



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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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

1 Click on the **Profile** tab in the top right corner.

2 Select **Profile Settings** from the dropdown menu.

3 On the **Profile Options** page, select **Personal Information**.

4 **Important Note:** 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.

5 Fill in the required fields: First Name (Courtney), Middle Name (Christine), Last Name (Wells).

6 Fill in the **Region** field (Arizona).

7 Fill in the **Contact Information** fields: Work Phone (480-806-7300), Home Phone (480-325-4239), Mobile Phone (480-325-4239).

8 Fill in the **Email Addresses** fields: Email 1 (courtney.wells@disaccount/reco.com) and Email 2 (courtney.wells@gmail.com).

TSA Secure Flight: The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records access. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at www.tsa.gov.

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).

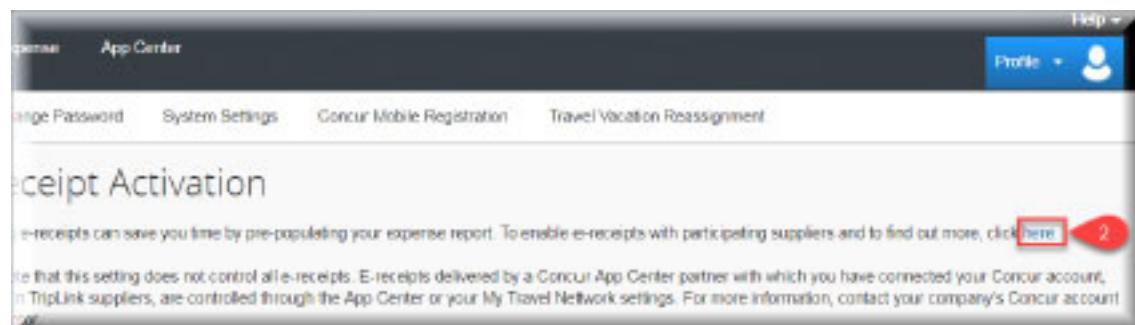


Figure 3. Activate E-Receipts – Step 2.



DESKTOP APPLICATION

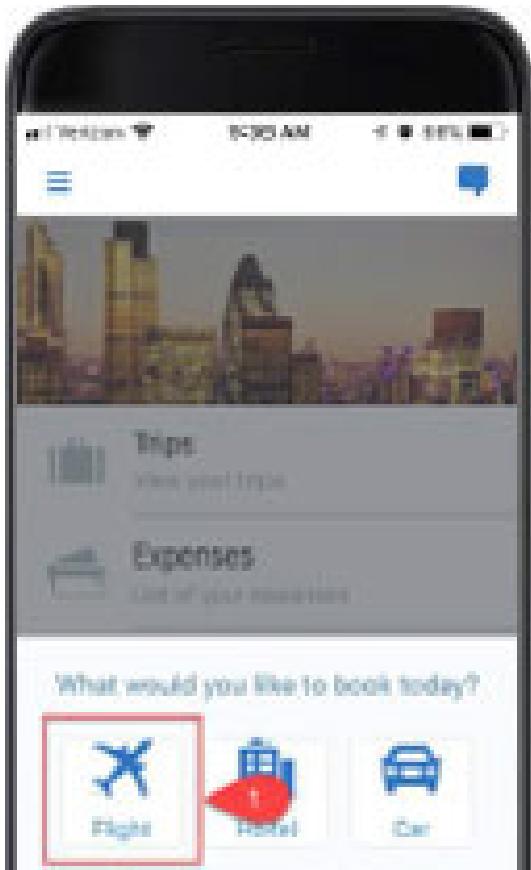
SEARCH FOR FLIGHTS

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
 - 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 shows the SAP Concur Travel Booking General User Guide interface. On the left, a 'Trip Summary' section details a trip from Houston, TX to Phoenix, AZ, departing on Oct 25 and returning on Oct 26. Below this are sections for 'Select a Flight', 'Select a Car', 'Select a Hotel', and 'Finalize Trip'. The main area is titled 'Select Flights' and shows search results. A red box highlights the 'Flight Results Matrix' (1), which displays flight options by airline (Southwest, American Airlines, United, Delta) and stops (Nonstop, 1 stop, 2 stops). Below the matrix is a 'List View' (2) showing flight details: Departure: Houston, TX - Pct, Oct 25; Arrival: Phoenix, AZ - PHX, Oct 26. The list includes a Southwest flight at 07:00a (HOU to DAL) and 08:20a (DAL to PHX), both nonstop in Economy class. A 'Select' button is shown next to the second flight. A red box highlights the search filters on the left (3), which allow changing departure and arrival times and displaying search results. A red box also highlights the search results matrix (4).

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.

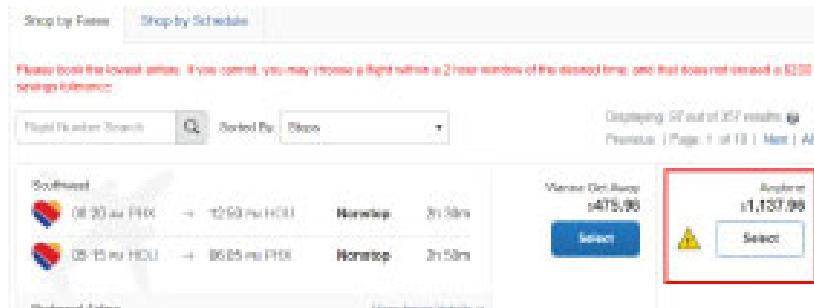
CONCUR TRAVEL BOOKING GENERAL USER GUIDE



