

Concur User Manual



corporate travel
management

Concur User Manual

Concur

| | | |
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Concur User Manual

Concur: Logging In





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CTM: Online Team

Logging in to Concur

To log in to the Concur Online booking tool, first navigate to the CTM portal page for your company. (Screenshot below) Then click on the green “Go to Concur” button.

 corporate travel management



Corporate Travel Management

Your CTM team
1.855.278.8660
t4@travelctm.com

SHOW ME

[ALL](#) / [TOOLS](#) / [RESOURCES](#) / [OTHER](#)

Welcome

Picture your travelers here.

We are delighted at the opportunity to win your business and are sure that we are your best choice for travel management partner. As your preferred travel management company, we look forward to helping you make the most of your investment in travel.

Imagine this one-stop resource for your streamlined travel program. Promote your program and emphasize the benefits to your travelers. Create the highest return on your investment in travel by making it easy for your travelers to find the information they need.

Login to Book Your Travel Reservations

[GO TO CONCUR](#)


Need some training?
[Concur Travel Training](#)
[Concur Expense Training](#)

That will take you to the page shown below. Just enter your username and password provided to you by CTM.

If you have forgotten your username or password just use one of the links below the login button.

Welcome

If you experience difficulty logging into the site, please click on the [Forgot your password?](#) link below.

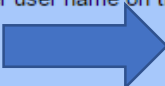


Login

User Name

Password

Remember user name on this computer



[Forgot your user name?](#)
[Forgot your password?](#)
Passwords are case sensitive.

Online Support

Concur: Search for Flight



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CTM: Online Team

Search for a Flight in Concur


Searching for a flight in the Concur online booking tool is simple. The first thing you will need to do is log in to Concur.


Flight searches can be done directly from the Concur Home page. Just enter your search information and click Search,


To add a hotel or car to your trip, use the “Pick-up/Drop-off car at airport” checkbox or the “Find a Hotel” checkbox.


You can search by price or by Schedule.


Searching by schedule will return results closer to the times you requested. Searching by price will return the lowest cost results.

 Booking for myself
| [Book for a guest](#)









Flight Search

Round Trip One Way Multi-Segment

Departure City ?

Find an airport | Select multiple airports

Arrival City ?

Find an airport | Select multiple airports

Departure ?
 depart ▼

Return ?
 depart ▼

Pick-up/Drop-off car at airport ▼

Find a Hotel

Specify airline ?

Refundable only air fares

Search flights by Price Schedule

Search
←

Or, tell us in your words what you want to do

Search

On the flight selection page, there will be several filters you can use to refine your search. When you have found the flight you want just click the radial button for the flight you want. If you searched by schedule, you will be prompted to pick out a flight for each leg of your trip.

SEATTLE, WA TO LOS ANGELES, CA Print / Email
 WED, SEP 30 - THU, OCT 1 Show matrix

Baggage Fee Policies Show fare display legend

Shop by Fares Shop by Schedule Sorted By: Depart - Earliest ▾

Caution: Upon occasion Frontier and Alaska Airlines offer unique fares indicated as "WebDirect" in the fare details. They are instant purchase, non-refundable and unable to be voided. Also Southwest Airlines and Frontier are instant purchase and unable to be voided.

Outbound Return

Seattle, WA - Wed, Sep 30
 Displaying: 26 out of 33 results. << Previous 1 2 3 Next >> | All

| | Carrier | Depart | Arrive | Stops | Class | Seat Map |
|---|--|------------|----------------------------------|--------------------------|--------------------|----------|
| <input type="radio"/> Starting From: \$176.20 | Virgin America #1780 2h 35m; Airbus Industrie A320-100/200; (Sabre) | SEA | 07:00 am → LAX | 09:35 am 0 | Economy | |
| | Delta #2397 Delta #2306 4h 44m; Boeing 757-200, Boeing 737-800 (winglets); (Sabre) | SEA SLC | 07:11 am → SLC 11:00 am → LAX | 10:10 am 0 11:55 am 0 | Economy Economy | |
| <input type="radio"/> Starting From: \$260.70 | United #294 United #1960 5h 3m; Airbus Industrie A319, Boeing 737-800; (Sabre) | SEA SFO | 07:17 am → SFO 10:45 am → LAX | 09:42 am 0 12:20 pm 0 | Economy Economy | |

Here is an example of selecting a second flight in an itinerary.

SEATTLE, WA TO LOS ANGELES, CA Print / Email
 WED, SEP 30 - THU, OCT 1 Show matrix

Baggage Fee Policies Show fare display legend

Shop by Fares | Shop by Schedule Sorted By: Depart - Earliest ▼

Caution: Upon occasion Frontier and Alaska Airlines offer unique fares indicated as "WebDirect" in the fare details. They are instant purchase, non-refundable and unable to be voided. Also Southwest Airlines and Frontier are instant purchase and unable to be voided.

Chosen Carriers

Outbound

| | | | | | | | | |
|--|--|--|-----|------------|-----|------------|---------|--|
| <input type="radio"/> | | Virgin America #1780 | SEA | 07:00 am → | LAX | 09:35 am 0 | Economy | |
| Starting From: \$176.20 | | 2 hours 35 minutes; Airbus Industrie A320-100/200; (Sabre) | | | | | | |
| | | Remove | | | | | | |

Outbound | Return

Los Angeles, CA - Thu, Oct 1

Displaying: 30 out of 36 results. << Previous 1 2 3 Next >> | All

| | Carrier | Depart | Arrive | Stops | Class | Seat Map | | |
|--|---------|---|--------|------------|-------|------------|---------|--|
| <input type="radio"/> | | Delta #129 | LAX | 01:00 pm → | SEA | 03:47 pm 0 | Economy | |
| Starting From: \$159.20 | | 2h 47m; Boeing 717; (Sabre) | | | | | | |
| <input type="radio"/> | | Delta #2764 | LAX | 01:00 pm → | SFO | 02:24 pm 0 | Economy | |
| <input type="radio"/> | | Delta #5736 | SFO | 03:30 pm → | SEA | 05:37 pm 0 | Economy | |
| Quote for Price | | 4h 37m; Boeing 717, Embraer E-175; (Sabre) | | | | | | |
| <input type="radio"/> | | United #1405 | LAX | 01:00 pm → | DEN | 04:19 pm 0 | Economy | |
| <input type="radio"/> | | United #1584 | DEN | 07:42 pm → | SEA | 09:33 pm 0 | Economy | |
| Quote for Price | | 8h 33m; Boeing 787-900, Boeing 737-900; (Sabre) | | | | | | |

When you have selected the flights you want, click the “Price these options” button.

