

QuickStart Guide
Concur® Travel

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Concur® Travel QuickStart Guide

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Welcome to Concur Travel

Welcome to Travel, Concur's powerful employee travel management solution that enables you to create travel bookings online.

Concur's Travel feature enables you to:

- Search the same vendor inventory that your travel agency uses.
- Find, coordinate, and reserve your airline, rental car, hotel, rail, limo, or dining reservations for your business travel.
- Comply with your company's travel policy when booking your travel.

Section 1: Log on to Concur

How to...

1. Log on to Concur following your company's logon instructions.

Additional Information

Your password is case sensitive.

If you are not sure how to log on, check with your company's administrator.

Section 2: Explore the My Concur Page

The **My Concur** page includes several sections that make it easy for you to navigate and find the information you need.

The screenshot shows the My Concur user interface. At the top, there are navigation tabs for 'My Concur', 'Travel', and 'Profile'. Below this, there are several sections:

- Travel Alerts:** A yellow banner with a 'Triplt' logo and text: 'Triplt creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triplt. [Connect to Triplt] [No thanks]'.
- Travel Info:** A section with the text: 'Book travel with Concur, check travel rules set by your company, get travel maps, and more.' and a small icon of a plane and a car.
- Company Info:** A section with the text: 'Welcome to Expense. Please click the Expense tab to start an expense report, view status of existing reports, and more.'
- Trips Awaiting Approval:** A section with the text: 'You have no trips to approve.'
- Trip List:** A table with columns: Trip Name/Description, Status, Start Date, and End Date.

The **Trip Search** section on the left includes a search bar with the text 'Plan your flight, car and hotel: e.g. flight from JFK to Paris on Tuesday' and a 'Search' button. Below the search bar are tabs for 'Flight', 'Car', 'Hotel', 'Taxi', and 'Flight Status'. There are radio buttons for 'Round Trip', 'One Way', and 'Multi-Segment'. The 'Departure City' is set to 'SEA - Seattle Tacoma Intl Arpt - Seattle, WA'. The 'Arrival City' is empty. The 'Departure' is set to 'depart' with a dropdown for 'Morning' and a time offset of '± 3'. The 'Return' is set to 'depart' with a dropdown for 'Afternoon' and a time offset of '± 3'.

Trip Name/Description	Status	Start Date	End Date
Trip from Seattle to Portland (NSN886) Business trip	Withdrawn	04/18/2013	04/20/2013
Viaje desde Buenos Aires a Santiago (3DH95C) Un viaje de negocios	Withdrawn	05/16/2013	05/17/2013
Viaje desde Buenos Aires a Santiago (NDO41P)	Withdrawn	05/18/2013	05/20/2013
Trip from Seattle to Dallas (M7XUJ)	Withdrawn	11/22/2013	11/25/2013

How to...

Use the **Trip Search** section.

Explore the **Trip List** section.

Explore the **Trips Awaiting Approval** section.

Explore the **Travel Info** section.

Additional Information

This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo, and dining.

This section appears on My Concur only if your company uses Travel.

This section lists your outstanding trips.

This section lists the trips awaiting your approval.

This section appears on My Concur only if you are a travel approver.

This section provides contact information for help with booking travel and general travel information.

Customize My Concur

You can move the panes around the **My Concur** page to better meet your needs. Click the top bar of a pane and drag it to a new position on the page.

The screenshot displays the My Concur user interface with several panes. At the top, there is a navigation bar with 'My Concur', 'Travel', and 'Profile' tabs. Below this, a blue banner promotes a mobile app for business meal expenses. The main content area is divided into several sections:

- Travel Alerts:** A yellow header section with a message from TripIt about connecting accounts.
- Travel Info:** A section for booking travel and checking rules.
- Trips Awaiting Approval:** A section indicating no trips are currently pending approval.
- Company Info:** A section for expense reports.
- Trip List:** A table listing recent trips with columns for name, status, start date, and end date.
- Trip Search:** A sidebar on the left for planning flights, cars, and hotels.