DESKTOP APPLICATION

BROKEN TRAVEL RULE

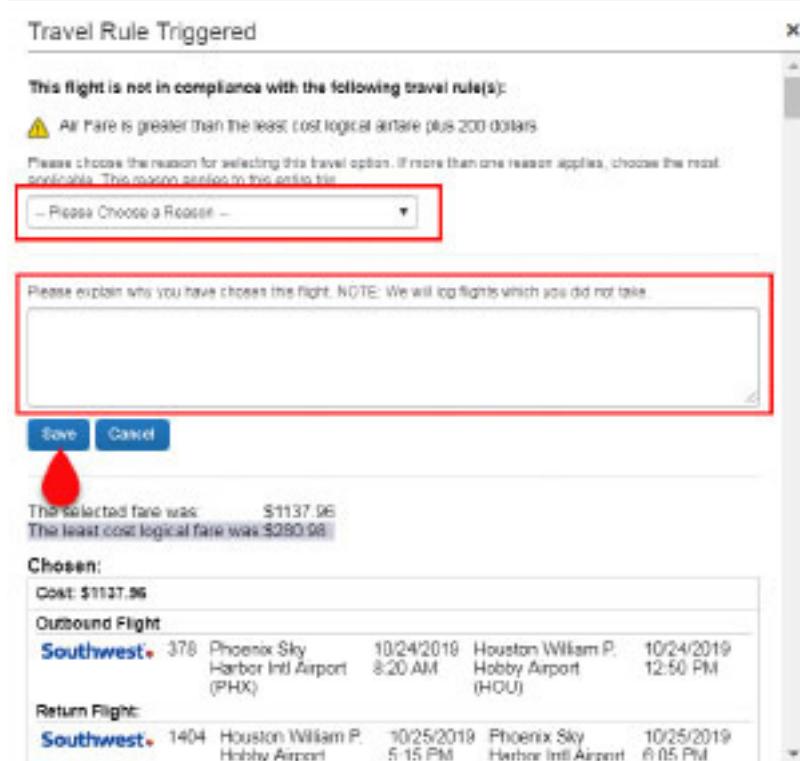
If the  icon appears next to the Select button of a flight, a travel rule has been broken (see Figure 6).



The screenshot shows a search results page for flights from Phoenix (PHX) to Houston (HOU) on October 24, 2019. The results are sorted by price. The first flight listed is a Southwest flight from PHX to HOU at 10:50 AM, with a fare of \$1,137.96. The 'Select' button for this flight is highlighted with a red box and contains a yellow warning icon. The second flight listed is a Southwest flight from HOU to PHX at 6:25 PM, with a fare of \$890.98. The 'Select' button for this flight is also present.

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 pop-up window is titled 'Travel Rule Triggered' and contains the following text: 'This flight is not in compliance with the following travel rule(s):' followed by a yellow warning icon and the text 'Airfare is greater than the least cost logical airfare plus 200 dollars.' Below this, a note says '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 trip.' A dropdown menu is shown with the placeholder 'Please Choose a Reason...'. A large text area below asks 'Please explain why you have chosen this flight. NOTE: We will log flights which you did not take.' At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button. Below the pop-up, a note states 'The selected fare was \$1137.96' and 'The least cost logical fare was \$890.98'. The 'Chosen' section shows the flight details: 'Outbound Flight' to Southwest flight 378 from Phoenix to Houston on 10/24/2019, and 'Return Flight' to Southwest flight 1404 from Houston to Phoenix on 10/25/2019.

Figure 7. Broken Travel Rule Justification Pop-Up.



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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.

Review and Reserve Flight

REVIEW FLIGHTS

1

DEPART: Thu, Oct 24 - Phoenix, AZ (Phoenix, AZ) to Houston, TX (Houston, TX) - 05:20p PHX → 12:55p HOU - 2h 30m Southwest 310

RETURN: Fri, Oct 25 - Houston, TX (Phoenix, AZ) to Phoenix, AZ (Phoenix, AZ) - 06:15p HOU → 06:05p PHX - 2h 00m Southwest 180

ENTER TRAVELER INFORMATION

2

Primary Traveler: Courtney Christine Wells (Phone: 403-900-1234) courtney.wells@concurtravel.com

Frequent Flyer Programs: Delta Points

SEAT ASSIGNMENT

3

Pre-reservation results are not available for this flight.

REVIEW PRICE SUMMARY

4

Description	Price	Taxes and Fees	Charge
Round trip	\$1,231.90	\$705.00	\$1,237.90
Total Estimated Cost:	\$1,237.90		
Taxes Due Now:	\$1,237.90		

APPLY TICKET CREDIT

You can apply up to \$1000 in credits towards the total cost of this flight.

SELECT A METHOD OF PAYMENT

5

How would you like to pay?

Credit Card: American Express, Visa, MasterCard, Add Credit Card

Indicates credit card is a company card

By completing this booking, you agree to the [Term, rules and restrictions](#) and [Additional goods and services](#) only.

Back Reserve Flight and Continue

Figure 8. Review Booking Information.

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

SELECT A METHOD OF PAYMENT

How would you like to pay?

Credit Card: American Express, Visa, MasterCard, Add Credit Card

Indicates credit card is a company card

By completing this booking, you agree to the [Term, rules and restrictions](#) and [Additional goods and services](#) only.

Back Reserve Flight and Continue

Figure 9. Reserve the Flight.

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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.

The screenshot shows the SAP Concur Travel Homepage. The 'Car Search' section is highlighted. Step 1 points to the car icon. Step 2 points to the date and time fields. Step 3 points to the 'Return car to another location' checkbox. Step 4 points to the 'Search' button.

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.



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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.

The screenshot shows the 'Select a Car' section of the Concur Travel Booking application. At the top, there is a search matrix table with columns for car types (Economy Car, Compact Car, Intermediate Car, Intermediate Car Hybrid, Standard Car, Full-size Car, Premium Car, Luxury Car, Mini-type) and rows for car vendors (Avis, Budget, Dollar, Hertz, National, Sixt, Thrifty). The matrix is color-coded with green for 'Most Preferred', yellow for 'Preferred', and grey for 'Less Preferred'. A red circle with the number '1' highlights the matrix. Below the matrix is a 'Change Car Search' panel with 'Car Display Filters' (Unlimited miles, Air conditioning, Hybrid) and 'Car Transmission' (Automatic, Manual). A red circle with the number '3' highlights this panel. The main search results are shown in a list format, with a red circle and the number '2' highlighting the first result: 'Economy Car - \$44.00 per day (Sabre)'. This result includes details like 'Automatic transmission', 'Unlimited miles', 'Pick-up: Terminal - HOU', 'Adults: 2, Children: 2, Large bags: 1, Small bags: 1', and a 'Total: 104*'. A red circle with the number '4' highlights the 'Total: 104*' button.

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.

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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.

The screenshot shows the SAP Concur Travel Homepage. The top navigation bar includes 'Travel', 'Expense', 'App Center', 'Start a Report', 'Upload Receipts', 'View Trips', 'Available Expenses', and 'Open Reports'. The main area is titled 'TRIP SEARCH' and contains a search form with fields for 'Check-in Date', 'Check-out Date', 'Search address', 'Nearby airport', 'Address', 'Category', 'Reference Point ID', and 'Zip/Postal Code'. A red box highlights this search form, and a red circle with the number '1' is placed above it. Below the search form is a 'Total Search' button with a red circle and the number '4' placed above it. To the right of the search form is an 'ALERTS' section with a message about trip creation and a 'COMPANY NOTES' section with administrator contact information. The right side of the page features a 'MY TASKS' section with '00 Available Expenses' and '00 Open Reports', each with a red circle and the number '3' placed above them. A red circle with the number '2' is placed above the 'Available Expenses' section.

