



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE





# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

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This guide is a resource for all employees authorized to book professional travel and lodging through the Concur desktop and mobile application.

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# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### CREATE PERSONAL PROFILE

Prior to booking travel, a personal profile must be completed. Refer to Figure 1 and complete the following steps:

1. From the Travel home page, click on the Profile tab in the upper right-hand corner of the screen.
2. Select Profile Settings in the drop down.
3. On the Profile Options page, select Personal Information.
4. Fill in all required information and save

- a. Full Name
- b. Region
- c. Work and Home Phone
- d. E-Mail Addresses
- e. TSA INFORMATION

#### IMPORTANT:

Be certain that the first, middle, and last names shown on the personal profile are identical to those on the photo I.D. presented at airport security.

Credit card information, frequent traveler programs, and air/hotel/car preferences can also be provided on this page. Additionally, this is where permissions to grant access to assistants to book travel for others can be changed.

The screenshot displays the 'My Profile - Personal Information' page. At the top, a navigation bar includes 'Travel', 'Expense', and 'App Center'. A user profile dropdown shows 'Courtney Christine Wells' with a 'Profile Settings' link (callout 2). The main heading is 'My Profile - Personal Information'. Below it, a 'Jump to:' dropdown is set to 'Personal Information' (callout 3). A note states: 'Disabled fields (gray) cannot be changed. If there are errors in these fields, the travel administrator will be notified.' Another note says: 'Fields marked [Required] and [Required\*\*] (validated and required) must be completed to save your profile.'

The 'Important Note' section (callout 4) states: '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 'Personal Information' section (callout 5) includes fields for Title, First Name [Required] (callout 6), Middle Name [Required] (callout 7), Nickname, Last Name [Required] (callout 8), and Selfie. Below this is the 'Company Information' section (callout 9) with fields for Employee ID, Manager, Crg. Unit, and Region [Required] (callout 10). The 'Contact Information' section (callout 11) includes Work Phone [Required], Work Extension, Work Fax, 2nd Work Phone/Fax/Office, Home Phone [Required], Pager, Other Phone, Mobile Phone Country/Region, and Mobile Phone. A note at the bottom of this section states: 'You must specify either a home phone or a work phone.'

The 'Email Addresses' section (callout 11) includes a link to 'How do I add an email address?' and a table with columns for Email Address, Status, and Actions. The table lists two email addresses: 'courtney.wells@discountreco.com' and 'courtneywells@gmail.com', both marked as 'Not Verified'.

Figure 1. My Profile - Personal Information Page.





# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### ACTIVATE E-RECEIPTS

If E-Receipts have not been activated because this is the first trip booked in Concur, follow the 2 steps below. Activating the E-Receipts allows the receipts to flow directly to the expense report feature of Concur.

1. From the My Profile – Personal Information page, select E-Receipt Activation under Other Settings in the left navigation panel (see Figure 2).



Figure 2. Activate E-Receipts – Step 1.

2. Read and follow the activation instructions on the E-Receipt Activation page by clicking here (see Figure 3).

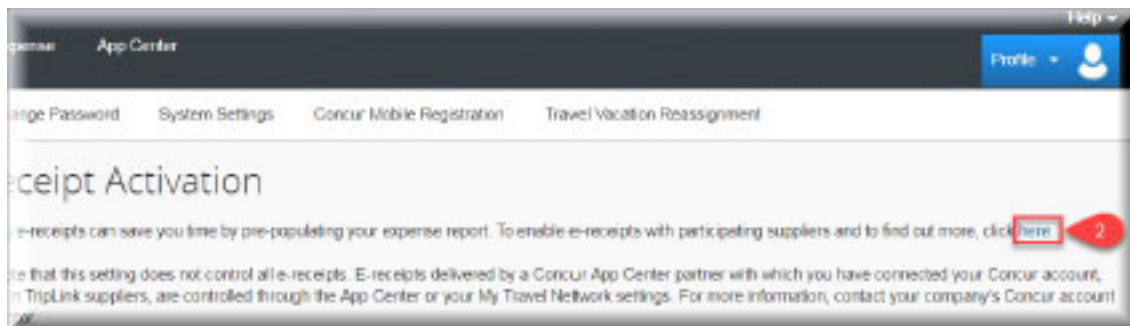


Figure 3. Activate E-Receipts – Step 2.




# CONCUR TRAVEL BOOKING GENERAL USER GUIDE




## DESKTOP APPLICATION

### SEARCH FOR FLIGHTS

When it's time to book travel, it's important to address these six specific fields on the Travel home page (see Figure 4).

1. Select whether this reservation is for a:
  - Flight, then click ;
  - Car, then click ; or
  - Hotel, then click ;
2. Select Round Trip, One Way, or Multi City based on the flight need.
3. Enter the name of, or find/search for, the departure and/or arrival city or airport.
4. Select the departure and/or return dates and the approximate time frames for the desired flights.
5. Always search by "Schedule."
6. Click Search.

#### IMPORTANT:

**If this reservation will include a flight, car, and/or hotel, click on  to book them all together.**

#### IMPORTANT:

- Concur is not to be used for personal travel booking.
- When booking work travel that requires a guest from outside of the company (e.g., spouses at regional parties, etc.), international travel, or travel for 10+ attendees, send an e-mail to DTC\_Travel for assistance with booking.

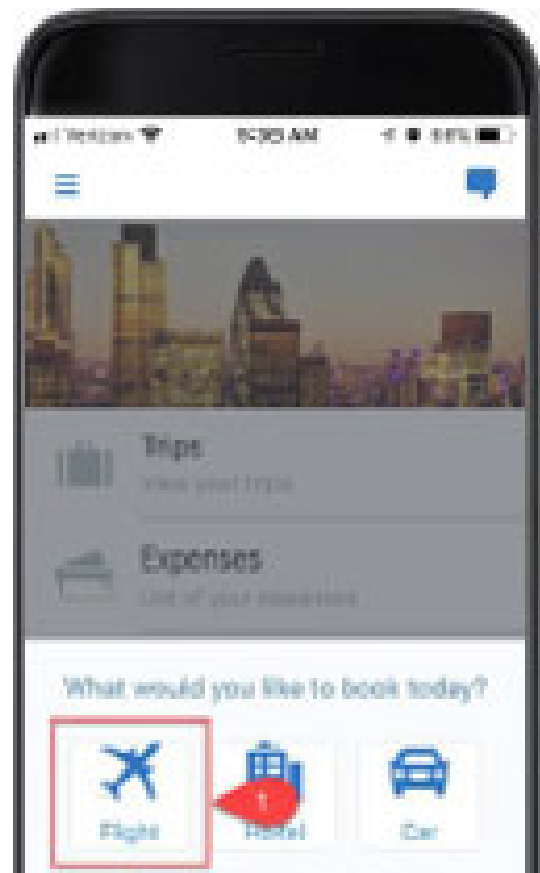


Figure 4. Search for Flights Steps.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### SELECT FLIGHTS

After clicking Search on the Travel homepage, refer to Figure 5 to select flights.

The screenshot displays the SAP Concur Travel interface. The top navigation bar includes 'SAP Concur', 'Travel', 'Expense', and 'App Center'. The main header shows 'Houston, TX to Phoenix, AZ' and 'Fri, Oct 25 - Sat, Oct 26'. The left sidebar contains 'Trip Summary' with sections for 'Select Flights', 'Select a Car', and 'Select a Hotel'. The main content area shows a search results matrix with columns for 'Hide matrix', 'Print / Email', and 'Show all'. The matrix lists flight results by airline (Southwest, American Airlines, Delta) and stops (Nonstop, 1 stop, 2 stops). Below the matrix, there are tabs for 'Shop by Fare' and 'Shop by Schedule'. The 'Shop by Fare' tab is active, showing a list of flight options. The list view displays flight details such as 'Southwest', '07:00a HOU -> 08:00a DAL', 'Nonstop', 'Economy', and a 'Select' button. The interface also includes a 'Change Flight Search' section on the left with filters for 'Depart - Fri, Oct 25' and 'Arrive - Sat, Oct 26'.

Figure 5. Select Flights – Search Results.


1. This is the search results matrix. Flight results are organized by airline and stops. Results can be viewed in this matrix; or the matrix can be hidden and results are shown in the list view (2).
2. This is the list view of the search results. It is shown directly below the matrix. Available flights are listed by airline, departure/arrival times, and stops (if any). The list view will also show Discount Tire Co. preferred airlines.
3. The list view is defaulted to show the Depart tab. Scroll through the list and click Select (3a) to choose the desired flight. The view will then automatically switch to the Return tab to allow selecting that flight.
4. The search and filter options on the left side of the page allow for changing search parameters and filtering search results by departure time and airports.