Trip List Data:

Trip Name/Description	Status	Start Date	End Date
Trip from Seattle to Portland (NSN586) <i>Business trip</i>	Withdrawn	04/18/2013	04/20/2013
Viaje desde Buenos Aires a Santiago (3DH9SC) <i>Un viaje de negocios</i>	Withdrawn	05/16/2013	05/17/2013
Viaje desde Buenos Aires a Santiago (NDO4IP)	Withdrawn	05/18/2013	05/20/2013
Trip from Seattle to Dallas (M7XUJ)	Withdrawn	11/22/2013	11/25/2013

Section 3: Update Your Travel Profile

Before you use Travel for the first time, update your profile. You must save your profile before you first attempt to book a trip in Travel.

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** dropdown menu (at the top of the Profile page).

Step 1: Change Your Password

Your company decides if you can change your password. If allowed, you will change your password on the Profile tab.

How to...

1. On the **My Concur** page, select **Profile** from the menu at the top of the page.
2. On the **Profile** submenu, click **Change Password**.
3. In the **Old Password** field, enter your current (temporary) password.
4. In the **New Password** field, enter your new password.
5. Verify your new password by re-entering it in the **Re-enter Password** field.
6. Enter a word or phrase in the **Password Hint** field to act as a reminder if you forget your password, and then click **Save**.

Additional Information

If your company uses Single Sign On, you access Travel via your company's intranet. If that is the case, you will not see this option on the Profile menu nor will you be able to change your password. To change your password, you need to know your old or temporary password.

Concur

My Concur Travel Profile

Personal Information **Change Password** System Settings Mobile Registration Travel Vacation Reassignment

My Profile

Your Information

- Personal Information
- Company Information
- Contact Information
- Email Addresses
- Emergency Contact
- Credit Cards

Travel Settings

- Travel Preferences
- International Travel
- Frequent-Traveler Programs
- Assistants/Arrangers

Other Settings

- E-Receipt Activation
- System Settings
- Connected Apps
- Concur Connect
- Change Password**
- Privacy Statement
- Travel Vacation Reassignment
- Mobile Registration

Change Password

A password must be at least 6 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*@#). It cannot contain spaces. All fields are required.

Note: Passwords are case sensitive.

This will change your password for all Concur products.

Old Password

New Password

Re-enter New Password

Password Hint (we will email this to you if you forget your password)

Section 3: Update Your Travel Profile (Continued)

Step 2: Change your Time Zone, Date Format, or Language

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** submenu, click **System Settings**.
3. On the **System Settings** page, update the appropriate information, and then click **Save**.

Additional Information

You can change the system and regional settings (number, currency, date, and time format).

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

The screenshot displays the 'System Settings' page in the My Concur interface. The page is divided into several sections:

- Regional Settings and Language:** Includes dropdowns for Default Language (English (United States)), Number Format (1,000.00), Placement of Currency Symbol (Before the amount), Negative Number Format (-100), Negative Currency Format (-100), Unit (mile/km), Date Format (mm/dd/yyyy), Time Format (h:mm AM/PM), Hour/Minute Separator (:), and Time zone (local time) (UTC-05:00 Eastern Time (US & Canada)).
- Calendar Settings:** Includes Start week on (Sunday), Start Day View At (8:00 AM), End Day View At (8:00 PM), and Default View (month).
- Other Preferences:** Includes Home Page and Rows per page (25).
- Other Settings:** Includes a checkbox for Run in Concur Accessibility Mode.
- Email Notifications:** A list of checkboxes for various email alerts, all of which are checked.

At the bottom of the page, there are buttons for Save, Reset, and Cancel.

Section 3: Update Your Travel Profile (Continued)

Step 3: Update Your Personal Information

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** submenu, click **Personal Information**.
3. On the **My Profile** page, update the appropriate information, and then click **Save**.

Additional Information

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

Complete these sections of your travel profile:

- Name & Airport Security
- Home Address
- Work Address
- Contact Information
- Emergency contact
- Travel Preferences
- Credit Cards

You must complete all fields marked **Required** (in orange) to save your profile.

Verify that the first and last name fields match the ID used at the airport.

If you cannot edit these fields, contact your travel agency or travel manager to make changes.