SEATTLE, WA TO LOS ANGELES, CA Print / Email
 WED, SEP 30 - THU, OCT 1 Show matrix



[Baggage Fee Policies](#) Show fare display legend

Shop by Fares | Shop by Schedule Sorted By: Depart - Earliest ▼



Caution: Upon occasion Frontier and Alaska Airlines offer unique fares indicated as "WebDirect" in the fare details. They are instant purchase, non-refundable and unable to be voided. Also Southwest Airlines and Frontier are instant purchase and unable to be voided.

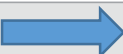
Chosen Carriers

Outbound

| | | | | | | | |
|---|-----------------------------|------------|------------|------------|------------|---------|---|
|  Starting From: \$176.20 | Virgin America #1780 | SEA | 07:00 am → | LAX | 09:35 am 0 | Economy |  |
| 2 hours 35 minutes; Airbus Industrie A320-100/200; (Sabre) Remove | | | | | | | |

Return

| | | | | | | | |
|---|-------------------|------------|------------|------------|------------|---------|---|
|  Starting From: \$159.20 | Delta #129 | LAX | 01:00 pm → | SEA | 03:47 pm 0 | Economy |  |
| ♦♦ 2 hours 47 minutes; Boeing 717; (Sabre) Remove | | | | | | | |


Price these options

Then Click the green select button. If there are flights with lower prices, the system will provide you with the opportunity to select the less expensive flights before you continue

SEATTLE, WA TO LOS ANGELES, CA
WED, SEP 30 - THU, OCT 1 Print / Email

[Show matrix](#)
[Show fare display legend](#)

[Baggage Fee Policies](#)

Compare List

| Price | Carrier | Depart | Arrive | Stops | Duration |
|---|----------------|----------------------------------|--------|--------------------------------|----------|
| \$162.20 Select ✓ | Virgin America | SEA 07:00 am → LAX 09:35 am | 0 | 2h 35m | |
| | | LAX 01:00 pm → SEA 03:47 pm | 0 | 2h 47m | |
| Remove ↘ | Delta | More like this + | | Show details ▾ | |

Shop by Fares | [Shop by Schedule](#) | Sorted By: Preference ▾

Caution: Upon occasion Frontier and Alaska Airlines offer unique fares indicated as "WebDirect" in the fare details. They are instant purchase, non-refundable and unable to be voided. Also Southwest Airlines and Frontier are instant purchase and unable to be voided.

[Expand All Details](#)

Displaying: 67 out of 68 results. << Previous | Page: 1 of 7 | Next >> | All



| Price | Carrier | Depart | Arrive | Stops | Duration |
|---|---------|----------------------------------|--------|--------------------------------|----------|
| \$159.20 Select ✓ | Delta | SEA 09:09 am → LAX 12:00 pm | 0 | 2h 51m | |
| | | LAX 04:25 pm → SEA 07:07 pm | 0 | 2h 42m | |
| Compare ↗ | Delta | More like this + | | Show details ▾ | |
| \$159.20 Select ✓ | Delta | SEA 09:09 am → LAX 12:00 pm | 0 | 2h 51m | |
| | | LAX 02:55 pm → SEA 05:40 pm | 0 | 2h 45m | |
| Compare ↗ | Delta | More like this + | | Show details ▾ | |

That will take you to the Review and reserve flight page. Before you check out, you can select your seats or update your frequent flyer information.



Review and Reserve Flight

REVIEW FLIGHTS


Outbound flight: Seattle, WA (SEA) - Los Angeles, CA (LAX) Wed, Sep 30

| | | |
|--|--|---|
|  Delta #2166 | Seattle Tacoma Intl Ar... (SEA) Depart: Wednesday, 09:09 am Stops: 0 Duration: 2h 51m Economy: V Boeing 717  | Los Angeles Intl (LAX) Arrive: Wednesday, 12:00 pm |
|--|--|---|

Return flight: Los Angeles, CA (LAX) - Seattle, WA (SEA) Thu, Oct 1

| | | |
|--|---|---|
|  Delta #2056 | Los Angeles Intl (LAX) Depart: Thursday, 04:25 pm Stops: 0 Duration: 2h 42m Economy: V Boeing 737-800 (winglets)  | Seattle Tacoma Intl Ar... (SEA) Arrive: Thursday, 07:07 pm |
|--|---|---|

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. 

Primary Traveler [Edit](#) | [Review all](#)

Name: Michael bear **Phone:** 555-555-5555

Frequent Flyer Programs [Add a Program](#)

For Delta

SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)

You can also update your billing information on this page and review the fares and fees.

When you are satisfied with everything on this page, click the “Reserve Flight and Continue” button.

Checking out is covered in a separate section of this guide.

REVIEW PRICE SUMMARY

| Description | Fare | Taxes and Fees | Charges |
|--|----------|----------------|----------|
| Airfare | \$121.86 | \$37.34 | \$159.20 |
| Total Estimated Cost : \$159.20 | | | |
| Total Due Now: \$159.20 | | | |

SELECT A METHOD OF PAYMENT

How would you like to pay?


Add credit card

* Indicates credit card is a company card

This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). 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.

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).



