantage Famille	FY00
Carte Liberté	Carte Liberté	LB00
Carte Jeune	Carte Jeune	CJ11
Carte Week-End	Carte Week-End	CL00
Forfait 1st Class Subscription	Forfait 1ère classe	FF00
Forfait 2nd Class Subscription	Forfait 2nd classe	FF00
?	Forfait 1ère classe France Entiere	FF00
?	Forfait 2nd classe France Entiere	FF00
French Military 1st	Militaire 1ère classe	MI75
French Military 2nd	Militaire 2nd classe	MI75
Frequence 1st Class subscription	Abonnement Frequence 1ère classe	FQ50

Frequence 2nd Class subscription	Abonnement Frequence 2nd classe	FQ50
?	Abonnement Frequence 1ère classe France entière	FQ50
?	Abonnement Frequence 2nd classe France entière	FQ50
Rail Plus Junior	Rail Plus 12 à -26 ans	?
Rail Plus Senior	Rail Plus + de 60 ans	?
Carte Senior Plus	Carte Senior Plus	SR00

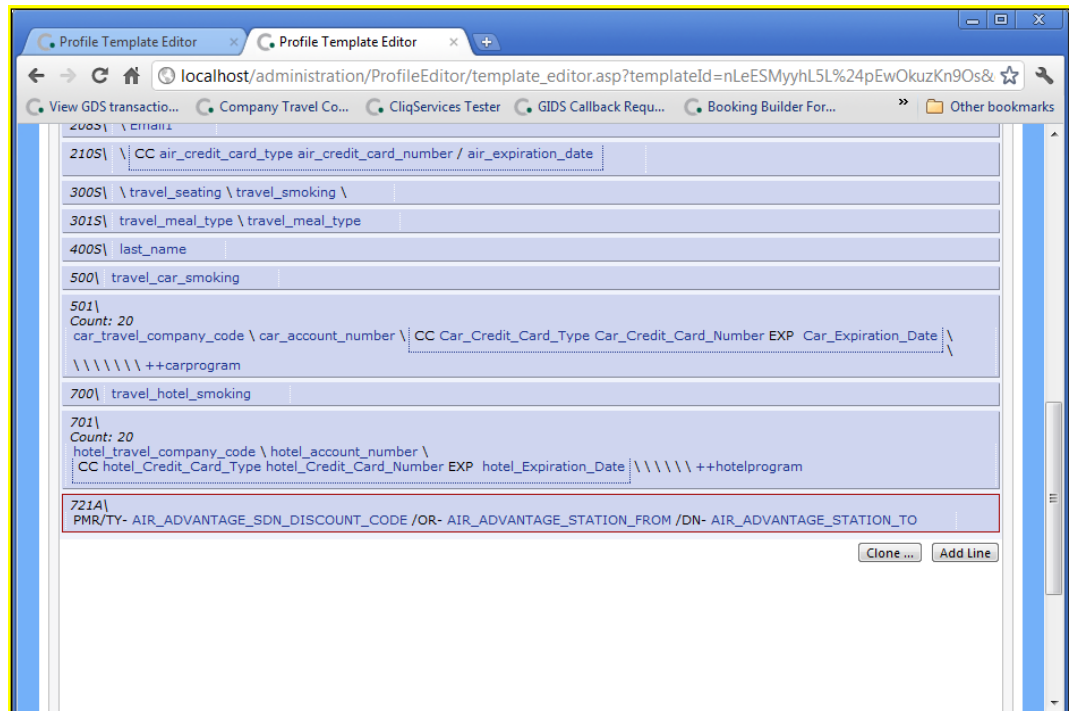
AIR_ADVANTAGE_STATION_FROM



AIR_ADVANTAGE_STATION_TO



The administrator can use them to send Advantage card data from the user profile to the GDS. For example, the administrator can create the following line to send all three data values to the GDS.



You can verify that data has been sent by viewing the GDS logs.

When a user adds the Advantage program data to Profile, it is stored in the GDS.

GDS logs should contain, "StoreProfile config-attached document - <StoreProfile>"

<StoreProfile> should contain line with data from user Advantage programs

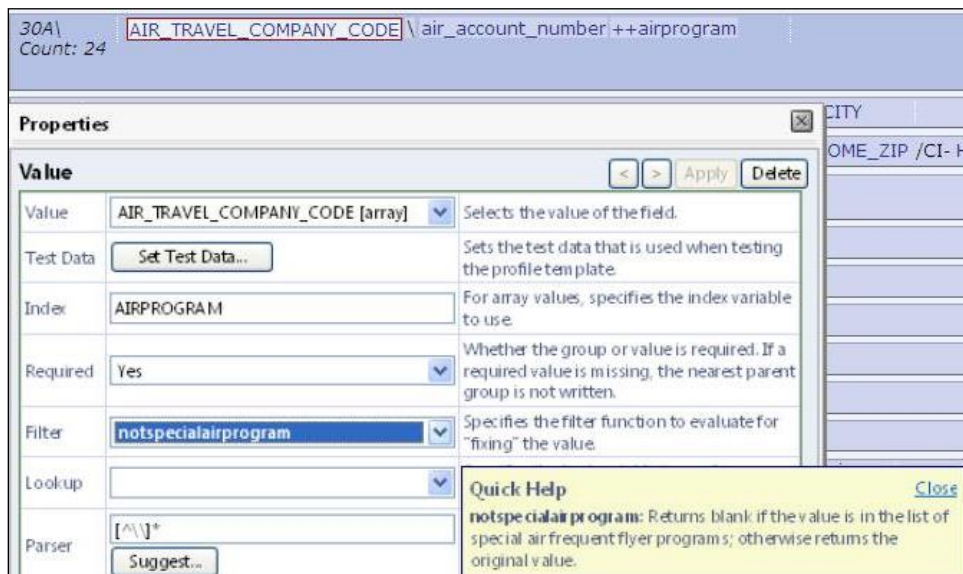
<Line>721A\PMR/TY- FF00 /OR- FRPAR /DN- FRLYS </Line>

