Travel: Lowest Logical Fare (LLF) / Benchmark Lowest Airfare

Travel Service Guide

Last Revised: March 22, 2024

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
March 22, 2024	Updated *Travel System Admin* and *Company Admin* sections.
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
April 22, 2022	Updated value for maximum number of LLF definitions under *Travel System Admin* configuration section
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
December 17, 2020	Added details about Email module property to *Overview* section
May 13, 2020	Updated *LLF/Benchmark Calculation Example*, Company admin area of *Configuration – Professional Travel*, and *Configuration – Standard Travel* sections

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Date	Revision Notes/Comments
February 14, 2020	Updated the copyright; no other changes; cover date not updated
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
June 11, 2019	Updated information about Dual Fare Display under the Delayed LLF section.
May 21, 2019	Added information about Dual Fare Display under the Delayed LLF section.
March 10, 2019	Updated the copyright; no other changes; cover date not updated
March 8, 2019	Added a note about why we sometimes display results as out of policy that match the LLF definition better than the fares that are actually marked as LLF

Lowest Logical Fare (LLF) / Benchmark Lowest Airfare

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 If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.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

Professional and Standard Travel

For Professional Travel, this feature is called *Lowest Logical Fare* (or, in the search results, *Least-Cost Logical Fare*). In this guide, it is called *LLF*.

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For Standard Travel, this feature is called *Benchmark Lowest Airfare* (or, in the search results, *Least-Cost Logical Fare*). In this guide, it is called *benchmark*.

The LLF/benchmark feature works the same way in both editions of Travel. In those cases where there may be differences, those differences will be noted in this guide.

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.

When a user performs a search for air and – if configured – rail fares, Concur Travel calculates the LLF/benchmark fare based on customer-defined criteria. Once LLF/benchmark has been defined by a customer, results can be returned with the LLF/benchmark highlighted. Additional travel policy rules are available to drive travelers to the appropriate fares, too.

The following email module property should be taken into consideration:

Property Name	Type	Description	Access and Awareness
Limit options turned down for Approval	Integer (0)	If a user books an out-of-policy fare or rate, the list of in-policy or best-available options is included: • In the manager (approval) notification email for rules set with a rule action of *Notify Manager*, *Require Approval*, or *Require Passive Approval* • With the *Log for Reports* rule action • In the **Travel Policy Violation** window, as seen by the user The list of declined options can be lengthy. With this property, the customer can limit the number of declined options that appear. Note the following: • Having an abbreviated list of declined options does not affect the sort order of the options. ♦ If LLF is configured, then a declined LLF option appears first. ♦ Next, the remaining options appear in ascending order. • If only out-of-policy options appear, then the best-available options appear along with an explanation heading.	SAP Concur managed / Client aware

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Section 3: LLF/Benchmark Calculation

The process of calculating LLF/benchmark can be likened to moving a pool of fares (each of them is an LLF/benchmark candidate) through various "gates," where each gate uses a selecting criterion to remove fares that do not match the criterion, making the pool size smaller after each gate. The order of gate/criteria Concur Travel uses is as follows:

1. Include rail
2. Time window
3. Preferred airport
4. Contracted rate
5. Refundable/Non-refundable
6. Stops

⚠ **IMPORTANT:** The client defines these criteria (described in the configuration information in this guide). Be aware that the order in which they are displayed during configuration ***does not*** correspond to the "gate" order above.

EXAMPLE

Assume that we have 100 fares initially. First, Concur Travel looks to see if rail fares should be included, and removes those fares if they should not (assume, in this scenario, that rail fares should be included). Then, Concur Travel matches the departure and return time of each fare with the time window of the LLF definition around the departure/return time the user entered for the search. We find 30 fares are outside the time window, so we remove them from the pool. The pool now has 70 fares after the first and second gate check.

Those 70 fares continue to the next gate for preferred airport check. Again, only 50 out of the 70 fares are preferred airport fares, so those 50 fares stay and continue to the next gate for contracted rate, and so on, until the fares have moved through all gates.

⚠ **IMPORTANT:** Not all LLF/benchmark criteria are honored. When ***all*** fares fail to meet a criterion, that criterion is ignored (treated like "does not matter") and the entire pool moves on to the next gate. In case Concur Travel gets to the last criteria (gate) and no fares are left, the system will move back to the last gate where there were still qualifying fares.

After the fares have passed through all gates, the pool size should be much smaller, which allows Concur Travel to designate the lowest fare in the pool as the "LLF/benchmark fare amount." That fare is used when highlighting LLF/benchmark in search results and enforcing LLF/benchmark-related rules.

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NOTE: In the end, there can be more than one "correct" search result. In other words, when the fares pass through all gates and rules, there may be two or three results with the same fare. If so, all are, in fact, the LLF/benchmark fare and the user can select any of those results and remain in policy.

- All LLF fares are calculated based on results that contain a fare and are returned for the initial search request. That includes only results returned for a Shop by Price request and in flex faring markets also for a Flex Faring search (depending on activation).
- For information about how to override this default, refer to the *Delayed LLF* section in this guide.
- A Shop by Schedule request does not yet contain a fare, therefore no LLF is calculated.

When a user selects **Shop by Schedule** (or multiple segments in the case of a multi-city search), when the selected flights are priced, additional fares are returned that match the LLF definition more closely than the fares provided by the Shop by Price response.

- The initially calculated LLF will remain (Shop by Price), any new fares will not be considered in the LLF calculation.
- Even if the fare matches the LLF definition more closely – the fare may be called out of policy based on an LLF-based flight policy rule.

To cover such use cases, SAP Concur offers the functionality to activate the LLF calculation based on the user's chosen fare. With this feature, also referred to as Delayed LLF, Concur Travel will only apply non-price-related travel policy rules to the initial results. Price-related rules and the LLF calculation will be applied only once the user selects a fare and are based on the time and price of this selected fare.