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.



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DESKTOP APPLICATION

SELECT A HOTEL

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

The screenshot shows the Concur Travel Booking application interface. On the left, there is a sidebar with 'Finalize Trip' and sections for 'Change Car Search' (with a red box and number 1), 'Car Display Filters' (with a red box and number 3), and 'Car Transmission' (with a red box and number 5). The main area displays a list of hotel results. Each result includes a small image, the hotel name, price, and a brief description. A red box with number 2 highlights the first result, 'Economy Car - \$44.00 per day (Sabre)'. A red box with number 4 highlights the 'Total rate' of '\$58.14' in a blue button. The results are sorted by 'Policy - Insert Compliant'.

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.



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).

1. La Quinta Inn Houston Greenway Plaza
4015 Southwest Freeway, Houston, TX 77027-1492 Map It
4.3 miles ★★★★★

Most Preferred Hotel Chain for Discount Tire Co Hide Rooms Hotel details

Room Options

Room Description	Price
Discount T Chainwide Discount - 2 Double With Free WiFi, Free Breakfast, Mini-fridge, Microwave, AC, Bathtub/Shower, Coffee (Sabre)	\$62
Discount T Chainwide Discount - 1 King With Free WiFi, Free Breakfast, Mini-fridge, Microwave, AC, Bathtub/Shower, Coffee (Sabre)	\$62
Discount T Chainwide Discount - 1 Full Accessible Room Nsmk With Free WiFi, Free Breakfast, Refrigerator, Microwave, AC (Sabre)	\$62
Discount T Chainwide Discount - 1 King Accessible Room Nsmk With Free WiFi, Free Breakfast, Refrigerator, Microwave, AC (Sabre)	\$62
Room Rate - Breakfast - 2 Double With Free WiFi, Free Breakfast, Mini-fridge, Microwave, AC, Bathtub/Shower, Coffee (Sabre)	\$66

Figure 15. Select a Room.



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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**.

Review and Reserve Hotel

REVIEW HOTEL ROOM

La Quinta Inn Houston Greenway Plaza

Discount: 1 Chained Discount - 1 King With Free-Breakfast, Mini-Fridge, Microwave, Ac, Bathtub/Shower, Coffee

1 Night | 1 Guest*

Check-in: Tuesday, October 29, 2019 | Check-out: Wednesday, October 30, 2019 | Address: 8015 Southwest Freeway, Houston, Texas 77027-7259 | Phone: 713-623-4792

*We reserve rooms for 1 guest only, regardless of the number of individuals sharing the room. The primary traveler's name is attached to the reservation for legal reasons.

PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (50 characters max):

I need a quiet room please Room with a view Room with a balcony

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the ID shown on the day of check-in. *

Hotel Guest

Name: Courtney Christine Wells | Phone: 409-606-7300 | courtney.wells@louisiana.edu

Hotel Program Add a Program

No Program selected

Review PRICE SUMMARY

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 not include taxes or additional fees.
*Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stays.

Credit card: 38811 |

*Indicates credit card is a company card

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

La Quinta Inn Houston Greenway Plaza

Please review the rate details and restrictions before continuing.

The hotel provided the following information:

RATE: USD 62.10
TOTAL RATE: 72.66 USD
EXTRA PERSON: \$10.00

Terms to the hotel's rate rules, restrictions, and cancellation policies

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... [Plan my trip](#) [Create itinerary](#)

Trip Name: Trip from Phoenix to Houston [Edit](#)
Start Date: October 23, 2019
End Date: October 24, 2019
Created: September 04, 2019, Courtney Wells (Modified: September 04, 2019)
Description: (No Description Available) [Edit](#)
Agency Record Locator: 103HAWJ
Passenger: Courtney Christine Wells
Total Estimated Costs: \$1,281.11 USD [Edit](#)

Add to your Itinerary [Car](#) [Flight](#) [Hotel](#) [Parking](#)

RESERVATIONS

Wednesday, October 23, 2019

Flight Phoenix, AZ (PHX) to Houston, TX (HOU) [Cancel trip](#)

Southwest 823

Departure: 08:55 AM
Phoenix Sky Harbor Int'l Airport (PHX)
Duration: 2 hours, 35 minutes
1 stop

Arrival: 04:35 PM
Houston Intercontinental Airport (HOU)

Additional Details
Cabin: Economy
Flight: 823
Class: Economy (E)

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 [Return](#)
Drop off: [Houston US \(HOU\)](#)

Confirmation: 10519869001NT
Date: [Confirmed](#)
Last Update: 09/04/2019

Rental: [Car](#)
Total Estimated Costs: [\\$1,281.11 USD](#)
\$79.14 USD
\$1,281.11 USD

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

FOR ASSISTANCE WITH A CONCUR TRAVEL/CLICKBOOK RESERVATION PLEASE CALL 877-313-8887

TRAVEL OFFICE HOURS ARE MON-FRI 8A-5P MST
MST-FRI, DURING THESE HOURS, CALL 860-426-8182 FOR ALL OTHER RESERVATIONS.

FOR EMERGENCY ASSISTANCE AFTER HOURS, PLEASE CALL 800-322-4200 EXECUTIVE CODE - D123

IF YOU ARE TRAVELING OVERSEAS AND A NUMBER IS NOT LISTED BELOW FOR THAT COUNTRY PLEASE
CALL CWT COLLECT 314-412-1931 EXECUTIVE CODE D123

If you close at this point your reservation may be canceled. Note: Any part of the trip that is instant bookable or has deposit required will not be canceled.

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

Figure 17. Review Travel Details.



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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 'Trip Booking Information' page in the SAP Concur Travel application. The page has a header with the SAP Concur logo, Travel, Expense, and App Center tabs, and a user profile icon. The main content area is titled 'Trip Booking Information' and contains the following fields:

- Trip Name:** (1) This will appear in your trip booking report.
- Trip Description (optional):** (2) Used to identify the trip code.
- Comments for the Travel Agent (optional):** (3) Special requests may incur surcharge service fees.
- With my email confirmation...** dropdown menu: (4) Options include 'Include directions and maps to hotels' and 'HTML, Plain text'.
- Next** button: (5) Located at the bottom right of the form.

At the bottom of the page, a note states: "Please enter information about this trip then press Next to finalize your reservation. If you cancel at this point your reservation may be canceled. Note: Any part of the trip that is instant purchase or has deposit required will not be canceled."

Figure 18. Add Trip Booking Information.

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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

TRIP OVERVIEW

TOTAL ESTIMATED COST

REMARKS

Actions

Amount due: \$1,291.79 USD

Purchase Trip **Purchase Ticket** **Purchase Options** **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).