Nospecialairprogram – Profile Sync

Concur Travel supports a filter in the profile editor called nospecialairprogram. This filter prevents frequent flyer numbers to be written to the standard FF format for a given carrier. Some carriers do not fully participate in the GDS and writing their numbers to the standard format will cause the PNR to fail. Often the TMC will write this number to a different field for tracking purposes.

Add Air Frequent Traveller line and assign the "nospecialairprogram" filter to the Air_Travel_company_code value.

! **IMPORTANT:** Once added, any new SNCF numbers added to the user's profile will sync to the GDS profile in the new format provided and **not** in the standard FF format. All existing numbers will remain in the old format. To remove from the incorrect format, the user should remove the number; save their profile; add the number back; and save again.



XML Sync - Advantage Cards

You can also pass this information via XML sync.

XML elements have names OriginCode and DestinationCode.

```
Error! Hyperlink reference not valid. <AdvantageMemberships>  
Error! Hyperlink reference not valid. <AdvantageMembership>  
<VendorCode>2C</VendorCode>  
<VendorType>Rail</VendorType>  
<CardNumber>29090102214262564</CardNumber>  
<DiscountPercentage />  
<ClassOfService />  
<OriginCode>LYON, France</OriginCode>  
<DestinationCode>PARIS, France</DestinationCode>  
<ProgramCode>FF1ST</ProgramCode>  
<OptionCode>SNCF-PP</OptionCode>  
<ExpirationDate>2011-05-10</ExpirationDate>  
</AdvantageMembership>  
Error! Hyperlink reference not valid. <AdvantageMembership>  
<VendorCode>2C</VendorCode>  
<VendorType>Rail</VendorType>  
<CardNumber>29090102214262564</CardNumber>  
<DiscountPercentage />  
<ClassOfService />  
<OriginCode>PARIS, France</OriginCode>  
<DestinationCode>LYON, France</DestinationCode>  
<ProgramCode>FF2ND</ProgramCode>  
<OptionCode>SNCF-PP</OptionCode>  
<ExpirationDate>2012-05-05</ExpirationDate>  
</AdvantageMembership>  
</AdvantageMemberships>
```

Passive Segments

AMADEUS

MIS 1A HK1 ZZZ 26JUL-/TRN-SNCF-TVYODV/07JUN2016-1059/26JUL20
16-1059/FRPLY/26JUL2016-1256/FRLPD/06105/2//FA00/85.00EUR/PA
X1/

SABRE

RAL 2C 11JUL M GK1 PARISGAREDELYON LYONPARTDIEU/LV-0753/FR
-FRPLY/AR-0956/AT-FRLPD/AD-11JUL/RESA/OC-87/DC-87/NA-TGD 6605/S
P-025/SI-2-/CF-QLOPJW-

GALILEO

TUR 2C BK1 ZZZ 25JUL-1201/DEPCD-GBSPX/ARRCD-FRPNO/AR-201607
25-1517/SI-LONDON ST-PANCRAS TO PARIS NORD

Standard Remarks

Standard remarks can change without notice so they should not be used by TMCs for back-office purposes, Instead, TMCs should create their own remarks via the finishing template.

Section 7: FAQ

The Basics

Topic	Comment
Integrated display with air:	Yes
CT Policy controlled:	Yes
Trips on Hold via Concur Travel:	Yes
Trip Changes via Concur Travel:	No
Trip Cancels via Concur Travel:	Yes
Refunds processed by:	TMC
Delivery Options:	Depends on route and user fidelity programs
Pre-Assigned Seating:	Yes
Credit Cards Accepted:	Yes and agency invoice
Multi-Segment Bookings:	No
Guest Booking Capability:	Yes
Loyalty Program generated via CT profile:	Yes
Ghost/BTA/Lodge Cards Accepted:	Yes
GDS Supported for passive segment:	Amadeus/Sabre/Galileo
Must write GDS passive segment:	Yes
* Select Access Fee:	
** Sabre Convenience Fee:	

* Refer to Support Portal for fees

** Applicable to Sabre fulfillment only when passive segments are written

Questions

Q. What GDSs are currently supported for this feature?

A. Currently, Sabre, Apollo, Amadeus, and Galileo are supported.

Q. What if the traveler forgets their Advantage card?

A. The traveler is required to present the card to the conductor when boarding a train and may be subject to a fine if the user cannot produce the card or if the card is invalid.