NOTE: The delayed LLF feature is not supported in a flex faring context.

Section 4: End-User Experience – Professional Travel

When a user performs a search for flight or rail, Concur Travel calculates the LLF/benchmark fare based on customer-defined criteria. Customers can decide how to enforce the LLF/benchmark based on three options:

- The search window
- The user's chosen fare
- Hybrid of the two

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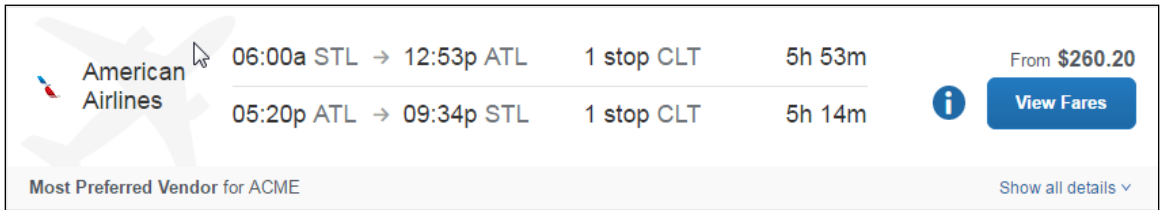
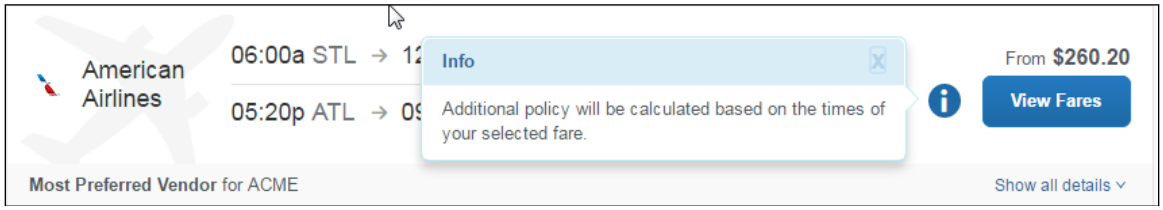
User's Chosen Fare (Delayed LLF)

If enabled, Concur Travel will apply any non-price-related travel policy rules to the results. For example, if a travel rule states that approval is required for any vendor that is ***not*** preferred, then that rule will apply immediately.

However, price-related rules and the LLF calculation are not applied to the initial results. Instead, results show the information icon next to the blue selection (**View Fares**) button in the sliver. In this case, policy and LLF calculation will occur based on the time/price of the fare selected.



Clicking the information icon displays the following message in the popover:



When the user clicks the blue selection (**View Fares**) button, they will see a popup that includes the fare chosen, as well as the LLF and additional options (if configured to do so). The popup will indicate whether the flight selected is in policy and, if not, which rules were violated.

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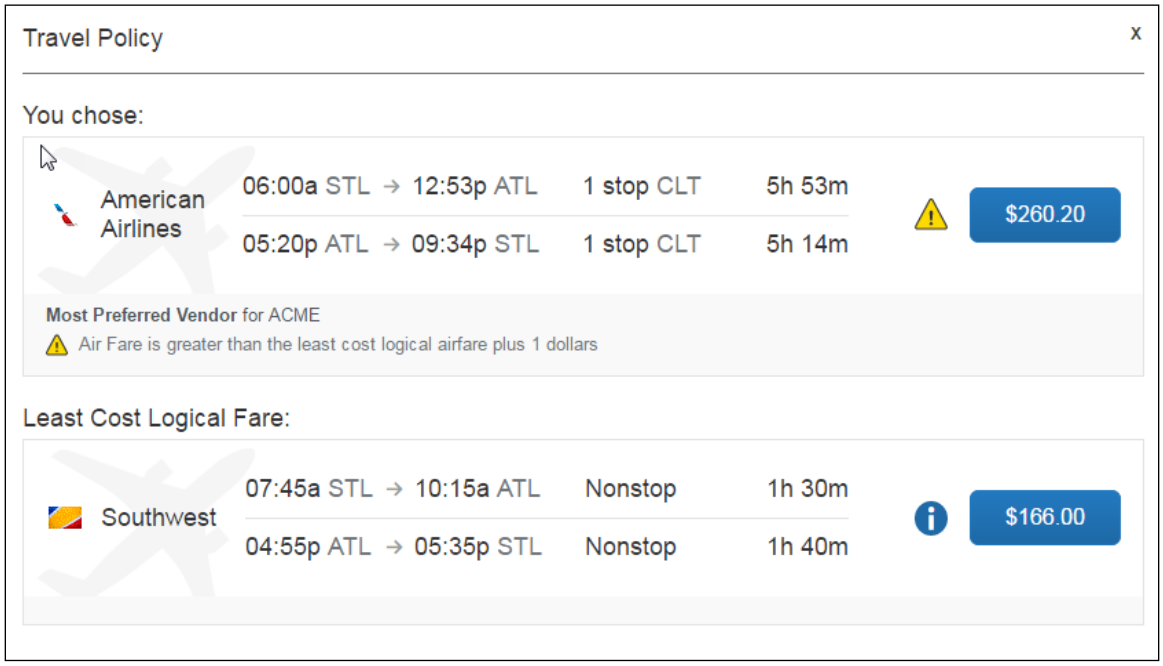
In this example, the American Airlines fare is out-of-policy because it is greater than the LLF, which is the Southwest fare.

