THE TRAVEL TEAM

QuickStart Guide
Concur® Travel

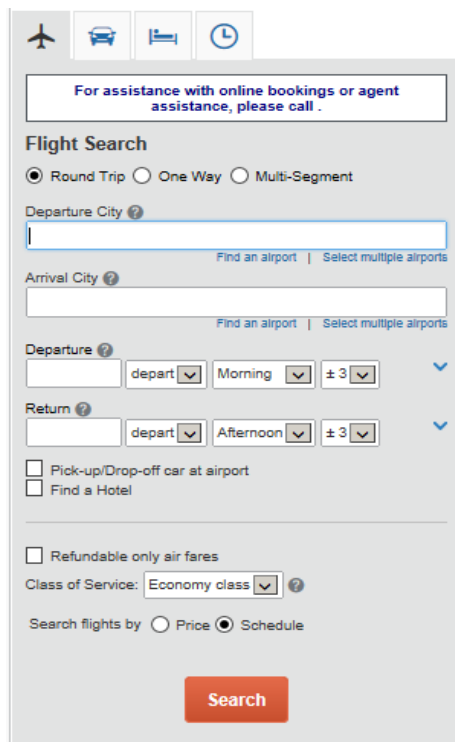# Step 1: Make a Flight Reservation

How to…	**Additional Information**

1. On the **My Concur** page, click the **Flight** tab at the left side of the page.

   If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

2. Select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi-Segment

3. In the **Departure City** and **Arrival City** fields, enter the cities for your travel.

   When you type in a city, airport name, or code, Travel will automatically search for a match.

4. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.

5. If you need a car, select the **Pick-up/Drop-off car at Airport** checkbox.

You can also select the appropriate **Departure** and **Return** times and time range. Travel searches before and after the time you select.

Depending on your company's configuration, you can automatically reserve a car, allowing you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.

If you need an off-airport car or have other special requests, you can make these requests on the **Car Results** page or you can skip this step and add a car from the **Itinerary** page.

Step 1: Make a Flight Reservation (Continued)

| How to...	Additional Information
6. If you need a hotel, select the **Find a Hotel** checkbox.	You can choose to search for the hotel by: • Airport • Address • Company Location • Reference Point / Zip Code (a city or neighborhood) If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the **Itinerary** page.
7. To search only fully refundable fares, select the **REFUNDABLE only** checkbox.	
8. Select **Search flights by Price** or **Schedule.**	The forward tab that you see on the search results screen will depend on which you select.
9. Click **Search**.	Depending on your company's configuration, you might be notified that there are non-stop flights, but they don't exactly fit the times you have entered. If you want, you can change your search criteria to include non-stop flights.
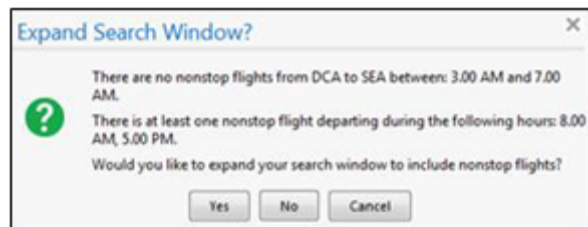
To filter the results, select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the right. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab by clicking on the tab.

You can also click the **more like this** link, and then select either **Outbound flight** or **Return flight** to view more options for the selected flight.

Step 1: Make a Flight Reservation (Continued)

How to…	Additional Information
10. Review the search results on the **Shop By Fares** tab, and then click **Show Details**.	Click **show details** to expand flight information, to view fare rules and, if needed, to add or choose a different frequent flier program. Travel automatically selects the corresponding frequent flier program from the profile, if available.

To select a seat, click the **View Seatmap** icon next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. |
| 11. Select any light blue (available) seat and position the mouse pointer over a seat to see the seat number. | Select preferential seats (highlighted in dark blue) if you have preferred status on the selected airline or if your travel policy allows you to purchase seats. Your frequent flyer number must be in your Travel profile.

Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation. |

Seat Map
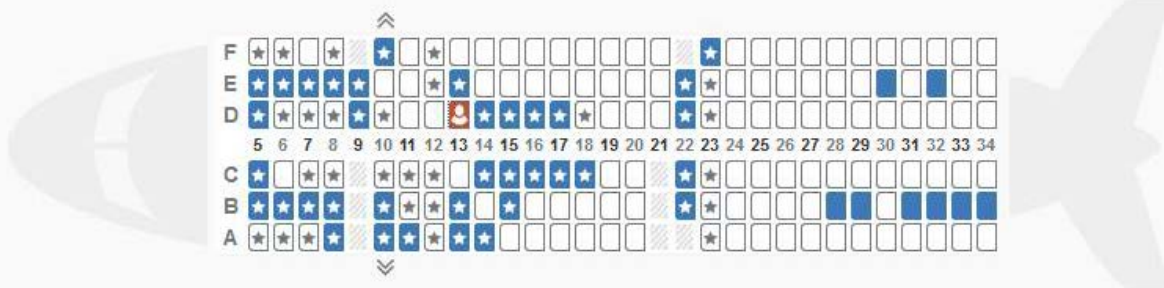
Available flights

AA 0853 DEN-CLT ▼

Select Seat   Close

American #0853 / Airbus Industrie A321 / Denver Intl Arpt (DEN) – Charlotte Douglas Intl Arpt (CLT)

Traveler's preference: Seat: Aisle seat Row: No preference

🔽 13D   Handicapped facilities, Seat over wing

F ...