It is the traveler's responsibility to make sure their Advantage cards are valid and not expired. Even if the traveler specifies several Advantage cards in their profile, whether the user actually gets a discount is solely determined by the SNCF booking system.

Q. As an admin, how do I enable the combined Flight/Train display in Concur Travel?

A. Once a company's connection to SNCF is established, the combined Flight/Train display appears automatically to the end user.

Q. How long before departure can SNCF tickets be booked?

A. The traveler has 90 days. They also have a ticket time limit by which the booking must be ticketed by the agency.

Q. What does the traveler need when traveling with SNCF?

A. The traveler must bring their Advantage card(s) if one or more was used in the booking.

The traveler must bring **all** Advantage cards on the trip – "12-25" (or "youth") card, an Escapades card, a Cybelys card, a Military card, etc. specified in the traveler's SAP Concur profile.

In the case of an e-ticket, there are two ways to pick up the ticket at the BLS machine. The traveler should be prepared to provide the following, depending on the e-ticket delivery method they chose during the booking:

- ◆ Name and SNCF confirmation number
- ◆ Fidelity card or credit card

Q. How are SNCF tickets fulfilled?

A. SNCF bookings need to be fulfilled by an agency. The user will be asked during the booking if they want to pick up the ticket at a self-service Kiosk using an ID card, or by using the traveler's name and confirmation number.

If using the first option of producing an ID card, it can be any valid credit card and even an Advantage card, but whichever card the user indicated during booking is the card the user must bring to the self-service Kiosk.

Q. Can the traveler select a seat?

A. No. The traveler can select a seat type in their SAP Concur profile (window, aisle, etc.), but not the actual seat itself.

Q. Can SNCF bookings be cancelled?

A. Yes, unless the ticketing time limit has passed. Most importantly – it cannot be cancelled through Concur Travel (nor through the RIVA Web service) once the booking has been ticketed. Once ticketed, the booking is managed by the agency; the traveler must contact the agency for cancellation.

Q. Can the traveler change a rail ticket?

A. No. The traveler must cancel and re-book, but only if the booking has not yet been ticketed.

Q. Can the traveler book SNCF outside of France?

A. SNCF will solve all the rail needs by all travelers in France. Outside France, unless the agency associated with the company is based in France (or unless the agency has a GDS PCC based in France or a Rail Europe agreement), the SNCF feature in Concur Travel should never be turned on for that company since that agency will never be able to ticket the booking.

Q. When booking Eurostar from the GDS, we can see 3 cabins available: Economy, Premium Economy, and First class. Why – with SNCF Direct Connect – can we see two cabins: Second and First?

A. The same inventory is available via SNCF Direct Connect. The difference is that the same fares are loaded differently in the GDS.

The matching is:

- ◆ GDS economy = SNCF second class
- ◆ GDS premium economy = SNCF Standard Premier 01st
- ◆ GDS business class = SNCF first class

Q. Why was my SNCF ticket automatically upgraded?

A. As an experiment, SNCF will – when possible – upgrade some passengers requesting a second-class ticket to first class at the second-class ticket price.

The upgrade is applicable for PRO fares only (Full flex and Frequence) and on specific routes (Paris – Nantes, Paris – Strasbourg, Paris – St Etienne / Lyon). The fare displayed on tickets will be TGV Pro, TGV Pro 2nd, or Frequence while Placement will display “1st Class”. The itinerary shows also a message advising users that at least one segment has been updated to first class.

Q. As an admin, how do I apply for a Resarail PCC?

A. If your agency already has an existing Resarail PCC, you can use that. For agencies based in France, contact SNCF. For agencies not based in France, contact Rail Europe:

Rail Europe Contacts:

REL, en Grande Bretagne:

Jane DUNHAM + Zak NOURI

44 (0) 1732 52 67 53 jdunham@raileurope.co.uk

44 (0) 1732 52 67 54 znouri@raileurope.co.uk

REB Benelux:

Olivier GORDENNE + Sandra VITTONNE

32 (0) 2787 42 30 ogordenne@raileurope.com

32 (0) 2787 42 76 svittonne@raileurope.com

RES Suisse:

José ANDRADES + Dominic SMID

41 (0)22 716 16 25 jandrades@raileurope.com

41 (0)22 716 18 74 dsmid@raileurope.com

REI Italia:

Olivier PINNA + Roberto ATTOLINI

39 (0) 229 54 49 09 o.pinna@raileurope.it

39 (0) 229 54 49 07 r.attolini@raileurope.it

REE Espagne:

Pascal LOILLIER

34 91 542 20 18 ploillier@raileurope.es

Q. Why are some regional trains not appearing in Concur Travel?

A. Starting in 2016, the French government established a law about the organization of the regional trains (TER Trains). The 13 French Metropolitan regions are the organizers of regional transports in France. The legislature allows the expansion of the powers of the regions regarding pricing, among other things. This means the regions can decide their own pricing and the pricing uniformity of the TER offer will no longer exist. As RESARAIL can manage only one tariff structure, it will no longer be able to host the TER offer for regions that decide to own their own pricing.