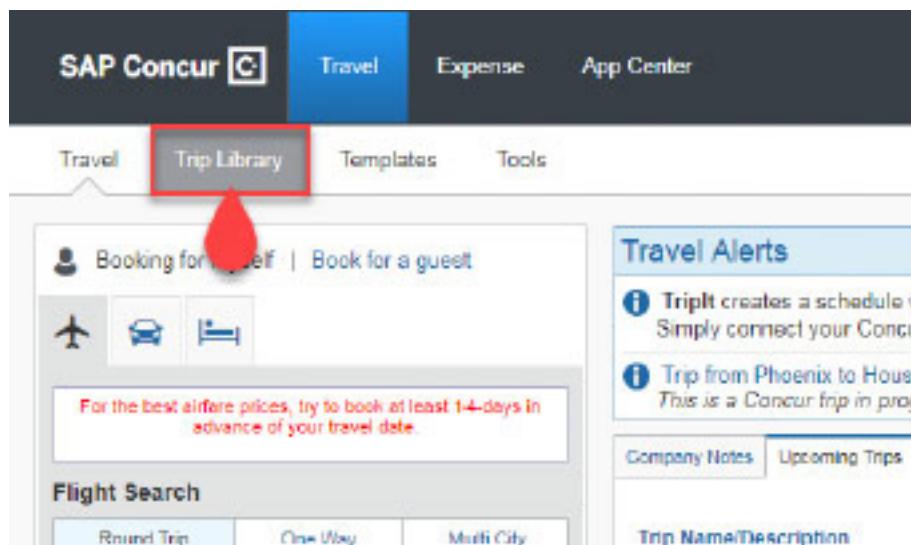


Figure 20. Access Trip Library from Travel Home Screen.

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

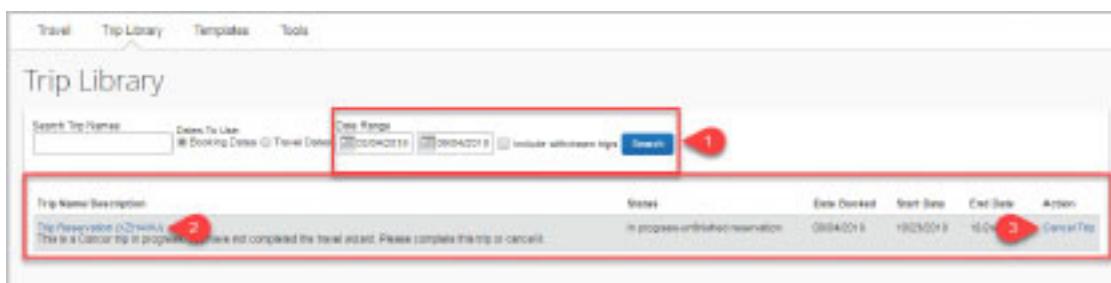


Figure 21. View/Edit/Cancel Trips.

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.

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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).

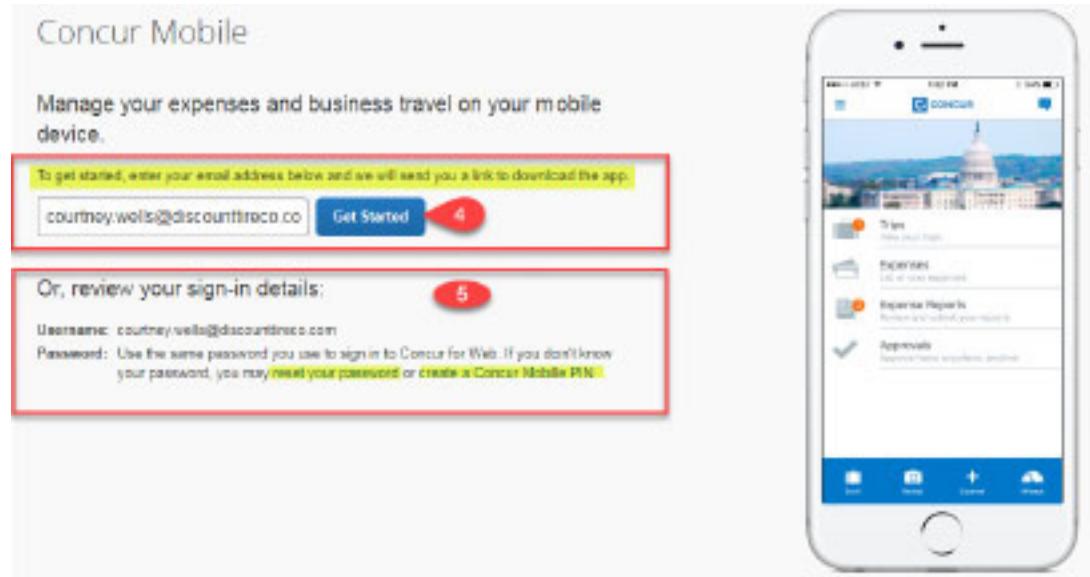


Figure 24. Register Concur Mobile App.

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).

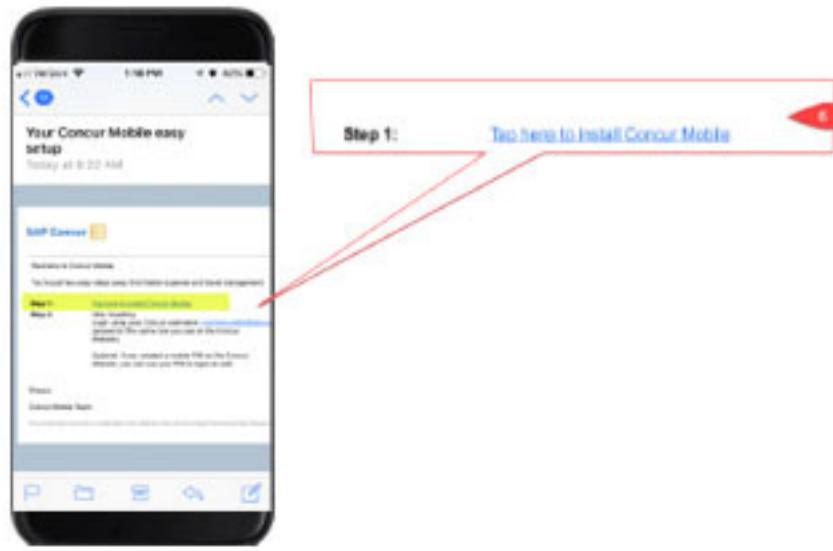


Figure 25. Download Mobile App



MOBILE APP

SIGN INTO APP

After the download and installation is completed tap the

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).

