Travel: Environmental Sustainability

Travel Service Guide

Last Revised: July 7, 2021

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
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
July 7, 2021	Updated *What the User Sees* section
June 15, 2021	Added *Rail* topic to the *What the User Sees* section; renamed TSG from *Green Support* to *Environmental Sustainability*
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
March 6, 2020	Removed reference to carbon emission comparison for Rail
February 14, 2020	Updated the copyright; no other changes; cover date not updated
October 18, 2019	Updated *Reporting* section with information on Air Carbon Footprint reporting
September 25, 2019	General updates; updated screenshots; removed *Green Motion* section
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated

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Date	Revision Notes/Comments
November 16, 2018	Removed retired Travel reports
January 2, 2018	Updated the copyright; no other changes; cover date not updated
June 17, 2016	Updated screen shots to reflect UI enhancements
April 1, 2016	Removed reference to SNCF ADEME setting
July 15, 2015	General updates; initial publication in the new format

Environmental Sustainability

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

Customers can use Concur Travel to save money, save time, and save the planet. The capability for clients to apply policy, indicate company preferences, and insert customer messaging is a powerful tool to help green-minded companies direct their travelers to environmentally sustainable choices.

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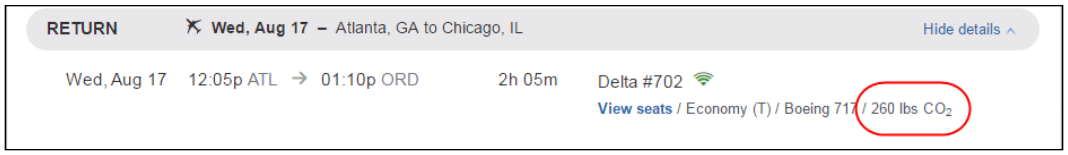
Concur Travel also displays carbon emissions in our air display, reminds users about the option of videoconferencing, and can highlight hybrid cars where available.

SAP Concur's reporting allows companies to carefully track travel, so accurate emissions estimates can be calculated to inform policy and secure carbon offsets.

Benefits for Clients and the Environment

Concur Travel offers customers the following benefits:

- **Emission Awareness:** Different air travel options generate different levels of carbon emissions. Travelers who may choose based on personal airline preference should know not only when those trips cost extra money, but also when those trips involve extra emissions. Concur Travel makes travelers aware of the emission levels, so they make fully informed decisions.



  With this information, users can see how much their air travel contributes to CO_2 gases and easily find flights with the least amount of CO_2 emissions.

  - Concur Travel supports two models:
    - DEFRA (http://www.defra.gov.uk)
    - CE (https://www.ce.nl/)

- **Flight versus Train Comparison:** Many studies have shown that carbon emissions are drastically lower for rail travel, compared to Air. For example, a Eurostar commissioned study concluded that taking the train from London to Paris cut emissions by 90%.

  In addition, train travel usually requires a shorter check-in window and is city center, so time/cost for travel to/from the departure location is less.

  Today, the air-rail comparison is available for Amtrak (US Rail), Trainline (UK Rail), SNCF (French Rail), and Deutsche Bahn (German rail), increasing the likelihood that the traveler chooses the carbon-friendly option as well as comparing CO2 emission for SNCF.

  Example: Air-Rail Comparison for SNCF with CO2 Display

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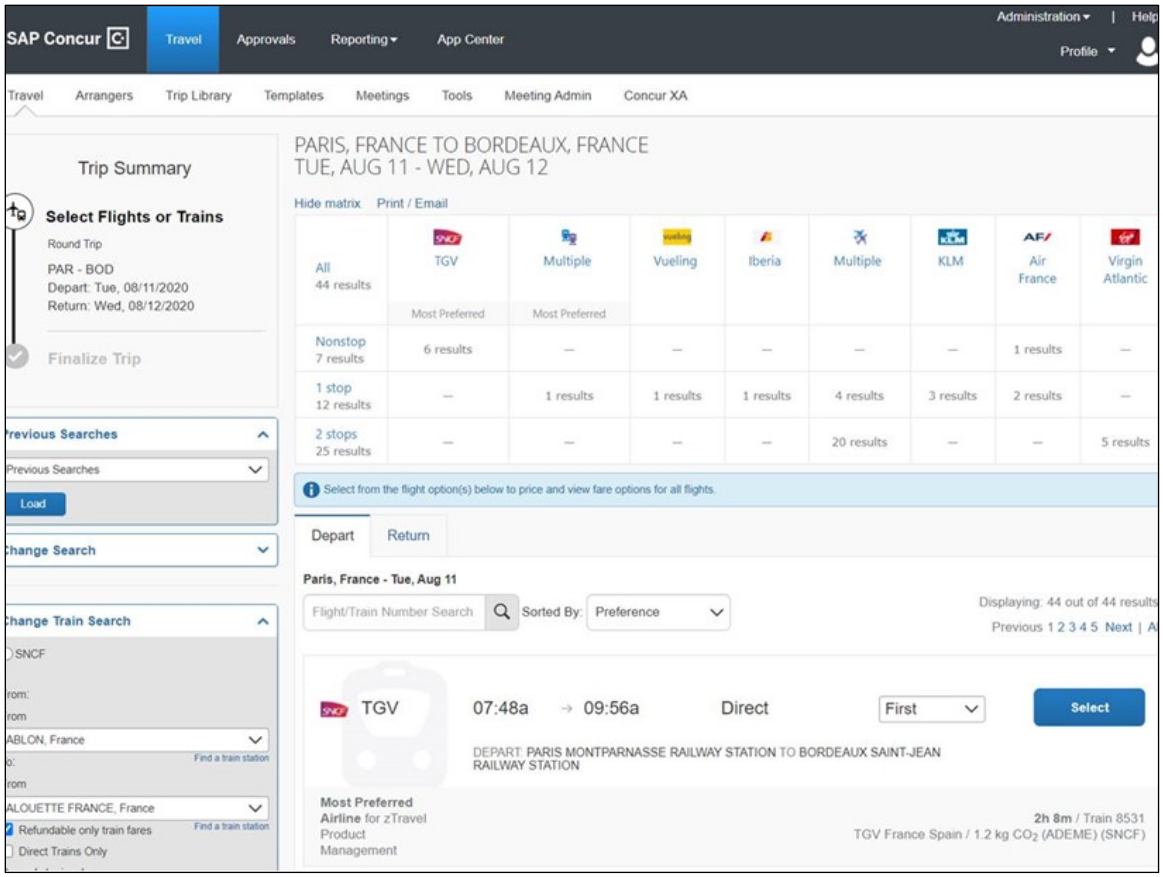

- **Hybrid Car Support:** Hybrid cars burn less gasoline and therefore contribute less to carbon emission pollution.
- **Videoconferencing:** The most environmentally sensitive trip is the trip not taken. Many companies have made investments in video conferencing. Our **Travel Alternatives** feature will show that for same day travel, often the virtual meeting makes more business sense.
- **Policy Awareness:** Use policy rules and custom text options to remind users of your company policy regarding carbon emissions and drive them to the best options/decisions.

Section 3: What the User Sees

Emissions information is displayed on the **Shop by Fares** tab, the **Shop by Schedule** tab, and for flex faring.

