

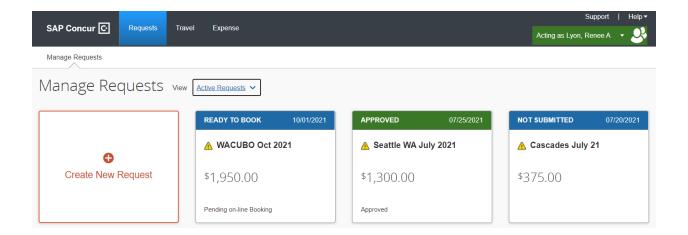
USING CONCUR TO BOOK YOUR AIRFARE, CAR RENTAL, AND HOTEL

## From Pre-Trip Travel Request to Booking Travel

Once you have a **Pre-Trip Travel Request** that has been approved, and in that request you selected **Booked** with **Concur Online**, you will receive notice that your request has been approved and that you are able to go into Concur to book your travel. *Note: In your Pre-Trip Travel Request* it is important to include airfare, car rental, and commercial lodging (hotel) if you want to be able to reserve these items in Concur.

## Select the "Ready to Book" Request

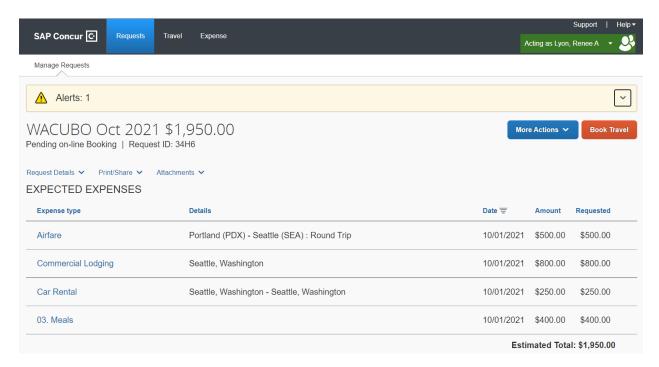
From the **Requests** tab, click on the approved **Pre-Trip Travel Request**, which will read **Ready to Book** in the status at the top of the request and **Pending on-line Booking** within the overview information of the request.



After clicking on the approved **Pre-Trip Travel Request**, it takes us into the request.

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From this screen, click the **Book Travel** button in the top right corner of the request.

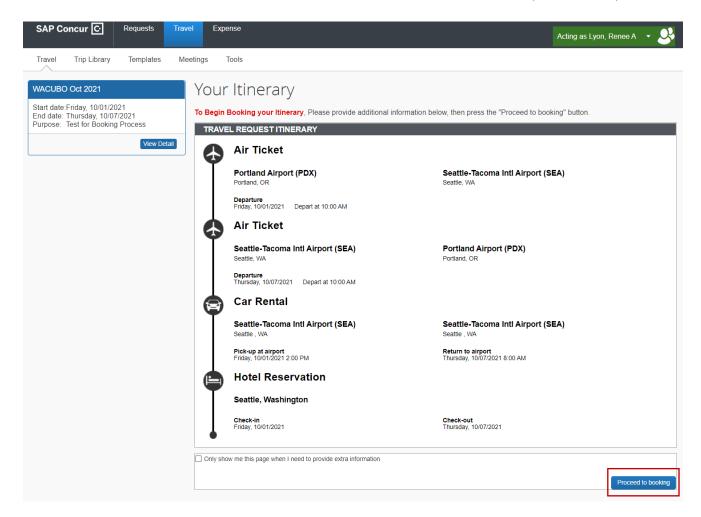
### **Your Travel Itinerary**

This takes you to the **Your Itinerary** screen, based on the information you entered in the **Pre-Trip Travel Request**: your desired flight's location, date, time; your desired car rental's location, date, time; your desired hotel's location and dates.

The **Travel Request Itinerary** outlines the items that Concur will walk you through reserving. If you do not see an item here that you plan to book using Concur (*i.e.*, *airfare*, *car rentals*, *lodging*), please check your **Pre-Trip Travel Request** to ensure that you have selected and entered those expenses on your request.