The country you select in the work address fields will determine the default map that appears on the **Concur Travel Map** tab.

There are several **Save** buttons on the profile page. You only need to save once as every **Save** button saves the entire profile.

The screenshot shows the Concur user interface for the 'My Profile' page. The top navigation bar includes 'My Concur', 'Travel', and 'Profile'. Below this, there are links for 'Personal Information', 'Change Password', 'System Settings', 'Mobile Registration', and 'Travel Vacation Reassignment'. The main content area is titled 'My Profile' and contains several sections: 'Your Information', 'Travel Settings', and 'Other Settings'. The 'Your Information' section is currently active and displays a form for updating personal details. It includes fields for Title, First Name (Javier), Middle Name (De Vega), Nickname, Last Name (Castrojon), and Suffix. A red warning message is displayed above the form, stating: 'Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.' The 'Other Settings' section shows 'Company Information' with fields for Employee ID (javierc@p00103105exu), Manager (John Petrucci), Employee Position/Title, and Org. Unit/Division. A 'Change Picture' button and a profile picture placeholder are also visible.

Section 3: Update Your Travel Profile (Continued)

Step 4: Set Up a Travel Arranger or Assistant

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** dropdown menu, select **Personal Information**.
3. Click **Assistants** at the top of the page.
4. Click **Add an Assistant** to search for your assistant's last name.
5. In the **Search Criteria** field, enter the assistant's name.
6. Click **Search**.
7. Click the **Assistant** dropdown arrow.
8. Select the appropriate name from the dropdown list.
9. Select **Can book travel for me**.
10. Select **Is my primary assistant for travel**.
11. Click **Save**.

Additional Information

Use **Assistants & Travel Arrangers** to give other Travel users the ability to view and modify your profile or book travel and trips for you.

The primary assistant's name and work phone number become part of the traveler's GDS profile, if configured.

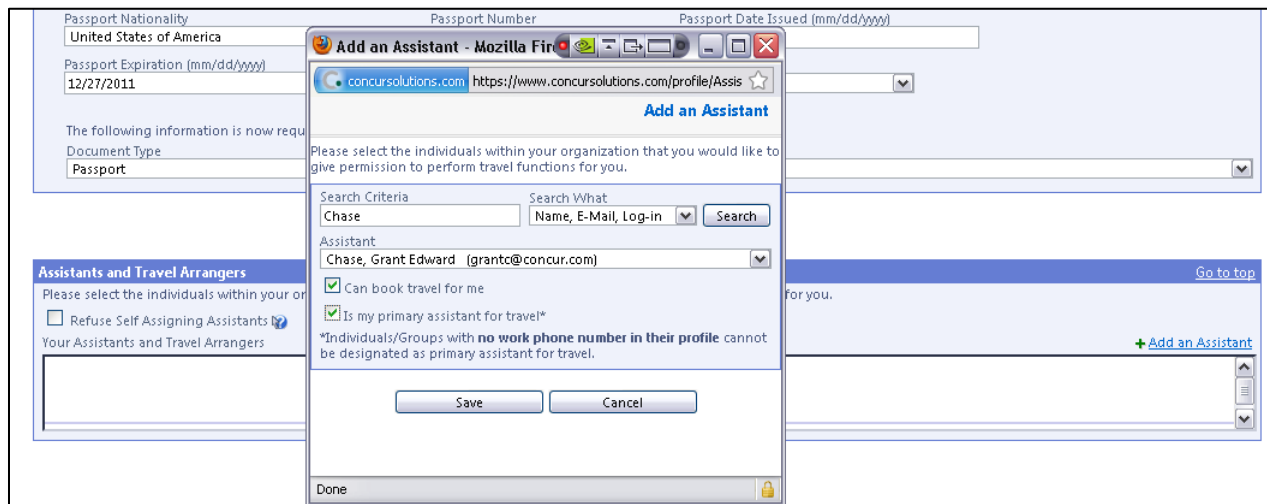
Important: Your assistant must have an existing Travel account before you can add him or her to your profile.

Hint: When searching, use the following format: *LastName,FirstName* (no spaces).

