



Employee - Frequently Asked Questions

Q) How do I log in to Concur Travel?

A) All travelers will receive their login and password information by email on the launch date of the service. This includes self-registration procedures. Please contact your institution travel administrator if you have not received this information.

Q) What should I do the first time I log into Concur Travel?

1. The first time you log into Concur Travel, you should change your password. If you are not prompted to change your password after logging in for the first time, follow these instructions:

1. On the **My Concur** page, click the **Profile** link on the menu bar at the top of the screen.
2. In the **Other Settings** menu on the left side of the page, click the **Change Password** link.
3. Enter your new password and then click **Save**.

2. Before you use Concur Travel to reserve travel, click the **Profile** link to review and update your profile. You must save your profile before you first attempt to book a trip in Concur Travel.

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** list on the **My Concur** page and then click **Profile**.

Agency profiles are transferred for existing employees. Please verify that the information is correct and enter any new items. Click **Profile** on the **My Concur** page immediately after you initially log into the service.

Q) What are the required fields on the profile page?

The fields required on the **Profile** page are contact telephone numbers, email address, and fields required by your company. You can also enter travel preferences such as frequent flier information and seating preferences.

Q) What if I do not book my own travel?

In Concur Travel, you can select an assistant or arranger to reserve your travel.

1. On the **My Concur** page, click **Profile** and then click the **Assistants** link at the top of the page.
2. Click **Add an Assistant** to add the person who you would like to authorize to reserve your travel. This person can now update your profile and also make travel arrangements for you.

If you do not see your travel arranger in the list of people to select from, that individual might not have access to Concur Travel. To add your arranger to the list, send a request to your travel administrator.



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Q) How do I get help for using Concur Travel?

Click **Help** on the **My Concur** page. In the Help section, you can find specific instructions for the task you are trying to complete. You can also view demonstrations of the most important tasks. For questions regarding completed travel reservations, please call your agency representative.

Q) Why should I use Concur Travel instead of calling an agent directly?

Concur Travel allows you to quickly make plans after viewing your travel options. In addition, you have access to Internet fares. Concur Travel provides a list of all your travel plans and is your direct source for travel alerts. However, calling into the full service line is always an option.

Q) How is ticket fulfillment handled?

When you use Concur Travel to reserve your company's agency fares, your agency will handle fulfillment/ticketing in the same manner as a phone reservation. Electronic tickets are issued unless otherwise requested.

Q) What if I want to book a flight on my own?

When you use Concur Travel, you can book flights yourself while maintaining access to corporate discounts. You can compare these discounted flights with Internet fares and other alternatives to find the best travel solutions – solutions that comply with company's travel policies.

Q) What is the difference between booking a flight with Concur Travel and purchasing an Internet fare from a vendor's website?

Concur provides access to both agency and Internet fares. The difference between the two fares is where it is fulfilled and who provides the customer support. With an agency purchase, you have the full support of your agent in making changes. Your ticket is purchased through your agency.

If you select an Internet fare, you buy the ticket directly from the supplier or airline's fulfillment agency. These fares may have special rules that apply and you must contact the airline directly to request a change.

Q) Some airline sites offer the ability to make hotel and car reservations. Should I use those options?

If you select an Internet airfare, please return to Concur Travel to add your hotel and/or car reservation. Please do not make your hotel/car reservation through the airline website.

Q) What happens if I do not comply with company policy?

When you go outside of your company policy, Concur Travel notifies you by showing the fare with a yellow or red tab. When you select a yellow or red tab, Concur Travel prompts you to enter an explanation as to why you chose a fare that did not comply with your company's policy. The yellow tab will not appear if your company uses Concur Standard.

Q) What does the yellow star represent for air, hotel, and car options?



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The yellow star represents a company preferred vendor.

Q) Why does the Reserve button appear in more than one color?

The following table describes the meaning of the **Reserve** button colors:

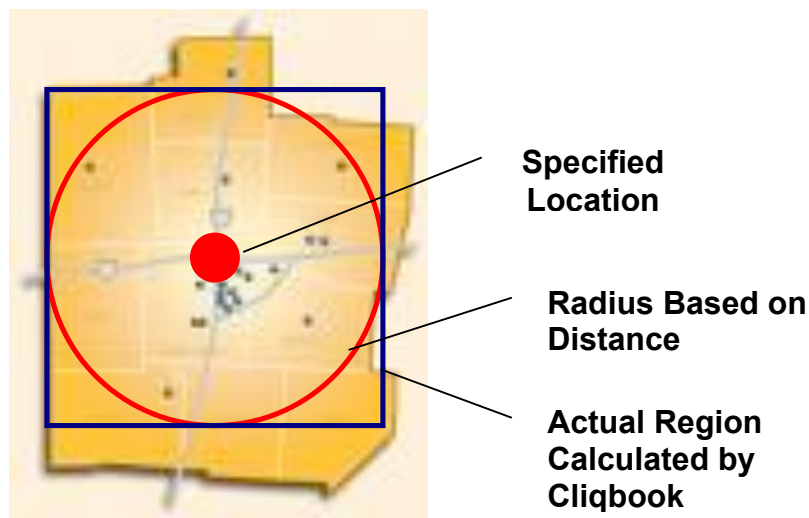
| If the Reserve Button color is... | Then the fare is... |
|-----------------------------------|--|
| Green | Within policy compliance |
| Yellow | Outside of policy compliance and you are required to enter additional information - the yellow button will not appear if your company uses Concur Standard |
| Red | Outside of policy compliance. You are required to enter additional information and the trip will not be ticketed until approved by your manager |

Q) Can I add a car or hotel to an airline reservation after it is booked?

Yes, you can make changes before your ticket is issued. To add or modify your trip, click the name of the trip on the **Upcoming Trips** section of **My Concur** and then click **Change Trip**.

Q) Why does Concur Cliqbook Travel display hotels that are outside my search distance?

Concur Travel displays all company preferred hotels within a distance determined by your individual company. The search distance is a selected number of miles from your reference point. Because Concur Travel uses a square rather than a circle as the search boundary, the search results can include hotels that are farther away than the distance you entered. For example, if you select a 5 mile radius as your search distance, Concur Travel will build a square that is 10 by 10, with your reference point in the center as illustrated in the following graphic.



How do I pay for my reservations?



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When you reserve airfare, hotel, and car rental reservations, your credit card number is used to purchase your reservations. Please confirm that your credit card information in your Concur Travel Profile is accurate. If the credit card is missing, you will not be able to continue with your reservation.

How can I view the itinerary for flights I have already booked?

On the **My Concur** page, review the **Upcoming Trips** section. For more detailed information, click the appropriate trip name in the **Trip Name/Description** column and then click **View Itinerary**.

What type of confirmation do I need at the airport?

You should bring a printed copy of your email itinerary with ticket number information or the paper ticket (which ever is acceptable by the airline) and a government approved identification document such as a driver's license, Passport, VISA, etc.

How do I change my reservation after it's been booked?

To make changes to your seat assignment or add a hotel or car reservations to a trip, click the trip name in the **Upcoming Trips** area of the **My Concur**. To change your air itinerary contact your travel agency directly.

To change an Internet ticket, contact the airline customer service directly. Your agency or company will not be able to assist with changes to Internet tickets as they do not have access to the ticket data through the agency booking system.

Note: When you contact your travel agency to cancel your reservation, the itinerary is not automatically removed from the **Upcoming Travel** section on **My Concur**. To remove the canceled itinerary from the **Upcoming Travel** section:

1. In the **Upcoming Travel** section, select the appropriate itinerary
2. Click **View Request** and then click **Withdraw Request**.

How do I schedule a multi-leg flight?

To schedule a multi-leg flight:

1. On the **My Concur** page, click the **Flight** tab on the **Trip Search** wizard
2. Click **Multi-segment** additional departure.
3. Enter you departure and arrival information for each segment and then click **Search**.



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How do I reserve an international flight?

To reserve an international flight:

1. On the **Travel** page, select the **Travel Map** tab.
2. Click the continent on the globe (in the lower left corner of the map area) to where you would like to travel.
3. If you do not see the appropriate city or country, click the **Search for an airport** link and enter the appropriate search criteria.
4. You can also click on a country in the map to select your airport from a list of airports.

Where do I view my itinerary?

Concur Travel will send your itinerary to you immediately after you confirm the trip. Your agency will email your final itinerary when it is ticketed. In addition, you can view your itinerary from in the **Upcoming Trips** section on the **My Concur** or **Travel** pages.

How do I reserve a car or hotel?

If you specified that you need a car on the **Flight** tab when you reserved your flight, you will see the car and hotel search results. You can then reserve your car and hotel based on those results.

If you want to reserve a car or hotel without making air travel reservations, click the **Car** or **Hotel** tabs in the **Trip Search** area. Select the appropriate city and then search for a car or hotel.

Q) Where do I update my email address and password?

You can update your password in the **Profile** section.

1. On **My Concur**, click **Profile**.
2. Click **Change Password**.
3. Enter your old and new password into the appropriate fields, enter your password hint, and then click **Submit**.