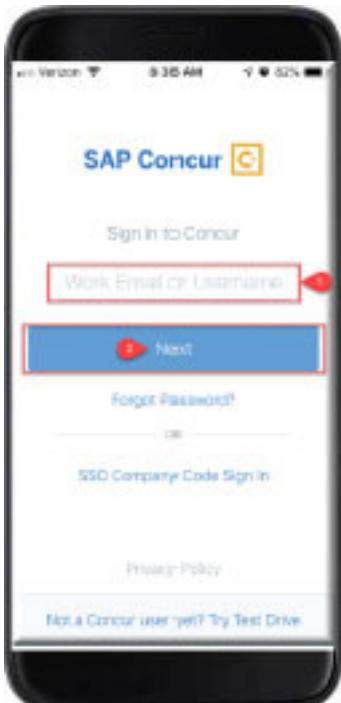


Figure 26. Mobile App Sign in – Username.

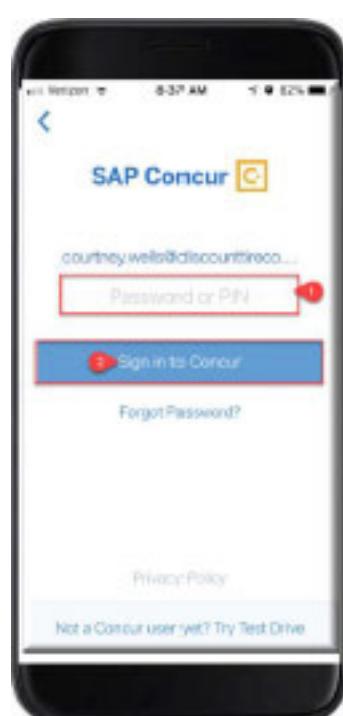


Figure 27. Mobile App Sign in – Password or PIN.



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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).

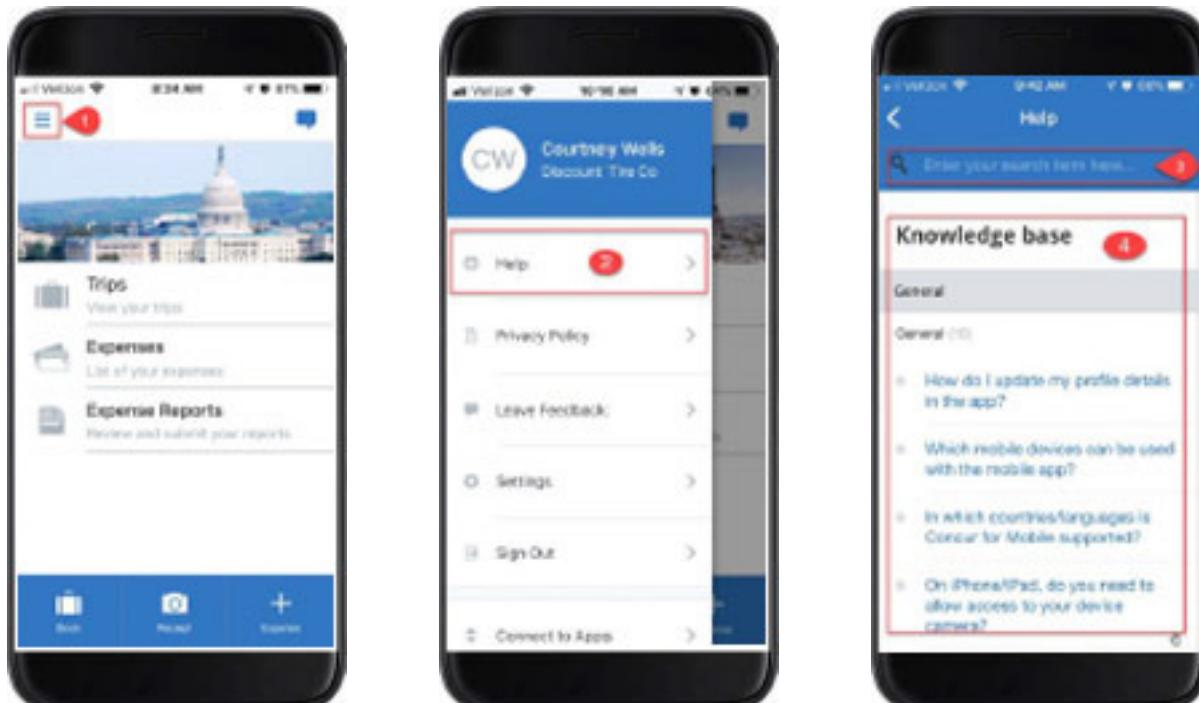


Figure 28. Get Help.



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).

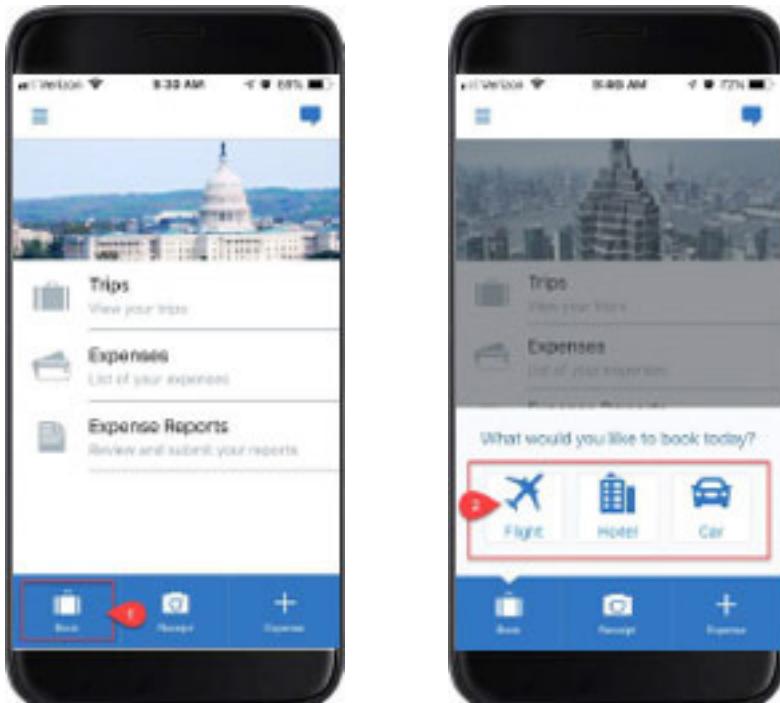


Figure 31. Book Travel.