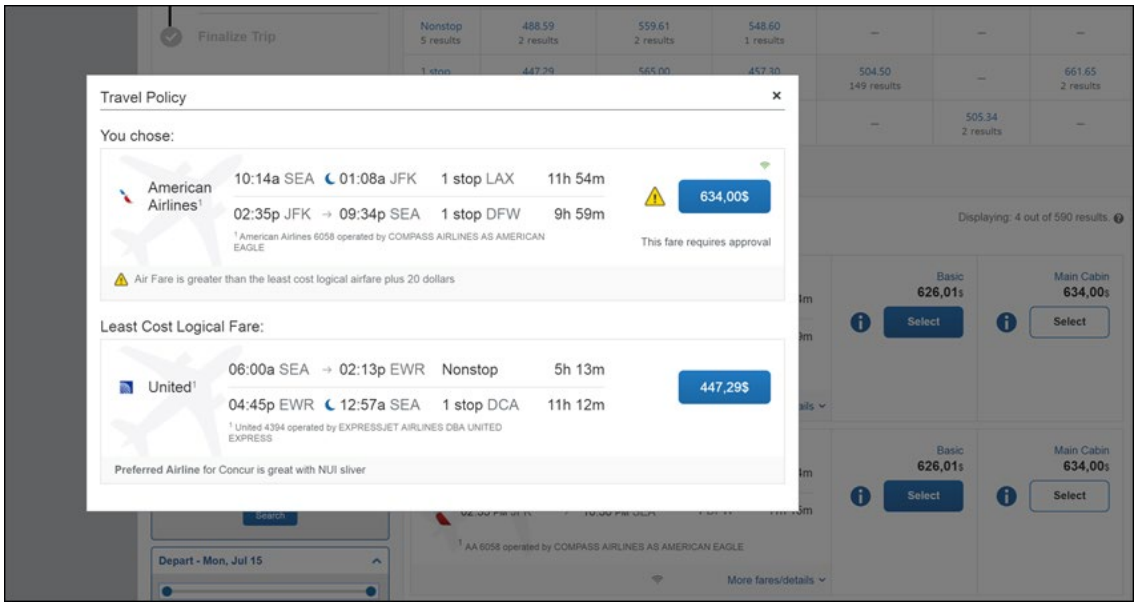


The user can always close this popup and select a different option, or click the blue selection (price) button for the fare they want to book from the popup.

If the user selects an in-policy fare from the results page, they will proceed to the **Review and Reserve** page and will not see the **Travel Policy** popup.

Dual Fare Display (Sabre)

If using Sabre, this is how Delayed LLF appears when Dual Fare Display is enabled:



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📖 For more detailed information on Dual Fare Display, refer to the *Dual Fare Display (Sabre Only) Travel Service Guide*.

Hybrid

If the user selects *Anytime* or the maximum search window, the LLF will use the chosen fare (delayed LLF, described above). Otherwise, the LLF will be based on the search window. In essence, if the search window is small, the LLF will be calculated based on the search window. If it is large, then it will be calculated based on the flight the user/arranger selects.

Section 5: End-User Experience – Standard Travel

When a user performs a search for flight or rail, Concur Travel calculates the LLF/benchmark fare based on customer-defined criteria.

Section 6: Configuration – Professional Travel

The LLF is comprised of settings in the Travel System Admin and in Company Admin.

Travel System Admin

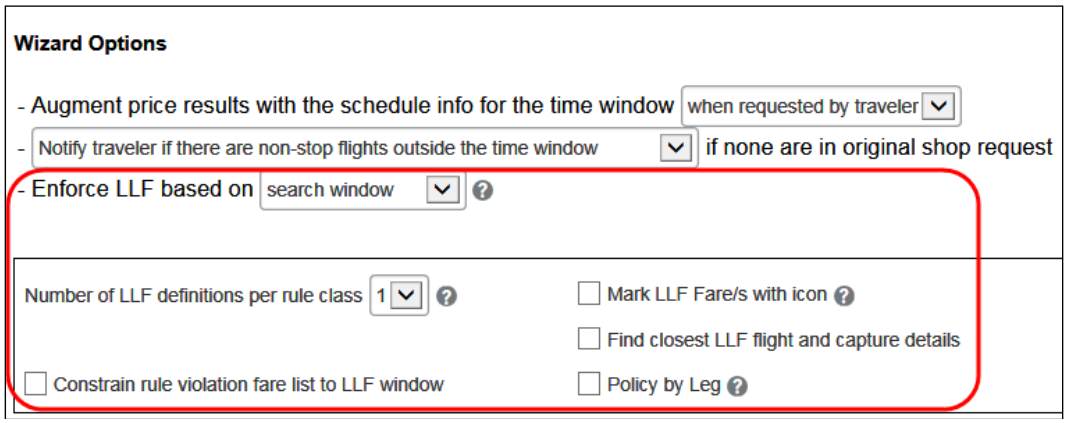
Define LLF Options

- ***To configure the LLF options:***

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. Locate the **Wizard Options** section of the travel configuration page.



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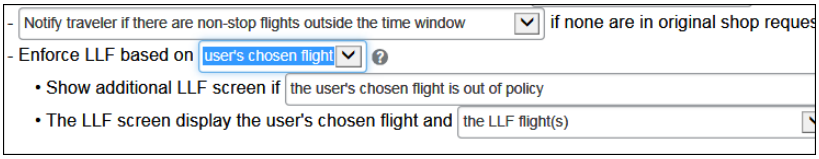
3. For the **Enforce LLF based on** field, select one of these options.