Online Support

Concur: Search for Car



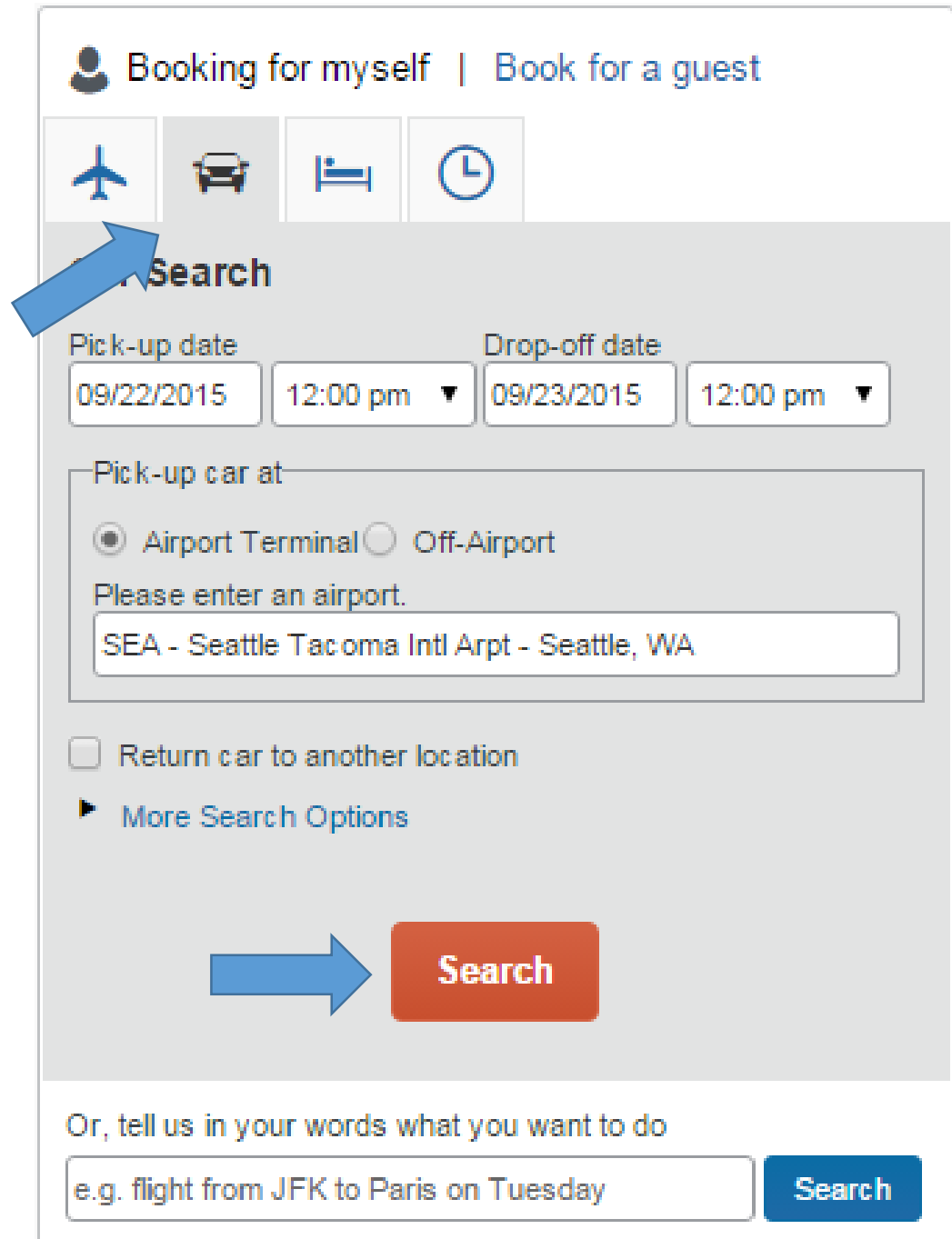
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CTM: Online Team





Search for a Rental Car in Concur

Searching for a flight in the Concur online booking tool is simple. The first thing you will need to do is log in to Concur.

From the home page go to the car search tab and enter your search criteria. To drop the car off at a location that is different from where you picked it up at, click the “Return car to another location” checkbox. For more detailed search options click the “More Search Options” link.



Booking for myself | [Book for a guest](#)

Search

Pick-up date: 09/22/2015 12:00 pm ▼ Drop-off date: 09/23/2015 12:00 pm ▼

Pick-up car at:


Airport Terminal Off-Airport

Please enter an airport.

SEA - Seattle Tacoma Intl Arpt - Seattle, WA

Return car to another location

[▶ More Search Options](#)

 **Search**

Or, tell us in your words what you want to do

e.g. flight from JFK to Paris on Tuesday **Search**

That will take you to the car selection page. Just click the green select button to select the car you want. To view more details on the rental car you are picking, including fee information, click the “more info” link.

PICK UP: (SEA) ON TUE, SEP 22 12:00 PM
 RETURN: WED, SEP 23 12:00 PM

[Print / Email](#)

[Show matrix](#)

Sorted By: Policy - Most Compliant ▼

Displaying: 16 out of 106 results. ?

<< Previous 1 2 Next >> | All

| | | | | |
|-------------------------------------|--|-------------------|---------------------------|--|
| Economy Car (Sabre) ◆◆◆ | | E-Receipt Enabled | more info | |
| \$91.27 per day | Unlimited miles Automatic transmission Total cost \$125.42* | | | |
| Compact Car (Sabre) ◆◆◆ | | E-Receipt Enabled | more info | |
| \$93.27 per day | Unlimited miles Automatic transmission Total cost \$128.01* | | | |
| Intermediate Car (Sabre) ◆◆◆ | | E-Receipt Enabled | more info | |
| \$96.28 per day | Unlimited miles Automatic transmission Total cost \$131.94* | | | |

That will take you to the Review and Reserve Car page. Here, you can provide some rental car preferences, add a rental car agency program, and review the price and fee structure.

When you are satisfied with everything on this page, click the “Reserve Car and Continue” button.

Completing the reservation is covered in a different section of this guide.

Review and Reserve Car

REVIEW RENTAL CAR

National Car Rental [Location Details](#)

| Type | Pick-up | Drop-off |
|-------------|--------------------------|--------------------------|
| Economy Car | Airport Terminal | Airport Terminal |
| Features | SEA: Seattle | SEA: Seattle |
| | 12:00 pm Tue, 09/22/2015 | 12:00 pm Wed, 09/23/2015 |

PROVIDE RENTAL CAR PREFERENCES


Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)

Ex: Need early pick-up (10am)

Include in-car GPS system Include ski rack

ENTER DRIVER INFORMATION

Ensure the name below matches the I.D. you have with you on the day of pick-up. 

Driver

[Edit](#) | [Review all](#)

Name: Michael bear Phone: 555-555-5555

Rental Car Agency Program [Add a Program](#)

No Program selected

REVIEW PRICE SUMMARY

| Description | Daily Rate | Dates | Total |
|---------------------|------------|-----------------|---------|
| National Car Rental | \$91.27 | Sep 22 - Sep 23 | \$91.27 |

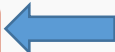
Total Estimated Cost : \$125.42*

Total Due Now: \$0.00**

* Does not include additional fees incurred during time of travel.