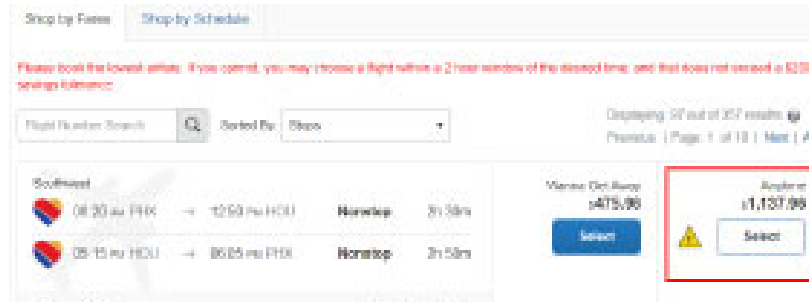
# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### BROKEN TRAVEL RULE

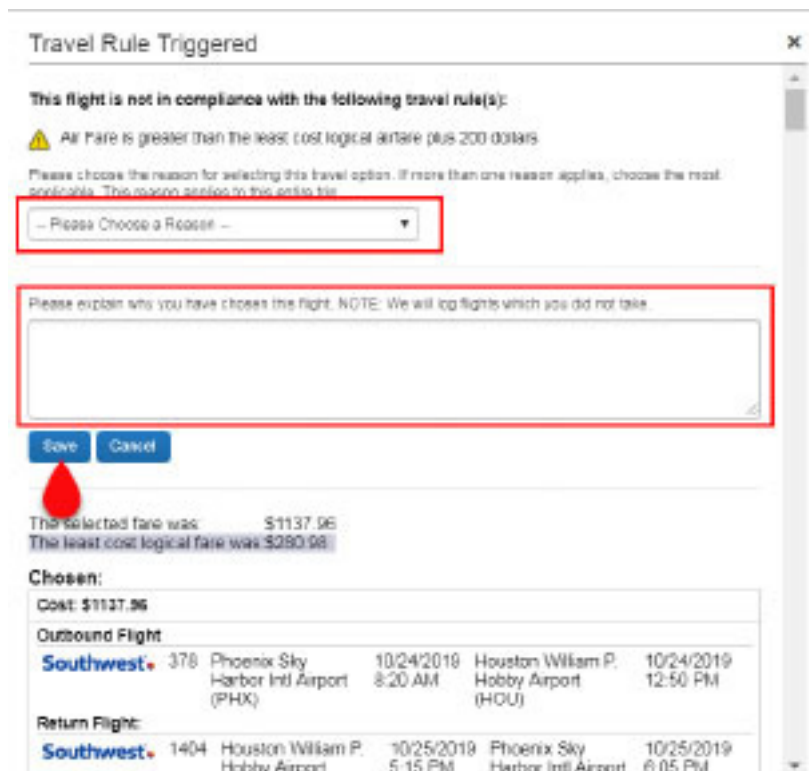
If the  icon appears next to the Select button of a flight, a travel rule has been broken (see Figure 6).



The screenshot shows the Concur flight selection interface. At the top, there are tabs for "Shop by Fare" and "Shop by Schedule". Below these, a red warning message states: "Please book the lowest airfare. If you cannot, you may choose a flight within a 2 hour window of the lowest fare, and that does not exceed a \$200 savings tolerance." The interface displays a list of flights. The first flight is Southwest 08:20 AM PHX to 12:50 PM HOU, Nonstop, 3h 30m. The second flight is Southwest 05:15 PM HOU to 06:05 PM PHX, Nonstop, 3h 50m. The "Select" button for the second flight is highlighted with a red box and a yellow warning icon, indicating a broken travel rule.

Figure 6. Broken Travel Rule.

If the flight is selected, a pop-up window will appear asking the user to justify why the rule has been broken (see Figure 7). Provide the requested information and click Save. The employee's manager will review the justification when prompted to approve the employee's travel.



The screenshot shows the "Travel Rule Triggered" pop-up window. It contains the following information:

- Travel Rule Triggered**
- This flight is not in compliance with the following travel rule(s):**
- Warning icon:** Air fare is greater than the least cost logical airfare plus 200 dollars.
- Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire file.**
- Reason dropdown:** -- Please Choose a Reason --
- Please explain why you have chosen this flight. NOTE: We will log flights which you did not take.**
- Save** and **Cancel** buttons.
- The selected fare was:** \$1137.96
- The least cost logical fare was:** \$290.98
- Chosen:**
- Cost:** \$1137.96
- Outbound Flight:**
- Southwest** 378 Phoenix Sky Harbor Intl Airport (PHX) 10/24/2019 8:20 AM Houston William P. Hobby Airport (HOU) 10/24/2019 12:50 PM
- Return Flight:**
- Southwest** 1404 Houston William P. Hobby Airport 10/25/2019 5:15 PM Phoenix Sky Harbor Intl Airport 10/25/2019 6:05 PM

Figure 7. Broken Travel Rule Justification Pop-Up.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### RESERVE FLIGHTS

On the Review and Reserve Flight page (see Figure 8):

1. Review the flight information.
2. Enter traveler Information.
3. Select the seat assignment (if given the option).
4. Review the price summary.
5. Select method of payment.

The screenshot shows the 'Review and Reserve Flight' page. On the left is a 'Trip Summary' sidebar with a progress bar and steps: 'Flights Selected', 'Select a Car', 'Select a Hotel', and 'Finalize Trip'. The main content area has several sections: 'REVIEW FLIGHTS' (callout 1), 'ENTER TRAVELER INFORMATION' (callout 2), 'SEAT ASSIGNMENT' (callout 3), 'REVIEW PRICE SUMMARY' (callout 4), 'APPLY TICKET CREDIT', and 'SELECT A METHOD OF PAYMENT' (callout 5). The 'REVIEW FLIGHTS' section shows a round-trip from Phoenix, AZ to Houston, TX. The 'ENTER TRAVELER INFORMATION' section has fields for name, email, and phone. The 'REVIEW PRICE SUMMARY' section shows a total estimated cost of \$1,537.96. The 'SELECT A METHOD OF PAYMENT' section has a dropdown menu and a 'Pay' button.

Figure 8. Review Booking Information.

To reserve the flight, click Reserve Flight and Continue (see Figure 9). This concludes the transaction.

The screenshot shows the 'SELECT A METHOD OF PAYMENT' page. It has a dropdown menu for 'How would you like to pay?' with options 'Billing Card' and 'Add a new card'. Below the dropdown is a 'Pay' button. At the bottom of the page, there is a red callout pointing to the 'Reserve Flight and Continue' button.

Figure 9. Reserve the Flight.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### SEARCH FOR A CAR

If a car is booked along with the flight, the car search results page (see Figure 11 on page 9) will be displayed automatically after reserving the flight. That means, the following search step is not necessary.

If a car is booked without a flight, refer to Figure 10, the Travel Homepage, and follow the four steps for searching for a car.

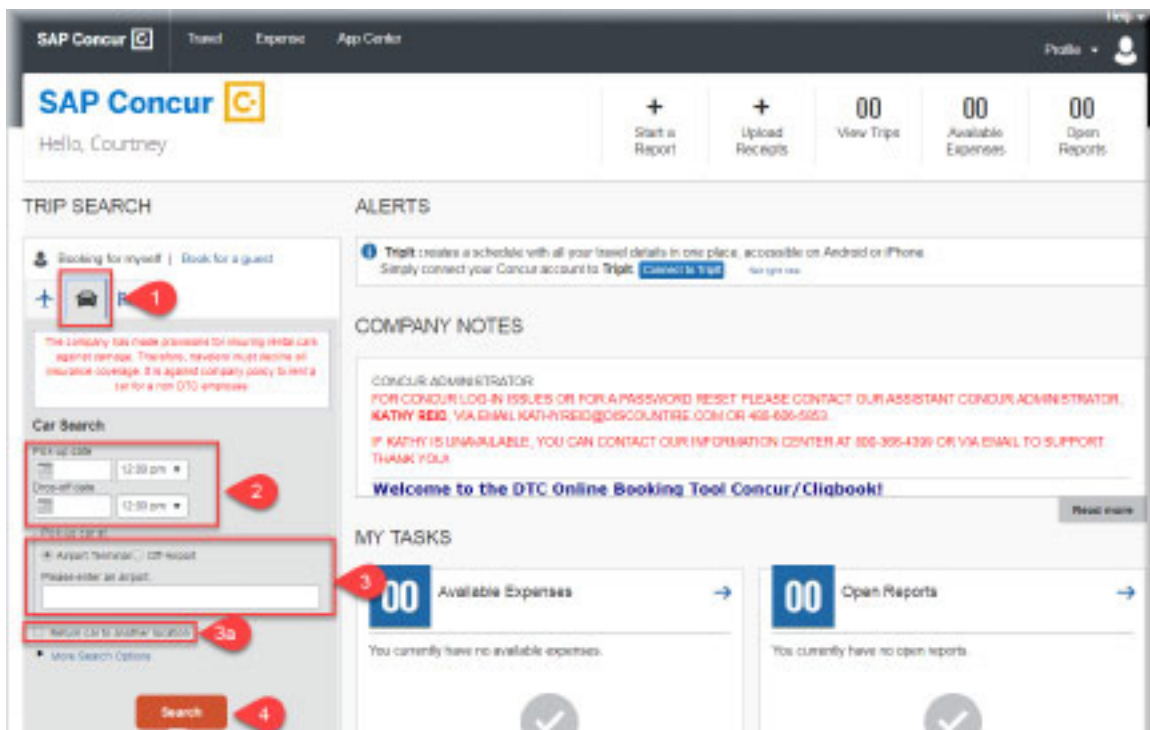


Figure 10. Search for a Car.

1. Click
2. Select the pick-up and drop-off date and time.
3. Enter the airport at which the car will be picked up and dropped off.

**NOTE:** The rental car can also be dropped off at a different airport location, if needed. Check the **Return car to another location** box to enter the second location.

4. Click **Search**.

### REMINDER

If the Reservation will include a flight, car, and/or

hotel, click on to book them all together.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

Refer to Figure 11 to select a car.

### SELECT A CAR

#### IMPORTANT:

All travelers **MUST** decline all insurance coverage. The company has made provisions for insuring rental cars against damage.

#### COMPANY POLICY:

If booking a car for less than 4 travelers, it must be a mid-size car. Full-size cars are for 4+ passengers only.

Car Type	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Full-size Car	Premium Car	Luxury Car	Minivan
Most Preferred	58.24	58.24	58.24	---	62.08	64.26	76.09	90.48	81.49
Preferred	60.25	60.25	75.80	---	74.45	71.00	86.54	117.27	112.15
Least Preferred	76.80	75.80	80.81	---	86.27	81.18	89.63	108.38	111.20
Next Preferred	74.00	74.00	79.32	128.24	75.01	84.40	88.23	103.28	102.21
Next Preferred	---	74.00	76.80	---	80.06	85.94	---	---	---
Next Preferred	---	74.00	76.80	---	80.06	85.94	---	---	---
Next Preferred	---	104.44	---	---	100.36	111.80	---	---	---
Next Preferred	---	85.13	85.13	---	---	108.54	---	---	---
Next Preferred	---	85.13	104.84	---	---	108.54	---	---	---
Next Preferred	---	118.54	118.54	---	127.48	124.29	---	---	---

Refer to Figure 11 to select a car.