Option	Description / Action
Search window	LLF policies are enforced based *on the time the user entered in their search criteria within the Travel Wizard*. For example, assume that: • The company time window is three hours (defined in the travel configuration). • LLF is defined as using flights within company config time window. • The user entered a departure time of 8 A.M. in the Travel Wizard. • The LLF will be determined by evaluating flights with departure times of 5 A.M. to 11 A.M.
User's chosen fare	LLF policies are enforced based on *the time of the flight/rail the user selected in the search results*. For example, assume that: • The company time window is three hours (defined in the **Air Search Options** section of the travel configuration page, as described on the following pages). • LLF is defined as using flights within company config time window. • The user entered a departure time of 8 A.M. in the Travel Wizard. • The user selected a 10 A.M. flight from the original search results. • The LLF will be determined by evaluating flights with departure times of 7 A.M. to 1 P.M. When **user's chosen fare** is selected, additional options appear:  • Show additional LLF screen if: ♦ The user's chosen fare is out of policy (even if the user chose the LLF) ♦ The user's fare is more expensive than the LLF ♦ There are any cheaper fares within the LLF time window, even if the user chose the LLF • The LLF screen display the user's chosen fare and: ♦ The LLF flights ♦ All in-policy flights in the time window ♦ All cheaper in-policy flights in the time window **NOTE:** When using this setting, companies should ***not*** use the "Hide Results" rule action on Lowest Logical Fare (LLF) rules.
Hybrid	This is a mixture of *search window* and *user's chosen fare*.

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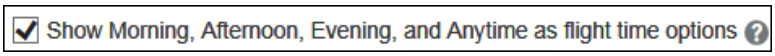
Option	Description / Action
	This feature is beneficial for customers wanting the LLF based on the search window but also offer the *Anytime* option. With this option enabled, the LLF will be chosen in the same way as "search window" with the exception of searches done using the *Anytime* option (or selecting 12:00 P.M. noon and choosing the maximum allowed +/- window), in which case, it will choose the LLF in the same manner as "user's chosen fare". **Anytime Search** To allow *Anytime* to be an option, the **Show Morning, Afternoon, Evening and Anytime as flight time options** must be enabled.  The *Anytime* option will be available only if the travel configuration has premium search/pricing enabled, such as Bargain Finder Max (Sabre), E-pricing (Apollo), or Master Pricer TravelBoard (Amadeus). Specifically: • For Sabre, Bargain Finder Max must be enabled and the **Max Search Results** field must be set to 200. • For Apollo, Use ePricing Search must be enabled and the **Maximum Window** field in the **Air Search Options** section must be set to 11 or higher. When **Hybrid** is selected, additional options appear: • Show additional LLF screen if: ♦ The user's chosen fare is out of policy ♦ The user's fare is more expensive than the LLF ♦ There are any cheaper fares within the LLF time window, even if the user chose the LLF • The LLF screen display the user's chosen fare and: ♦ The LLF flights ♦ All in-policy flights in the time window ♦ All cheaper in-policy flights in the time window **NOTE:** In the new Concur Travel Experience, Hybrid LLF is calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

4. Scroll down to the next section and select the appropriate options.

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Option	Description / Action
Number of LLF definitions per rule class	Select the desired number of definitions per rule. LLF criteria is defined in the **Please define your Lowest Logical Fare (LLF)** section in Company Admin, as described below. This setting – **Number of LLF definitions per rule class** – defines *how many* **Please define your Lowest Logical Fare (LLF)** sections appear. The maximum number of LLF definitions per rule class is 3 and the LLF definitions are then based on distance travelled (for example, the criterion for number of stops could be set differently for trips below 500 miles vs trips over 500 miles flight distance).
Constrain rule violation fare list to LLF window	Select (enable) this check box to define the options displayed to the user – as well as the approver – regarding LLF options when a rule is violated. If selected and if a travel rule is broken, the flights listed in the rule violation popup will comply with the company time-window (set in the travel configuration). There are no flights displayed that are policy compliant price-wise but outside the company time window.
Mark LLF Fare/s with icon	When this check box is enabled, this will place an icon next to fares that match the LLF definition. **NOTES:** • This feature applies to the **Shop by Fares** tab only – it does not apply to **Shop by Schedule** or Flex Faring. • The time window for the LLF calculation must use the *search window* and not the *user's chosen fare* so that the LLF can be determined when the results come in. • One or more rules relating to LLF must be set up in order for the LLF calculations to run. **NOTE:** LLF configuration option is no longer support in the new Concur Travel experience. The icon always displays.
Find closest LLF flight and capture details	Select (enable) this check box so that each flight in the entire fare is logged and will be nested inside the LLF data points on the Finisher Editor tree. In order to write this data to the PNR, the admin must go to the PNR Finishing Editor and update the PNR template to include the new options. Under the RULE_DATA_AIR_LLF, the following flight nodes are available: • Carrier • Flight Number • Departure Airport IATA • Departure Date/Time • Arrival Airport IATA • Arrival Date/Time • Number of Stops • Flight Time • Air Miles

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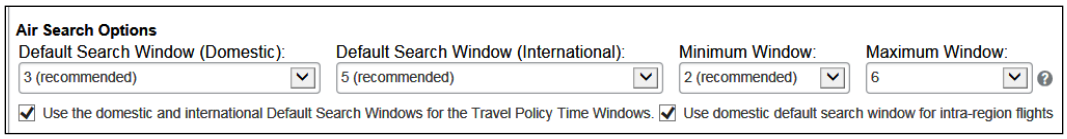
Option	Description / Action
	• Air Craft Code • BIC • Cabin 📖 Refer to the documentation on the PNR Finishing Editor for more information.
Policy by Leg	Select (enable) this check box to allow policy and LLF evaluation ***per leg***, which may result in multiple violations per trip.

Define the Search LLF Window

When defining the search window for LLF, the same search window can be used for non-LLF fares or a separate one can be set.

Define the search window:

1. Locate the **Air Search Options** section of the travel configuration page.



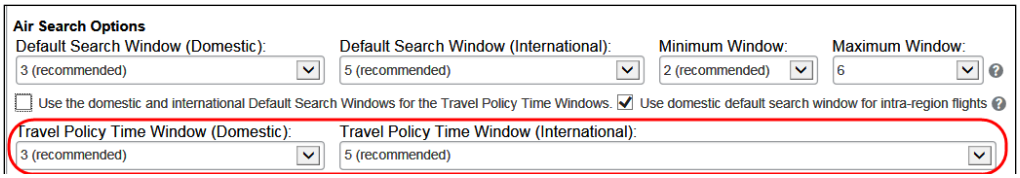
   The search window for non-LLF search results is already defined.