** Remaining amount due at rental location.

[Back](#)

[Reserve Car and Continue](#) 

Online Support

Concur: Search for Hotel



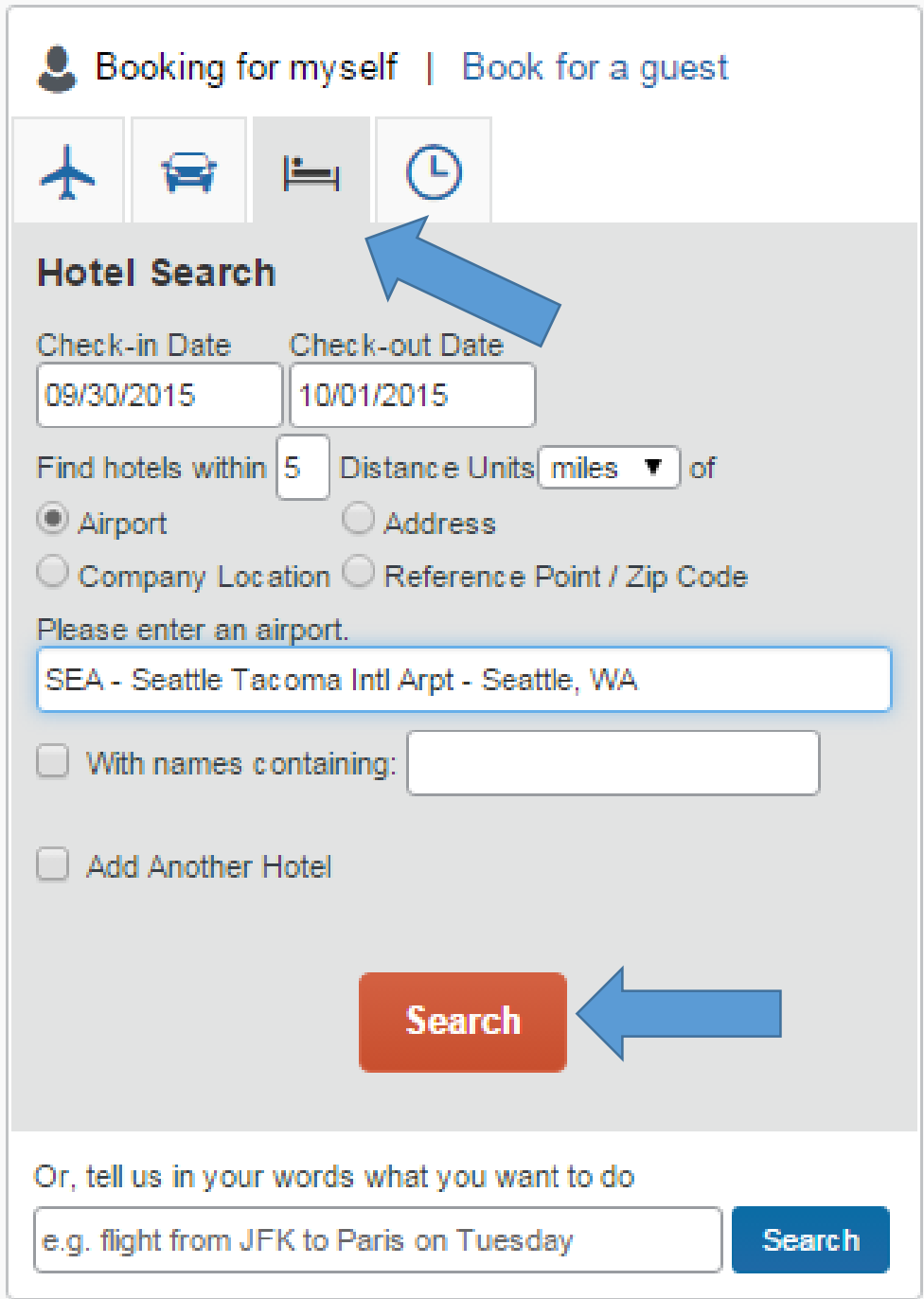
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CTM: Online Team





Search for a Hotel in Concur

Searching for a hotel in the Concur online booking tool is simple. The first thing you will need to do is log in to Concur.

To get started go to the hotel tab on the Concur home page and enter your search criteria. The tool has a function to allow you to search for multiple hotels.



Booking for myself | [Book for a guest](#)

Hotel Search

Check-in Date: Check-out Date:

Find hotels within Distance Units of

Airport Address
 Company Location Reference Point / Zip Code

Please enter an airport.

With names containing:

Add Another Hotel

Or, tell us in your words what you want to do




That will take you to the hotel selection page. Just pick the hotel you want and click the “Choose Room” link.

CHECK-IN WED, SEP 30 - CHECK-OUT THU, OCT 1 Show Map Print / Email

Sorted By: Price - High to Low With names containing:

[Expand All Details](#)

Displaying: 69 out of 69 results. << Previous 1 2 3 Next >> | All


| | | | | |
|---|--|--|-----------------------------------|----------------------|
| 1. Seattle Airport Marriott | |  3201 South 176th Street Seattle, WA 98188 0.82 miles view map | ★★★★★ ○○○○○ rate this hotel | from \$259 |
| more info compare | | | choose room | |
| 2. Crowne Plaza Seattle Airport | |  17338 International Blvd Seattle, WA 98188 0.6 miles view map | ★★★★★ ○○○○○ rate this hotel | from \$209 |
| more info compare | | | choose room | |
| 3. Radisson Hotel Seattle Airport | |  18118 International Blvd Seattle, WA 98188 Seattle-Tacoma International Airport 0.89 miles view map | ★★★★★ ○○○○○ rate this hotel | from \$181 |
| more info compare | | | choose room | |

Next, click the radial button next to the room rate you want and click the green select button.

[Expand All Details](#)

Displaying: 69 out of 69 results. << Previous 1 2 3 Next >> | All

1. Seattle Airport Marriott



3201 South 176th Street
Seattle, WA 98188
0.82 miles | [view map](#)


★★★★☆
rate this hotel

from
\$259

[more info](#) | [compare](#) [hide rooms](#) ▾

- \$259** Corporate Rate - Regular Rate, Guest Room, 1 King Or 2 Double (Rate Code: CORA00) (Sabre)
- \$279** Regular Rate - Regular Rate, Poolside Room, Guest Room, 1 King Or 2 Double, Courtyard View (Rate Code: REGE00) (Sabre)
- \$289** Regular Rate - Regular Rate, Concierge Tower, Includes Wifi, See Rate Rules, Concierge Lounge Access, Guest Room, 1 King Or 2 Double (Rate Code: REGB00) (Sabre)

[Rate details / Cancellation policy](#)



That will take you to the review and reserve hotel page. Here you can enter any hotel room preferences, hotel membership numbers, and see detailed room information.