Since April 2018 the TER-only content is not available through our existing RIVA connection with SNCF. We are working on bringing the content back by establishing a new connection to SNCF – PAO.

TER + TGV connections will continue to be supported at this point.

Section 8: Testing

General Configuration

Follow the configuration steps as described in the previous sections.

SNCF Enable
Resarail PCC: D5R0 Resarail Queue Number: 234 United Kingdom Test Mode Display ADEME carbon emission
 Suppress paper tickets if e-ticket is possible Allow searching for trains using arrive by Max. Num. Companions: 5 hours auto-cancel prior last day to ticket: 4

When you enable SNCF, when you select (enable) the **Test Mode** check box:

- The **Resarail PCC** field is populated with D5R0.
- The **Resarail Queue Number** field is populated with a number between 200 and 255.

Promo Code Testing

If the configuration has SNCF enabled in Test Mode, you may test promo codes by:

- Searching from Paris to Nantes with a departure date that is within 7 days from the booking date
- Entering the code of PROMO into the Promotional Code text box

If booked using these conditions, you will see the promotional fares displayed on the **Shop By Fares** search results page, described as Prem's Special Offer.

Carrier	Depart	Arrive	Duration	Class
SNCF #8807	20 Oct 08:00 PARIS MONTPARNASSE 1 ET 2 France	20 Oct 10:08 NANTES GARE France	2h 8m	TGV Duplex Second
SNCF #8836	22 Oct 14:00 NANTES GARE France	22 Oct 16:15 PARIS MONTPARNASSE 1 ET 2 France	2h 15m	TGV Duplex Second
€56.80 Reserve Compare	Prem's Special Offer (Not flexible); E-Ticketing Available; (SNCF) Fare Rules			
SNCF #8807	20 Oct 08:00 PARIS MONTPARNASSE 1 ET 2 France	20 Oct 10:08 NANTES GARE France	2h 8m	TGV Duplex Second
SNCF #8942	22 Oct 15:00 NANTES GARE France	22 Oct 17:10 PARIS MONTPARNASSE 1 ET 2 France	2h 10m	TGV Atlantique Second
€56.80 Reserve Compare	Prem's Special Offer (Not flexible); E-Ticketing Available; (SNCF) Fare Rules			


Advantage Card Testing

If the configuration has SNCF enabled in Test Mode, enter the Advantage number in Profile as described in the previous sections.

You can enter any random string of numbers for the Advantage Program Number since it is not actually submitted to SNCF. As described previously, the number you enter appears in the **Advantage Programs** section of Profile.

When test booking, the fares with and without the Advantage cards appear similarly to the samples shown below.

The following fare is returned when no Advantage card is specified in the traveler's profile:



08:59a → 10:56a Direct 1h 57m


03:04p → 05:01p Direct 1h 57m

ROUND TRIP: PARIS GARE DE LYON TO LYON PART DIEU


From €50.00

[Hide Fares](#)

[Hide all details ^](#)

DEPART  **Tue, Jun 28** [Hide details ^](#)

Tue, Jun 28	08:59a 10:56a	PARIS GARE DE LYON LYON PART DIEU	1h 57m	SNCF #6607
-------------	------------------	--------------------------------------	--------	------------

RETURN  **Wed, Jun 29** [Hide details ^](#)

Wed, Jun 29	03:04p 05:01p	LYON PART DIEU PARIS GARE DE LYON	1h 57m	SNCF #6622 TGV Duplex
-------------	------------------	--------------------------------------	--------	--------------------------

Fare Options	Changeable	Refundable	Policy	
TGV Prems (Second) Rules	No	No	✓	€50.00
TGV LEISURE (Second) Rules	Yes	Yes	✓	€136.00
TGV PRO 2nde (Second) Rules	Yes	Yes	✓	€187.00

SNCF

After specifying a 'Frequence' 02nd Class subscription in the traveler's profile, the same trip is returned with the discounted rate:

Fare Options	Changeable	Refundable	Policy	
TGV Prems (Second) Rules	No	No	✓	€50.00
TGV LEISURE (Second) Rules	Yes	Yes	✓	€90.00
Frequence Subscription in 2nd class with 1st class card or 2nd class card (Second) Rules	Yes	Yes	✓	€93.00

Fidelity Program Testing

If the configuration has SNCF enabled in Test Mode, use these test numbers for fidelity programs.

1	Carrier	SNCF	Frequent Traveler / Driver/ Guest Number	29090109062509491	Search this vendor	✓
2	Carrier	Eurostar	Frequent Traveler / Driver/ Guest Number	30838110000348724	Search this vendor	✓
3	Carrier	Thalys	Frequent Traveler / Driver/ Guest Number	30840601000000220	Search this vendor	✓

Fidelity Program Card numbers are all 17 digits.

! IMPORTANT: Please do not enter just any random number!

For additional Fidelity test numbers, refer to the **Additional Test Numbers** section below.

Testing Ticketless

If the configuration has SNCF enabled in Test Mode, you can use the following fidelity card numbers.

Test GV Number for Ticketless (non-expired)	29090109250015434
Test GV Number for Ticketless (expired)	29090109250009072
Test GV Number for Self-print (non-expired)	29090109000009315
Test GV Number for Self-print (expired)	29090109000008317
Test GV Number that is checksum-correct but is not a valid GV number (doesn't exist)	30840601008995579

Testing Eurostar Negotiated Fares

If the configuration has SNCF enabled in Test Mode, the following information can be used for Eurostar testing.

