



## THE TRAVEL TEAM

### **Below are some frequently asked questions about Concur Travel®**

#### **How do I book a reservation?**

Once you log-in you will be on the travel center home page. To book air, car and hotel you can start on the air tab. If you should only need car or hotel you can go directly to the corresponding tab. The steps you take to book are fairly simple and easy to follow.

#### **How do I get help for using Concur Travel?**

Click **Help** on the **Travel** page. In the Help section, you can find specific instructions for the task you are trying to complete. You can also view demonstrations of the most important tasks. For questions regarding completed travel reservations, please call The Travel Team directly.

#### **How do I change or add to a reservation?**

You can change an air, car and/or hotel reservation yourself in Concur Travel right up until departure time (please make note of the hotel cancellation policy before canceling). You can click on the Trip Name under Upcoming Trips or Trip List, then Select Change next to the segment you're looking to change.

#### **Can I cancel a reservation after making it?**

You may cancel an issued airline ticket depending on whether your company has those features turned on in Concur Travel®. If the reservation hasn't been ticketed, you can cancel it by pulling up the itinerary in your upcoming trips list and Cancel trip. A ticket can be voided until the end of the next business day after the ticket is issued. A ticket may be voided on Monday for tickets issued the previous Friday, Saturday or Sunday. After this time period has passed you will need to pay a change fee to the airline to change a ticket. As stated above, you cannot do this online, you will need to call a TTT agent and they can change it for you.

#### **Can I book a car-only or hotel-only reservation?**

Yes, simply click on car or hotel tab after you log-in. If you need to book both, you will have the option to add the other once the first reservation is completed.

#### **Can I cancel part of my trip (Car only, hotel only) on Concur Travel®?**

Yes, under Upcoming Trips or Trip List area, click the trip name to open the itinerary. Make any needed changes to the trip and continue through the wizard to process the changes.

#### **How do I add car/hotel to something already booked?**

Click the trip link in the Upcoming Trips or Trip List area of Concur. Choose Change Trip and then add a car or hotel by clicking the Car or Hotel icon associated with the segment in the city that you need the rental.

### **How can I book a hotel if Concur Travel shows the hotel sold out?**

Many hotels hold back a number of rooms for various reasons. If a hotel is sold out in Concur Travel, please contact The Travel Team. The agents will contact the hotel for you and book it if they can.

### **If I go to the same destination often, is there an easy way to rebook the reservation?**

Yes. Once you have booked your trip once, click on the name of the trip on your upcoming trips list. Click "Create Template". Follow steps to build your template for future use. Then when you are ready to book another trip from this template, proceed directly to your templates list at the top of travel center home page.

### **How do I use an old ticket that was non-refundable?**

If you have an unused ticket to be used on the carrier that you have just booked, select "Yes" when Concur asks, "Would you like to apply an unused ticket to this reservation." This will send your reservation to our agents who will apply the unused ticket.

### **I have seen a lower fare somewhere else-why can't I see it in Concur Travel?**

There may be various reasons why the lowest fare is not showing. Check your settings in Air Search on Flight page. The most common reason for not obtaining desired flights is due to the +/- hour search window.

Also, many public web sites display a "From" rate that may change or may no longer be available when you purchase the flight.

### **Can I change my seats?**

Yes. Login to Concur, Click the **Change Seat** button on your **itinerary**.

- Seat information appears at the bottom of the seat map page, showing which seats are available, which seats are occupied, and which seats are considered preferential. In some cases, the bottom right corner shows the number of available seats by class of service for this flight.
- Hover the mouse pointer over any seat to see the actual seat number.

To change your seat, click the seat you prefer.

Once you select your seat, you can either click **Change Seat** or select the next flight in your reservation to change another seat. Travel will prompt you to save your new seat selection.

### **How can I view the itinerary for flights I have already booked?**

On the **Travel** page, review the **Upcoming Trips** section. For more detailed information, click the appropriate trip name in the **Trip Name/Description** column and then click **View Itinerary**.

### **How do I ensure my preferred seat is confirmed? Can I see all available seats?**

The airlines provide up to the minute seat maps via Concur Travel. You can view available seats prior to reserving your flight by clicking on the seat map icon on the right of the Air availability screen. At this point your frequent flyer numbers have not been submitted to the airlines so your status has not been

accounted for. Once you have confirmed your flight, Concur Travel will confirm your seat based on your preference in your profile. If you would like to select your own seat, wait until you get to the Travel Details page and click on the Change Seat button. This will show you all available seats. Those with the applicable airline level of status will be able to book “preferred seats” typically held by the airline. These are seats with a yellow highlight; all other available seats are blue. Simply click on the desired seat and click Save to select your seat. The airlines reserve the right to change your seat based on the aircraft as well as your current status.