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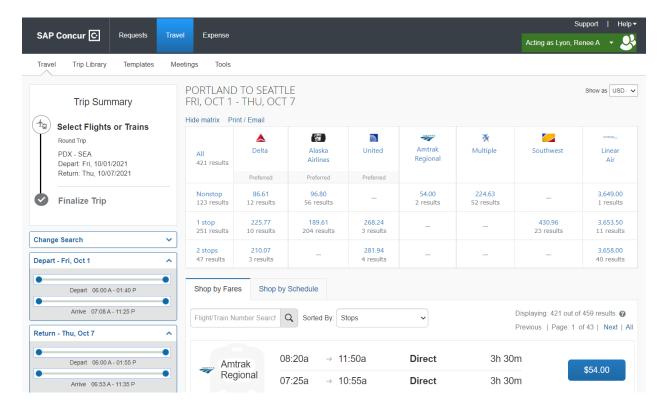
After reviewing the **Travel Request Itinerary**, you can click **Proceed to Booking** at the lower left corner of the itinerary screen.

### **Select Flights or Trains**

The **Select Flights or Trains** screen prepopulates potential flights and trains based on your **Pre-Trip Travel Request**. The top right corner of the screen provides a matrix of airlines, stops, and rates based on your itinerary.

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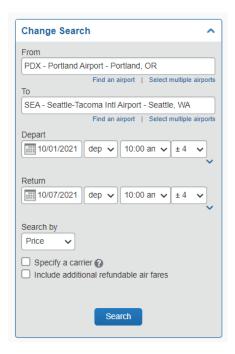


### **Change Search**

On the left side of the **Select Flights or Trains** screen, we can use **Change Search** to change and update our preferences for airline or train travel. Click the downward caret next to **Change Search** to expand the menu.

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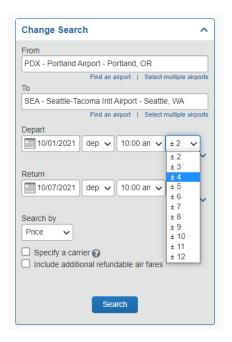
Based on the **Pre-Trip Travel Request**, it has pre-populated the departing and arrival airports, as well as the departure and return dates and times. The default departure and return times include  $\pm 4$  hours before and after the times listed in the request.

### **Refining Your Search**

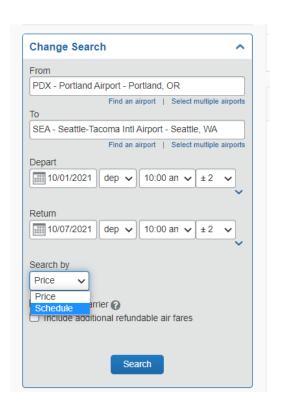
You can update the parameters to search for flights from to  $\pm 2$  hours before/after a set time, up to  $\pm 12$  hours before/after the set time.

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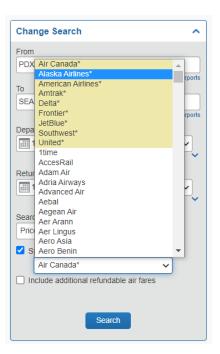
Within the **Change Search** you can search by schedule instead of price, which is the default.



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You can also elect to search for flights or trains from a specific carrier. You will need to check the box next to this feature, and a dropdown menu with carriers will appear.

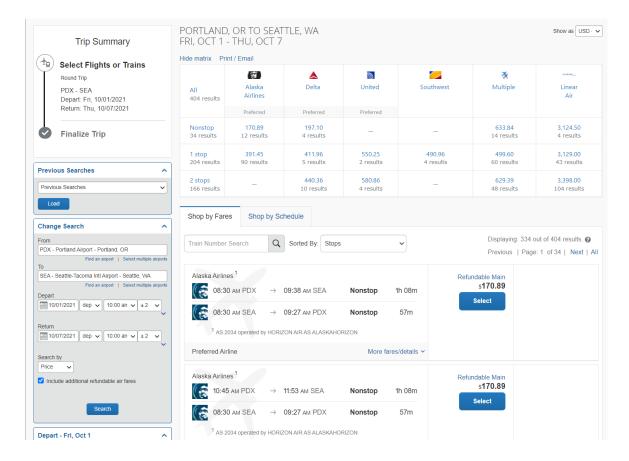


In addition to searching OSU's preferred airlines, Concur automatically searches airlines where you have a frequent flyer number and you have included "always search this airline" in your profile. If you select an airline here, Concur will search your chosen airline a bit deeper instead of searching all of your preferred airlines. Remember, not all airlines fly all routes, so if you choose an airline and it does not appear on the results screen, it may not fly between your selected cities. On this dropdown menu, one asterisk next to a carrier indicates that it is a major airline, and two asterisks indicates that it is a Frequent Flyer carrier.