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**

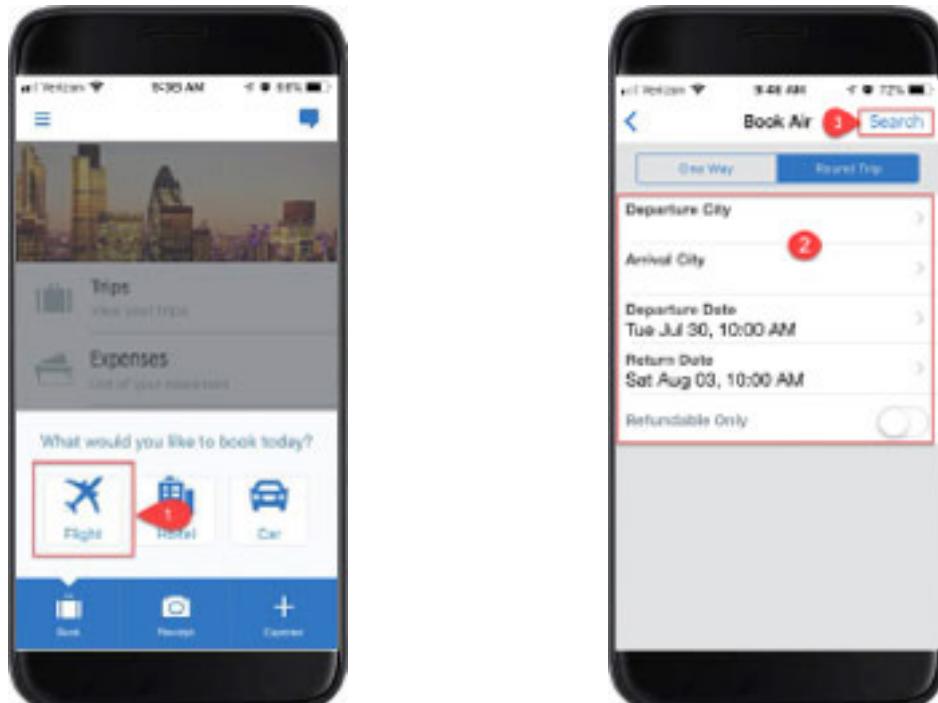


Figure 32. Search for Flights.



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.

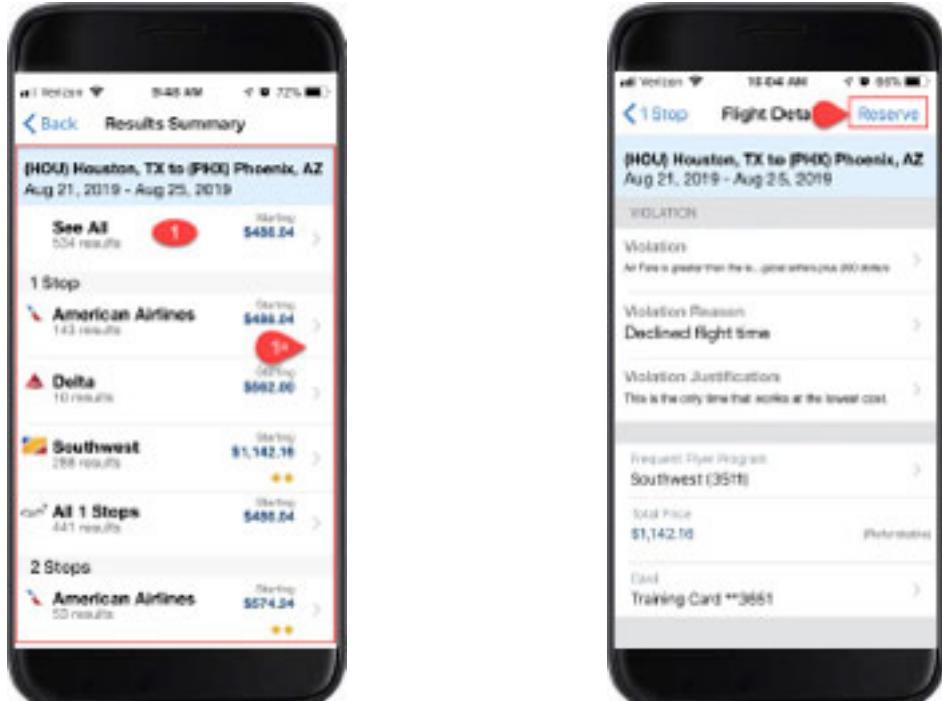


Figure 33. Select and Reserve Flights



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.

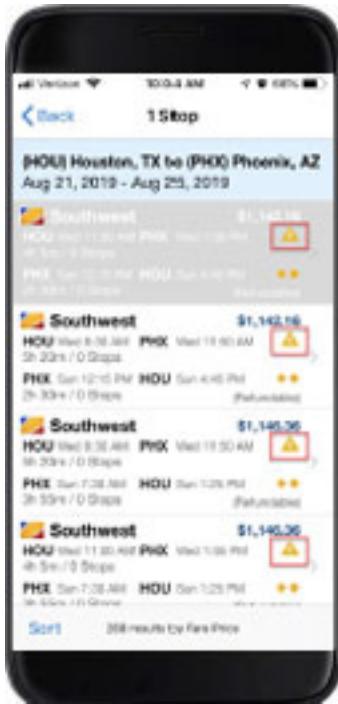


Figure 34. Travel Policy Violation

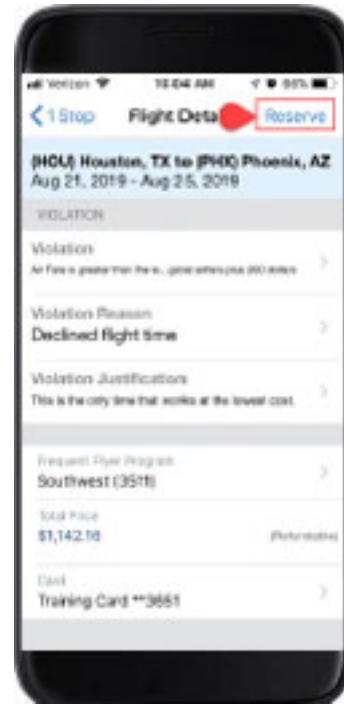


Figure 35. Violation Reason and Justification.

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).



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**.