E ...

D ...

5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34

C ...

B ...

A ...

ℹ This seat requires an additional fee. American elite status members may be able to secure this seat free of charge. If you do not have elite status, you can ensure you have reserved this seat by purchasing it on the airline's website or through your travel agency. Airlines reserve the right to reassign handicap facility seating unless proof of disability is presented.

Seat assignment is subject to change up until time of departure

⬛ Available	⬜ Occupied or Unavailable	👤 Selected	⩓ Exit row	▨ No seating ❔
⬛ Preferential ❔	⬜ Preferential			
⭐ Paid preferential ❔	⭐ Paid preferential			

Step 1: Make a Flight Reservation (Continued)

12. Click the appropriate seat to select it, and then click **Select Seat**.

13. Once you have made your seat selection, click **Close**. Repeat for all flights.

14. From the **Shop By Fares** tab, click **Reserve** to select your airfare.

To change your seat, click the seat you prefer. Point to a seat to view the seat number.

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

Policy information appears next to the **Reserve** button. The **Reserve** buttons are color coded as:

- A green **Reserve** button indicates the fare is within policy.
- A yellow **Reserve** indicates the fare is outside of policy. If you select this fare, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard.
- A red **Reserve** button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved by a manager.

Step 2: Select a Car

1. If you selected **Pick Up/Drop off Car at airport** on the **Flight** tab, you will see the results for the car search.

2. Select the appropriate rental car, and then click **Reserve**.

If you selected **Automatically reserve this car**, Travel will add your car and then display your hotel results.

You can sort the car results to help find your selection.

Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically.

Depending on your company's configuration, you might be able to select **In-car GPS system** or **Ski rack** under **Car booking options** on the right. Other preferences or car program ID numbers can also be added.

PICK UP: (DFW) ON WED, JUL 22 12:00 PM
RETURN: THU, JUL 23 12:00 PM

Print / En

Hide ma

All 115 results	Mini Car	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Standard Convertible	Full-size Car
E-Z	--	--	26.00	27.00	--	31.00	--	32.00
ADVANTAGE	--	--	51.45	53.55	--	61.95	--	61.95
SIXT	--	--	53.55	55.65	--	59.85	--	64.05
AVIS	--	57.00	57.00	59.00	--	61.00	--	63.00
SILVERCAR	--	--	--	59.00	--	59.00	--	59.00
Alamo	--	85.61	87.61	90.60	--	95.61	--	100.61
National	--	81.27	62.50	63.50	--	64.50	--	65.50
enterprise	--	81.35	83.25	86.10	--	90.86	--	95.60
Budget	--	71.95	73.84	77.65	--	81.45	189.05	86.20
Hertz	91.03	72.09	73.69	76.20	92.39	78.20	--	80.20
Dollar	--	--	88.00	91.00	--	96.00	--	101.00
Thrifty	--	--	88.00	91.00	--	96.00	--	101.00

Sorted By: Policy - Most Compliant

Displaying: 115 out of 115 results.

<< Previous | Page: 1 of 12 | Next >> |

Economy Car (Sabre)

E-Receipt Enabled   more info

AVIS

$57.00 per day
(Corporate rate)

Unlimited miles
Automatic transmission
Total cost **$82.51***

Select ✓

Step 3: Select a Hotel

How to…	Additional Information

1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.

You can sort the list of hotels by **Preference**, **Price**, **Rating**, **Distance** and **Policy**.

Depending on your company's configuration, you might be prompted to provide the hotel information if you are booking a roundtrip overnight stay without a hotel.

2. To filter by hotel chain, , enter the chain name in the **With names containing** box next to the **Sorted by** box

To filter by multiple chains, in the **Hotel chain** box on right, click **hide all** and then select only the chains you want displayed.

3. Use the filter options to narrow your search by **Amenity** or **Chain**.

4. To filter by neighborhood, select the desired neighborhoods in the **Neighborhood** box on the right.

A map of hotels appears at the top of the page. Your company's preferred hotels are indicated with pink dots.

5. Click the **more info** link for a specific hotel to find more detailed information for the hotel.

6. Click **choose room** to view room rates.

7. When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click **Reserve**.

The **Reserve** buttons are color coded as follows:

- A green **Reserve** button indicates the hotel rate is within policy.
- A yellow **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard.
- A red **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved.