To update the flights and trains displayed based on the criteria you selected within the **Change Search** feature, click **Search** at the bottom of the feature.

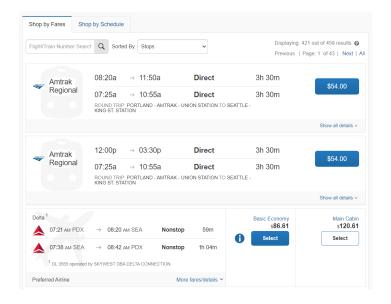
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### Shop by Fares & Shop by Schedule

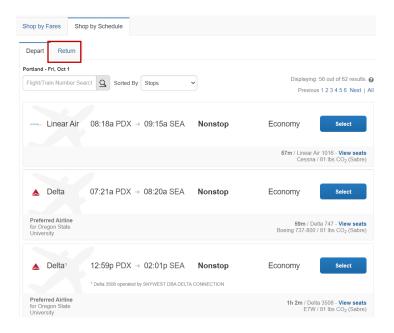
The **Shop by Fares** tab shows the cheapest options for travel and includes the prices.



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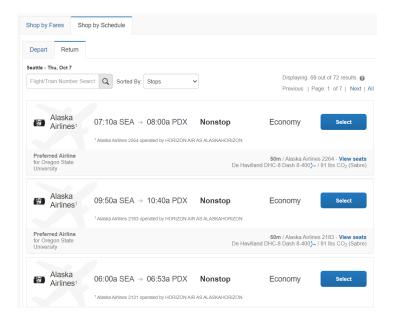
The **Shop by Schedule** shows the information for the first leg of our trip (our departing flight). You can click on the **Return** sub-tab to see returning flights. This feature does not include price information.



If you are using the **Shop by Schedule** feature you will need to select your departing flight and return flight individually.

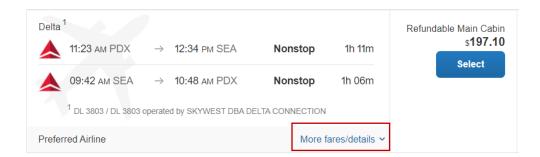
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### **Reviewing Flight & Trains**

To learn more about a particular flight or train, click **More Fares/Details** at the bottom of the flight result.

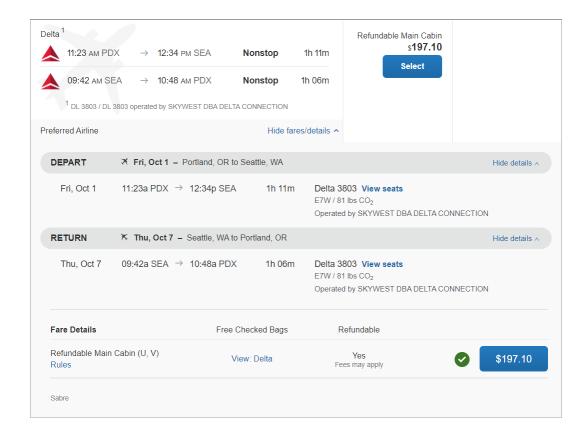


### More Fares/Details

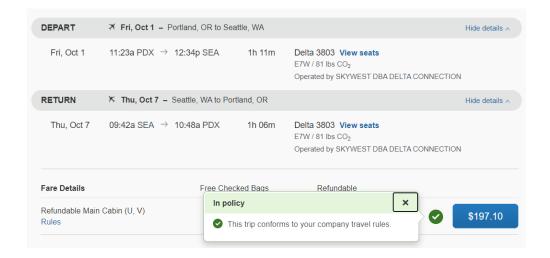
Selecting **More Fares/Details** expands the flight information, and from this we can view available seats, if the flight is refundable, the cost of checked bags, and whether or not the flight meets OSU's guidelines.

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Next to the total cost of the flight is a green-circled check mark. If you click it a small popup window will appear that informs you that the green-circled check mark indicates that this flight conforms to OSU's travel policy.