Fully Flexible 1cl

Business Premium 1cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
-	AF	AFBARB	349,00	AFBASB	620,00

Business Premier (1cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
TC03AD	AF	AFN03RB	601,00	AFN03SB	339,00
TC04AD	AF	AFN04RB	595,00	AFN04SB	335,00
TC05AD	AF	AFN05RB	589,00	AFN05SB	332,00
TC06AD	AF	AFN06RB	583,00	AFN06SB	328,00
TC07AD	AF	AFN07RB	577,00	AFN07SB	325,00

Business Premier (1cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
TC08AD	AF	AFN08RB	570,00	AFN08SB	321,00
TC09AD	AF	AFN09RB	564,00	AFN09SB	318,00
TC10AD	AF	AFN10RB	558,00	AFN10SB	314,00
TC11AD	AF	AFN11RB	552,00	AFN11SB	311,00
TC12AD	AF	AFN12RB	546,00	AFN12SB	307,00
TC13AD	AF	AFN13RB	539,00	AFN13SB	304,00
TC14AD	AF	AFN14RB	533,00	AFN14SB	300,00
TC15AD	AF	AFN15RB	527,00	AFN15SB	297,00
TC16AD	AF	AFN16RB	521,00	AFN16SB	293,00
TC17AD	AF	AFN17RB	515,00	AFN17SB	290,00
TC18AD	AF	AFN18RB	508,00	AFN18SB	286,00
TC19AD	AF	AFN19RB	502,00	AFN19SB	283,00
TC20AD	AF	AFN20RB	496,00	AFN20SB	279,00
TC21AD	AF	AFN21RB	490,00	AFN21SB	276,00
TC22AD	AF	AFN22RB	484,00	AFN22SB	272,00
TC23AD	AF	AFN23RB	477,00	AFN23SB	269,00
TC24AD	AF	AFN24RB	471,00	AFN24SB	265,00
TC25AD	AF	AFN25RB	465,00	AFN25SB	262,00
TC26AD	AF	AFN26RB	459,00	AFN26SB	258,00
TC27AD	AF	AFN27RB	453,00	AFN27SB	255,00
TC28AD	AF	AFN28RB	446,00	AFN28SB	251,00
TC29AD	AF	AFN29RB	440,00	AFN29SB	248,00
TC30AD	AF	AFN30RB	434,00	AFN30SB	244,00

Semi Flexible 2cl


Standard (2cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
PT01AD		BFSFLARB	435,00	BFSFLASB	245,00

Standard class semi-flexible (2cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
TC06AD	BF	BFN06RB	409,00	BFN06SB	230,00
TC07AD	BF	BFN07RB	405,00	BFN07SB	228,00
TC08AD	BF	BFN08RB	400,00	BFN08SB	225,00
TC09AD	BF	BFN09RB	396,00	BFN09SB	224,00
TC10AD	BF	BFN10RB	393,00	BFN10SB	221,00
TC11AD	BF	BFN11RB	387,00	BFN11SB	218,00
TC12AD	BF	BFN12RB	383,00	BFN12SB	216,00
TC13AD	BF	BFN13RB	378,00	BFN13SB	213,00
TC14AD	BF	BFN14RB	374,00	BFN14SB	211,00
TC15AD	BF	BFN15RB	370,00	BFN15SB	208,00
TC16AD	BF	BFN16RB	365,00	BFN16SB	206,00
TC17AD	BF	BFN17RB	361,00	BFN17SB	203,00
TC18AD	BF	BFN18RB	357,00	BFN18SB	201,00
TC19AD	BF	BFN19RB	352,00	BFN19SB	198,00
TC20AD	BF	BFN20RB	348,00	BFN20SB	196,00
TC21AD	BF	BFN21RB	344,00	BFN21SB	194,00
TC22AD	BF	BFN22RB	339,00	BFN22SB	191,00
TC23AD	BF	BFN23RB	335,00	BFN23SB	189,00
TC24AD	BF	BFN24RB	331,00	BFN24SB	186,00
TC25AD	BF	BFN25RB	326,00	BFN25SB	184,00
TC26AD	BF	BFN26RB	322,00	BFN26SB	183,00
TC27AD	BF	BFN27RB	319,00	BFN27SB	179,00
TC28AD	BF	BFN28RB	313,00	BFN28SB	176,00

Standard class semi-flexible (2cl)*					
Passenger Types	Class of service	Return Ticket		One way Ticket	
		FBC	price (€)*	FBC	price (€)*
TC29AD	BF	BFN29RB	309,00	BFN29SB	174,00
TC30AD	BF	BFN30RB	305,00	BFN30SB	172,00

Sample

Without any Eurostar FBC numbers defined for the travel configuration:




08:37a → 10:09a Direct 2h 32m

03:31p → 06:47p Direct 2h 16m


ROUND TRIP: PARIS NORD TO LONDON ST-PANCRAS, UNITED KINGDOM

€105.50

[Hide all details ^](#)


DEPART  **Tue, Jun 28** [Hide details ^](#)

Tue, Jun 28 08:37a PARIS NORD 2h 32m Eurostar #9013
10:09a LONDON ST-PANCRAS, UNITED KINGDOM Eurostar

RETURN  **Wed, Jun 29** [Hide details ^](#)

Wed, Jun 29 03:31p LONDON ST-PANCRAS, UNITED KINGDOM 2h 16m Eurostar #9036
06:47p PARIS NORD

Fare Details Changeable Refundable Policy

STANDARD (Second) Rules Yes No  **€105.50**

SNCF

With Eurostar FBC number **BFC14ARB** (2nd class, roundtrip) loaded:

SNCF
TripLink Discount Code ?