1. This is the search results matrix. It provides car costs by vendor and car type (note, it is sorted by company policy compliance). The matrix can be hidden to view the results in list format only.
2. These are results in a list format. Here, the cars can be viewed by company preferred vendor, type of car, daily rate, and total cost. This view also provides information on the details and location of the car.
3. Results can be filtered by additional information, such as transmission type, hybrid, and others. Search criteria can also be changed here, if needed.
4. Click on the Total cost button to review and reserve the car.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### SEARCH FOR A HOTEL

If a hotel is booked along with the flight and/or car, the hotel search results page (see Figure 14 on page 12) will be displayed automatically after reserving the flight and/or car.

Figure 13, the Travel Homepage, shows the four steps for searching for a hotel, if the hotel is booked alone.

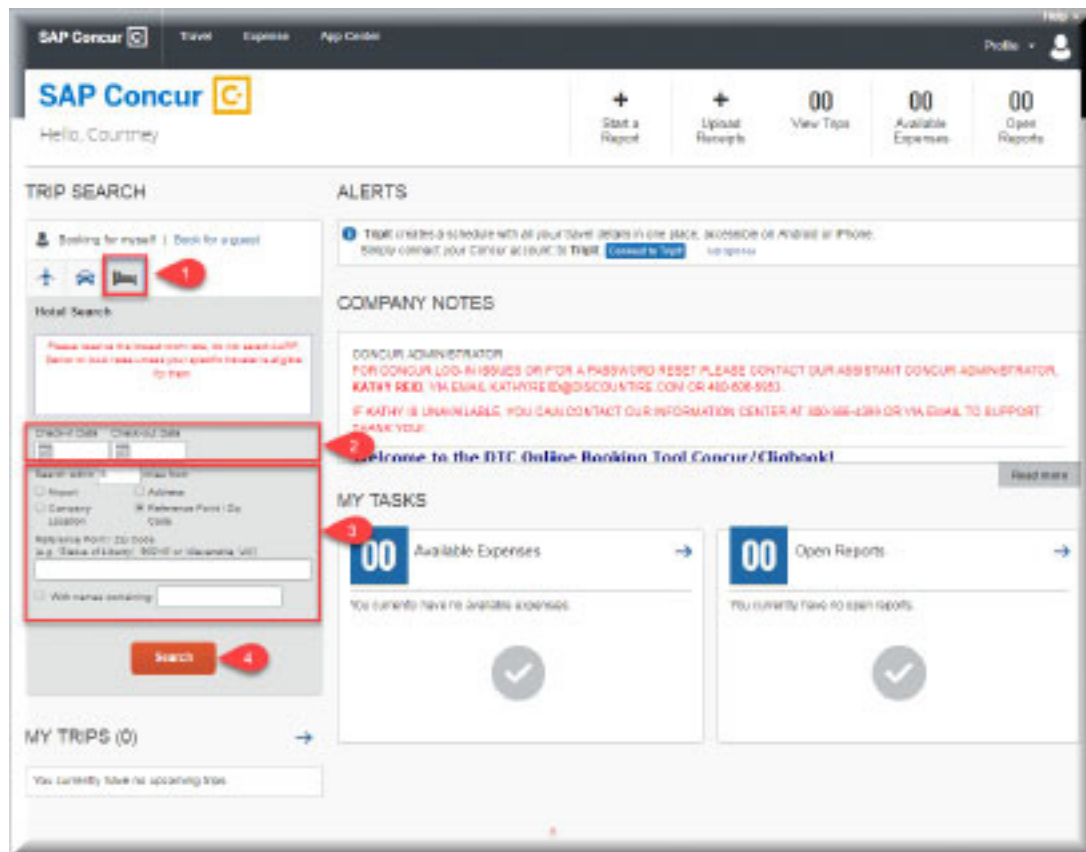


Figure 13. Search for a Hotel.


#### COMPANY POLICY:

- Do not select AARP, Senior, or AAA rates unless the traveler is eligible for them.
- Do not select non-refundable rooms, even though they may be cheaper. They are difficult to cancel if travel plans change.

#### REMINDER

If the Reservation will include a flight, car, and/or

hotel, click on  to book them all together.

1. Click 
2. Enter the check-in and check-out dates.
3. Enter a specific location, if there is a preference (e.g., near an airport or office address).
4. Click Search.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### SELECT A HOTEL

After having searched for a hotel room, refer to Figure 14 to reserve one.

Car Type	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van
Most Preferred	\$8.24	\$8.24	\$8.24	---	\$2.09	\$4.15	\$6.00	\$6.49	\$7.49
Preferred	\$8.25	\$8.25	\$8.25	---	\$4.45	\$7.60	\$8.54	\$17.20	\$12.15
Preferred	\$8.80	\$8.80	\$8.80	---	\$6.27	\$1.18	\$8.45	\$10.18	\$11.20
Most Preferred	\$4.80	\$4.80	\$4.80	\$18.34	\$6.01	\$4.40	\$8.11	\$10.18	\$10.21
Least Preferred	---	\$4.80	\$4.80	---	\$6.06	\$5.94	---	---	---
---	---	\$4.80	\$4.80	---	\$6.09	\$5.99	---	---	---
---	---	\$14.44	---	---	\$10.36	\$11.80	---	---	---
dollar	---	\$6.11	\$6.11	---	---	\$10.54	---	---	---
Budget	---	\$6.11	\$14.44	---	---	\$10.54	---	---	---
Budget	---	\$11.34	\$11.34	---	\$17.46	\$14.29	---	---	---

Sorted By: Price - Most Preferred

2 out of 16 results

**Economy Car - \$44.00 per day (Sabre)**  
Automatic transmission  
Unlimited miles, Pick up: Terminal HCU  
Adults: 2, Children: 2, Large bags: 1, Small bags: 1\*\*  
Total cost: \$59.14

Figure 14. Hotel Search Results.

1. This is the map showing locations of hotel options. Navigate the results by clicking on the numbers corresponding to the hotels in the area. The map can be hidden to focus on the list format view.
2. These are the results in list format. The proximity to the location specified during the search, star rating, company preference, and price are provided.
3. Results can be filtered by price, brand, amenities, etc. Additionally, search criteria can be changed, if needed.
4. Click **Hotel details** to see hotel contact information, description, general room information, facilities, pet policies, and other information.
5. Click **View Rooms** to see all available room options, rules and cancellation policies, and amenities.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### SELECT A ROOM

After clicking View Rooms (see Label 5 on Figure 14), click the price button next to the desired room (see Figure 15).

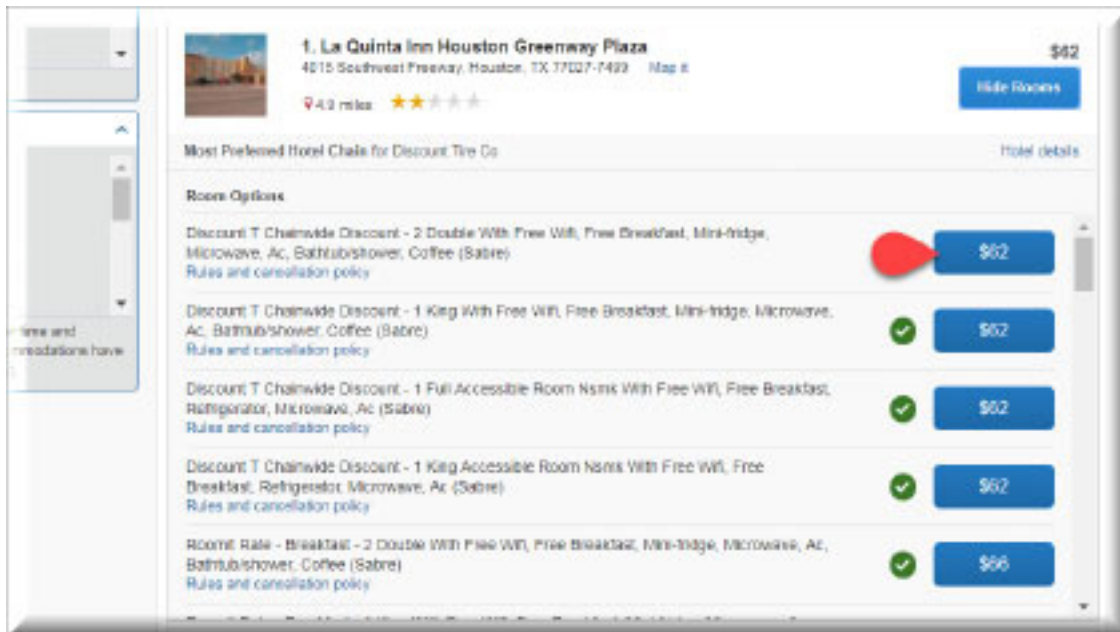


Figure 15. Select a Room.





# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### RESERVE A HOTEL

Once a room is selected, refer to Figure 16 on page 14 and follow these steps to reserve it.

- 1) Review the hotel and room selection.
- 2) Enter guest information.
- 3) Review price summary.
- 4) Select method of payment.
- 5) Agree to the hotel's rate rules, restrictions, and cancellation policy.
- 6) Click **Reserve Hotel and Continue**.