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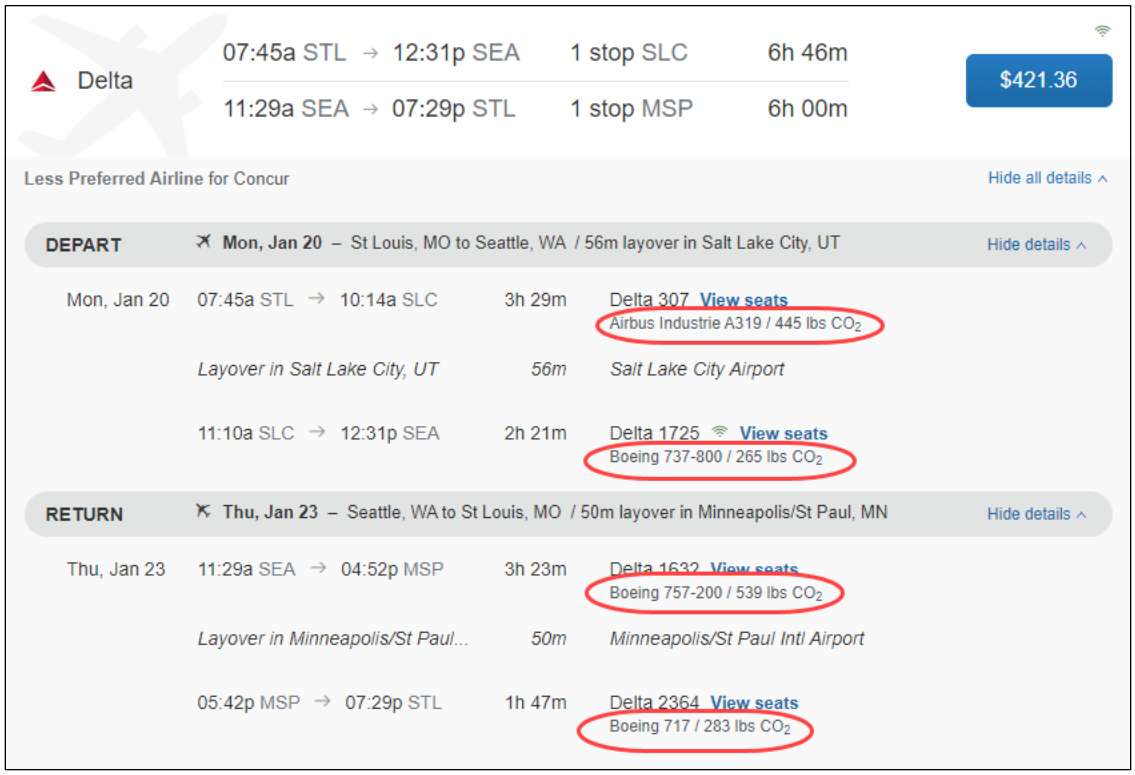
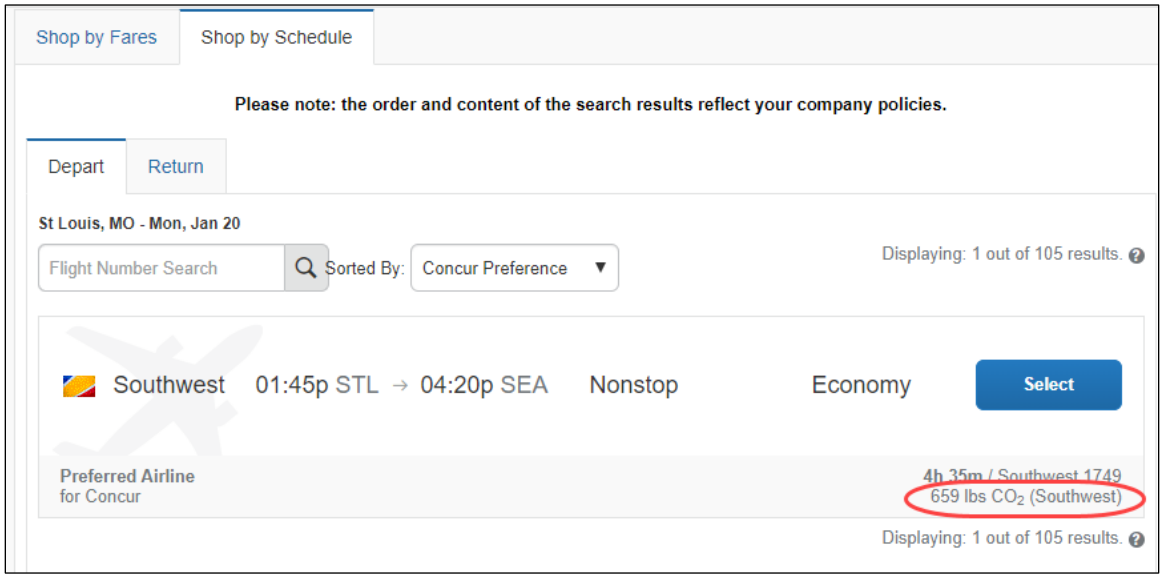
Flight

If enabled, users see carbon emission details in the details for flight results:



Carbon emissions are also displayed in a schedule search:



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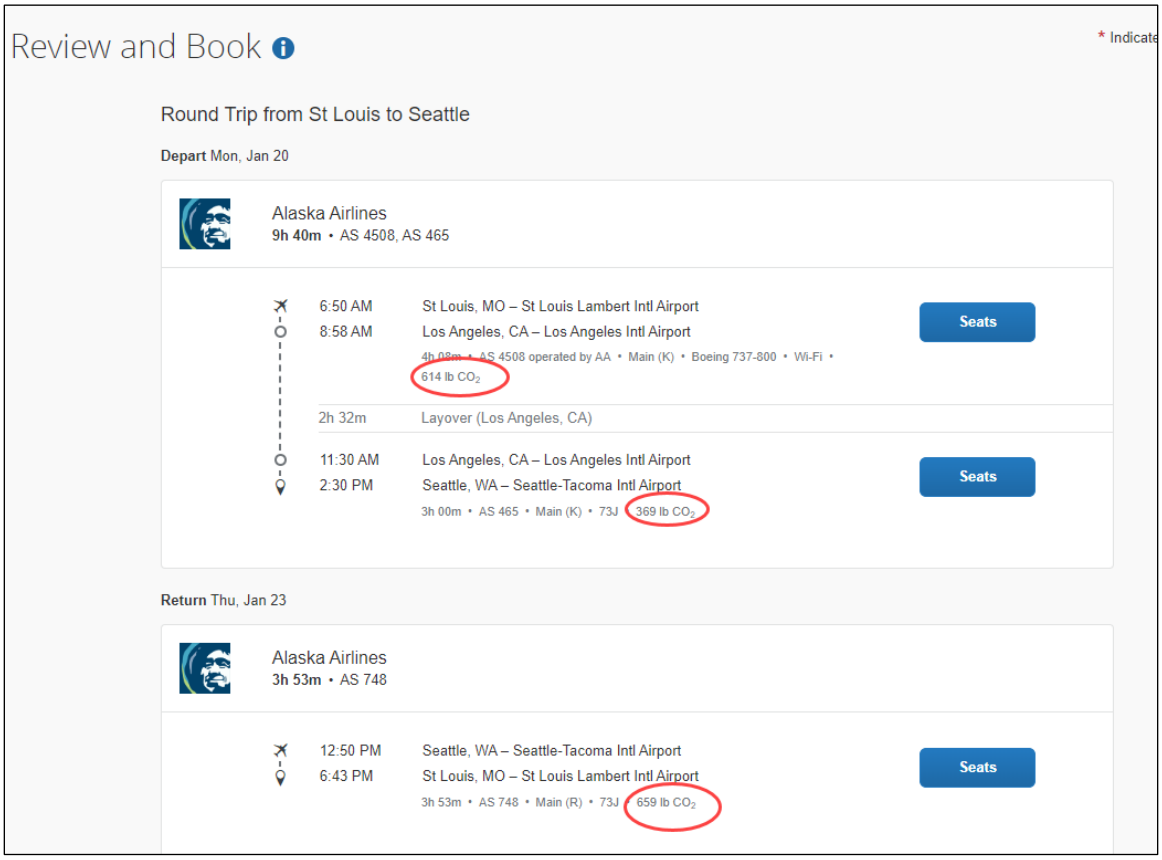
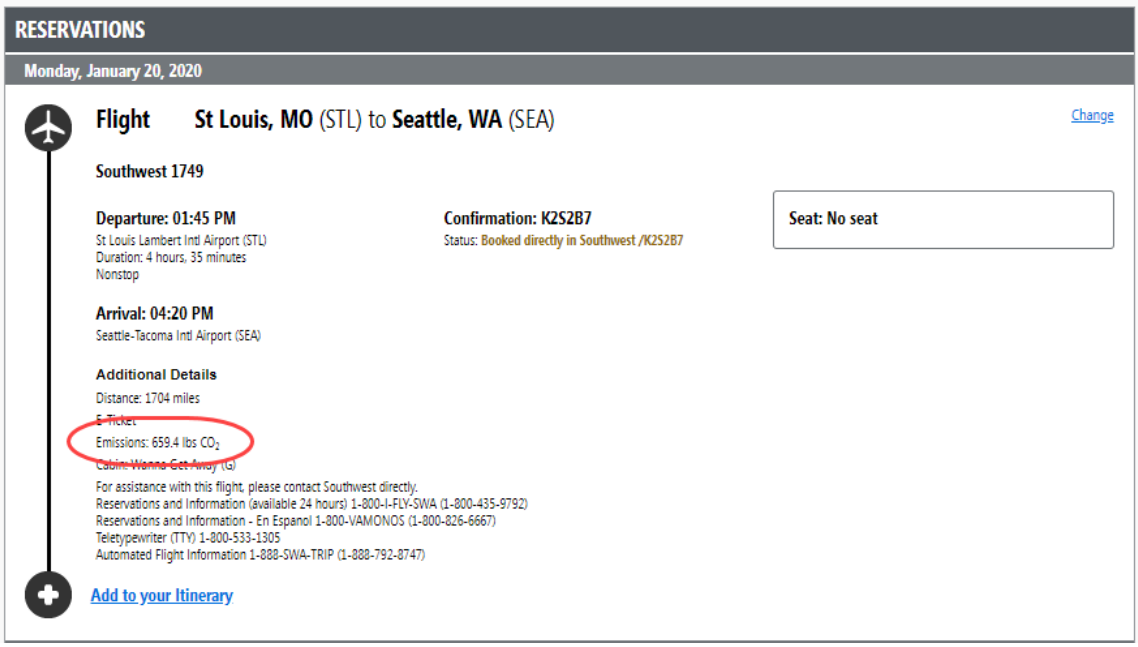
Users continue to see the carbon emissions as they move through the checkout process:



After choosing a flight, users also see the emissions on the itinerary:



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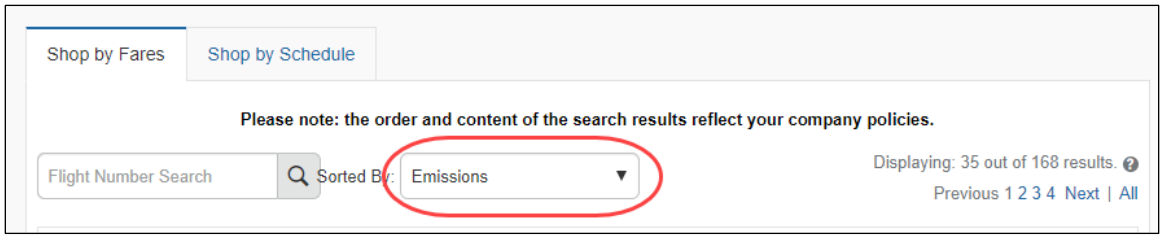
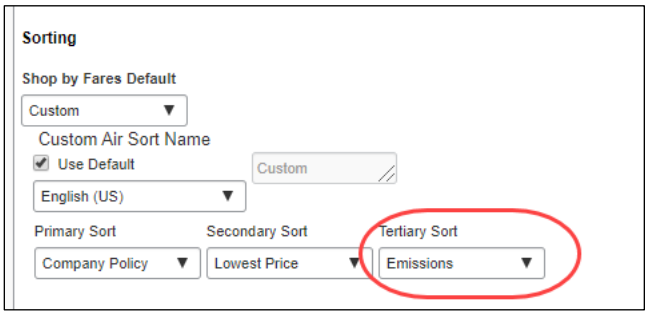
Sorting

Users can also sort the search results by emission amounts:



Customers can build out a custom sort that takes Emissions into consideration:



Rail

The EU Green deal aims to decrease 90% of carbon emission by 2050. Rail has been chosen as the most sustainable way of travelling, producing 0.4% of the total greenhouse emissions in EU. France and Germany are currently taking some legal measures to ban short distance flights. Rail traffic is planned to double by 2030. Please refer to this article for more information.

Many rail providers are now including carbon emission comparisons on their tickets to show users the savings by taking rail over air or car. These comparisons may also display in Concur Travel, such as with SNCF.

SNCF

SNCF (French Rail) allows users to see the CO2 footprint directly IN Concur travel to ensure they are booking the most sustainable option. However, SNCF does not display this information on the ticket. For more information on SNCF´s emissions reduction, visit their webpage.

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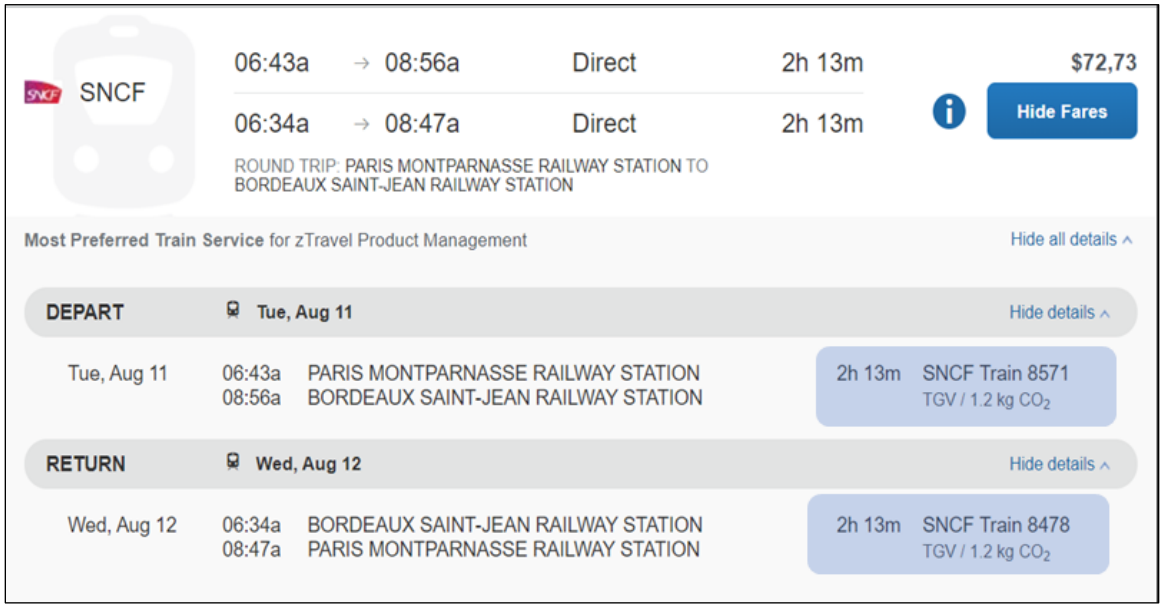
Example: SNCF CO2 Display



Amtrak

According to Amtrak, rail travel produces up to 83% fewer greenhouse gas emissions than driving and up to 73% fewer emissions than flying. This makes Amtrak the best option to reduce your travel carbon footprint. Customers traveling along the Northeast Corridor can see the environmental difference they're making by riding Amtrak.

For more information on Amtrak's emissions reduction, visit their Sustainability at Amtrak page.