Review and Reserve Hotel

REVIEW HOTEL ROOM

Seattle Airport Marriott

Corporate Rate - Regular Rate, Guest Room, 1 King Or 2 Double

1 Night | 1 Guest*

| Check-in | Check-out | Address | Phone |
|-------------------------------|----------------------------|--|----------------|
| Wednesday, September 30, 2015 | Thursday, October 01, 2015 | 3201 South 176th Street Seattle, Washington 98188 United States of America | 1-206-241-2000 |

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (30 character max)

Ex: Need early check-in (10am)

Request foam pillows Request rollaway bed Request crib

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the I.D. shown on the day of check-in. ?

Hotel Guest

[Edit](#) | [Review all](#)

Name: Michael bear **Phone:** 555-555-5555

Hotel Program [Add a Program](#)

When you scroll down to the bottom of the page, you can update your credit card information, review rate details, and see the cancellation policy.

When you are satisfied with the information on this page, click the “Reserve Hotel and Continue” button.

Checking out is covered in a separate section of this guide.

REVIEW PRICE SUMMARY

| Description | Nightly rate | Dates | Total |
|---|--------------|-----------------|--------------------------------|
| Seattle Airport Marriott | \$259.00 | Sep 30 - Oct 01 | \$259.00 |
| Total Estimated Cost : \$259.00* | | | |
| | | | Total Due Now: \$0.00** |

* Does not include taxes or additional fees incurred during time of stay.
 ** 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 stay.

Please choose a credit card. [Add credit card](#)

* 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.

Seattle Airport Marriott

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 259.00
 TOTAL RATE: 293.12 USD
 EXTRA PERSON: \$0.00

*I agree to the hotel's rate rules, restrictions, and cancellation policy.

[Back](#) [Reserve Hotel and Continue](#)

Online Support

Concur: Checking Out



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CTM: Online Team

Checking out in Concur

Checking out in the Concur online booking tool is simple. The first thing you will need to do is log in to Concur.

In previous sections, you have seen how to search for flights, rental cars, and hotels. At the end of each search, to checkout, use the “Reserve and Continue” button.

REVIEW PRICE SUMMARY

| Description | Nightly rate | Dates | Total |
|---|--------------|-----------------|----------|
| Seattle Airport Marriott | \$259.00 | Sep 30 - Oct 01 | \$259.00 |
| Total Estimated Cost : \$259.00* | | | |
| Total Due Now: \$0.00** | | | |

* Does not include taxes or additional fees incurred during time of stay.
 ** 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 stay.

Please choose a credit card.

* 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.


Seattle Airport Marriott 

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 259.00
 TOTAL RATE: 293.12 USD
 EXTRA PERSON: \$0.00

*I agree to the hotel's rate rules, restrictions, and cancellation policy.



That will take you to the travel details page. You can see various bits of information on this page. You can also add, change, or cancel segments of your trip from this section.

Travel Details



TRIP OVERVIEW


I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)


Trip Name: Trip from Seattle to Los Angeles [\(Edit\)](#)
Start Date: December 16, 2015
End Date: December 16, 2015
Created: September 08, 2015, Vernon bear *(Modified: September 08, 2015)*
Description: (No Description Available) [\(Edit\)](#)
Agency Record Locator: ZTFOLC
Passengers: Michael Bear
Total Estimated Cost: \$75.10 USD [\(Details\)](#)

i Airfare must be ticketed by an agent by: 09/09/2015 10:00 PM Mountain
[Change frequent flyer program](#)

Add to your Itinerary


 [Car](#)  [Hotel](#)

 [Wi-Fi](#)




RESERVATIONS

Wednesday, December 16, 2015



Flight **Seattle, WA (SEA) to Los Angeles, CA (LAX)**

Alaska Airlines 440 

Departure: 09:20 AM
 Seat: 19A (Confirmed) [Change Seat](#)
 Seattle Tacoma Intl Arpt (SEA)
 Duration: 2 hours, 40 minutes
 Nonstop


Arrival: 12:00 PM
 Los Angeles Intl (LAX)
 Terminal: 6


Additional Details
 Aircraft: Boeing 737-800
 E-Ticket
 Cabin: Economy (R)



[Change](#) | [Cancel all Air](#)

Confirmation: VIOJHN
 Status: Confirmed

Distance: 956 miles
 Meal: Food for purchase





 [Car](#)  [Hotel](#)

At the bottom of the page, you can see the fare rules and cost details. If you are happy with this information, click the next button at the bottom of the page.

TOTAL ESTIMATED COST

| | | |
|------------------------------|--|---------------------------------|
| Air | | View Fare Rules |
| Airfare quoted amount: | | \$56.74 USD |
| Taxes and fees: | | \$18.36 USD |
| Total Estimated Cost: | | \$75.10 USD |

Restrictions


Quote: **VALID AS/NON-REF/CHNG SUBJ TO FEE**

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

REMARKS

AFTER HOURS EMERGENCY 800-875-7655

If you close at this point 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](#)

Sometimes the tool will require a little more information. Just fill out all of the required information and click the next button. You can also put a trip on hold from this page.

Trip Booking Information

Special travel agent requests may incur additional fees.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name

This will appear in your upcoming trip list.

Trip from Seattle to Los Angeles

Trip Description (optional)

Used to identify the trip purpose

test

Comments for the Travel Agent (optional)

Special Requests may incur a higher service fee.

test

Purpose of trip (example: Prospect Visit, Conference, CTM office visit)
[Required]

test

You may HOLD this reservation until: 09/09/2015 10:00 pm Mountain



Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled.
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

That will take you to the final page in the checkout process. This just shows you your trip details, fare rules, cost, and fee information. Click the “Purchase Tickets” button to finalize your purchase.

Canceling your reservation will be covered in a separate section of this guide.