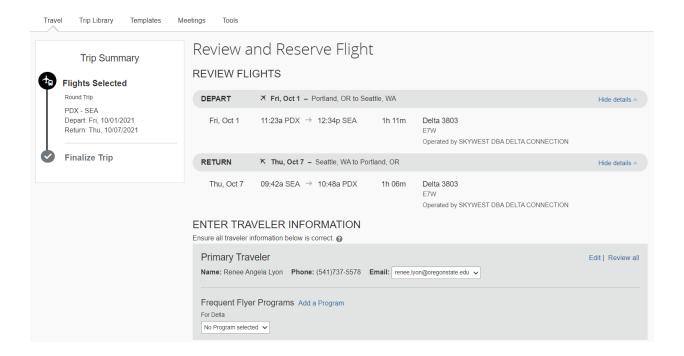
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Once you have found a flight or train that meets your travel needs, click **Select** to start the booking process.

### **Reviewing & Reserving Flight**

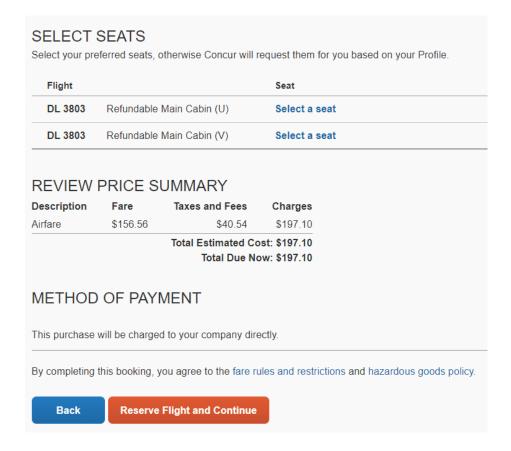
You will be taken to the **Review and Reserve Flight** screen, which will have you review and confirm the flight details and traveler details.



From this screen you can also select your seats on the flight.

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Before reserving the flight, you can also review the total charges for the airfare. Under **Method of Payment** please note that this airfare purchase is direct billed to OSU.

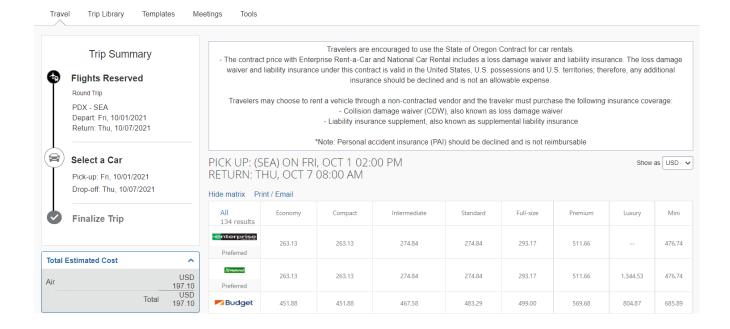
Click the **Reserve Flight and Continue** button at the bottom of the screen to reserve the flight and continue.

### **Select Car Rental**

After reserving the flight, you will move to the **Select a Car** screen. The times for car rental pick-up and drop-off have pulled from the **Pre-Trip Travel Request**, so they may need to be updated based on your flights' arrival and departure times. The initial screen shows a matrix of car rental companies, as well as the rates for each company based on car type.

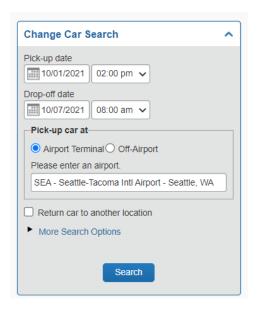
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### **Change Car Search**

Within the **Change Car Search** section on the left side of the screen, you can adjust the pick-up/drop-off dates and/or times. You can also change the location of where you will pick-up or drop-off the car. Once the appropriate changes are made, click **Search**.



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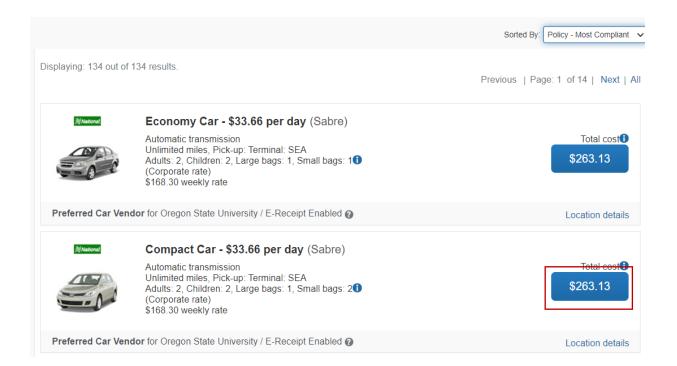
#### **Refine Your Search**

Once you have updated your car rental search based on date, time, and locations, you can further refine your search using the **Car Display Filters**. Parameters you can search for car rentals are: (1) unlimited miles, (2) air conditioning, (3) hybrid car-type, and (4) transmission type, either automatic or manual.