For example: Smith,June

The **Assistant** dropdown list shows any individuals that match your search criteria.

Use this option if you want to have this assistant included on any agency-generated emails about your trips. This will only occur if your Travel Management Company has configured your site to send information to your GDS profile.



Section 4: Make a Travel Reservation

Step 1: Make a Flight Reservation

How to...

1. On the **My Concur** page, click the **Flight** tab at the left side of the page.
2. Select one of the following types of flight options:
 - Round Trip
 - One Way
 - Multi-Segment

The screenshot shows a flight reservation interface. At the top, there are tabs for 'Flight', 'Car', 'Hotel', 'Taxi', and 'Flight Status'. Below the tabs, there are radio buttons for 'Round Trip', 'One Way', and 'Multi-Segment'. The 'Departure City' field is populated with 'Seattle, WA - Seattle Tacoma Intl Arpt'. The 'Arrival City' field is empty. Below these fields are 'Departure' and 'Return' sections, each with a 'depart' dropdown, a time selection dropdown (Morning and Afternoon), and a time range dropdown (± 3). There are checkboxes for 'Pick-up/Drop-off car at airport', 'Find a Hotel', and 'Refundable only air fares'. At the bottom, there are radio buttons for 'Search flights by: Price' and 'Schedule', a checked checkbox for 'Flights w/ no double connections', and a 'Search' button.

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

Additional Information

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

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

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...

6. If you need a hotel, select the **Find a Hotel** checkbox.
7. To search only fully refundable fares, select the **REFUNDABLE only** checkbox.
8. Select **Search flights by Price** or **Schedule**.
9. Click **Search**.

Additional Information

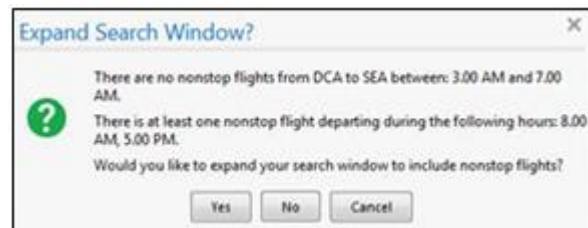
You can choose to search for the hotel by:

- 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.

The forward tab that you see on the search results screen will depend on which you select.

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...

10. Review the search results on the **Shop By Fares** tab, and then click **Show Details**.
11. Select any green (unoccupied) seat and position the mouse pointer over a seat to see the seat number.

Additional Information

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.

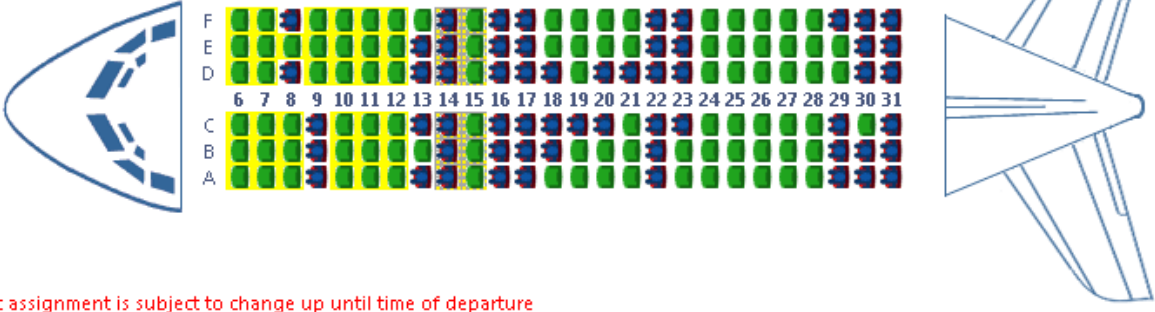
Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Travel profile. If you select a preferential seat and this information is not in Travel, your seat request might not be honored.

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.

http://rqa3-cb.outtask.com/twPopup/popup_seatmap.asp?airv=AS&fltnum=660&bic=V&startdt=2010-12-27&numseats=1&startcity=SEA&endcity=DFW



Seat Map

 **Alaska Airlines Flight: 660 Boeing 737-900**
Seattle Tacoma Intl Arpt (SEA) - Dallas Ft Worth Intl (DFW)
12/27/2010
Seat Selection:



Seat assignment is subject to change up until time of departure

Available seat Occupied seat Preferential seat Exit row Selected seat

 Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status. 