The screenshot shows the 'Review and Reserve Hotel' page with the following sections and callouts:

- 1 REVIEW HOTEL ROOM**: Displays hotel details for La Quinta Inn Houston Greenway Plaza, including check-in/out dates, address, and phone number.
- PROVIDE HOTEL ROOM PREFERENCES**: A section for providing preferences and comments to the hotel.
- 2 ENTER HOTEL GUEST INFORMATION**: A section for entering guest information, including name, phone, and email.
- 3 REVIEW PRICE SUMMARY**: A table showing the price summary for the hotel stay.
- 4 SELECT A METHOD OF PAYMENT**: A section for selecting a method of payment, with options for Traveling Card, Add credit card, and Add new card.
- 5 ACCEPT RATE DETAILS AND CANCELLATION POLICY**: A section for accepting the hotel's rate details and cancellation policy.
- 6**: A red button labeled 'Reserve Hotel and Continue' at the bottom of the page.

Description	Nightly rate	Dates	Total
La Quinta Inn Houston Greenway Plaza	\$62.10	Oct 29 - Oct 30	\$62.10
Total Estimated Cost: \$62.10*			
Total Due Now: \$0.00**			

Rate	Total Rate	Extra Person
USD 62.10	T2 66 USD	\$10.00

Figure 16. Reserve a Hotel.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### REVIEW TRAVEL DETAILS

After confirming the flight, car, and/or hotel details, review the full itinerary on the Travel Details page (see Figure 17), scroll to the bottom of the page, and click Next >> to finalize or Cancel Trip to start over.

**Travel Details**

**TRIP OVERVIEW**

I want to...  
[Edit Itinerary](#)  
[Cancel Itinerary](#)

Trip Name: Trip from Phoenix to Houston [View](#)  
Start Date: October 23, 2019  
End Date: October 24, 2019  
Created: September 04, 2019, Courtney Wells (Modified: September 04, 2019)  
Description: (No Description Available) [View](#)  
Agency Record Location: 32HAWU  
Passengers: Courtney Christine Wells  
Total Estimated Costs: \$1,261.18 USD [View](#)

**RESERVATIONS**

Wednesday, October 23, 2019

**Flight Phoenix, AZ (PHX) to Houston, TX (HOU)** [Cancel/Modify](#)

**Southern 823**

Departure: 09:55 AM  
Phoenix Sky Harbor Int'l Airport (PHX)  
Duration: 4 hours 30 minutes  
1 stop

Arrival: 04:25 PM  
Houston Intercontinental (HOU)

Additional Details  
Cabin Class: Economy  
Seat: 10A  
Cabin: Airline 30

Please ahead and reserve your airport parking. [See Parking Options](#)

**National Car Rental at: Houston US (HOU)** [Change](#) [Cancel](#)

Pick-up at: Houston US (HOU)

Pick Up: 04:15 PM (HOU) [View](#)  
Return at: [Houston US \(HOU\)](#)  
[See Rates and Options](#)

Confirmation: 109H1667000007  
Status: Confirmed  
Order Number: 109H1667000007

Rate: \$71.16 USD  
Car: \$18.14 USD  
Total Estimated Costs: \$1,261.18 USD  
TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

**REMARKS**

FOR ASSISTANCE WITH A CONCUR TRAVEL/CLIQUEBOOK  
RESERVATION PLEASE CALL 800-812-8887  
\*\*\*\*\*  
TRAVEL OFFICE HOURS ARE MON-FRI 9A-5P MDT  
MON-FRI. DURING THESE HOURS, CALL  
800-812-8887 FOR ALL OTHER RESERVATIONS.  
\*\*\*\*\*  
FOR EMERGENCY ASSISTANCE AFTER HOURS, PLEASE CALL  
800-812-8887 EXECUTIVE CODE - DWS  
\*\*\*\*\*  
IF YOU ARE TRAVELING OVERSEAS AND A NUMBER  
IS NOT LISTED BELOW FOR THAT COUNTRY PLEASE  
CALL OUT COLLECT 314-812-8881 EXECUTIVE CODE DWS  
\*\*\*\*\*

If you click off this page your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#) [Cancel Trip](#)

Figure 17. Review Travel Details.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### ADD TRIP BOOKING INFORMATION

After confirming the itinerary, enter any necessary information on the Trip Booking Information page (see Figure 18):

1. Name the trip (optional).
2. Add a description of the trip (optional).
3. Add comments for the travel agent (optional).
4. Add email addresses of any colleagues that might need a copy of the itinerary.
5. Click **Next**.

The screenshot shows the SAP Concur 'Trip Booking Information' page. The sidebar on the left has a 'Finalize Trip' button. The main form area is titled 'Trip Booking Information' and contains several sections. A red box highlights the 'Trip Name' field (1), the 'Trip Description' field (2), the 'Comments for the Travel Agent' field (3), and the 'Send a copy of the confirmation to' field (4). There are also fields for 'Send my email confirmation as' and 'With my email confirmation...'. A red box highlights the 'Next' button at the bottom right.

Figure 18. Add Trip Booking Information.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## DESKTOP APPLICATION

### CONFIRM & PURCHASE THE TRIP

On the Trip Confirmation page (see Figure 19), click the Purchase Ticket button to complete the booking. If the trip needs to be canceled, click the Cancel Trip button.

**Trip Confirmation**

**TO COMPLETE BOOKING:** Please press the "Purchase Ticket" button after reviewing this page.  
**TO CANCEL:** press the Cancel button

**TRIP OVERVIEW**

Trip Name: Trip Sun Phoenix to Houston  
Start Date: September 26, 2019  
End Date: September 27, 2019  
Contract: August 22, 2019 (Contract Rate Expires August 22, 2019)  
Description: (No Description Available)  
Agency Record Location: CORONA  
Passenger: Courtney Wells  
Total Estimated Cost: \$1,183.96 USD  
Agency Name: Concur-Voyagers (Travel) The Reinolt Thomas Corporation

**RESERVATIONS**

Monday, September 26, 2019

**Flight** Phoenix, AZ (PHX) to Houston, TX (HOU)

Southwest 398

Departure: 09:00 AM  
Return: 09:00 AM (if applicable)  
Confirmation: 1  
Status: Booked

**TOTAL ESTIMATED COST**

AD	Advised (contract amount)	\$1,183.96 USD
Taxes and Fees		\$1,183.96 USD
Net Total Price		\$1,183.96 USD
Net Total Price		\$1,183.96 USD
Net Total Price		\$1,183.96 USD

**REMARKS**

FOR ASSISTANCE WITH A CONCUR TRAVEL/CLERKBOOK  
RESERVATION PLEASE CALL 800-833-8877  
\*\*\*\*\*  
TRAVEL OFFICE HOURS AND NON-24/7 HOURS  
NOTES: - USING THESE NOTES, CALL  
800-833-8877 FOR ALL OTHER RESERVATIONS.  
\*\*\*\*\*  
FOR EMERGENCY ASSISTANCE AFTER HOURS, PLEASE CALL  
800-833-8877 EXTENDING 24/7 - 24/7  
\*\*\*\*\*  
IF YOU ARE TRAVELING FOREIGN AND A WORKER  
IN THE UNITED STATES FOR THAT TRAVELER PLEASE  
CALL ONE CONTACT 800-833-8877 EXTENSIVE 24/7 24/7  
\*\*\*\*\*

Amount due: - Please confirm this amount.

[Display Trip](#) [Cancel Trip](#) [Purchase Ticket](#) [Cancel Trip](#)

Figure 19. Confirm and Purchase the Trip.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## DESKTOP APPLICATION

### VIEW, EDIT, AND CANCEL TRIP(S)

To view, edit, or cancel trips, click Trip Library from the Travel home page (see Figure 20).

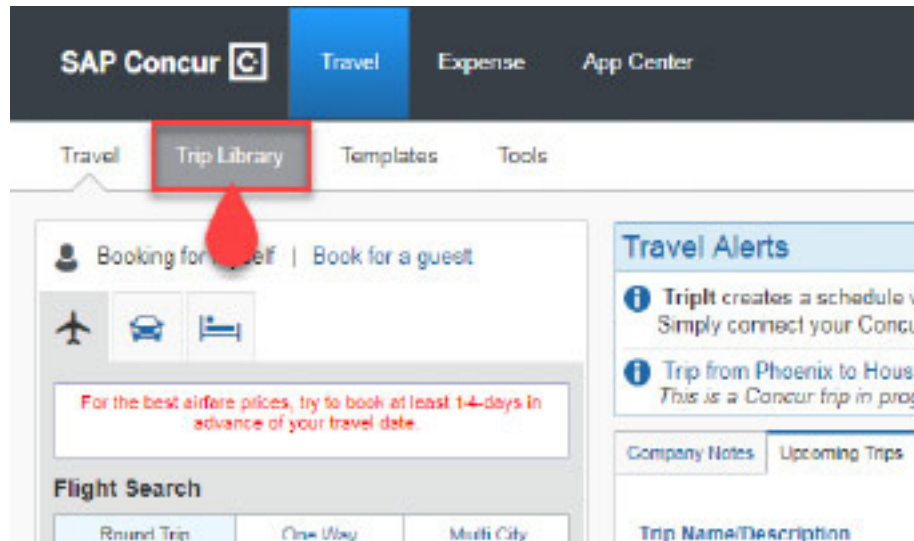


Figure 20. Access Trip Library from Travel Home Screen.

The Trip Library page (see Figure 21) lists all past, present, upcoming, and cancelled trips for viewing, editing, or cancellation, as needed.