2. Then:

   - To use the same search window for LLF as for non-LLF, select the **Use the domestic and international Default Search Windows for the Travel Policy Time Windows** check box.

     – or –

   - To define an LLF search window that is different from the non-LLF search window, clear the **Use the domestic and international Default Search Windows for the Travel Policy Time Windows** check box.



   Two new fields appear:

   - Travel Policy Time Window (Domestic)
   - Travel Policy Time Window (International)

   The selections made from these two lists define the LLF window. The selections in **Default Search Window (Domestic)** and **Default Search Window (International)** define the search windows.

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Company Admin

Define Lowest Logical Fare (LLF) for a Rule Class

When the LLF is defined, Travel then uses those parameters to determine the lowest logical airfare returned.

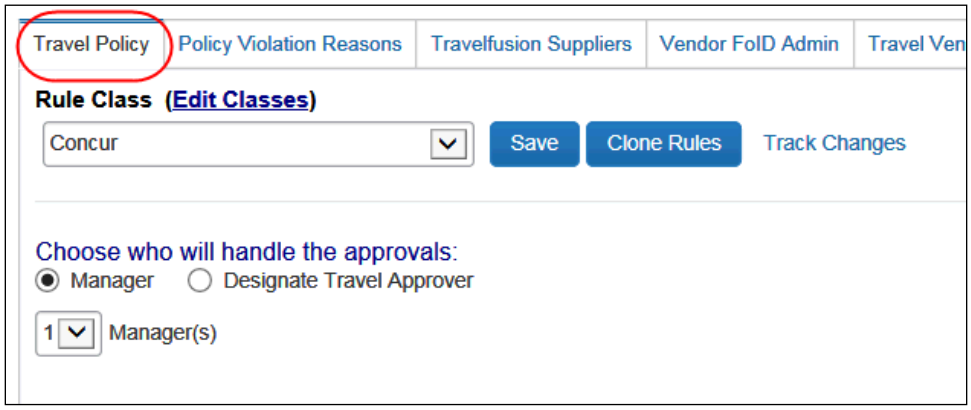
Rules can be configured to work in conjunction with the LLF Settings.

To define LLF settings:

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. On the **Travel Policy** tab, in the **Rule Class** list, select the desired rule class.



   The page refreshes, showing the rules for the selected class.

4. Next to **Flight**, click **Edit**.

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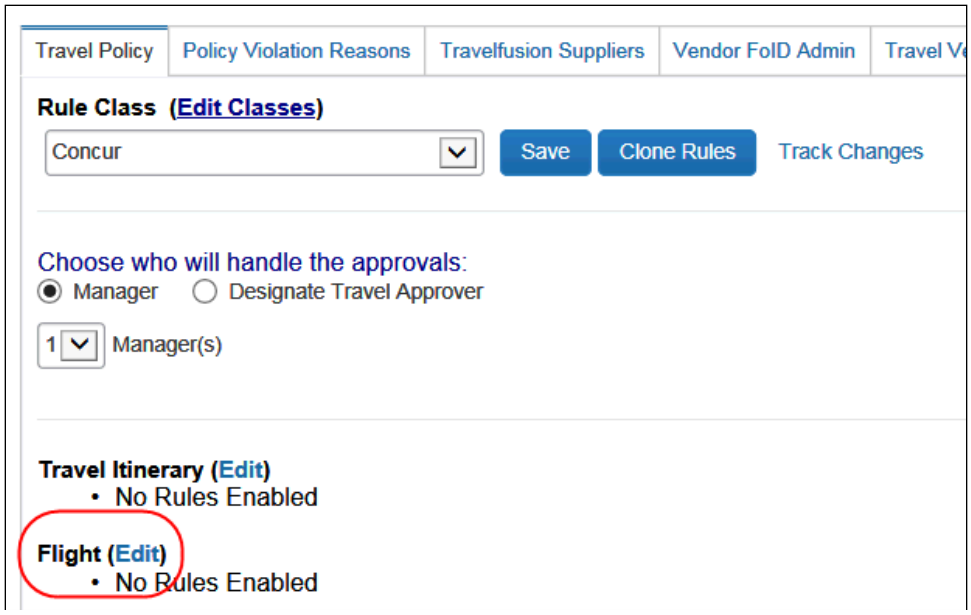
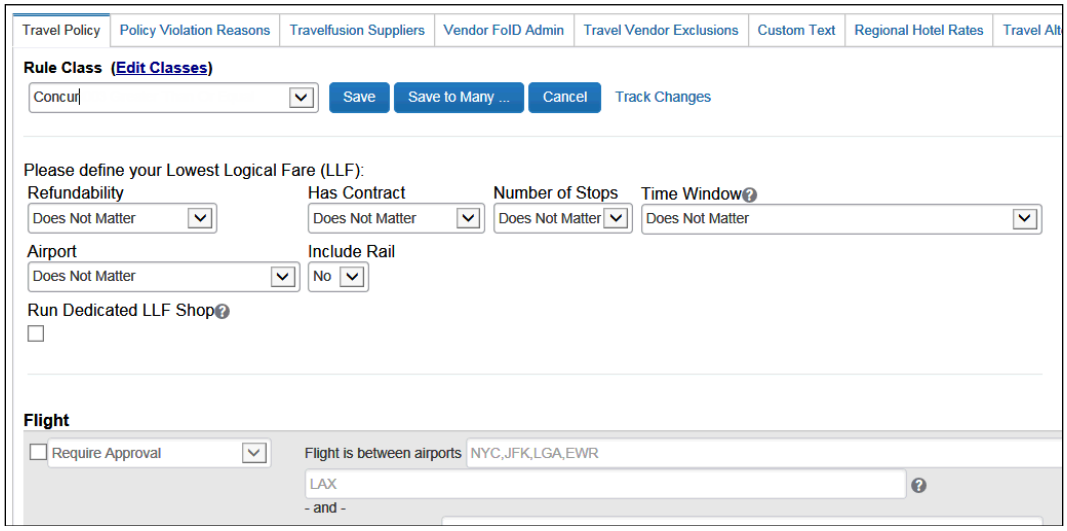


This page appears.