Step 1: Make a Flight Reservation (Continued)

How to...

- Click the appropriate seat to select it, and then click **Select Seat**.
- Once you have made your seat selection, click **Close**. Repeat for all flights.
- From the **Shop By Fares** tab, click **Reserve** to select your airfare.

Additional Information

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.

The screenshot shows the Concur flight reservation interface. At the top, there are navigation tabs for 'My Concur', 'Travel', and 'Profile'. Below this is a breadcrumb trail: 'Home > Trip Library > Templates > Policy > Profile > Tools'. The main heading is 'Seattle, WA To Dallas, TX Fri, Jun 7 - Sun, Jun 9'. There are links for 'Print / E-mail' and 'Change Flight Search'. Below the heading, there are filters for 'Baggage Fee Policies' and 'Hide matrix'. A table shows flight results categorized by carrier and stop type. The 'Shop by Fares' section is active, showing 'Shop by Schedule' and 'Sorted By: Price - Low to High'. The 'Expand All Details' section shows 142 results. The first result is a flight from SEA to DFW on American Airlines, priced at \$334.70. The flight details show a 1-stop itinerary: SEA to DFW (6:15am) and DFW to SEA (9:55pm), with a total duration of 7h 50m. The 'Reserve' button is green, indicating the fare is within policy. The second result is also a flight from SEA to DFW on American Airlines, priced at \$334.70, with a 1-stop itinerary: SEA to DFW (7:14am) and DFW to SEA (9:55pm), with a total duration of 6h 51m. The 'Reserve' button is also green. On the right side, there are filters for 'Outbound - Fri, Jun 7' and 'Return - Sun, Jun 9', each with 'Depart' and 'Arrive' time range sliders. There is also a 'Price' filter with a slider set to '\$334.70 - \$731.10' and 'Display Settings' with checkboxes for 'Hide Non-refundable Fares' and 'Hide Propeller Planes'.

All	AA	Multiple Carriers	Virgin America	Alaska Airlines	United	Frontier	Delta	US Airways
142 results	American	Multiple Carriers	Virgin America	Alaska Airlines	United	Frontier	Delta	US Airways
Nonstop 14 results	343.80 9 results	343.80 4 results	..	362.80 1 results
1 stop 128 results	334.70 34 results	334.70 40 results	356.60 1 results	373.70 3 results	414.10 20 results	414.60 2 results	415.60 15 results	490.60 13 results

Price	Carrier	Depart	Arrive	Stops	Duration
\$334.70	American	SEA	6:15am	DFW	4:05pm 1 7h 50m
Reserve ✓		DFW	9:55pm	SEA	12:10am 0 4h 15m
Compare ↕				More like this +	Show details ↻
\$334.70	American	SEA	7:14am	DFW	4:05pm 1 6h 51m
Reserve ✓		DFW	9:55pm	SEA	12:10am 0 4h 15m

Section 4: Make a Travel Reservation (Continued)

Step 2: Select a Car

How to...

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**.

Additional Information

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.

Picking up the car at: (DFW) on 10/18/2010 12:51 PM
Returning on 10/19/2010 6:55 PM [Print / E-mail](#)

[Hide matrix](#)

All 34 results	Economy Car	Compact Car	Intermediate Car	Full-size Car	Standard Car	Intermediate Car Hybrid
◆	45.00	45.00	46.00	48.00	48.00	--
◆	38.00	40.00	42.00	44.00	43.00	--
◆	43.00	43.00	44.00	46.00	46.00	--
◆	60.76	60.76	--	64.09	61.87	119.63
	53.00	53.00	56.00	60.00	58.00	--
	53.00	53.00	55.00	59.00	57.00	--

Displaying: 7 out of 34 results.
Sorted By: Policy - Most Compliant

Economy Car (Worldspan) ◆ E-Receipt Enabled

\$45.00 per day (Corporate rate)
[Reserve](#)

Unlimited miles
Automatic transmission
Total cost **\$132.59***

Economy Car (Worldspan) ◆

\$38.00 per day (Corporate rate)
[Reserve](#)

Unlimited miles
Automatic transmission
Total cost **\$114.79***

Car booking options

In-car GPS system Ski rack

Other Car Preferences:

Use the following Car Program:

[+ Add car Mileage Program](#)

Use my default credit card: 'My Corporate Credit Card'.