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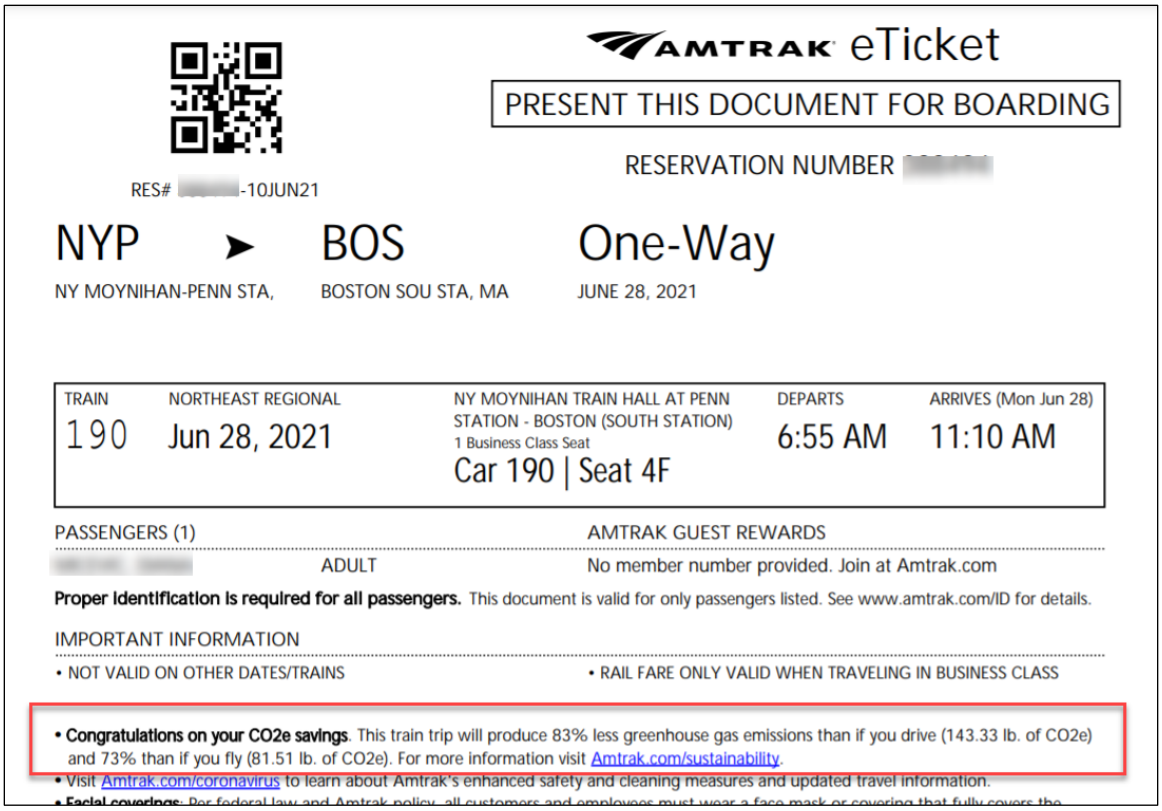
AMTRAK eTicket

PRESENT THIS DOCUMENT FOR BOARDING

RESERVATION NUMBER

RES# -10JUN21

NYP ➤ BOS One-Way

NY MOYNIHAN-PENN STA, BOSTON SOU STA, MA JUNE 28, 2021

TRAIN	NORTHEAST REGIONAL	NY MOYNIHAN TRAIN HALL AT PENN STATION - BOSTON (SOUTH STATION)	DEPARTS	ARRIVES (Mon Jun 28)
190	Jun 28, 2021	1 Business Class Seat Car 190 | Seat 4F	6:55 AM	11:10 AM

PASSENGERS (1) AMTRAK GUEST REWARDS

ADULT No member number provided. Join at Amtrak.com

Proper identification is required for all passengers. This document is valid for only passengers listed. See www.amtrak.com/ID for details.

IMPORTANT INFORMATION

• NOT VALID ON OTHER DATES/TRAINS • RAIL FARE ONLY VALID WHEN TRAVELING IN BUSINESS CLASS

• **Congratulations on your CO2e savings**. This train trip will produce 83% less greenhouse gas emissions than if you drive (143.33 lb. of CO2e) and 73% than if you fly (81.51 lb. of CO2e). For more information visit Amtrak.com/sustainability.

• Visit Amtrak.com/coronavirus to learn about Amtrak's enhanced safety and cleaning measures and updated travel information.

• **Facial coverings**: Per federal law and Amtrak policy, all customers and employees must wear a face mask or covering that fully covers the

Renfe

According to Renfe, rail transports emits between five and seven times less CO2 than road transport and seven to ten times less than air transport.

NOTE: Only some routes display this information on Renfe tickets.

For more information on Renfe sustainability, visit their emissions reduction page.

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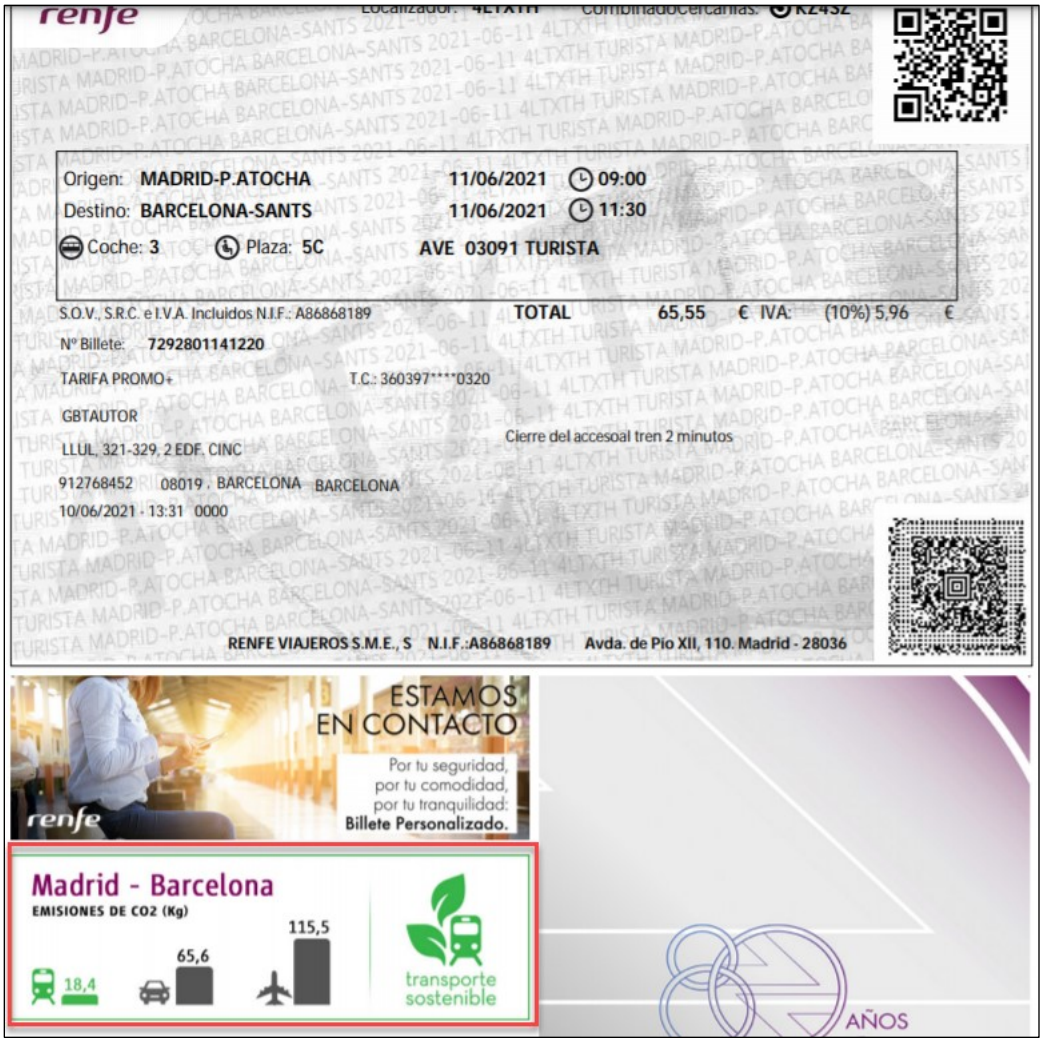

Hybrid Cars

Most car rental vendors provide hybrid cars and Concur Travel provides the opportunity for clients to allow their users to request them.