You will see a notification if a hotel is outside of policy. You can view the type of rate and room, as well as other information that is available from the agency system.
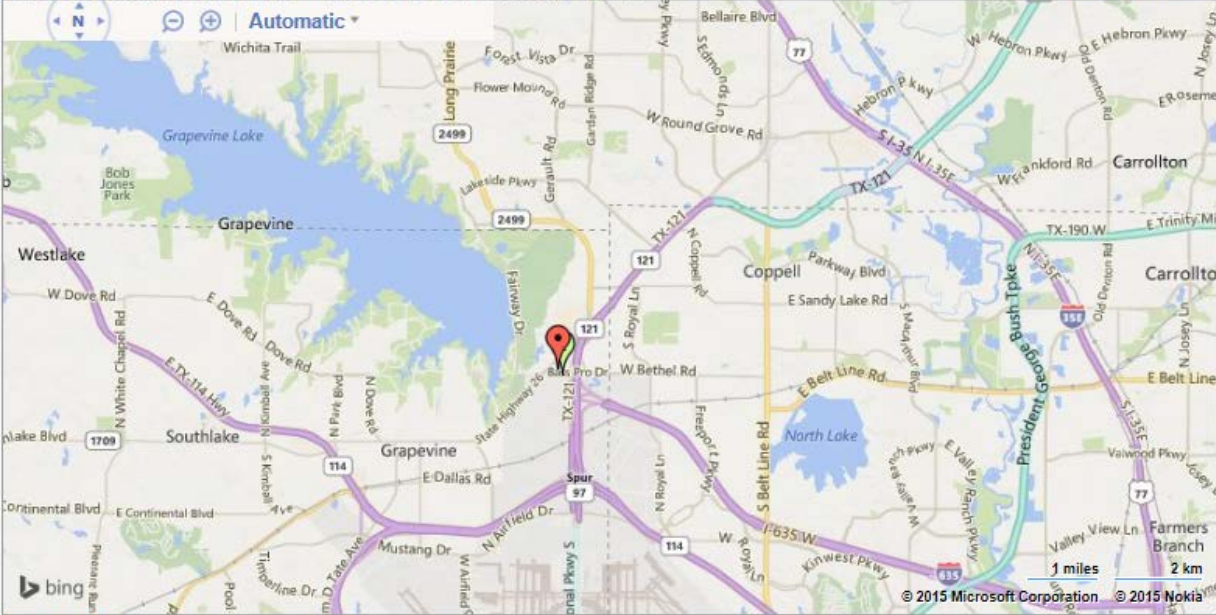
A grey or yellow diamond indicates that the hotel property is company preferred.

After clicking the **Reserve** button, the hotel confirmation page appears.

8. Review the information on the **Rate details/Cancellation policy** pop-up window click to agree, and then click Continue,

Step 3: Select a Hotel (Continued)

Step 4: Complete the Reservation

How to...	Additional Information
1. Review the details of the reservation, and then click **Next**.	From here, you can add or make changes to the car, hotel as well as change the dates of the flight. . Depending on your company's configuration you may be able to add Parking, Taxi or dining at this time.
2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.	The trip name and description data are for your record keeping. If you have any special requests for the travel agent, please enter them into the agent comments section. Some request may result in higher fees.
3. Click **Next.**	You will see the name and itinerary, along with the quoted airfare amount.
4. Click **Purchase Ticket** to finalize your trip.	

Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

How to…	Additional Information

1. At the top of the **My Concur** page, click **Travel**.

2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

Flight changes are available for e-tickets that include a single carrier.

If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.

Directly contact your travel agency, the appropriate Website, or vendor if you did not book your trip using Travel.

Company Notes	Upcoming Trips				
Trip Name/Description		**Status**	**Start Date**	**End Date**	**Action**
Car/Hotel Reservation - Pittsburgh (DAQBTA)		Confirmed	05/04/2015	05/05/2015	
Trip from Buffalo to Atlanta (GQMWWD)		Ticketed	06/06/2015	06/09/2015	Cancel Trip
Car/Hotel Reservation - Des Moines (GBWIUO)		Confirmed	06/15/2015	06/16/2015	Cancel Trip
Trip from Des Moines to Buffalo (NZQUEF)		Ticketed	06/16/2015	06/16/2015	Cancel Trip
Car/Hotel Reservation - Minneapolis/St. Paul (MUTKJP)		Confirmed	08/11/2015	08/13/2015	Cancel Trip
Car/Hotel Reservation - Seattle (GYUYOB)		Confirmed	09/28/2015	09/30/2015	Cancel Trip

3. On the **Itinerary** page, select the portion of the trip you want to change.

From the **Itinerary** page, you can:

- Email your itinerary
- Change seat
- View Trip History
- Add, change, or cancel car rental or hotel
- Share Trip
- Create Template
- Clone Trip

5. To cancel your entire trip, click the **Upcoming Trips** tab.

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.

6. From the **Action** menu, click **Cancel Trip**, and then click **OK**.

Section 6: Action Buttons and Icons

	Button/Icon Description
✈	**Airfare:** Click to view your airfare booking information.
🚗	**Car Rental:** Click to view booking information for your car rental.
🛏	**Lodging:** Click to view your lodging booking information.
✕	**Multiply:** Reverses the exchange rate when working with foreign out of pocket transactions.
🚆	**Rail**: Click to view your rail booking information.
Reserve	**Reserve:** Reserves the selected trip details.
🖼	**Seat map:** Click to view the flight seat map.
◆	**Yellow Diamond:** Indicates a company preferred vendor.