### **Selecting & Booking Your Car Rental**

Once you have updated and refined your search, below the matrix of car rental companies' rates, you will see the list of potential car rentals.

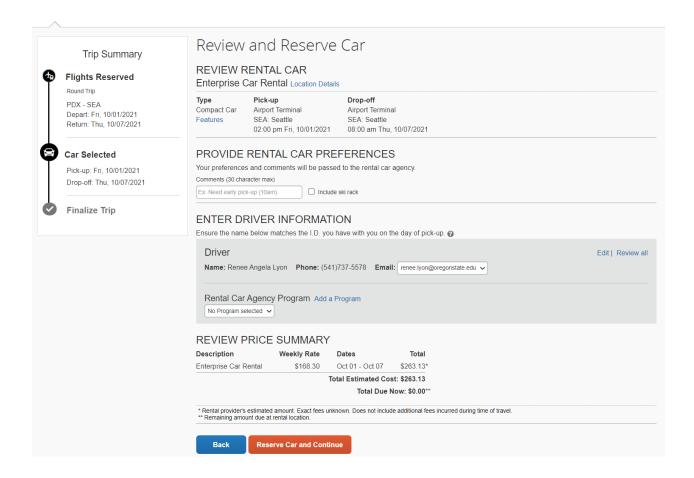


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The potential car rental listing defaults to sort by most policy compliant (either Economy or Compact) and lists our preferred vendors first. The rental's descriptions list what type of transmission it has, where it can be picked up from, and how many passengers and pieces of luggage it can accommodate.

Once you have found the rental you would like to reserve, click the blue button showing the total cost of the rental. You will be taken to the **Review and Reserve Car** page, where you can review the details of your car rental, and enter in any needs or preferences to be communicated to the car rental agency.



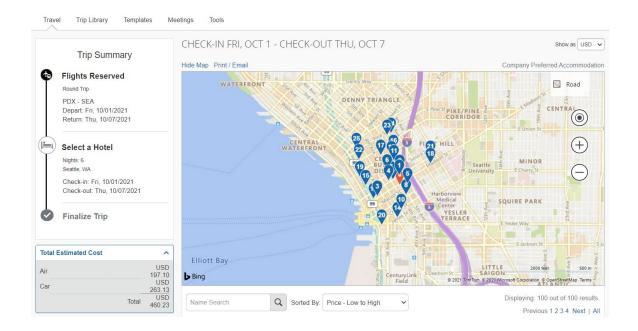
Click the orange button that reads **Reserve Car and Continue**.

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### **Select Hotel**

After selecting the flight and reserving the rental car, you will be taken to the **Find a Hotel** page. On the side of the screen there is a running total of our travel costs for the flight and car rental. Based on your trip details, Concur automatically pulls up a list of hotels and sorts by price, from lowest to highest.

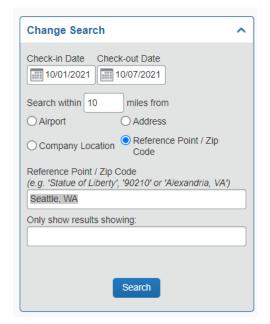


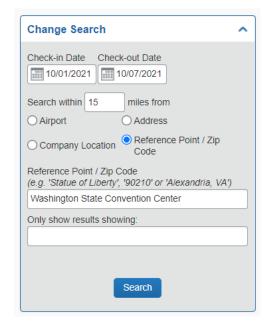
### **Change Search**

The hotel location defaults to your destination, but if needed you can change the hotel search to search within a specified number of miles from an airport, an address, or a reference point.

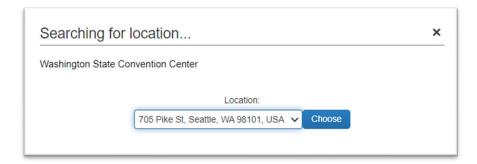
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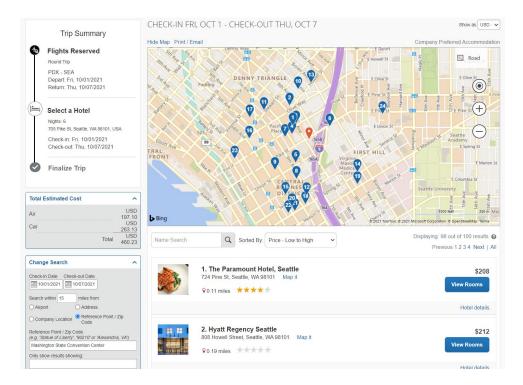
When you change the parameters of the hotel search to search for a specific reference point, a pop-up window will appear with the address of the location entered. Select **Choose** to verify that this is the address of the location.