Discount Type	Discount Number	Description
<input type="checkbox"/> SNCF Discount Code (FCE)	C0038S4	
<input checked="" type="checkbox"/> Eurostar Discount Code (FBC)	BFC14ARB	02nd class, roudtrip
<input type="checkbox"/> Eurostar Discount Code (FBC)		Description of the Eurostar route for this FBC
<input type="checkbox"/> Eurostar Discount Code (FBC)		Description of the Eurostar route for this FBC
<input type="checkbox"/> Eurostar Discount Code (FBC)		Description of the Eurostar route for this FBC
<input type="checkbox"/> Eurostar Discount Code (FBC)		Description of the Eurostar route for this FBC
<input type="checkbox"/> Eurostar Discount Code (FBC)		Description of the Eurostar route for this FBC

Preference ?
Most Preferred

Valid From: [Calendar Icon] Valid Until: [Calendar Icon]

Save Delete Selected Cancel

Same search now shows a discount for the same journey:

Carrier	Depart	Arrive	Duration	Class
SNCF #9011	10 Mar 8:07am PARIS NORD, France	10 Mar 9:34am LONDON ST-PANCRAS, United Kingdom	2h 27m	Eurostar Second
SNCF #9030	12 Mar 2:04pm LONDON ST-PANCRAS, United Kingdom	12 Mar 5:26pm PARIS NORD, France	2h 22m	Eurostar Second

€305.00
Reserve Compare BUSINESS PREMIER NEG0 (Flexible); E-Ticketing Available; (SNCF) [Fare Rules](#)

Testing Eurostar – IMPORTANT

The codes shown above are for testing only. The samples below show "real" codes highlighted in yellow.

1CL : TE00AD RETURN & SINGLE WAY PRICES

BUSINESS PREMIER NEG0 E MID FLEX 570.00
 * AF R ES C C - - - - - NSTP **AFC0ARB** TE00AD
 BUSINESS PREMIER NEG0 E MID FLEX 314.00
 * AF S ES C C - - - - - NSTP **AFC0ASB** TE00AD

1CL : TE15AD->TE01AD RETURN WAY PRICES

BUSINESS PREMIER NEG0 E MID FLEX 435.00
 * AF R ES C C - - - - - NSTP **AFC15ARB** TE15AD
 BUSINESS PREMIER NEG0 E MID FLEX 440.00

* AF R ES C C - - - - -	- - -	NSTP AFC14ARB	TE14AD	
BUSINESS PREMIER NEGO	E	MID FLEX		450.00
* AF R ES C C - - - - -	- - -	NSTP AFC13ARB	TE13AD	
BUSINESS PREMIER NEGO	E	MID FLEX		464.00
* AF R ES C C - - - - -	- - -	NSTP AFC12ARB	TE12AD	
BUSINESS PREMIER NEGO	E	MID FLEX		475.00
* AF R ES C C - - - - -	- - -	NSTP AFC11ARB	TE11AD	
BUSINESS PREMIER NEGO	E	MID FLEX		485.00
* AF R ES C C - - - - -	- - -	NSTP AFC10ARB	TE10AD	
BUSINESS PREMIER NEGO	E	MID FLEX		495.00
* AF R ES C C - - - - -	- - -	NSTP AFC9ARB	TE09AD	
BUSINESS PREMIER NEGO	E	MID FLEX		500.00
* AF R ES C C - - - - -	- - -	NSTP AFC8ARB	TE08AD	
BUSINESS PREMIER NEGO	E	MID FLEX		510.00
* AF R ES C C - - - - -	- - -	NSTP AFC7ARB	TE07AD	
BUSINESS PREMIER NEGO	E	MID FLEX		520.00
* AF R ES C C - - - - -	- - -	NSTP AFC6ARB	TE06AD	
BUSINESS PREMIER NEGO	E	MID FLEX		530.00
* AF R ES C C - - - - -	- - -	NSTP AFC5ARB	TE05AD	
BUSINESS PREMIER NEGO	E	MID FLEX		539.00
* AF R ES C C - - - - -	- - -	NSTP AFC4ARB	TE04AD	
BUSINESS PREMIER NEGO	E	MID FLEX		545.00
* AF R ES C C - - - - -	- - -	NSTP AFC3ARB	TE03AD	
BUSINESS PREMIER NEGO	E	MID FLEX		550.00
* AF R ES C C - - - - -	- - -	NSTP AFC2ARB	TE02AD	
BUSINESS PREMIER NEGO	E	MID FLEX		560.00
* AF R ES C C - - - - -	- - -	NSTP AFC1ARB	TE01AD	