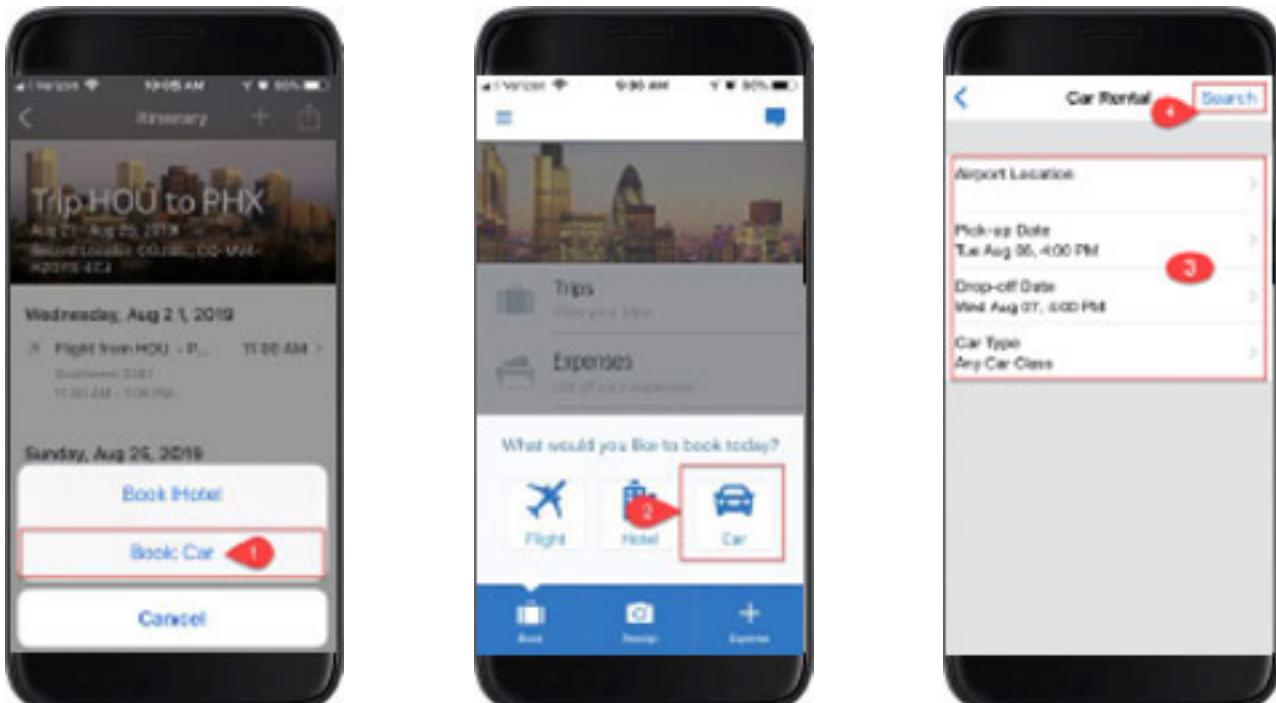


Figure 36. Search for a Car.



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**.

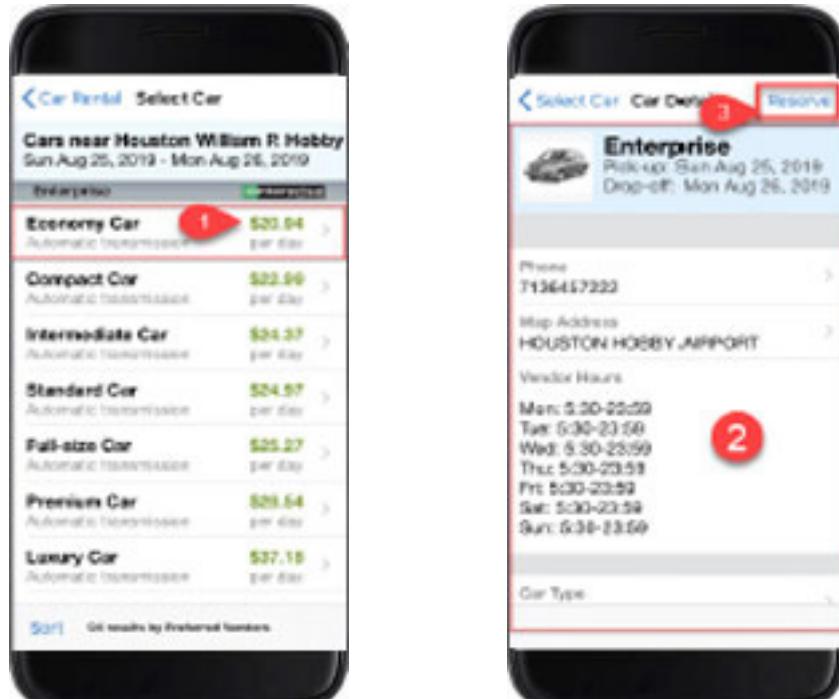


Figure 37. Select and Reserve Car.



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**.

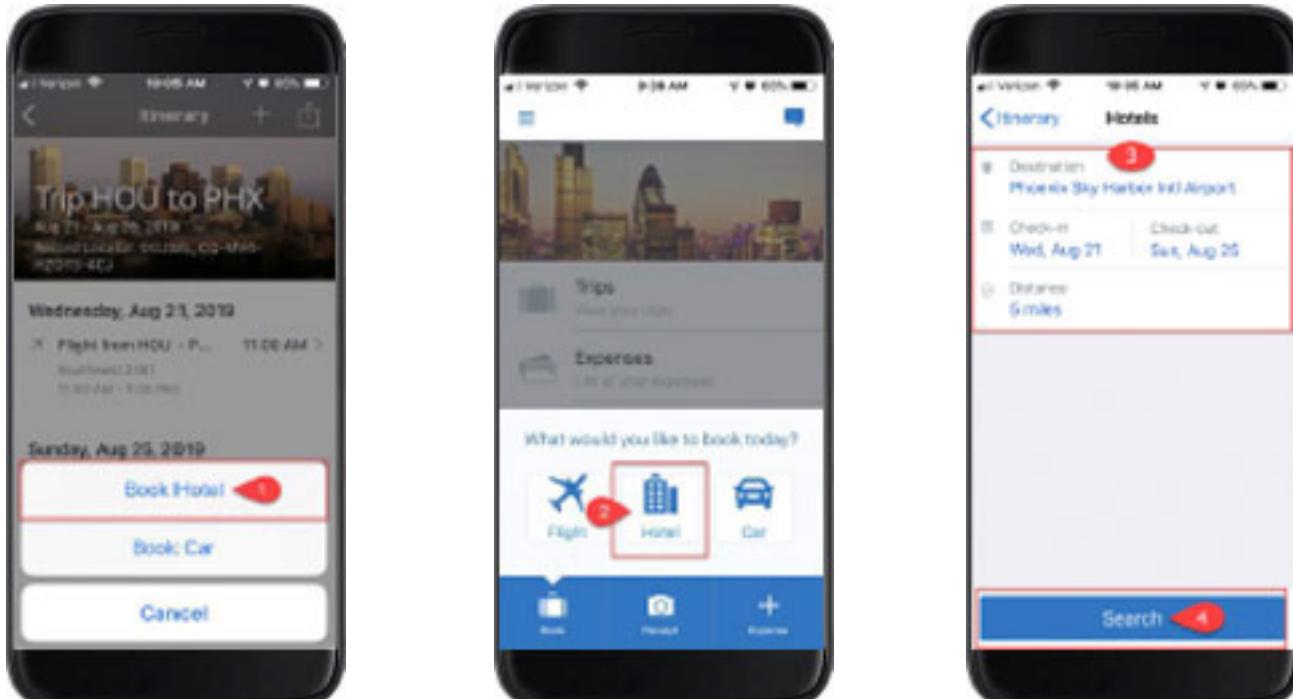


Figure 38. Search for a Hotel.