NOTE: Not all car vendors offer hybrid cars, but when they do, Concur Travel supports the request.

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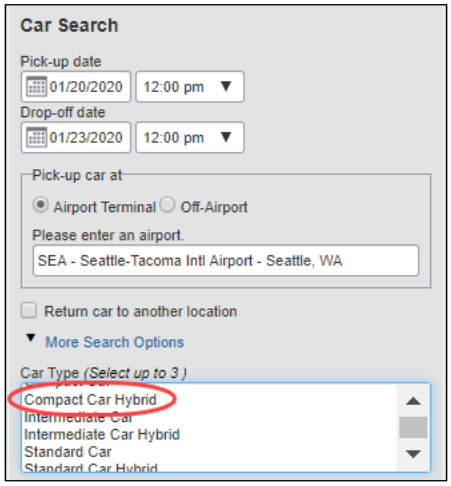
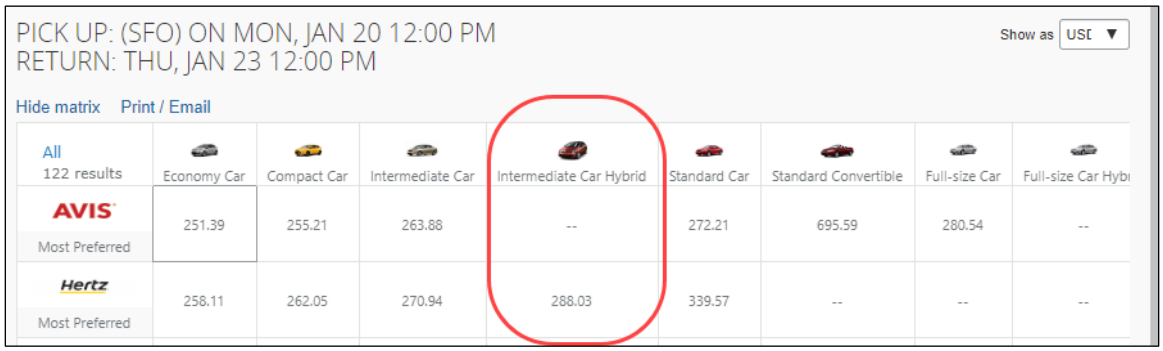
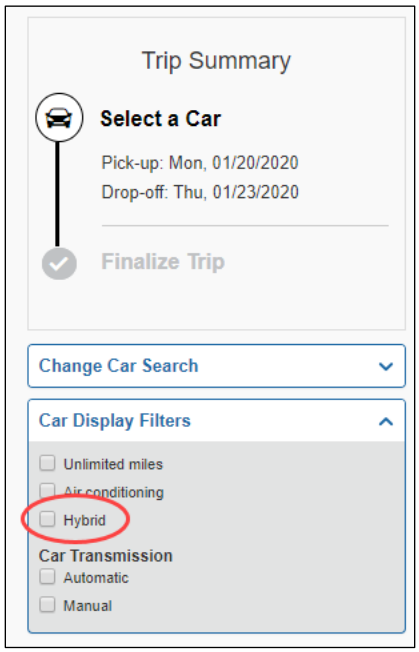
Users can request a hybrid car type from the initial search:



Users can also filter car search results based on car type:





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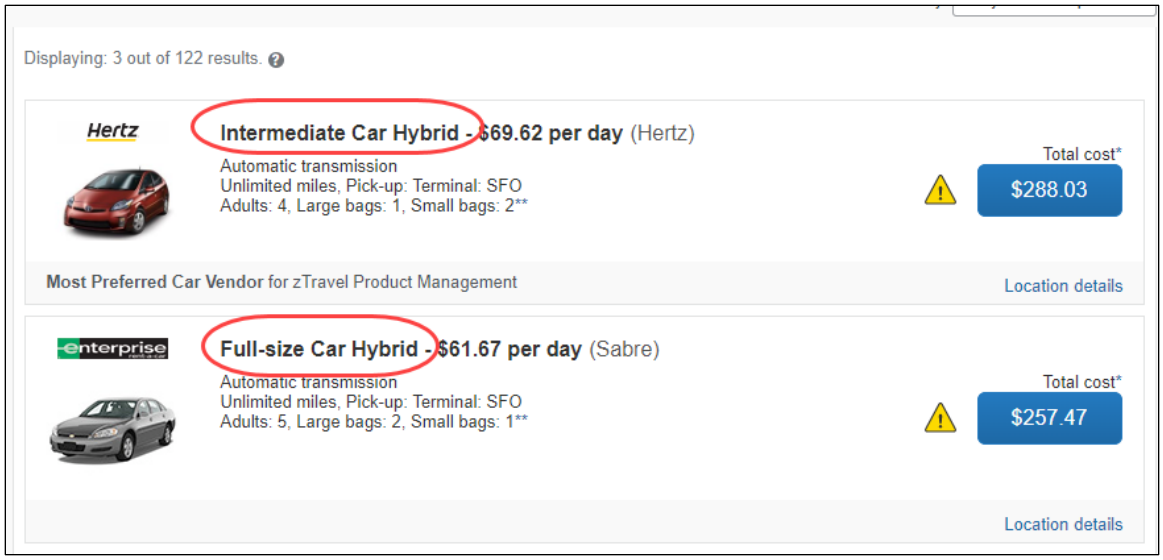
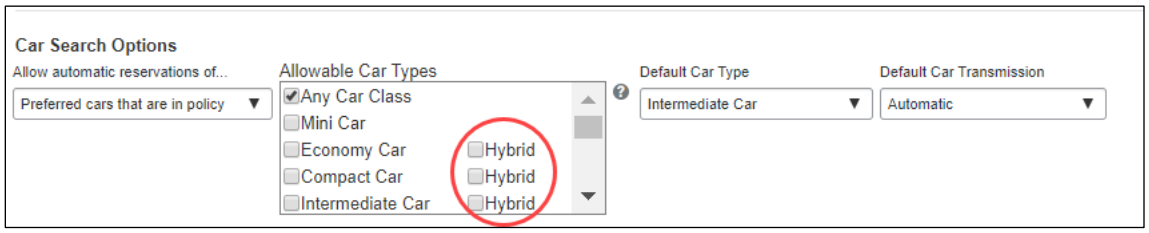


Customers control which car types are supported and can include/exclude hybrid cars:



Travel Alternatives (Teleconference)

NOTE: This feature is not available with Standard Travel.

If enabled, this feature offers the user an alternative to travel, based on the client's teleconference options. This allows the user to make an educated decision about whether to book travel or whether a virtual meeting will suffice.

In addition to saving energy and conserving the carbon footprint, this can also provide a significant savings for the client's travel budget.