1CL : TE15AD->TE01AD SINGLE WAY PRICES

BUSINESS PREMIER NEGO	E	MID FLEX		239.00
* AF S ES C C - - - - -	- - -	NSTP AFC15ASB	TE15AD	
BUSINESS PREMIER NEGO	E	MID FLEX		242.00
* AF S ES C C - - - - -	- - -	NSTP AFC14ASB	TE14AD	
BUSINESS PREMIER NEGO	E	MID FLEX		247.00
* AF S ES C C - - - - -	- - -	NSTP AFC13ASB	TE13AD	
BUSINESS PREMIER NEGO	E	MID FLEX		255.00
* AF S ES C C - - - - -	- - -	NSTP AFC12ASB	TE12AD	
BUSINESS PREMIER NEGO	E	MID FLEX		261.00
* AF S ES C C - - - - -	- - -	NSTP AFC11ASB	TE11AD	
BUSINESS PREMIER NEGO	E	MID FLEX		267.00
* AF S ES C C - - - - -	- - -	NSTP AFC10ASB	TE10AD	
BUSINESS PREMIER NEGO	E	MID FLEX		272.00
* AF S ES C C - - - - -	- - -	NSTP AFC9ASB	TE09AD	
BUSINESS PREMIER NEGO	E	MID FLEX		275.00
* AF S ES C C - - - - -	- - -	NSTP AFC8ASB	TE08AD	
BUSINESS PREMIER NEGO	E	MID FLEX		280.00
* AF S ES C C - - - - -	- - -	NSTP AFC7ASB	TE07AD	
BUSINESS PREMIER NEGO	E	MID FLEX		286.00

* AF S ES C C - - - - - - - -	NSTP	AFC6ASB	TE06AD	
BUSINESS PREMIER NEGO	E	MID FLEX		291.00
* AF S ES C C - - - - - - - -	NSTP	AFC5ASB	TE05AD	
BUSINESS PREMIER NEGO	E	MID FLEX		296.00
* AF S ES C C - - - - - - - -	NSTP	AFC4ASB	TE04AD	
BUSINESS PREMIER NEGO	E	MID FLEX		300.00
* AF S ES C C - - - - - - - -	NSTP	AFC3ASB	TE03AD	
BUSINESS PREMIER NEGO	E	MID FLEX		303.00
* AF S ES C C - - - - - - - -	NSTP	AFC2ASB	TE02AD	
BUSINESS PREMIER NEGO	E	MID FLEX		308.00
* AF S ES C C - - - - - - - -	NSTP	AFC1ASB	TE01AD	

2CL : TE00AD RETURN & SINGLE WAY PRICES

STANDARD NEGOCIE	E	MID FLEX		410.00
* BF R ES C C - - - - - - - -	NSTP	BFC0ARB	TE00AD	
STANDARD NEGOCIE	E	MID FLEX		218.00
* BF S ES C C - - - - - - - -	NSTP	BFC0ASB	TE00AD	

2CL : TE14AD->TE01AD RETURN WAY PRICES

STANDARD NEGOCIE	E	MID FLEX		305.00
* BF R ES C C - - - - - - - -	NSTP	BFC14ARB	TE14AD	
STANDARD NEGOCIE	E	MID FLEX		310.00
* BF R ES C C - - - - - - - -	NSTP	BFC13ARB	TE13AD	
STANDARD NEGOCIE	E	MID FLEX		320.00
* BF R ES C C - - - - - - - -	NSTP	BFC12ARB	TE12AD	
STANDARD NEGOCIE	E	MID FLEX		325.00
* BF R ES C C - - - - - - - -	NSTP	BFC11ARB	TE11AD	
STANDARD NEGOCIE	E	MID FLEX		330.00
* BF R ES C C - - - - - - - -	NSTP	BFC10ARB	TE10AD	
STANDARD NEGOCIE	E	MID FLEX		340.00
* BF R ES C C - - - - - - - -	NSTP	BFC9ARB	TE09AD	
STANDARD NEGOCIE	E	MID FLEX		350.00
* BF R ES C C - - - - - - - -	NSTP	BFC8ARB	TE08AD	
STANDARD NEGOCIE	E	MID FLEX		360.00
* BF R ES C C - - - - - - - -	NSTP	BFC7ARB	TE07AD	
STANDARD NEGOCIE	E	MID FLEX		370.00
* BF R ES C C - - - - - - - -	NSTP	BFC6ARB	TE06AD	
STANDARD NEGOCIE	E	MID FLEX		380.00
* BF R ES C C - - - - - - - -	NSTP	BFC5ARB	TE05AD	
STANDARD NEGOCIE	E	MID FLEX		385.00
* BF R ES C C - - - - - - - -	NSTP	BFC4ARB	TE04AD	
STANDARD NEGOCIE	E	MID FLEX		390.00
* BF R ES C C - - - - - - - -	NSTP	BFC3ARB	TE03AD	
STANDARD NEGOCIE	E	MID FLEX		395.00
* BF R ES C C - - - - - - - -	NSTP	BFC2ARB	TE02AD	
STANDARD NEGOCIE	E	MID FLEX		400.00