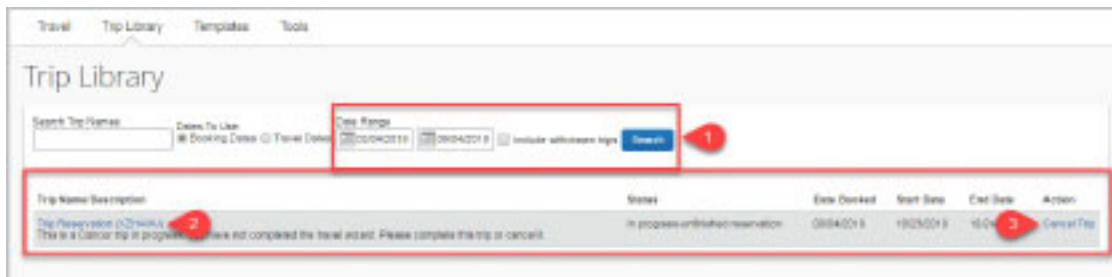


Figure 21. View/Edit/Cancel Trips.

1. Change the date range and click **Search** to narrow down the trips shown in the results list.
2. Click the name of the trip to view/edit the trip itinerary details.
3. Click **Cancel Trip** to cancel it.

**NOTE:** Depending on what kinds of flight and/or hotel room(s) were booked, refunds for cancellations may not be available. In such cases, contact CWT at 1-763-329-2465. Have your 6 alpha character code called your record locator, along with the access code DV8G, available for this call.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### DOWNLOAD MOBILE APP

Log into the Concur account on a desktop computer. From the Travel home page (see Figure 22):

1. Select Profile from the upper right-hand corner.
2. Select Profile Settings.

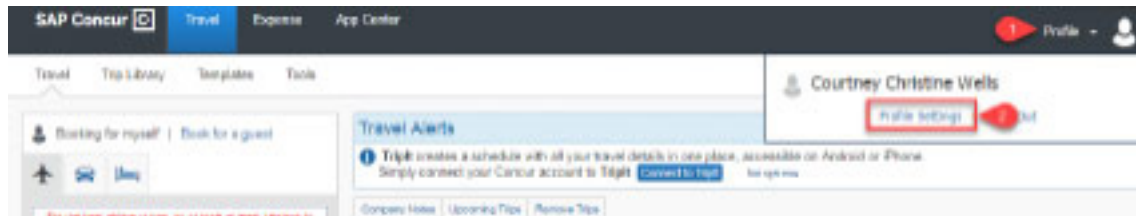


Figure 22. Access Profile Settings.

3. Select Concur Mobile Registration on the Profile Options page (see Figure 23).

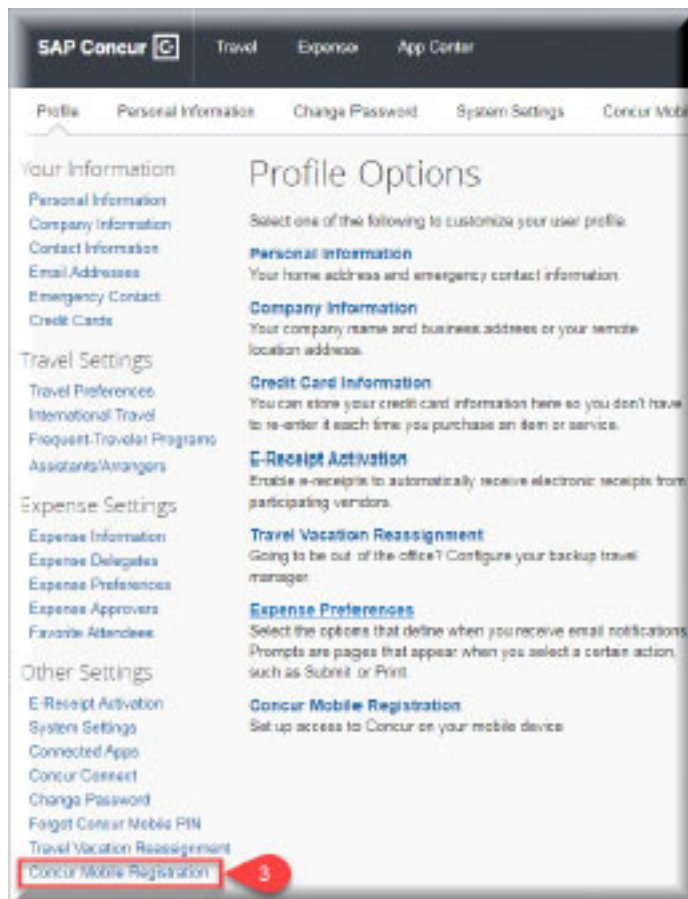


Figure 23. Access Concur Mobile Registration.

4. Enter a valid email address that can be accessed from a mobile device and click **Get Started** to have the app download link sent to that email (see Figure 24).



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### DOWNLOAD MOBILE APP (CONTINUED...)

5. Review and confirm existing sign-in details (see Figure 24).

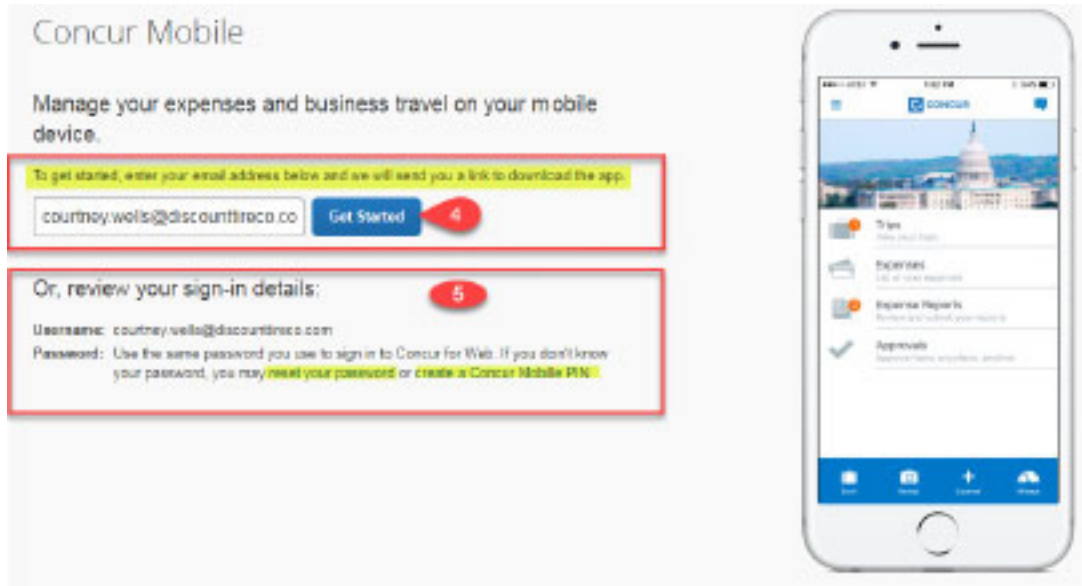


Figure 24. Register Concur Mobile App.

6. Using the mobile device that the Concur App will be downloaded on, open the e-mail from Concur and tap on the **Tap here to install Concur Mobile** link to set up the Concur Mobile App (see Figure 25).

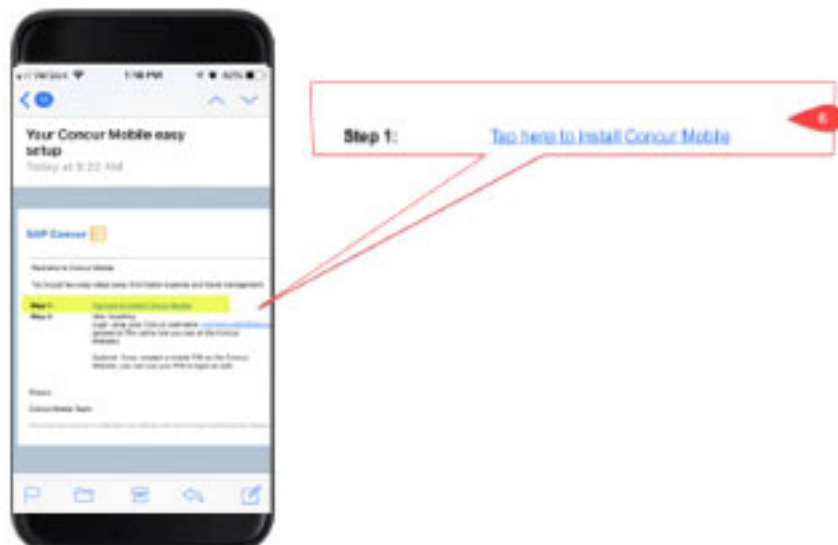


Figure 25. Download Mobile App

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### SIGN INTO APP

After the download and installation is completed tap the  icon on the mobile device to open the App, then:

1. Enter the same username (1) used on the Concur website, then tab Next (2) (see Figure 26).
2. Then enter the Concur password (1) used on the website, or the PIN (if one was created by the user), then tab Sign in to Concur (2) (see Figure 27).

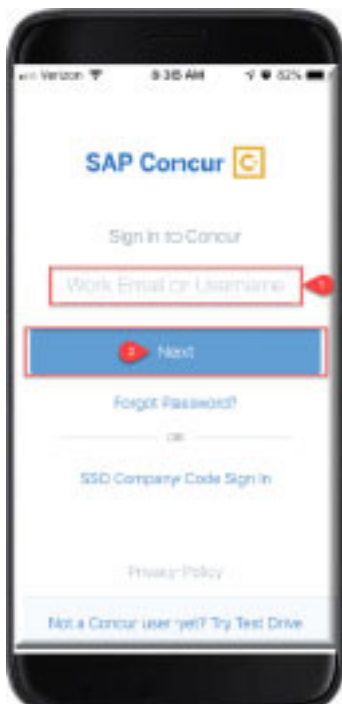


Figure 26. Mobile App Sign in – Username.