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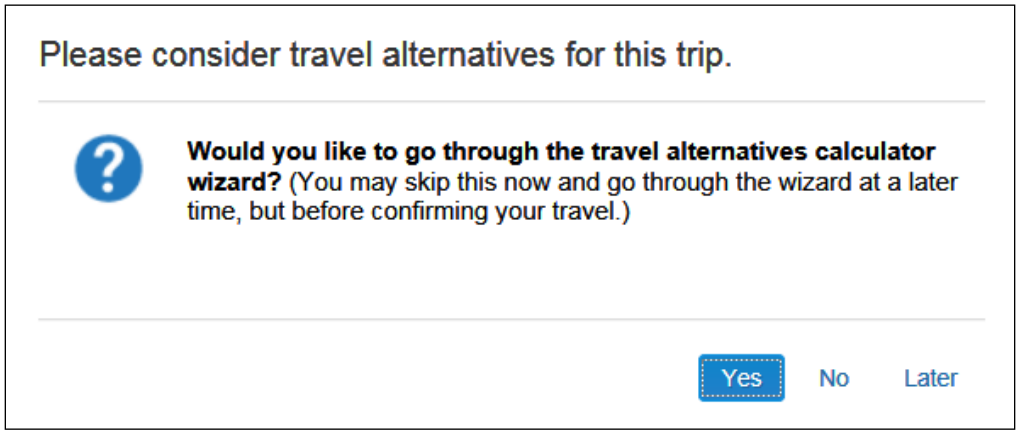
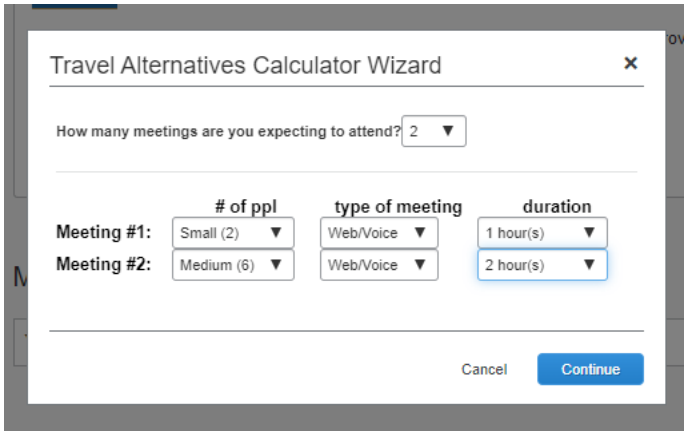
When a user requests same day travel, they are prompted to consider Travel Alternatives:



There are three options:

- If the user clicks **No**, the Travel Alternatives feature is turned off for the trip. The user completes the booking with no further prompts.
- If the user clicks **Later**, the user advances to the search results page. The calculator described below appears later in the air search.
- If the user clicks **Yes**, the user is presented with the calculator entry form.

When the user selects Yes, they enter their meeting details:



The user selects the number of meetings they are planning to attend. The window updates based on the number of meetings. The user enters the number of attendees, the type, and the duration for each meeting.

The user clicks **Continue**.

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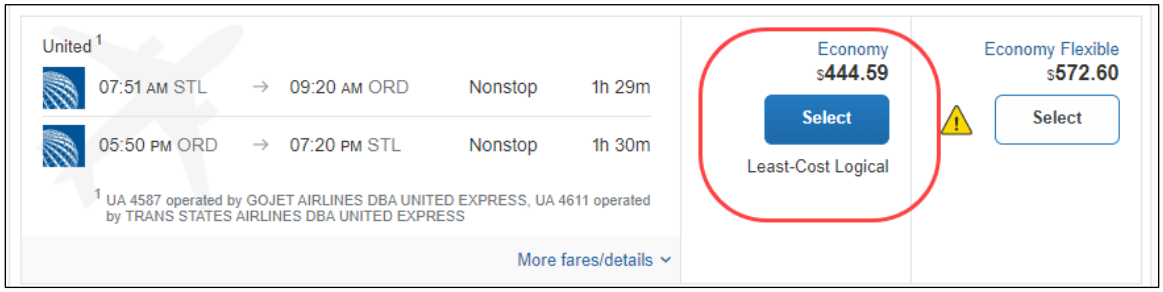
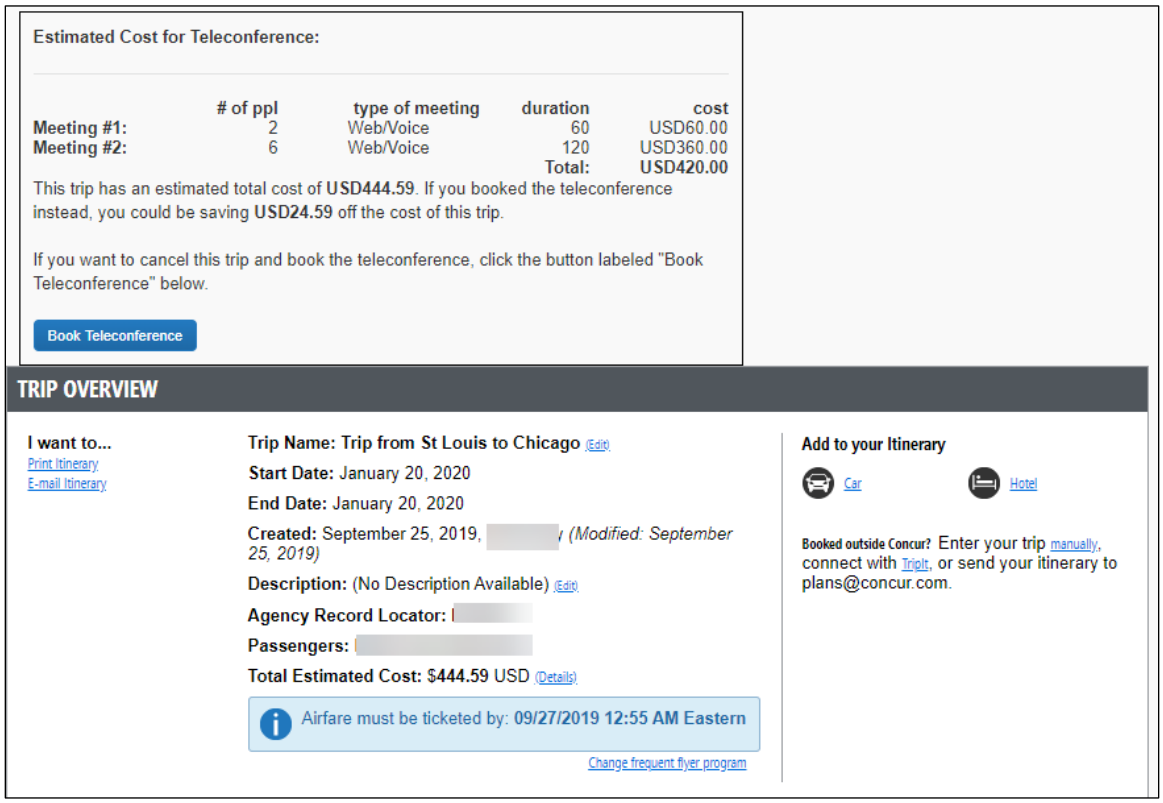
The user is taken to the search results and selects their flight:



The user proceeds through the booking. If they have requested hotel and car, additional search results appear. When done, the **Estimated Cost of Teleconference** section appears at the top of the user's itinerary.



At this point, the user has two options:

- **Book Teleconference:** The user can click **Book Teleconference**, which will result in a cancelled itinerary. The user will see a new window directing them to the teleconference website, if the client entered a URL on the setup page. The user is prompted on whether they want to proceed.
- **Book Travel:** If the user does not want to book the teleconference, they simply complete the reservation as usual. If the client has set up reason codes for Travel Alternatives, the user sees the list of reasons at this point and asked why they chose not to book the teleconference.

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Section 4: Reporting

There is at least one report related to Environmental Sustainability – Car Rental Details (for hybrid car info). Information on Air Carbon Footprint Detail and Summary reports is also available in the *Pre-Built Standard Reports Catalog*.

📖 For more information about these reports and others, refer to the *Travel Reporting User Guide*, which is available on the SAP Concur support portal or in Travel Administration online help. The *Travel Reporting User Guide* also indicates if the reports are available to Professional and Standard travel.

Section 5: Configuration

The following section provides configuration information for both Professional and Standard Travel.

Professional Travel – Configuration in Concur Travel

Travel System Admin – Carbon Emissions

- ***To enable:***

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**.