Change Car Search ↩

Car Display Filters ⌵

Choose currency: USD \$

Unlimited miles

Air conditioning

Hybrid

Car Transmission

Automatic

Manual

Section 4: Make a Travel Reservation (Continued)

Step 3: Select a Hotel

How to...

1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.
2. To filter by hotel chain, , enter the chain name in the **With names containing** box next to the **Sorted by** box
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.
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**.
8. Review the information on the **Rate details/Cancellation policy** pop-up window, click to agree, and then click **Continue**.

Additional Information

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.

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

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

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.

Step 3: Select a Hotel (Continued)

Check-in Mon, Oct 18 - Check-out Tue, Oct 19

Hide Map Print / E-mail

Map Satellite Hybrid

Embassy Suites Dallas - DFW Airport North ... 2.24 miles \$209 \$379

Sleep Inn DFW North 1.94 miles \$48 \$82

Hotel Preferences

Room Type Don't Care Smoking Preference Don't Care

Foam pillows Rollaway bed

Crib

Other Hotel Preferences

Use my default credit card: 'My Corporate Credit Card'.

Change search

Price

Display Settings

Neighborhood

Hotel chain

Hotel Amenities

Step 4: Complete the Reservation

How to...

1. Review the details of the reservation, and then click **Next**.
2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.
3. Click **Next**.
4. Click **Purchase Ticket** to finalize your trip.

Additional Information

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.

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.

You will see the name and itinerary, along with the quoted airfare amount.

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

How to...

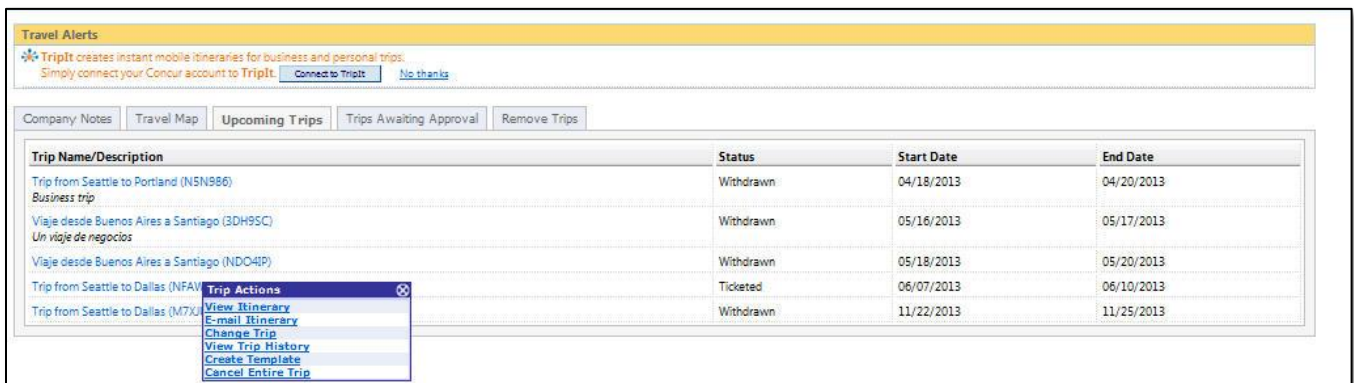
1. At the top of the **My Concur** page, click **Travel**.
2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

Additional Information

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.



3. From the **Trip Actions** menu, click **Change Trip**.
4. 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
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel parking
- Add, change, or cancel a taxi
- Add, change, or cancel car rental
- Add, change, or cancel hotel
- Add, change, or cancel dining

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 **Trip Actions** 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: Reserves the selected trip details.
	Seat map: Click to view the flight seat map.
	Yellow Diamond: Indicates a company preferred vendor.