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 from Seattle to Los Angeles
Start Date: December 16, 2015
End Date: December 16, 2015
Created: September 08, 2015, Vernon bear (Modified: September 08, 2015)
Description: test
Agency Record Locator: ZTFOLC
 Your reservation is complete, but not yet ticketed. A final itinerary will be sent in a separate email.
Passengers: Michael Bear
Total Estimated Cost: \$75.10 USD

i Airfare must be ticketed by an agent by: 09/09/2015 10:00 PM Mountain

TOTAL ESTIMATED COST

| | | |
|------------------------------|--|---------------------------------|
| Air | | View Fare Rules |
| Airfare quoted amount: | | \$56.74 USD |
| Taxes and fees: | | \$18.36 USD |
| Total Estimated Cost: | | \$75.10 USD |

Restrictions
 Quote: **VALID AS/NON-REF/CHNG SUBJ TO FEE**

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

REMARKS

AFTER HOURS EMERGENCY 800-875-7655

Almost done... Please confirm this itinerary.

Display Trip
<< Previous
Purchase Ticket>>
Cancel



Online Support

Concur: Cancel Trip



corporate travel
management

CTM: Online Team

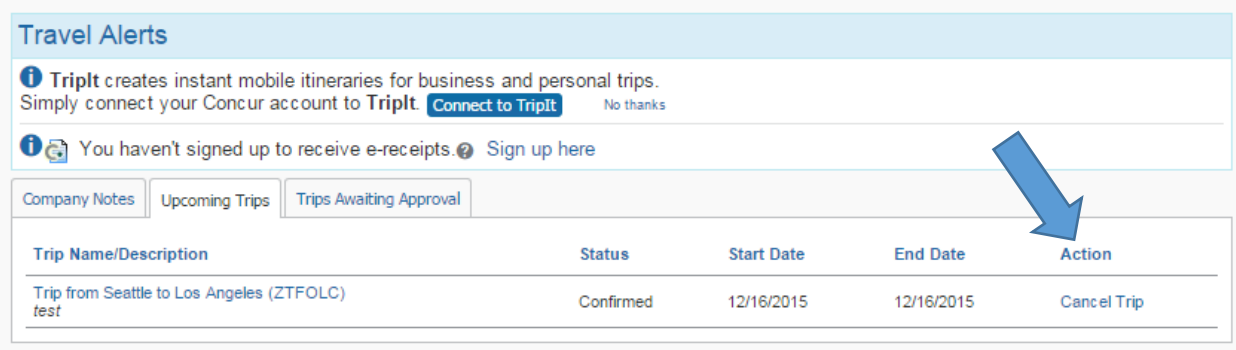
Cancelling a Trip in Concur

Cancelling reservation in the Concur online booking tool is simple.

Keep in mind, that cancelling a reservation in Concur typically incurs a fee. Please be completely sure you want to cancel the trip because it cannot be undone.

The first thing you will need to do is log in to Concur.

First, from the concur home page, simply find your list of trips and click the “Cancel Trip” link.



Travel Alerts

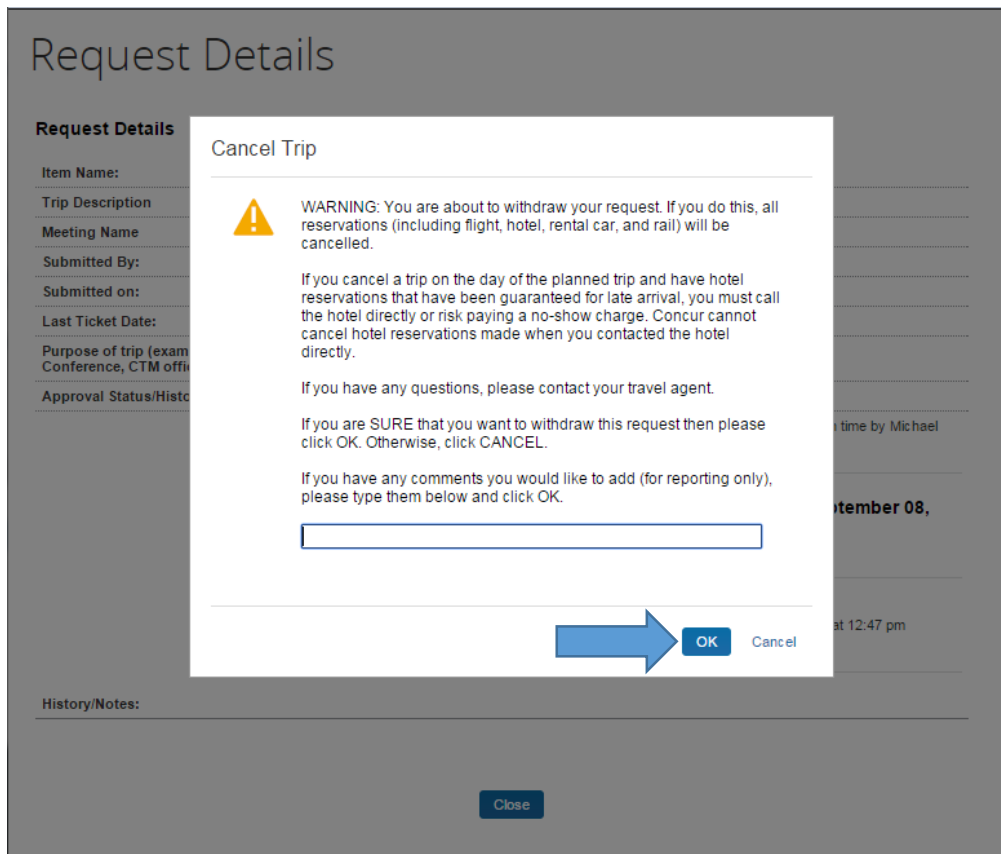
i Triplt creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triplt. [Connect to Triplt](#) No thanks

i You haven't signed up to receive e-receipts. [Sign up here](#)

Company Notes | Upcoming Trips | Trips Awaiting Approval

| Trip Name/Description | Status | Start Date | End Date | Action |
|---|-----------|------------|------------|-----------------------------|
| Trip from Seattle to Los Angeles (ZTFOLC) fest | Confirmed | 12/16/2015 | 12/16/2015 | Cancel Trip |

This window will pop up. You can enter any comments you would like added to the reporting for this trip. Click “OK” to continue.



Request Details

Request Details

Item Name:
Trip Description
Meeting Name
Submitted By:
Submitted on:
Last Ticket Date:
Purpose of trip (exam
Conference, CTM offi
Approval Status/Histo

Cancel Trip

! **WARNING:** You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly.