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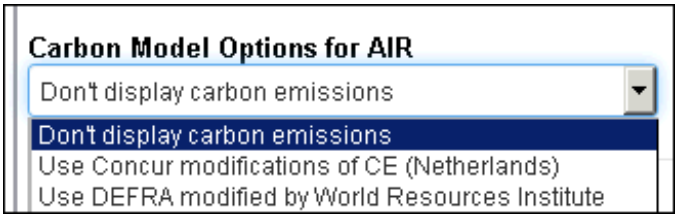
2. In the **Wizard Options** section of the travel configuration page, locate **Carbon Model Options fir AIR**.



3. Select either:

   - Use Concur modifications of CE (Netherlands)
     – or –
   - Use DEFRA modified by World Resources Institute

   The exact calculations for the selected option appear.

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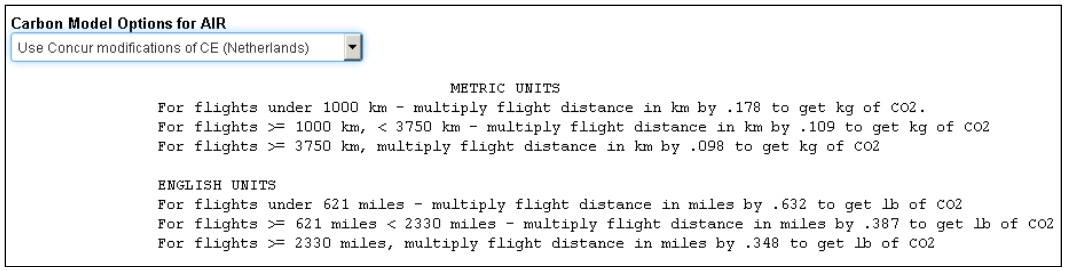


Calculations are based on air miles, either provided by the GDS, or calculated using the latitude and longitude of each airport. Miles are converted to kilometers automatically based on user preferences.

NOTE: Emissions displayed for Sabre and Amadeus air shop, as well as Apollo and Amadeus itineraries, are based on the calculated Great Circle distance between airports.

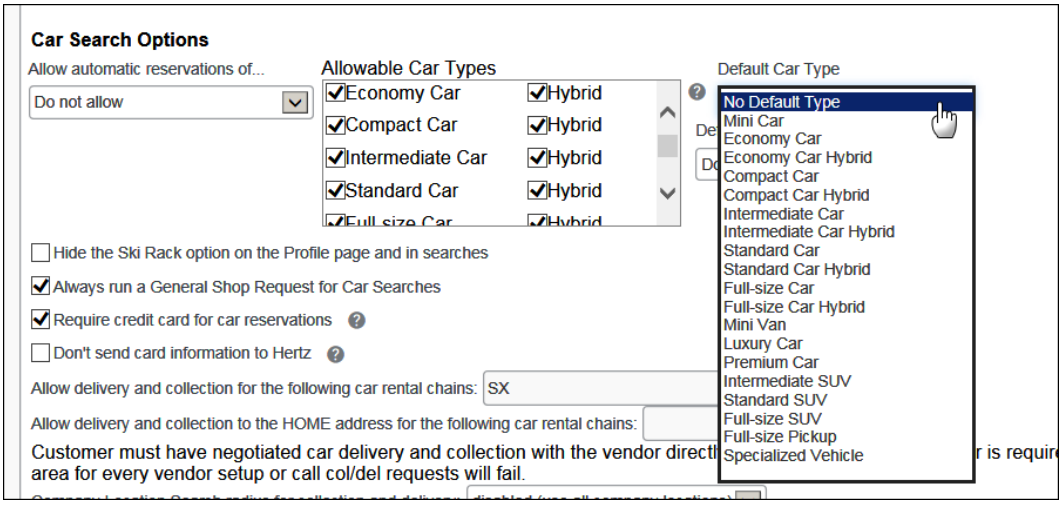
Travel System Admin – Hybrid Cars

To enable:

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. On the travel configuration page, locate **Car Search Options**.



3. Complete the appropriate fields.

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Field	Description / Action
Allowable car Types	Select (enable) the **Hybrid** check box for each desired type of car.
Default Car Type	Select the default hybrid car type, if desired.

4. Click **Save**.

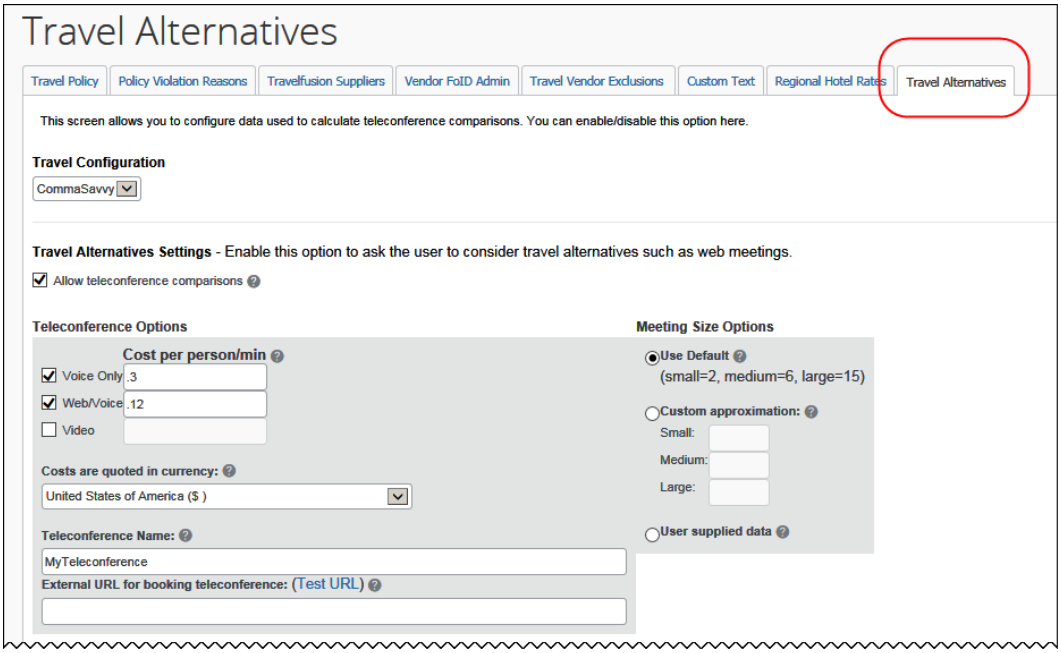
Company Admin – Travel Alternatives (Teleconference)

- ***To configure:***

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. Click the **Travel Alternatives** tab. This page appears.



4. Complete the following fields.

Field	Description/Action
Allow teleconference comparisons	Select (enable) this check box to enable this feature. When a user searches for a trip that is less than or equal to 1 day, a prompt appears - asking for meeting information. This data will be used to compute an estimate cost for using travel alternatives, such as teleconferencing.

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Field	Description/Action
Cost per person/min	Click one of the following: • Voice Only (such as dial-in conferences) • Web/Voice (such as sharing applications, including a dial-in conference) • Video conferencing Enter a cost per minute, per participant for each option you select. **NOTE:** Do not enter a currency symbol – just the dollar amount.
Costs are quoted in currency	Click the currency associated with the quoted costs.
Teleconference Name	Enter the name of the desired meeting utility.
External URL for booking teleconference	Enter the website address for the teleconference utility, if desired. If you provide a URL, when a user elects to cancel their trip in favor of the teleconference, a new window will open directing the user to this address. **NOTE:** You must begin the URL with http:// or https:// for the hyperlink to work. We will hard code this with a future release.
Meeting Size Options	Select one of these: • **Use Default:** Select this option to use the settings for meeting size options of Small, Medium, and Large. • **Custom Approximation:** Select this option and then enter the desired number of attendees for small, medium, and large meetings. **NOTE:** The use of these options allows for speedy input at the time of booking travel by simply selecting one of the three choices. • **User Supplied Data:** Select this option to require the user to enter the size of each meeting, allowing the estimate to be the most accurate. This option also requires the most involvement from the user.