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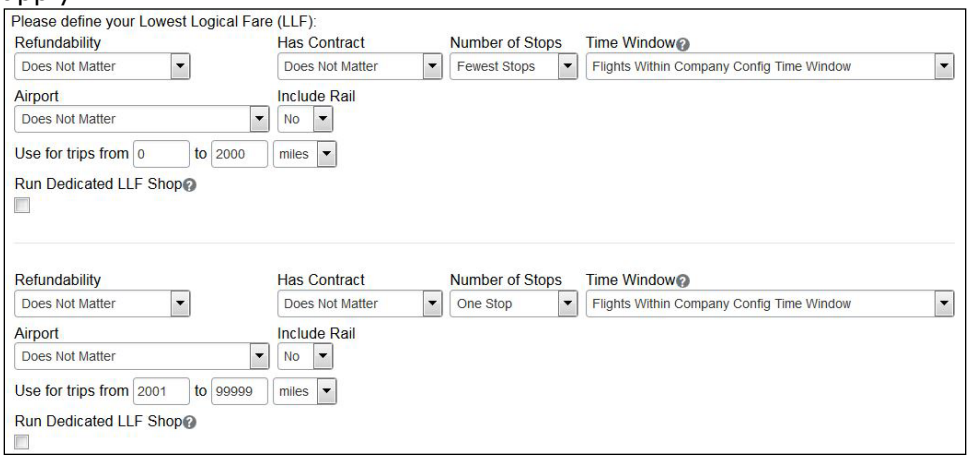
NOTE: The number of LLF definitions per rule class is defined in Travel System Admin, in the **Wizard Options** section of the travel configuration, in the **Number of LLF definitions per rule class** field.

Example with LLF section when the **Number of LLF definitions per rule class** field set to 2: each section now contains additional fields to define the flight distance range for which this LLF definition should apply.



5. Complete the following fields.

⚠ **IMPORTANT:** The order of the fields below ***does not*** match the order of "gates" through which the fares pass for LLF calculation. Refer to the *LLF/Benchmark Calculation* section in this guide.

Field	Description/Action
Refundability	Select one of the following: • **Does Not Matter:** Refundability is not considered when determining LLF • **Refundable only:** Only refundable fares will be used; may require an extra search • **Cheapest on Plane Only:** Cheapest in Cabin booked; may require an extra search Select this option to allow the user to request a refundable flight but still obtain the LLF based on the lowest fare available. If you do not select this option, then the LLF is calculated based on the lowest refundable fare – not the lowest on the plane. This feature applies to GDS fares only – not direct connect or Travelfusion results.
Has Contract	Select one of the following: • **Does Not Matter:** All carriers considered • **Contract Carriers Only:** Only contract carriers considered, all non-contract carriers are ignored

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Field	Description/Action
Number of Stops	Select one of the following: • **Does Not Matter:** All flights considered • **Two Stop:** Consider only 2-stop flights; if no 2-stop flights, then lowest fare • **One Stop:** Consider only 1-stop flights; if no 1-stop flights, then lowest fare • **Fewest Stops:** Only the group of 'fewest stop' flights considered **Note:** For a shop by schedule search, SAP Concur always runs a shop by price in parallel. Since no fares/prices are returned for a shop by schedule, the LLF calculation will always be based on the results returned for the parallel "Shop by price". This could then provide a LLF for a flight with 1 stop when the user has selected nonstop flights even though the "Fewest Stops" is selected for the "Number of Stops" A user always has the option to change the shopping model by clicking the **Shop by Price** tab to see the fares used to calculate the LLF. Once the user selects a combination of segments in a shop by schedule and sends a pricing request, the LLF is NOT re-calculated.
Time Window	There are several options for considering which flights should be considered as part of the least cost logical fare. The center of the time window used to compute LLF will be the time of the user's selected flight (if the **Enforce LLF based on user's chosen flight** travel configuration option is used), the flight chosen in search by schedule (if old schedule page is used), or the center of the time window chosen in the search criteria. Select one of the following: • **Does not matter:** All flights returned will be considered. • **Flights Within User's Time Window:** On both the outbound and return flights, Travel will look before and after the same number of hours as the user specified in their original search (the time window the user defined in the Travel Wizard). • **Flights Within Company Config Time Window:** On both the outbound and return flights, Travel will look before and after the number of hours configured as company policy. So, if company time window is +/- 2, Travel will look 2 hours ***before*** and ***after*** outbound and return – regardless of the time window the user defined in the Travel Wizard. • **Half Company Window Before Outbound / Half After Return:** ♦ On the ***outbound*** flight, Travel will only look ***before*** the center of the time window because travelers can choose to depart earlier but departing later may not allow them to arrive on time. ♦ On the ***return*** flight, Travel will only look ***after*** the center of the time window because their business may not permit them to leave earlier. So, if company time window is +/- 2, Travel will look 2 hours before the outbound and 2 hours after the return.