If you have any questions, please contact your travel agent.

If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL.

If you have any comments you would like to add (for reporting only), please type them below and click OK.

[OK](#) [Cancel](#)

History/Notes:

[Close](#)

And your trip is cancelled.

To return to the home page, click the “Return to Travel Center” button.

You should receive a cancellation confirmation email from CTM shortly.



Online Support

Concur: Manage Your Profile



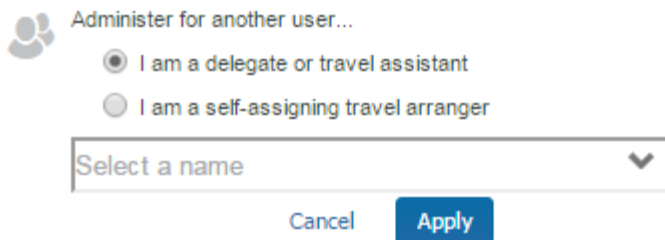
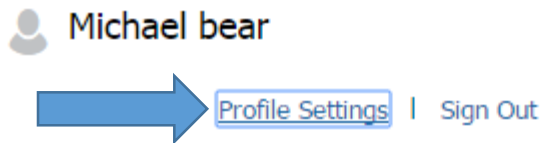
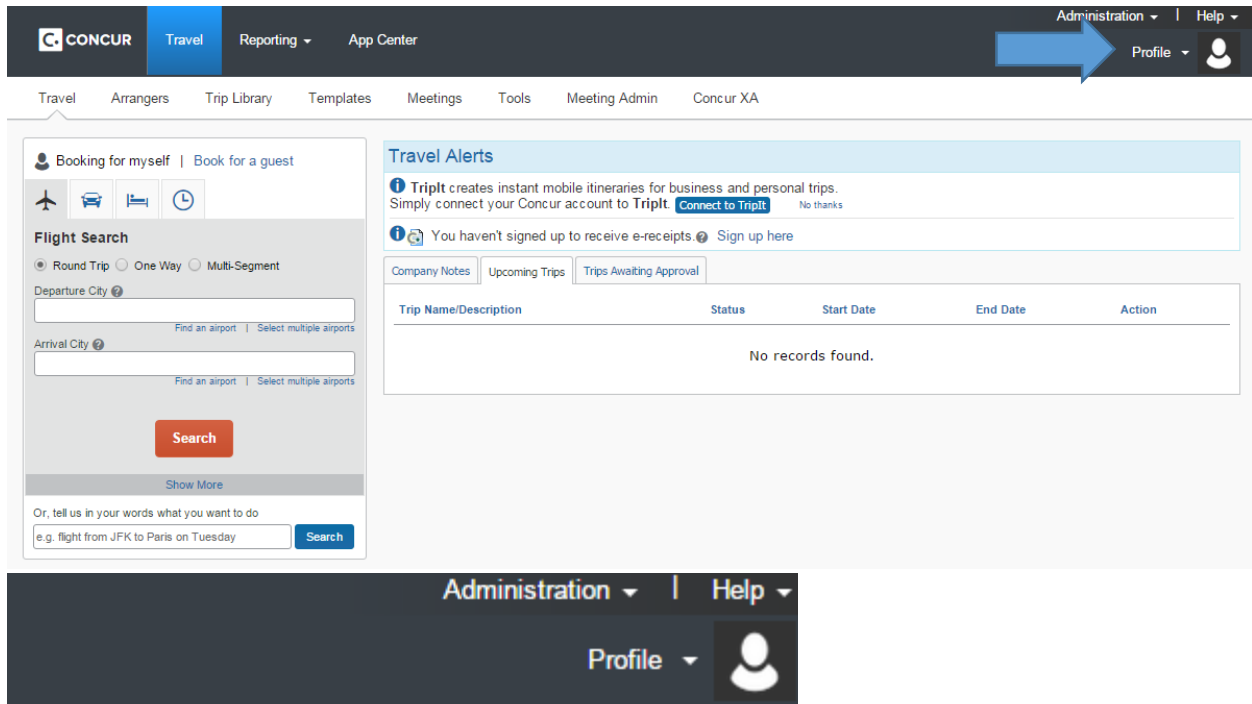
corporate travel
management

CTM: Online Team

Updating Your Profile in Concur

Updating your profile in the Concur online booking tool is simple.

The first thing you will want to do is login to the Concur online booking tool. From the home page, simply click on the drop-down list in the top right corner and click “Profile Settings”.



That will take you to the profile page, simply click on the part of your profile you wish to update. Then fill out any information you would like and click "Save". Be aware that most accounts have required information that must be filled out in order to save your profile or to book travel in with CTM.

Your Information

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

Travel Settings

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

Other Settings

- E-Receipt Activation
- System Settings
- Connected Apps
- Concur Connect
- Change Password
- Privacy Statement
- Travel Vacation Reassignment
- Mobile Registration
- I'm Assisting...

Profile Options

Select one of the following to customize your user profile.

Personal Information
Your home address and emergency contact information.

Company Information
Your company name and business address or your remote location address.

Credit Card Information
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

E-Receipt Activation
Enable e-receipts to automatically receive electronic receipts from participating vendors.

Travel Vacation Reassignment
Going to be out of the office? Configure your backup travel manager.

Mobile Registration
Set up access to Concur on your mobile device.

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

Contact Information
How can we contact you about your travel arrangements?

Setup Travel Assistants
You can allow other people within your companies to book trips and enter expenses for you.

Travel Profile Options
Carrier, Hotel, Rental Car and other travel-related preferences.

Change Password
Change your password.

My Profile - Personal Information

Jump To: Personal Information Choose

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** and **[Required**]** (validated and required) must be completed to save your profile.