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.

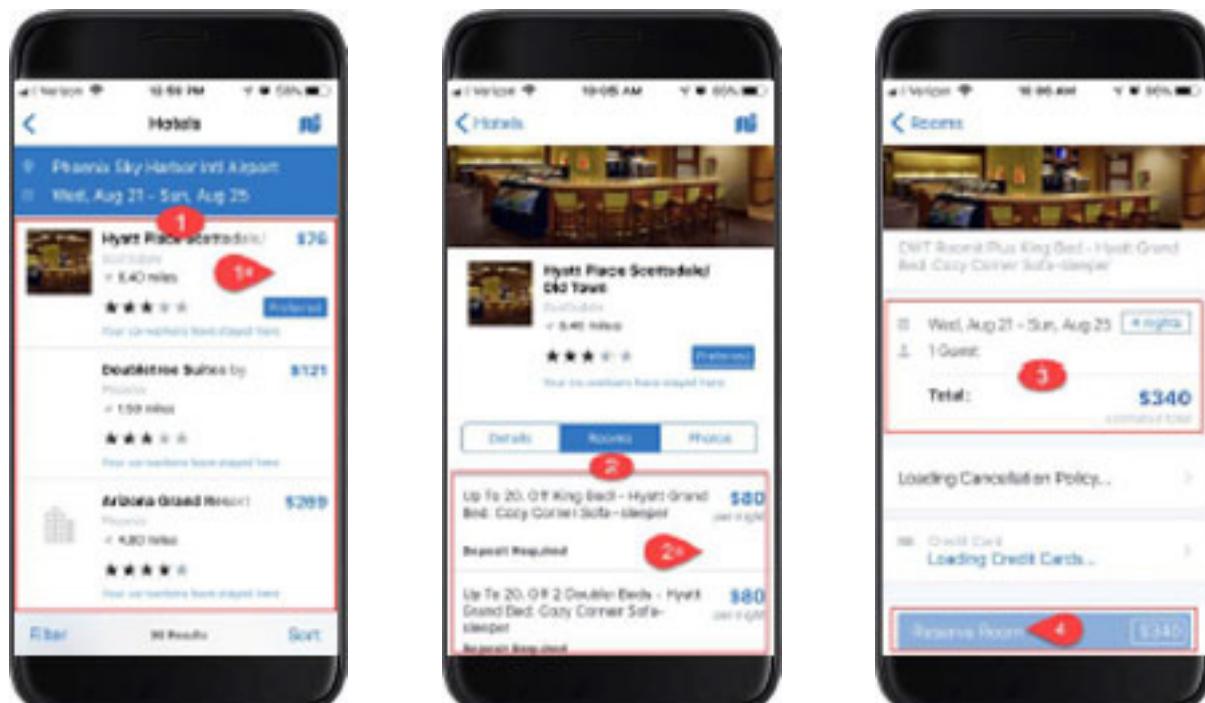


Figure 39. Select & Reserve Hotel/Room.

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.

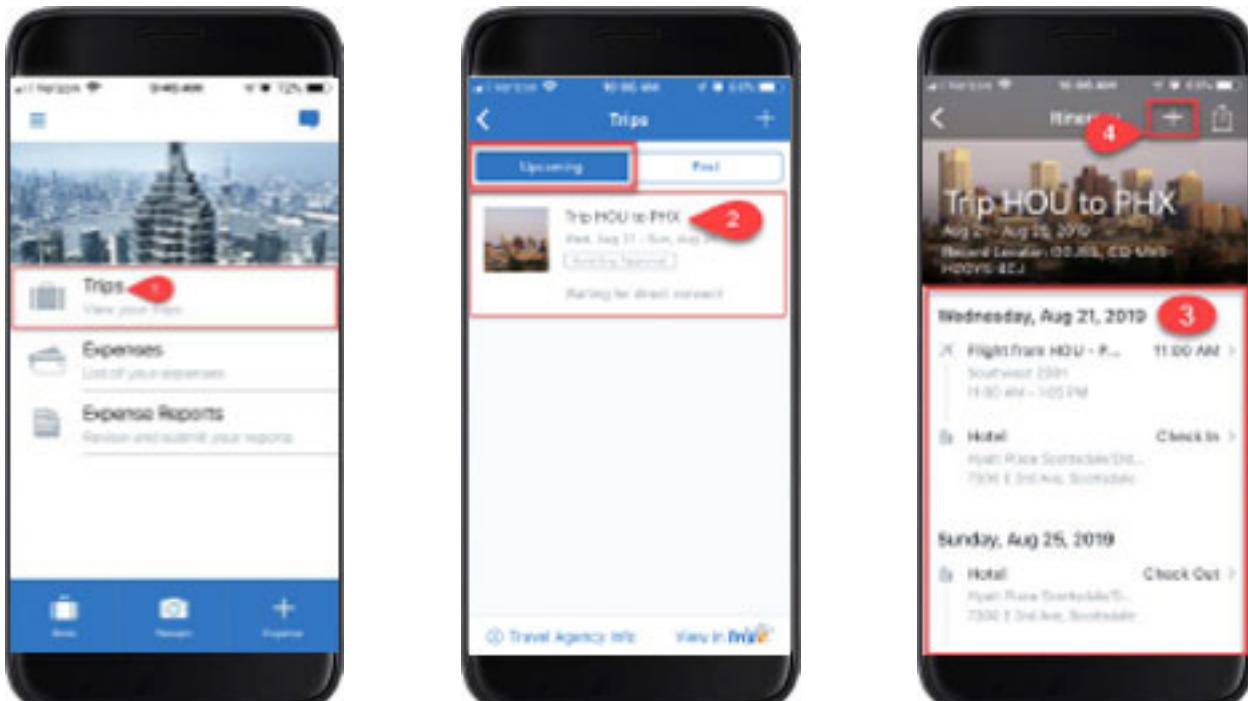


Figure 40. View and Edit Trips.



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

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

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

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