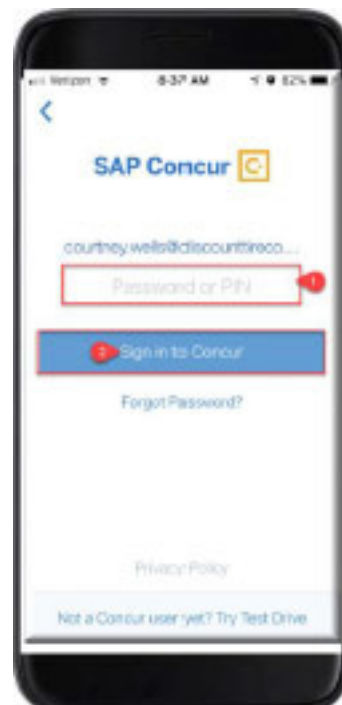


Figure 27. Mobile App Sign in – Password or PIN.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### GET HELP

To get help (see Figure 28), tap the Menu icon (1), then (on the menu screen) tap Help (2), and (on the Help screen) either enter a search term (3) or tap on a general question in the Knowledge base section (4).

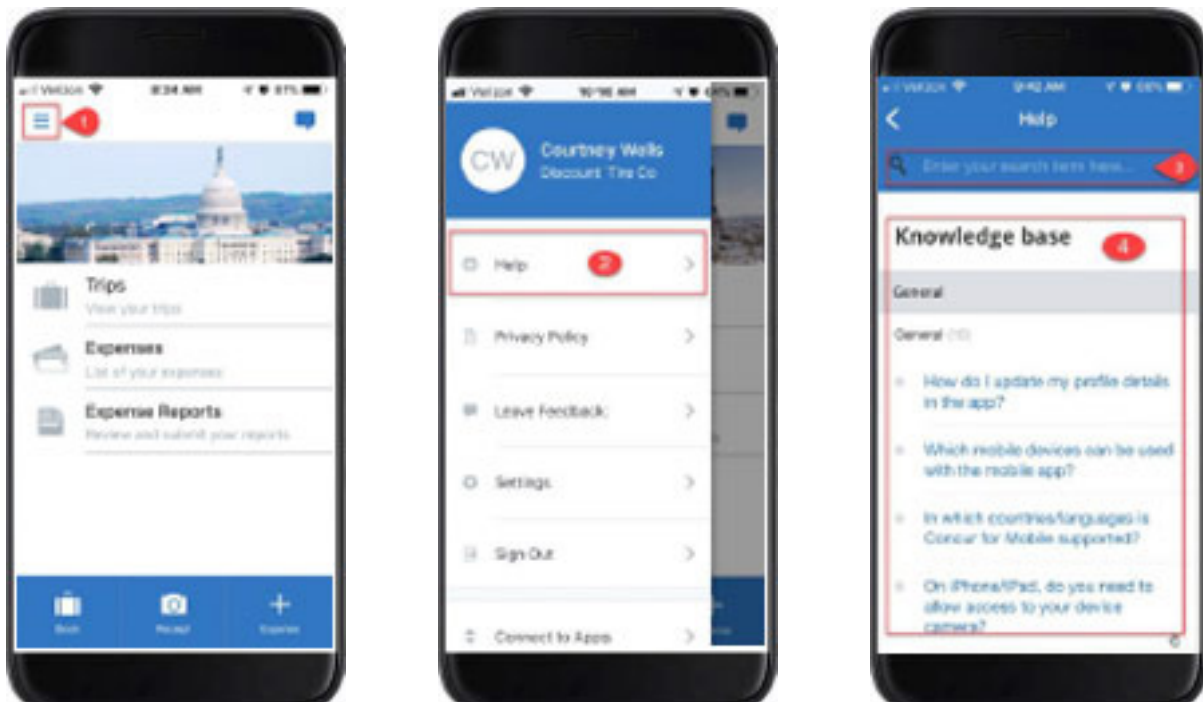


Figure 28. Get Help.



## MOBILE APP

### BOOK TRAVEL

To begin booking travel, navigate to the mobile app home page (see Figure 31) and

1. Tap the Book icon
2. Tap the type of travel to be booked (flight, hotel, or car).

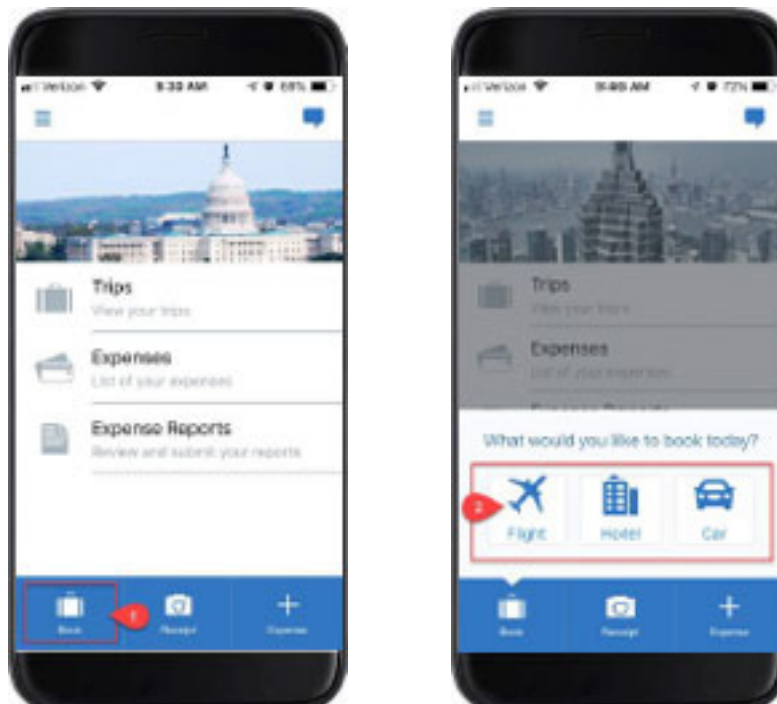


Figure 31. Book Travel.





# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### SEARCH FOR FLIGHTS

To search for a flight, follow these steps (see Figure 32):

1. Tap the Flight icon from the Book menu
2. Enter search criteria
3. **Tap Search**

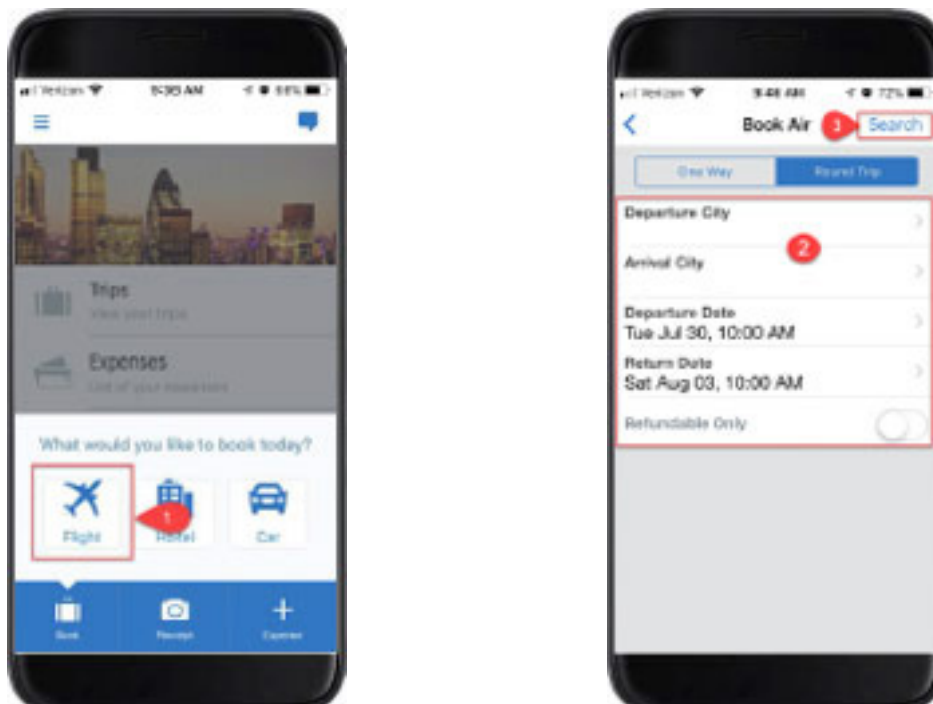


Figure 32. Search for Flights.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### SELECT AND RESERVE FLIGHTS

To select and reserve flights, follow these steps (see Figure 33):

1. Review the results summary and tap on the desired departing and reserved flights (1a) to add to the itinerary.
2. Once flights have been chosen, review the flight details and tap Reserve.

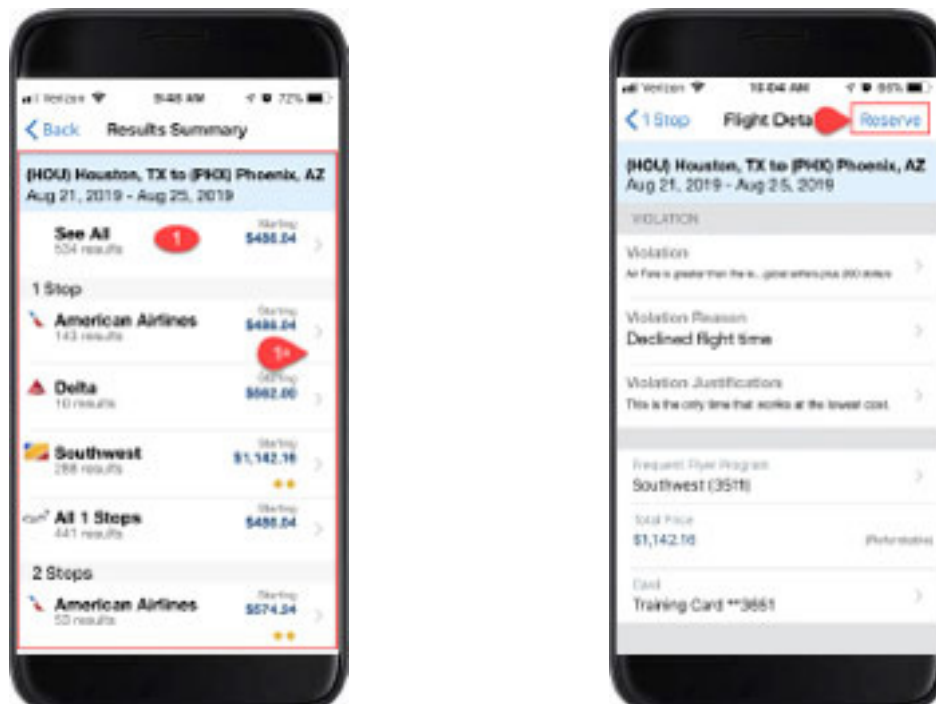



Figure 33. Select and Reserve Flights



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### TRAVEL POLICY VIOLATIONS

If there is a  icon next to the chosen flight, that means the travel policy has been violated (see Figure 34).

