## CHANGE OR CANCEL A BOOKING

Changes to <u>flights</u> booked on Concur can only be completed <u>prior</u> to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact TSI Travel at 1-866-903-0036

- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the '**Upcoming Trips**' tab. This will activate the '**Trip Actions**' menu.
- Choose '**Change Trip**' or '**Cancel Trip'** from the Trip Actions menu. The Concur travel wizard will open the trip so you can make changes.
- Trip cancellations can be completed online.
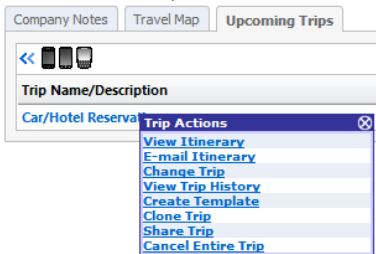
TRIP PAYMENT

Traveler profiles must contain either an ITT Travel Expense Credit Card issued by US Bank or a personal one.

ITINERARY AND E-RECEIPT

Travelers will receive an email E-Receipt. **Note**: Printed itineraries cannot be used as a receipt, only E-Receipt serves as the true receipt. Please allow up to two hours to receive your email receipt.

ARRANGING TRAVEL FOR OTHERS

- Use the '**Travel For**' drop down on the Travel Center home page to book for another user or guest. .
- Arrangers will need to have the correct permissions assigned in the traveler's profile to book for other users. See **Travel Arranger guide for details.**

FINDING HELP

- Select '**HELP**' from the Concur navigation bar to display quick links to online help information.
  - Visit our Corporate Travel Center for policy & procedural information at:
  https://share.itt.com/sites/CorporatePolicies/Corporate%20Pol icies/030%20Human%20Resources/30-12%20Travel%20and%20Expense%20Policy.pdf

TSI Travel Online Support Desk
Monday - Friday 9:00A-7:00P EST
Phone: 1-866-903-0036
or email: ITT@tsiusa.com
No fees charged for Online Support Desk assistance
**For Reservation Assistance Call**
TSI Travel

ASSIGNING A TRAVEL ARRANGER/ASSISTANT
**(Terms can be used interchangeably)**

- Travel Arrangers/Assistants are able to make reservations on behalf of someone with a Concur profile in place
- A traveler can have more than one arranger/assistant
- An arranger/assistant can book for more than one traveler
- A traveler can designate **ONE** arranger/assistant as a primary assistant
- The primary assistant will always receive an email copy of the itinerary for the traveler, regardless of who made the reservation (primary assistant, other travel arranger/assistant or traveler.)
- The primary assistant is able to modify the travelers profile as needed.
- The primary assistant **MUST** have an office/work telephone in their profile

To add a travel arranger/assistant

- Click on '*Profile*' in the top blue bar after you've logged in
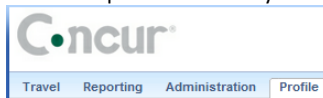
- Click on '*Assistants/Arrangers*' from left menu.
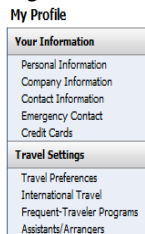
- Click on '*+Add an Assistant*' from the right side of the green box titled Assistants and Travel Arrangers.

- Enter the assistant's last name in the search criteria field and click '*Search*'.
- Select your assistant from the available search results
- Click the '*Can book travel for me*' box.
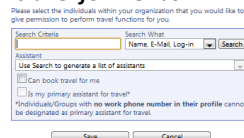
- If you'd like to have your assistant be able to edit your profile as well as receive email notification of all bookings also click the box '*Is my primary assistant for travel*'
- **Note**: This can be set to only one person
- Click '*Save'* and then '*Save'* again on the profile page.

CONCUR TRAVEL
Quick Reference Guide

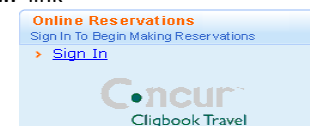Concur is the online travel booking tool approved by ITT Inc. TSI Travel has customized Concur for ITT.
Log into Concur at: https://www.concursolutions.com

TRAVEL PROFILE
You must have a user profile established in Concur to make reservations.
LOGGING INTO CONCUR
- Go to our Corporate Travel Center website at:
  https://www.concursolutions.com
- Click the '**Sign In**' link

- Enter your user name (**your email address including @ittcorp.com**).

- Enter your password. If you cannot remember your password, you can click on 'forgot password' to have a temporary password emailed to you. Or, you can email technical support at:
  concurhelpdesk2@Itt.com
- Click '**Login**'
- You will now be at the main **ITT Travel home page**.

CONCUR FEE SCHEDULE
An additional $15.00 Agent–Assistance service fee will apply any time a TSI travel agent must assist you with your self booking or answer questions about your self booking.