* BF R ES C C - - - - -	NSTP	BFC1ARB	TE01AD	
STANDARD NEGOCIE	E	MID FLEX		162.00

2cl : TE14AD->TE01AD SINGLE WAY PRICES

* BF S ES C C - - - - -	NSTP	BFC14ASB	TE14AD	
STANDARD NEGOCIE	E	MID FLEX		165.00
* BF S ES C C - - - - -	NSTP	BFC13ASB	TE13AD	
STANDARD NEGOCIE	E	MID FLEX		170.00
* BF S ES C C - - - - -	NSTP	BFC12ASB	TE12AD	
STANDARD NEGOCIE	E	MID FLEX		173.00
* BF S ES C C - - - - -	NSTP	BFC11ASB	TE11AD	
STANDARD NEGOCIE	E	MID FLEX		176.00
* BF S ES C C - - - - -	NSTP	BFC10ASB	TE10AD	
STANDARD NEGOCIE	E	MID FLEX		181.00
* BF S ES C C - - - - -	NSTP	BFC9ASB	TE09AD	
STANDARD NEGOCIE	E	MID FLEX		186.00
* BF S ES C C - - - - -	NSTP	BFC8ASB	TE08AD	
STANDARD NEGOCIE	E	MID FLEX		192.00
* BF S ES C C - - - - -	NSTP	BFC7ASB	TE07AD	
STANDARD NEGOCIE	E	MID FLEX		197.00
* BF S ES C C - - - - -	NSTP	BFC6ASB	TE06AD	
STANDARD NEGOCIE	E	MID FLEX		202.00
* BF S ES C C - - - - -	NSTP	BFC5ASB	TE05AD	
STANDARD NEGOCIE	E	MID FLEX		205.00
* BF S ES C C - - - - -	NSTP	BFC4ASB	TE04AD	
STANDARD NEGOCIE	E	MID FLEX		208.00
* BF S ES C C - - - - -	NSTP	BFC3ASB	TE03AD	
STANDARD NEGOCIE	E	MID FLEX		211.00
* BF S ES C C - - - - -	NSTP	BFC2ASB	TE02AD	
STANDARD NEGOCIE	E	MID FLEX		213.00
* BF S ES C C - - - - -	NSTP	BFC1ASB	TE01AD	

Additional Test Numbers

Products	Card numbers syntax			Card Type	e-ticket Authentication	Loyalty	Thalys Ticketless
	Prefix	Card type number	Core Client number + auto control key				
Abt forfait	290901	1	9 digits	Advantage	NO	NO	NO
Abt FQ	290901	2	9 digits	Advantage	NO	NO	NO
12 / 25	290901	4	9 digits	Advantage	NO	NO	NO
Senior	290901	5	9 digits	Advantage	NO	NO	NO
S'miles GV	290901	9	9 digits	Fidelity	YES	YES	NO
S'miles GAV	290901	9	9 digits	Fidelity	YES	YES	NO
EscapadeS	290901	8	9 digits	Advantage	NO	NO	NO
Pass Entreprise	290901	99	9 digits	Advantage	NO	NO	NO
Thalys Cybelys	308406	11 digits		Fidelity	NO	YES	YES
Eurostar Frequent Traveler	308381	11 digits		Fidelity	Inadvisable	YES	NO
S'Miles Partners	17 digits			Fidelity		Possible	NO

Samples				
Card number	Last Name	First Name	Birthday	Expiration date
29090101194091571	RIVA	FORFAIT	7/8/1969	7/7/2010
29090102214262564	RIVA	FREQUENCE	7/8/1969	7/7/2010
29090104284269925	RIVA	YOUNG	7/8/1989	7/7/2010
29090105303400912	RIVA	SENIOR	7/8/1939	7/7/2010
29090109375010476	ALLO	PATRICIA	1/1/1960	12/31/2099
29090109937509007	BENEZIT	YVES	2/5/1981	12/31/2099
29090108173982712	RIVA	ESCA	7/8/1969	7/7/2010
29090199008510026	-	-	-	-
30840601000000139	ZURMUHLE	ELODIE	-	-
30838110000092033	HOWARD	JOHN	-	-
60128411071278303	-	-	-	-

Section 9: Appendix

Supported Program Codes

Travel Company	Program Name	Program Code
SNCF	Carte Avantage Jeune	YOUNG_PASS
SNCF	Carte Avantage Week-End	WEEKEND_PASS
SNCF	Carte Avantage Senior	SENIOR_PASS
SNCF	Carte Avantage Famille	FAMILY_PASS
SNCF	Carte Liberté	LIBERTE_PASS_FE
SNCF	Carte Week-End	ESCA
SNCF	Forfait 1st Class subscription	FF1ST
SNCF	Forfait 2nd Class subscription	FF2ND
SNCF	Frequence 1st Class subscription	FQ1ST
SNCF	Frequence 2nd Class subscription	FQ2ND
SNCF	French Military 1st	MI1ST
SNCF	French Military 2nd	MI2ND
SNCF	Rail Plus	RPLUS
SNCF	Carte Senior Plus	SENIO
SNCF	Carte Jeune	YOUNG