1. Review the results summary and tap on the desired departing and reserved flights (1a) to add to the itinerary.
2. Once flights have been chosen, review the flight details and tap Reserve.

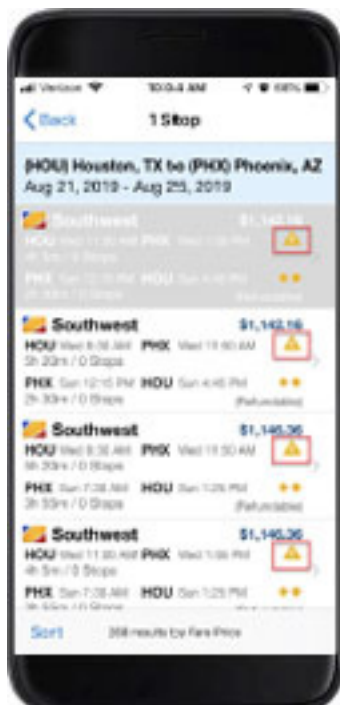


Figure 34. Travel Policy Violation

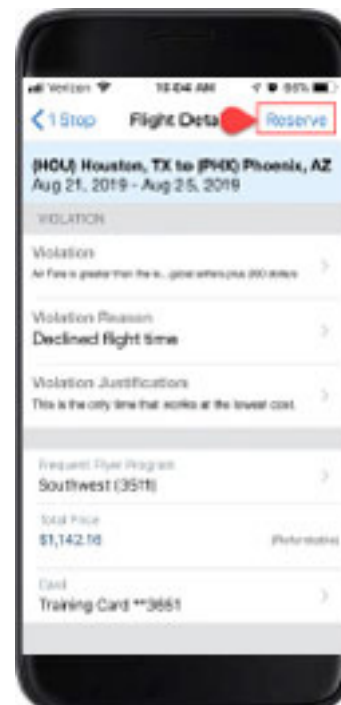


Figure 35. Violation Reason and Justification.

A written justification will need to be provided by whoever is booking the flight for a manager to approve.

A violation reason must be included along with the violation justification prior to tapping Reserve (see Figure 35).

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### SEARCH FOR A CAR

To search for a car, follow these steps (see Figure 36):

1. Tap **Book Car** after booking the flight, or
2. If only reserving a car, tap **Car** from the home screen.
3. Complete search criteria.
4. Tap **Search**.

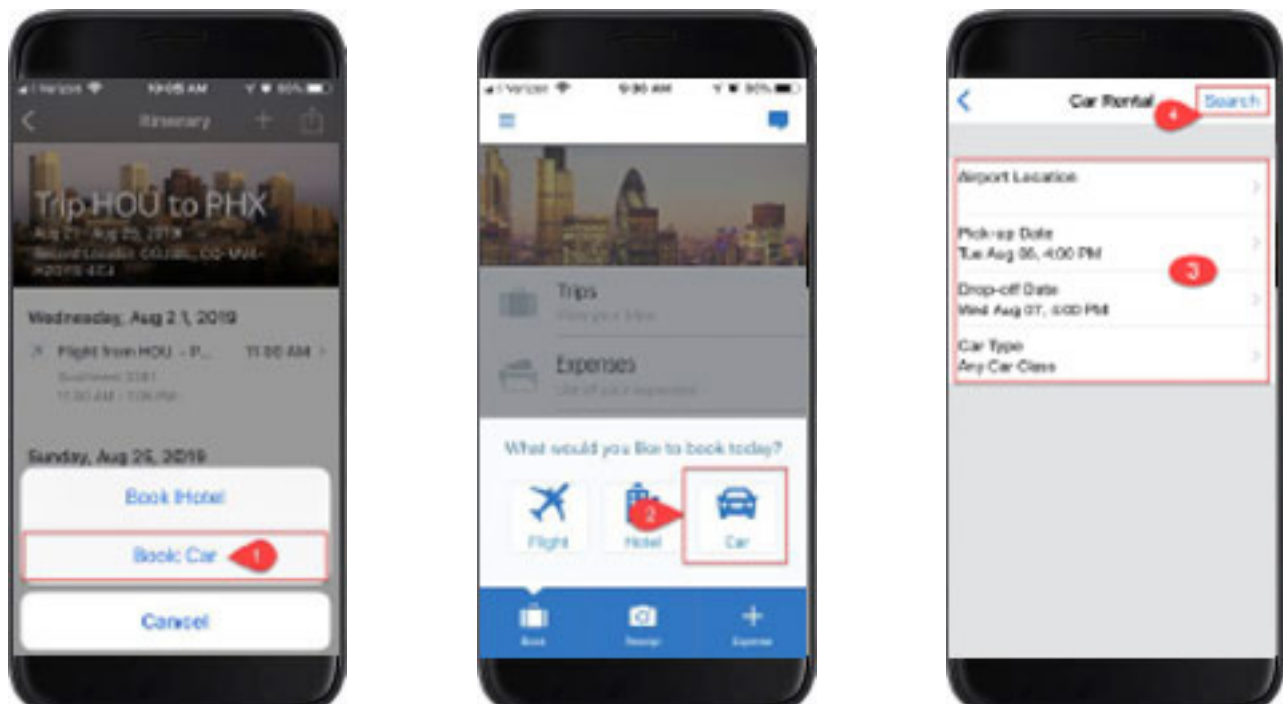


Figure 36. Search for a Car.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### SELECT & RESERVE A CAR

To select and reserve a car, follow these steps (see Figure 37):

1. Tap on the car that looks like the best fit based on vendor preference and price.
2. Review the pick-up/drop off details and vendor information on the next screen.
3. Tap **Reserve**.

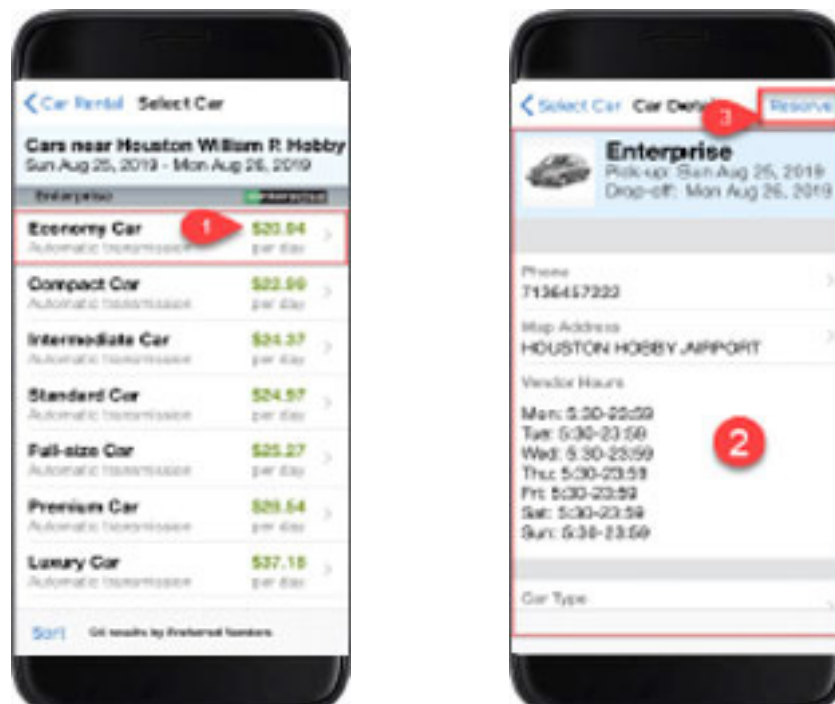


Figure 37. Select and Reserve Car.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### SEARCH FOR A HOTEL

To search for a hotel, follow these steps (see Figure 38):

1. Tap **Book Hotel** after booking the flight, or
2. If reserving a car only, tap **Hotel** from the home screen.
3. Complete search criteria.
4. Tap **Search**.