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Field	Description/Action
	• **45 minutes before depart/45 minutes after return:** Travel will look 45 minutes before the outbound flight and 45 minutes after the return flight, regardless of company-defined or user-defined time window. For multi-segment trips and open-jaws, there is no window for the middle segments; the time window is only applied to the first and last segments. **NOTE:** In the new Concur Travel experience, A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare".
Airport	This setting only affects Hub type searches (that is, the user searches with an airport that is associated to a hub). An example for a hub is LON (London) which comprises of the associated airports LHR (Heathrow), GAT (Gatwick), LTN (Luton), and STN (Stansted) Assume a user searches for a flight LHR-PRG (Heathrow – Prague). Select one of the following: • **Does Not Matter:** Example: Assume the flight search is LHR-PRG. The search results are returned from LHR, STN, and LGW. Concur Travel considers all airports for the LLF. • **Flights to/from User's preferred airport:** Example: Assume the flight search is LHR-PRG. The search results are returned from LHR, STN, LTN, and LGW. Concur Travel considers only flights from LHR (user's *preferred/searched* airport) for the LLF. **NOTE:** All Area Airport searches (that is, the user selects the hub – in our example LON – as search criterion) are treated like Does Not Matter and all flights from associated airports returned are considered for the LLF.
Include Rail	Select one of these to include rail in the LLF: • Yes • No **NOTE:** This option applies only to mixed air/rail displays.
LLF per fare class of service	This rule is only applicable to the new Concur Travel experience. The new configuration enables administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

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Field	Description/Action
Run Dedicated LLF Shop	This option should be enabled only if the **Refundability** option is set at *Refundable Only* or *Cheapest on Plane Only*. This feature will always shop for a low refundable fare when users perform searches that are not refundable-only searches. Refer to the information available in the **Run Dedicated LLF Shop** Quick Help (listed in the table below). **NOTE:** This option does not appear when defining **Flight - Flex Fare buckets**. **NOTE:** LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

Quick Help (Run Dedicated LLF Shop field):

If this box is checked, then Concur Travel may do additional searches to present additional results to the user beyond what they requested, in order to have the LLF computed on the correct fares given company policy. Whether or not extra searches are run, and which searches are run, depend on the setting for "Refundability" above as well as whether or not the traveler has elected to do a search for "Refundable Fares Only" or not.

LLF Refundability	User Chose Refundable Only?	How is LLF calculated?
Does Not Matter	No	No Extra Searches, LLF is based on cheapest fare returned.
Does Not Matter	Yes	One extra refundable search using the Discount Code for LLF shop, LLF is limited to refundable fare
Refundable Only	No	One extra refundable search using the Discount Code for LLF shop, LLF is limited to refundable fare
Refundable Only	Yes	No Extra Searches, LLF is based on cheapest fare returned (which will be refundable)
Cheapest on Plane Only	No	No Extra Searches, LLF is based on cheapest fare returned.
Cheapest on Plane Only	Yes	Double Scans - entire shop is run both refundable and cheapest on plane, LLF is based on cheapest fare returned (which may be refundable if the refundables are cheap or if there are only refundable seats on the planes)

6. Click **Save** to the right of the **Rule Class** list.

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Section 7: Configuration - Standard Travel

Default Settings

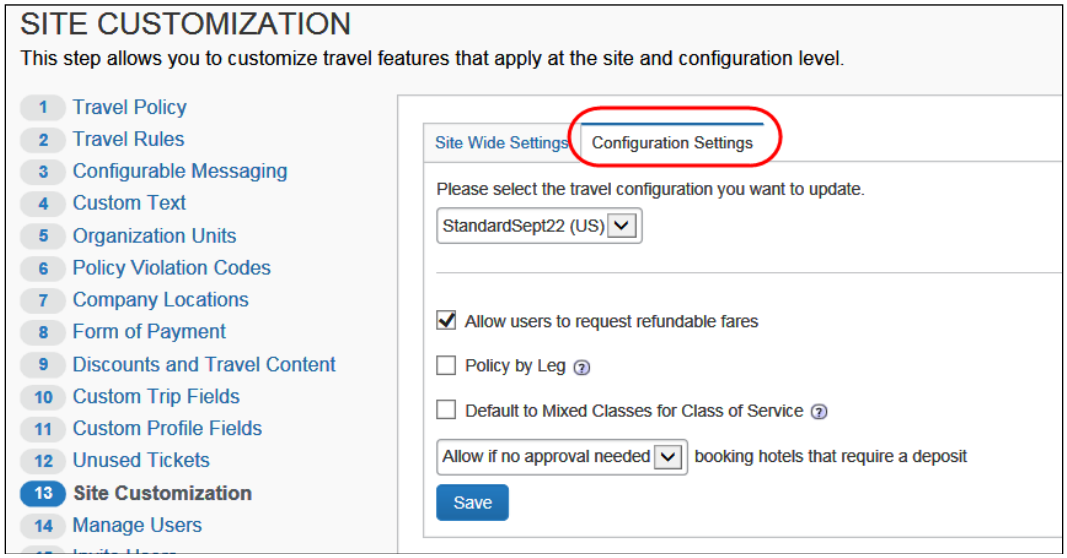
There are several LLF settings that are permanently set for Standard Travel and are not available for change.

Option	Set to:
Enforce LLF based on	Search window
Number of LLF definitions per rule class	1
Constrain rule violation fare list to LLF window	Off
Mark LLF Fare/s with icon	On
Find closest LLF flight and capture details	Off

Allow/Disallow Policy by Leg for Benchmark Fares

- ***To allow Policy by Leg:***

1. In the Travel Setup Wizard, click the **Site Customization** setup step.
2. Click the **Configuration Settings** tab.



3. Select the desired configuration.
4. Select (enable) the **Policy by Leg** check box allow LLF evaluation ***per leg***, which may result in multiple violations per trip.

