THE TRAVEL TEAM

QuickStart Guide

SAP Concur Travel
Section 1: Logging on to Concur

How to...


2. Log onto Concur following your company’s logon instructions.

3. After entering your User Name click Next and then enter your Password, and then click Sign In.

Additional Information

If you are not sure how to start Concur, check with your company’s system administrator. When starting Concur, you will first see the Login screen. When logging onto Concur, remember that your password is case sensitive.
Section 2: Retrieving and Changing your Password

If you have forgotten your password, you can request to receive it in an email.

Retrieving a link to change your password

**How to...**

1. On the Login page, click the *Forgot your password?* link.

2. Enter the username associated with your account and click *Send*.
Section 3: Navigating Concur

The Concur home page includes the following sections that make it easy for you to navigate and find the information you need.

- **My trips** – Displays any upcoming Trips booked in Concur or through an agent.
- **Trip Search** – Provides the tools you need to book a trip.
- **Company Notes** – Provides helpful information from The Travel Team and your company.
- **Unused Tickets** – Displays a list of any unused ticket credits you currently have on file.
Section 4: Updating your Profile

You use the Profile Options page to customize your user profile.

Step 1: Accessing your Profile page

- On the Profile Options page, review your information, and select the appropriate links to update your profile information.
Step 2: Completing your information

### How to...
- Click the appropriate links on the My Profile – Personal Information page to complete your profile information, as needed.

### Additional Information
To avoid re-entering personal and permanent information about yourself (phone number, contacts, credit card information etc.), complete your profile after logging onto Concur for the first time and update it whenever your information changes.
Section 5: Using Concur Travel

You use Concur Travel to book a flight, rail, car, and/or hotel reservation.

Step 1: Making a flight reservation

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Concur home page, on the Flight tab on the left side of the page, select one of the following options.</td>
<td>If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.</td>
</tr>
<tr>
<td>• Round Trip</td>
<td></td>
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<tr>
<td>• One Way</td>
<td></td>
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<tr>
<td>• Multi City</td>
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</table>

1. On the Concur home page, on the Flight tab on the left side of the page, select one of the following options.

2. In the From and To fields, enter the cities for your travel, and then click Search.

3. Click in the Departure and Return date fields, and then select the appropriate dates from the calendar.

When you type in a city, airport name, or code, Travel will automatically search for a match.
4. Select **depart** or **arrive**, the time of day you want to fly, and time range from the dropdown arrows.

5. If you need a car, select the **Pick-up/Drop-off car at airport** check box.

6. If you need a hotel, select the **Find a Hotel** check box.

7. Select **Schedule** or **Price** from the **Search by** dropdown arrow.

8. To search only fully refundable fares, select the **Refundable only air fares** check box.

9. Click **Search**.

10. Review the search results and select the most appropriate option for your flight.

13. To select your flight:
   - On the **Shop by Schedule tab**, select your Outbound and the system will refresh with Return options. Click **View Fares**, and then click **Select** for the appropriate flight.
   - OR-
   - On the **Shop by Fares tab**, click **Select** next to the appropriate 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 left. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab by clicking on the tab.

Next to the **Select** buttons there may be icons:
   - A **green check icon** indicates the fare is within policy.
   - A **yellow yield icon** indicates the fare is outside of policy. If you select this fare, you must enter additional information.
   - A **red exclamation point icon** indicates the fare is outside of policy. If you select this fare, you must enter additional information or you may not be able to book this.
14. On the Review and Reserve Flight page, review your information, and then click Reserve Flight and Continue.

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 Select a Seat link next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. Please note that if you choose a Paid Preferential seat, you will be charged for the seat price even though the price is not shown on the seat map.
American #573, Airbus Industrie A321, Denver Intl Airport (DEN) - Charlotte Airport (CLT)

Seat assignment is subject to change up until time of departure.

- Available
- Occupied or Unavailable
- Selected
- Exit row
- No seating

REVIEW PRICE SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Fare</th>
<th>Taxes and Fees</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare</td>
<td>$320.00</td>
<td>$51.30</td>
<td>$371.30</td>
</tr>
</tbody>
</table>

Total Estimated Cost: $371.30
Total Due Now: $371.30

SELECT A METHOD OF PAYMENT

How would you like to pay?

VI 1234567890 (12345)  | Edit | Add credit card

* Indicates credit card is a company card

This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may cancel their journey, and reuse these tickets to any destination in the carriers system, within one year following the DATE OF ISSUE. Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only. Select these flights anyway?

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

Back Reserve Flight and Continue
Step 2: Selecting 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. Click the **Price button** next to the appropriate rental car.

3. Review your car rental details, and then click **Reserve Car and Continue**.

4. Review your travel details, and then click **Next**.

**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.

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Step 3: Selecting 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. Use the filter options to narrow your search by Amenity or Chain.

3. Click view room to view room rates.

4. When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click Select. The Select buttons are color coded as follows:
   - A green check icon indicates the rate is within policy.
   - A yellow yield icon indicates the rate is outside of policy. If you select this rate, you must enter additional information.
   - A red exclamation point icon indicates the rate is outside of policy. If you select this rate, you may not be able to book this. 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.

5. Review the information on the Review and Reserve Hotel page, click to agree, and then click Reserve Hotel and Continue.
**Step 4: Completing the reservation**

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<tr>
<td>1. Review the details of the reservation, and then click <strong>Next</strong>.</td>
<td>From here, you can add or make changes to the car or 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.</td>
</tr>
<tr>
<td>2. On the <strong>Trip Booking Information</strong> page, enter your trip information in the <strong>Trip Name</strong> and <strong>Trip Description</strong> fields. If you would like to apply an <strong>Unused Ticket Credit</strong> to the reservation, select <strong>Yes</strong> from the dropdown.</td>
<td>You will see the name and itinerary, along with the quoted airfare amount. You will see verbiage at the top of the page exclaiming that you are Finished.</td>
</tr>
<tr>
<td>3. Click <strong>Next</strong>.</td>
<td></td>
</tr>
<tr>
<td>4. Click <strong>Purchase Ticket</strong> to finalize your trip.</td>
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**Step 5: Cancelling or changing a car rental, or hotel reservation**

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<tr>
<td>1. At the top of the Concur page, click <strong>Travel</strong>.</td>
<td>From the Itinerary page, you can:</td>
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</table>
| 2. On the **Upcoming Trips** tab, click the name of the trip you want to change. | - Email your itinerary  
- Print your itinerary  
- View Trip History  
- Share Trip  
- Create Template  
- Clone Trip  
- Cancel Entire Trip |
| 3. To cancel a trip, in the **Action** column, click **Cancel Trip**. | 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. |
| 4. On the **Itinerary** page, select the portion of the trip you want to change. |

| 5. To cancel your entire trip, in the **I want to** column, click **Cancel Entire Trip**, and then follow prompts until you get confirmation of the cancellation. | |