5. Scroll down to the next section.

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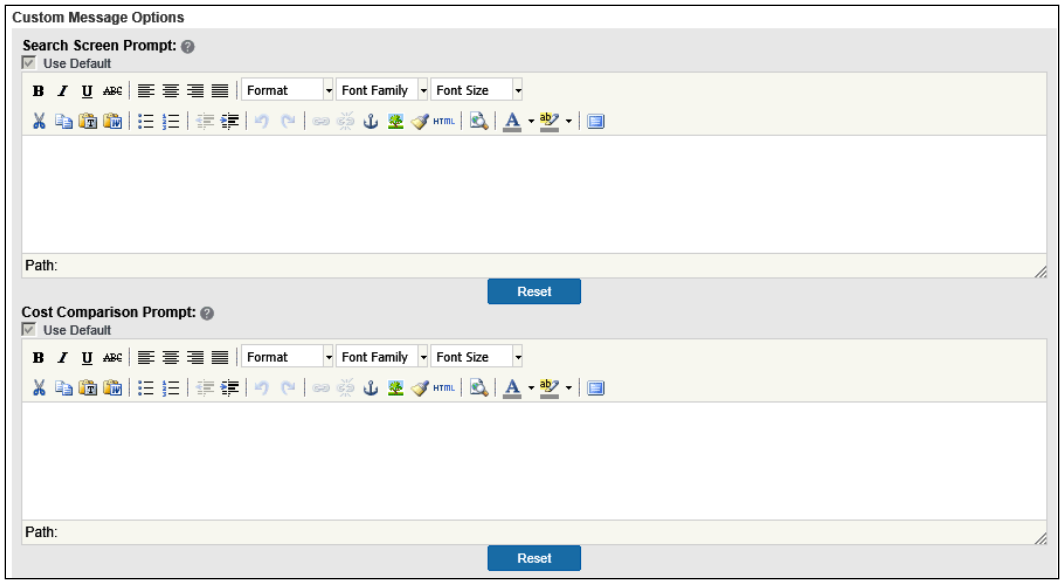
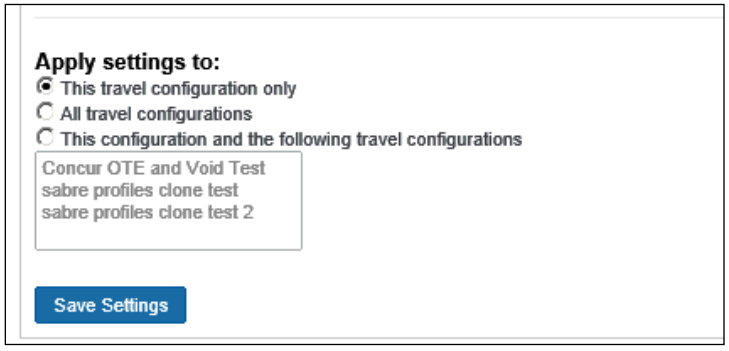


Field	Description/Action
Custom Message Options Cost Comparison Prompt	Either: • Leave the **Use Default** check box selected to use the default text. – or – • To change the messaging, clear (disable) the **Use Default** check box for each and enter an alternate message.

6. Scroll down to the next section (if there is one).



Field	Description/Action
Apply settings to	This option appears with multiple configurations. Click the appropriate option.

7. Click **Save Settings**.

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POLICY VIOLATION REASONS (OPTIONAL)

To track why a user did not take a travel alternative, you can use policy violation reasons.

NOTE: ***This feature is not required to enable Travel Alternatives.***

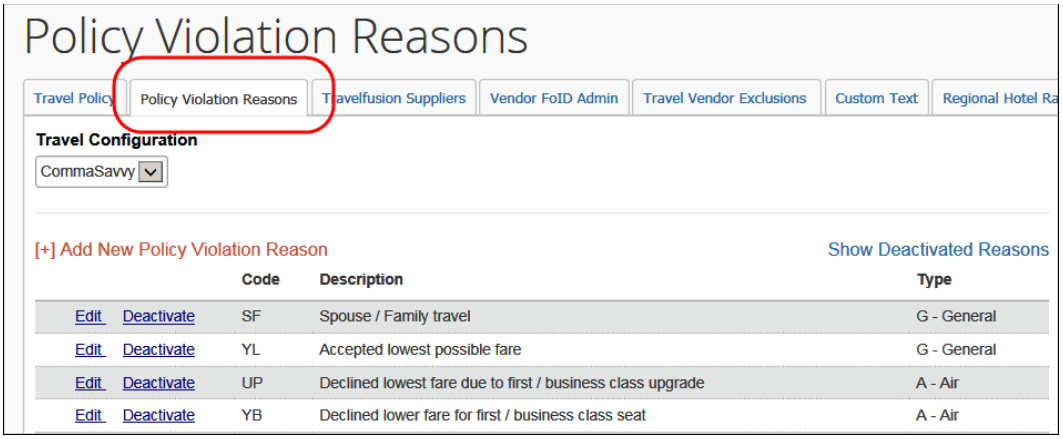
To monitor usage:

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

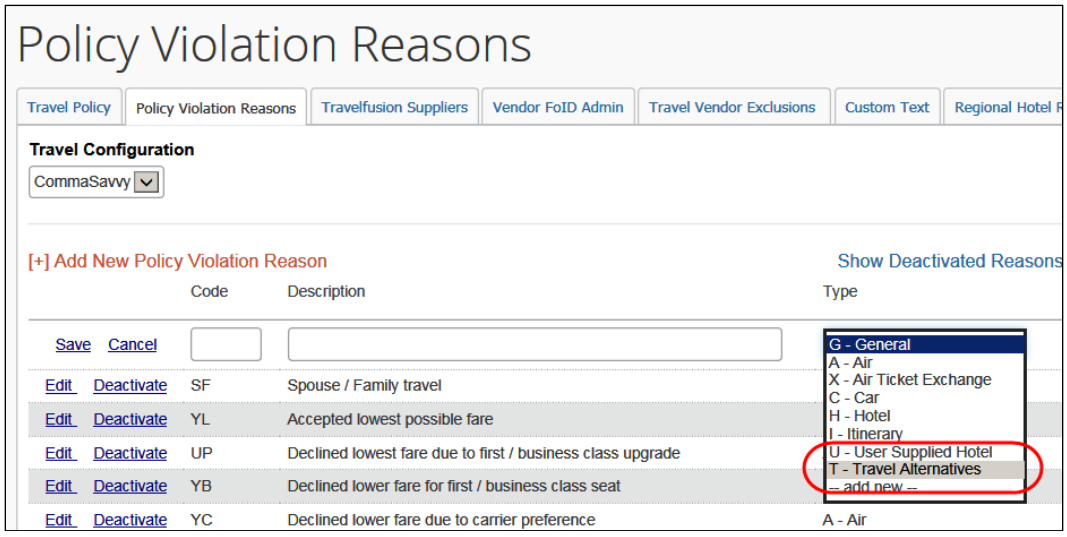
   NOTE: Depending on your permissions, the page may appear immediately after you click **Administration**.

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

3. Click the **Policy Violation Reasons** tab. This page appears.



4. Click **Add New Policy Violation Reason**.



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5. From the **Type** list, click *Travel Alternatives*.

6. Enter the other remaining values.

   📖 For more information about policy violation reasons, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

7. Click **Save**.

Company Admin – Travel Rules

Once the configuration is saved, the admin can create travel rules for hybrid cars. The process is the same for all travel rules; there is nothing particularly unique about creating rules related to hybrids.

📖 For more information about the travel rule builder, refer to the *Approvals, Rules, and Classes/Policies Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

Standard Travel – Configuration in Concur Travel

General Configuration Options

For Standard Travel:

- **Carbon emissions:** The carbon model is auto-on and set to DEFRA.
- **Hybrid cars:** By default:
  - All car sizes and types – including hybrids – can be reserved.
  - The default car type is not a hybrid.
- **Travel alternatives (teleconference):** This feature is not available in Standard Travel.

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