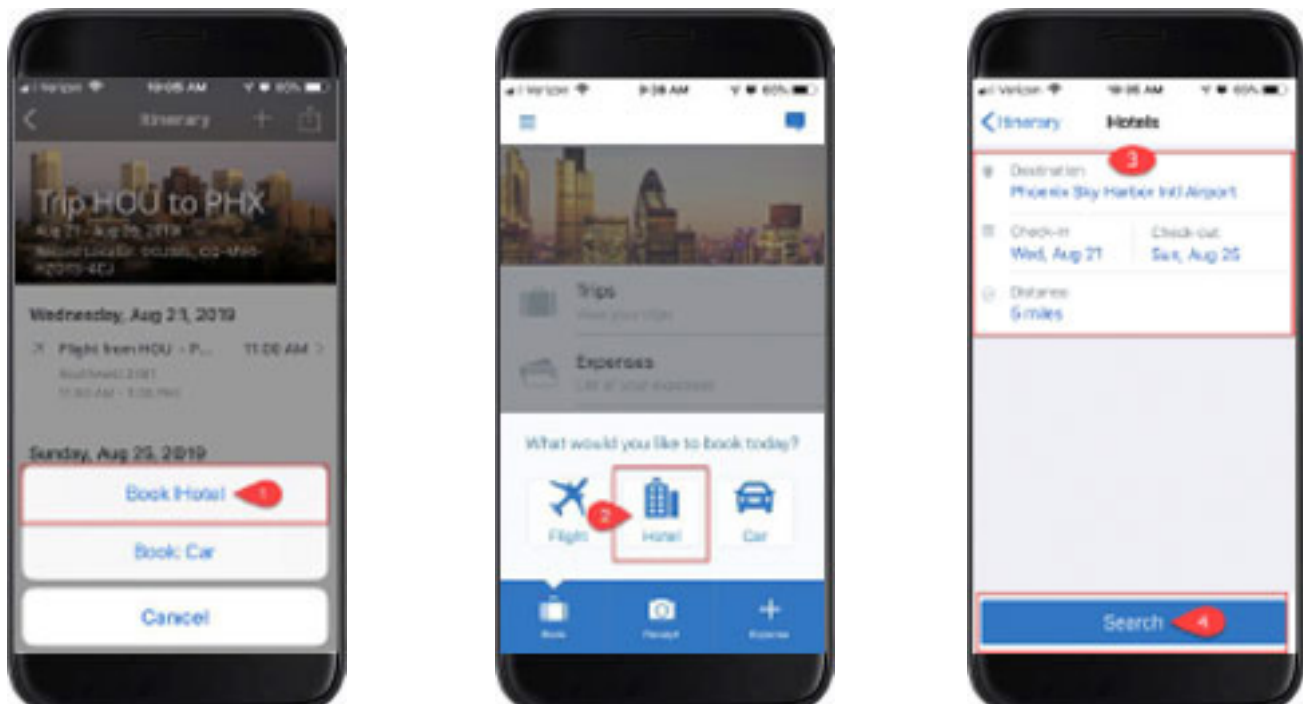


Figure 38. Search for a Hotel.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### SELECT & RESERVE HOTEL/ROOM

To select and reserve a hotel and room, follow these steps (see Figure 39):

1. Review full list of hotel search results and tap on the preferred hotel (1a).
2. Browse available rooms in the results list on the next page and choose a room by tapping on the room description (2a).
3. Review Total cost and hotel cancellation policy.
4. Tap Reserve Room.

### IMPORTANT:

**Consider preferred hotel vendors and price when choosing a hotel room. Do NOT book with deposit required or non-refundable.**

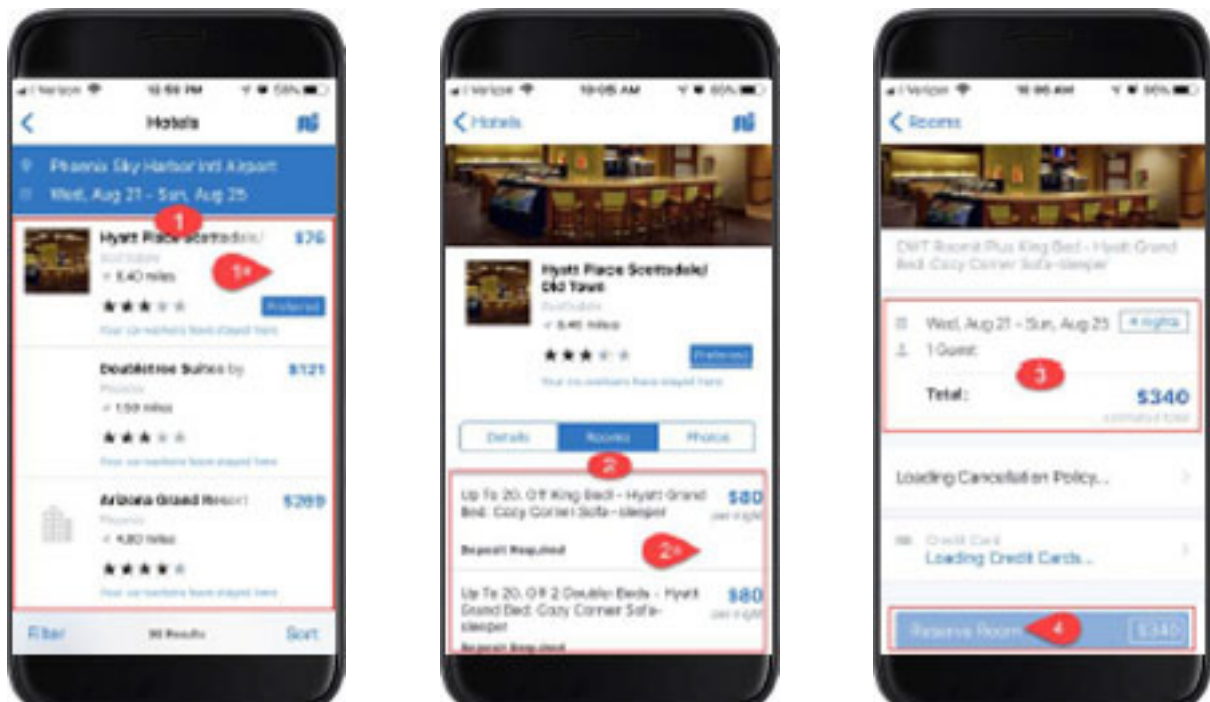


Figure 39. Select & Reserve Hotel/Room.

# CONCUR TRAVEL BOOKING GENERAL USER GUIDE



## MOBILE APP

### VIEW AND EDIT TRIPS

To view and edit trips, follow these steps (see Figure 40):

1. Tap on Trips from the app homepage.
2. View upcoming trip itineraries by tapping on them under the Upcoming tab.
3. The trip itinerary details will show on the next page.
4. Tap + to add flight, hotel, or car to the itinerary, if needed.

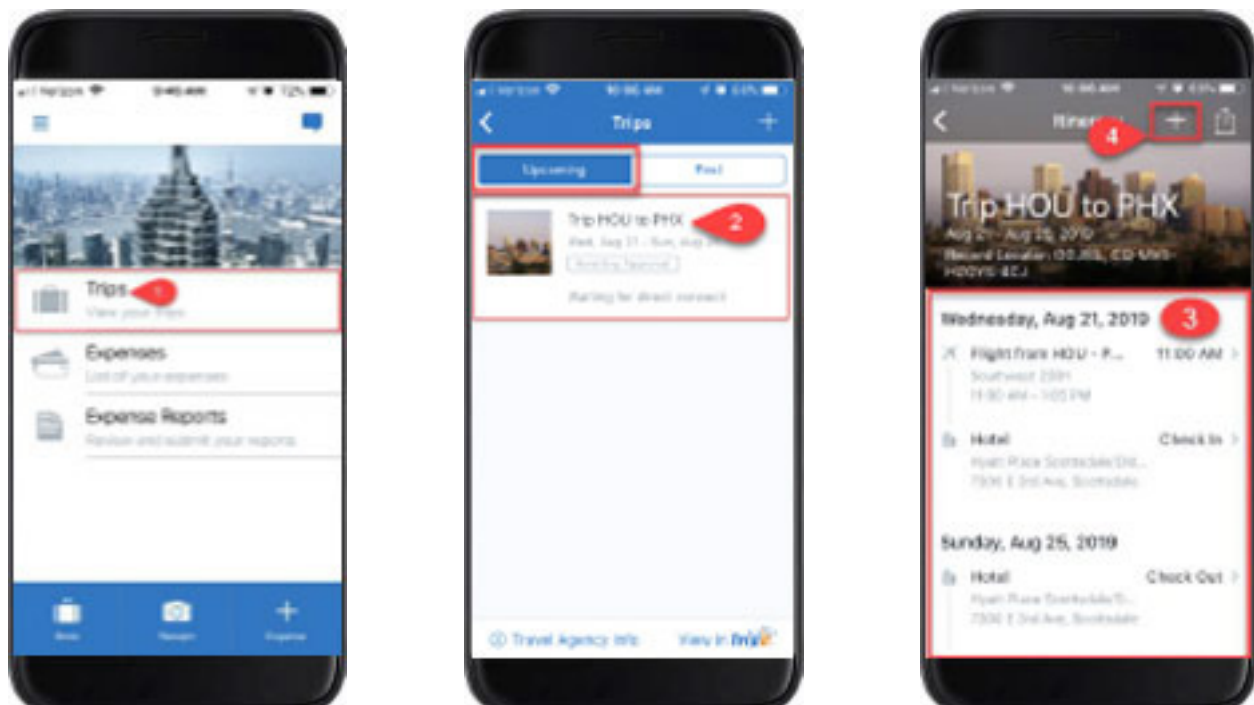


Figure 40. View and Edit Trips.



# CONCUR TRAVEL BOOKING GENERAL USER GUIDE

## MOBILE APP

### CONTACT

For assistance booking travel for yourself and a spouse/guest who will be traveling on the same flight, international travel, or travel for any group of ten or more attendees, e- mail: [mspteamdedicated.us@contactcwt.com](mailto:mspteamdedicated.us@contactcwt.com)

For assistance with all other travel inquiries, contact the Concur Travel Help Desk (available 24 hours a day, 7 days per week) at:

- 763-329-2465

o Have your 6 alpha character code called your record locator, along with the access code **DV8G** available during this call.

Find more guides on booking flights, renting cars, and reserving hotels on the Corporate tab of the Knowledge Center under the Travel tab.

For further questions of a non-technical nature, please contact Learning & Development at:

[L&D\\_Logisticsmembers@discounttire.com](mailto:L&D_Logisticsmembers@discounttire.com)

For help with technical issues please contact the help desk at:

- Stores: **66007**
- Corporate: **66008**