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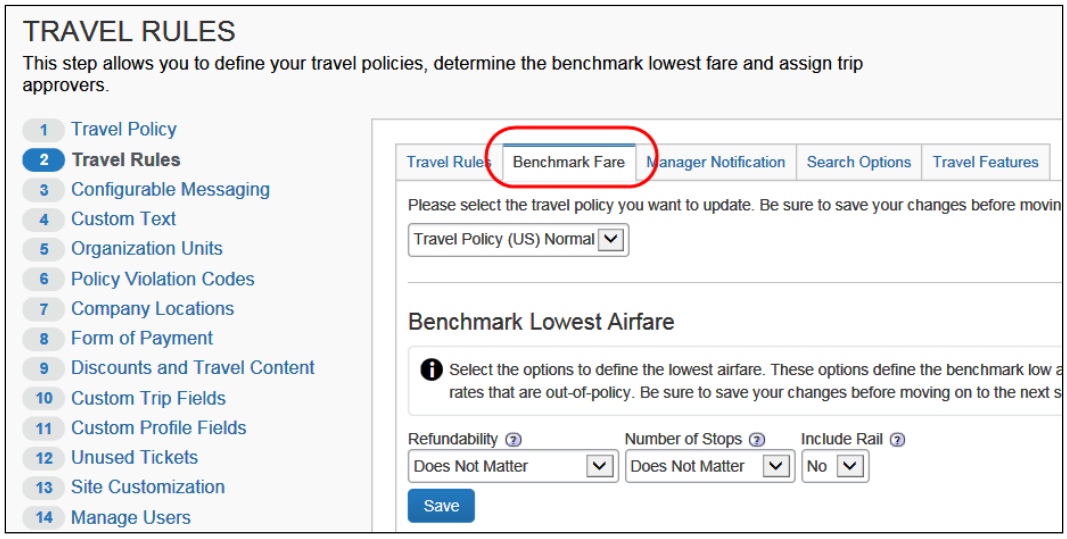
Define Benchmark Lowest Airfare

To define the Benchmark Lowest Airfare:

1. In the left-side menu, click the **Travel Rules** setup step.
2. Click the **Benchmark Fare** tab.



3. Select the desired policy.
4. Make the appropriate choices as described in the following table.

Field	Description/Action
Refundability	Select one of the following: • **Does Not Matter:** Refundability is not considered when determining LLF • **Refundable only:** Only refundable fares will be used; may require an extra search • **Cheapest on Plane Only:** Cheapest in Cabin booked; may require an extra search Select this option to allow the user to request a refundable flight but still obtain the LLF based on the lowest fare available. If you do not select this option, then the LLF is calculated based on the lowest refundable fare – not the lowest on the plane. This feature applies to GDS fares only – not direct connect or Travelfusion results.

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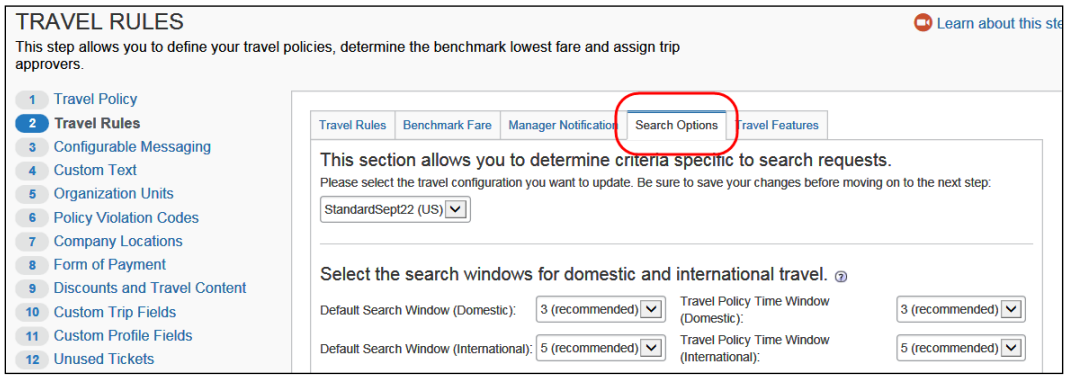
Field	Description/Action
Number of Stops	Select one of the following: • **Does Not Matter:** All flights considered • **Two Stop:** Consider only 2-stop flights; if no 2-stop flights, then lowest fare • **One Stop:** Consider only 1-stop flights; if no 1-stop flights, then lowest fare • **Fewest Stops:** Only the group of 'fewest stop' flights considered **Note:** For a shop by schedule search, SAP Concur always runs a shop by price in parallel. Since no fares/prices are returned for a shop by schedule, the LLF calculation will always be based on the results returned for the parallel "Shop by price". This could then provide a LLF for a flight with 1 stop when the user has selected nonstop flights even though the "Fewest Stops" is selected for the "Number of Stops" A user always has the option to change the shopping model by clicking the **Shop by Price** tab to see the fares used to calculate the LLF. Once the user selects a combination of segments in a shop by schedule and sends a pricing request, the LLF is NOT re-calculated.
Include Rail	Click one of the following: • Yes • No **NOTES:** • This option applies only to mixed air/rail displays. • This option does not apply to flex faring.

5. Click **Save**.

Define the Search Window for Benchmark Fares

To define the search window:

1. In the left-side menu, click the **Travel Rules** setup step.
2. Click the **Search Options** tab.



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3. Select the desired policy.
4. Modify the settings as needed. Help text is available to explain nuances.

Setting	Default	Description/Action
Travel Policy Time Window (Domestic)	3 Hours	Select the number of hours for the default window for benchmark lowest fares, for both domestic and international travel. The default window will pre-populate when the traveler selects dates and times on the **Flight** tab. The traveler can change the default window when searching but cannot search a smaller time window than is defined in the **Minimum time window** field or a longer time than is defined in the **Maximum time window** field below. **NOTE: *For Worldspan only***, the *Anytime* option will appear ***only*** for users if the **Maximum Window** field is set to 12 hours.
Travel Policy Time Window (International)	5 Hours	

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