- **Self Service** (no agent assistance) = $5.00
- **Agent-Assistance** (booked in Concur and TSI agent assist with the reservation) = $20.00 airline mandated pass-through charge (GDS)
- **Full Service** calling TSI Travel directly (no booking via Concur) will be charged a non-contract, full service fee of $20-$35

MAKING A RESERVATION

- At the travel center home page select the appropriate tab for your travel needs. (Ex: flight, car or hotel)

- Enter cities/airports for outbound and return travel along with the dates and times for travel. **Note**: The ITT defaults to search the time window of +/-2 for domestic and international; **this can be adjusted to expand your flight results.**
- To reserve a car or hotel with your flights, check the box for '**Reserve Car**' and/or the '**Reserve Hotel**' box on the flight tab. You can modify locations for cars or hotels after booking flights. **Note**: Enterprise, Hertz and National are the ITT contract vendors for car rental. Our rates, insurances and terms have been loaded into Concur.
- Concur defaults to '**Round Trip**' bookings. Select '**One Way**' or '**Multi-Segment**' radio buttons if required.
- Choose search by '**Price**' or search by '**Schedule**' (Default is set to **Price**). Searching by price will return the lowest available airfare based on your search criteria. Searching by schedule will return available flight schedules based on your search criteria **Note**: Allow additional time for results to display when searching by schedule.

Search by **Schedule**
Find the flights you would like to purchase.
- Click the radio buttons to select each of your outbound and return flights.
- Click '**Next**' to have your flight section priced.
- Click on the '**Seat Icon**' to pre-select your seat.
- Click '**Reserve**' to select your flight.

Search by **Price**
Find the flights you would like to purchase.
Click on the '**Seat Icon**' to pre-select your seat.
Click '**Reserve**' to select your flight.

Note: you may select your airline seat assignments when selecting your flights or just before the completion of your purchase. After you make your selections in '**Search by Schedule**', Concur will also suggest lower cost options. Concur will determine the lowest fare based on your flight selection parameters (date/time).

LOW FARE REMINDER

Concur highlights the lowest fares with a green reserve button. It is permissible to select a fare greater than the lowest logical fare but you may be prompted to select a reason for picking a higher cost flight. **Note:** The **ITT Preferred Carriers** are: American, Delta, Southwest and United – discounts are displayed in Concur.

BOOKING A HOTEL / CAR

If you choose to book a hotel, you can search by several categories:
- Airport – (will search for hotels at or near the airport)
- Address – (will search by address area)
- ITT Office location
- Reference point or zip code
- The search is defaulted to a 5 mile radius but may be adjusted.
- Select the '**Info**' link to view cancellation policy and display a description of the hotel.
- The check-in/checkout dates will default to your flight schedule. Remember to change this if necessary.
- Click '**Reserve**' to confirm your hotel/car and rate.

Important Note: Read all information about your hotel's deposit and/or cancellation policy. Some hotels require full pre-payment and are not refundable if cancelled.

If you choose to book a car, you can search by several categories or drop off at an alternate location.
Note: The **ITT Preferred Rental Car** companies are: Enterprise, Hertz and National – discounts are displayed in Concur.
- Airport Terminal – (will search for cars at or near the airport)
  - Off-Airport – (will search by address area – same as hotel options)

CONFIRMING YOUR BOOKING

- The '**Travel Details**' page provides an opportunity to review your selections prior to purchase.
- To change existing airline reservations,
  Call **TSI Travel** at **866-230-8787**.
- Select '**Change Seat**' to change any pre-assigned seat numbers (if available).
- Select the '**Add Car**' or '**Add Hotel**' links to add a car rental or hotel booking.

- Review '**Totals and Restrictions**' area for price breakdown and rules/restrictions that may apply.
- Select '**Purchase**'

AIRPORT SELECTION

Travelers have the ability to search area airports when flying into larger cities. By choosing the area airports option in your initial search criteria (which will appear in the drop down box when typing in the outbound/destination city), Concur will automatically display predetermined area co-terminus airports in the matrix. This option prevents travelers from having to do multiple searches to compare options and fares.
Note: When searching by schedule that includes cities served by multiple airports, results may take 2 minutes or more to display due to the number of available options.

CLONE AND/OR SHARE TRIP FEATURE

Clone Trip (definition): To create a new trip for Traveler B that duplicates the exact trip that is already booked for Traveler A.
- A Traveler Arranger may choose to 'Clone a Trip' for a second traveler by selecting '**Clone Trip**' from Traveler A's reservation.
- Once selected, the arranger simply selects the name of the second traveler (Traveler B) and the trip is created based on the choices selected.

Share Trip (definition): A traveler may send an invitation to another traveler within the company to join them on their trip.
- Traveler A selects '**Share Trip**' > Type in the name of whom you wish to invite (i.e., Traveler B)
- Click on '**Search**' if a name list is not present.
- Traveler B receives an invitation when he logs onto Concur. Recipient may:
  - Accept (Concur automatically completes a new reservation for Traveler B to match Traveler A's trip)
  - Decline
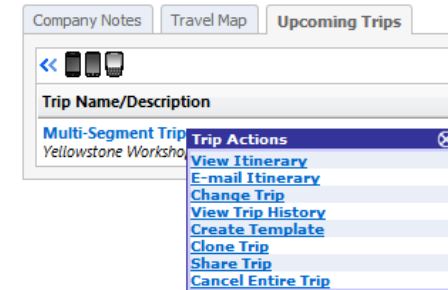
Both features provide the same function, which allows creation of additional travelers on the same trip. Alterations to the trip are available during the clone trip processes.
If you are using the '**Clone Trip**' feature, you must already be assigned as an 'Assistant/Arranger' in the **new** traveler's profile.