⚠ Important Note
Your Name and Airport Security: Please ensure 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.

| | | | | | |
|----------------------|-------------------------------------|--|----------------------|-----------------------------------|----------------------|
| Title | First Name [Required] | Middle Name [Required] | Nickname | Last Name [Required] | Suffix |
| <input type="text"/> | <input type="text" value="Vernon"/> | <input type="text"/> | <input type="text"/> | <input type="text" value="bear"/> | <input type="text"/> |
| | | <input checked="" type="checkbox"/> No Middle Name | | | |

Company Information Go to top

| | | |
|---|---------------------------|--------------------------------|
| Manager | Org. Unit/Division | Employee Position/Title |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Department [Required] | | |
| <input type="text" value="PNW Region"/> | | |

Save

Online Support

Concur: Travel Arranger



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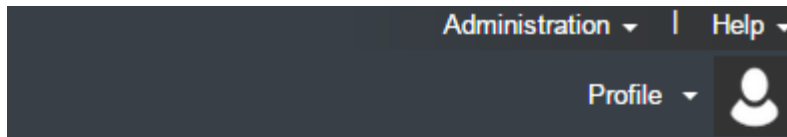
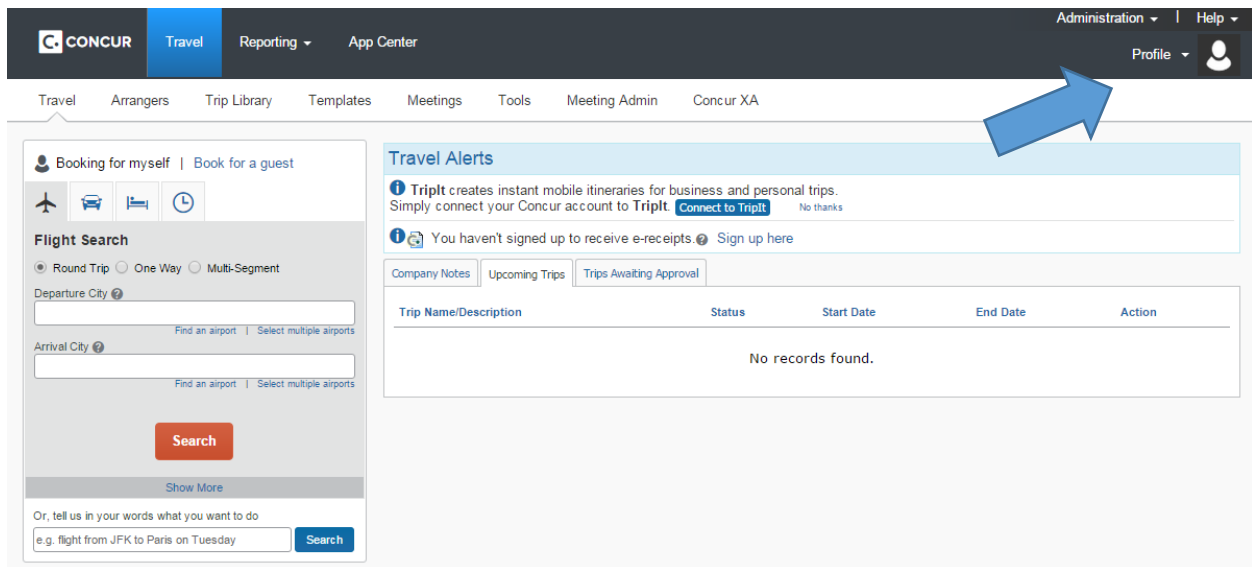
CTM: Online Team


Managing Profiles and Travel in Concur

Managing profiles and booking travel for your travelers in the Concur online booking tool is simple.


If you are managing travel for someone else or you need to update someone’s profile, there are a couple steps you need to know. You may only access another user’s profile if your company settings allow it. If you are unable to access a profile that you believe you should have access to, contact the Online team and they should be able to help you out.

To access a traveler’s profile, start by logging in to the booking tool. From the home page, mouse over the profile drop down in the top right corner of the page. Then enter the name of the traveler and click “Apply”.



 Michael bear

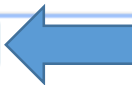
[Profile Settings](#) | [Sign Out](#)

-  Administer for another user...
- I am a delegate or travel assistant
 - I am a self-assigning travel arranger

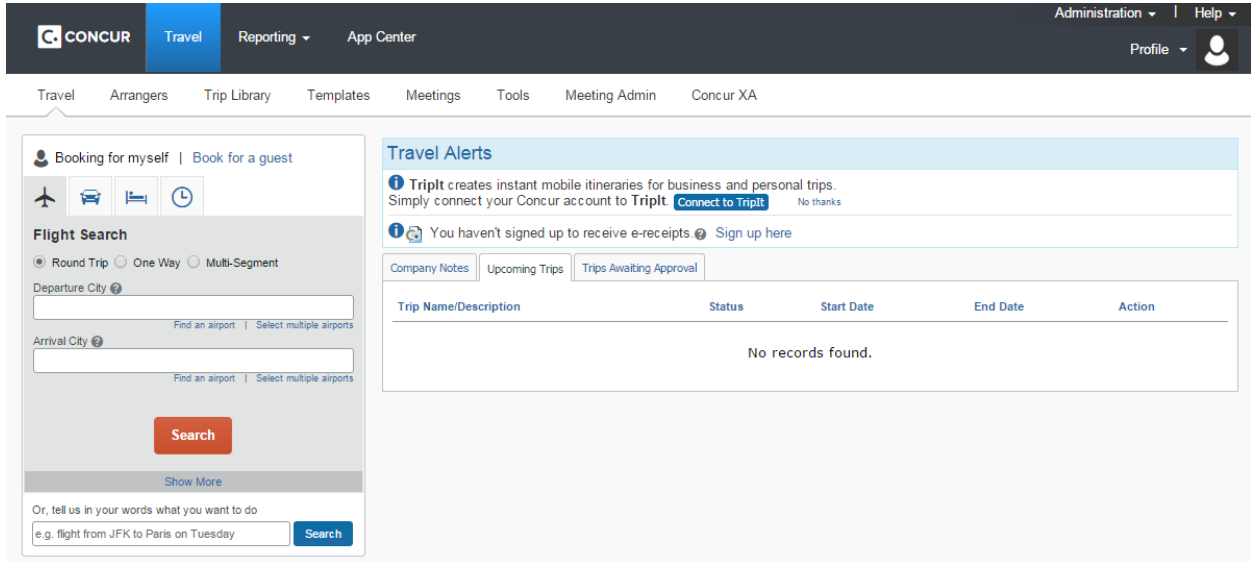
Never, William D

Cancel

Apply



That will take you to the traveler’s home page, It will look almost exactly like your home page.



From this page, you can book travel and update the traveler’s profile in the same way you would for your own profile. Updating your profile and booking travel are both covered in separate sections of this guide.