The map of hotels surrounding the location will update; and the location selected will show as a red beacon, with lodging appearing as blue beacons.

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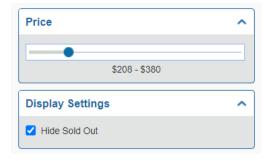


#### **Refine Your Search**

After changing your search, you can then refine the lodging results based on price, availability, hotel chain, and amenities. These search refinements can be found on the left side of the screen, below the **Change Search** function.

### Price, Display Settings, & Property Brand

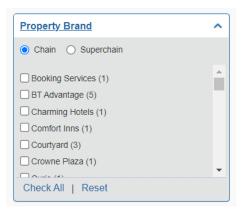
Within the **Price** setting you can use the slide bar to narrow or expand the lodging results based on nightly rates within a specific price range. Under **Display Settings** you can hide results for lodging that is fully booked or sold out.



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The **Property Brand** setting allows you to limit your search for a specific chain or superchain of lodging accommodations.



#### **Amenities**

Under the **Amenities** section, you can refine your search to include features and conveniences within the list of hotels to further narrow your search.





Within this section you can also specify if you need lodging that is wheelchair accessible.

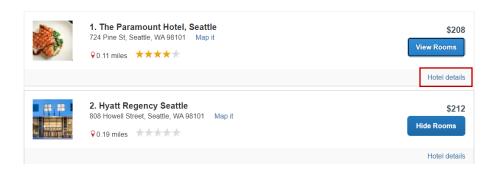
### **Review Lodging Listings**

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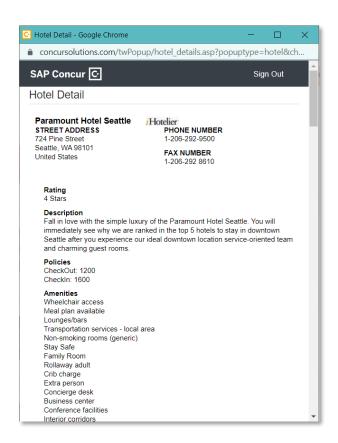
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After refining your search, your list of lodging possibilities will update based on your selections.

Below the map at the top of the **Find a Hotel** page, the name of the hotels, their address, rating, and lowest available rate will be listed.



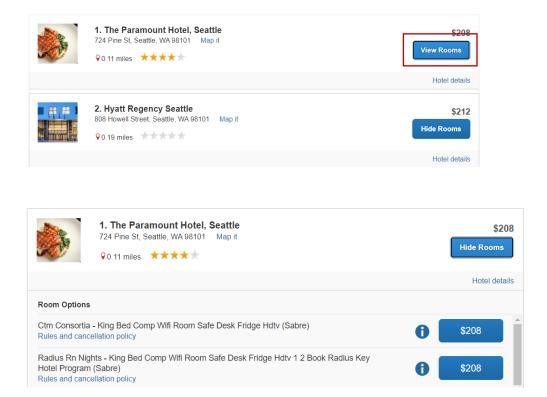
The **Hotel Details** link, in the bottom right corner of the hotel listing, will open a popup window where you can learn more about what the hotel generally offers; available details may vary, based on what information the hotel has supplied.



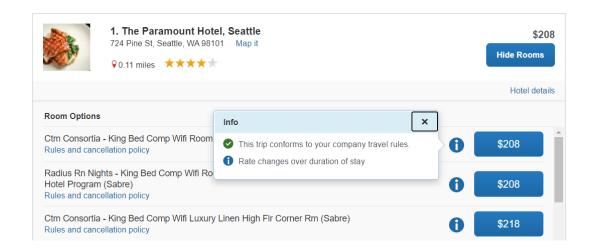
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To see available rooms, descriptions, and rates click the View Rooms button within the hotel listing.



The information button (a blue circle around a lowercase letter i) notifies you that there is more information about this room. If you click on it, a small **Info** popup window will appear.



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This **Info** popup window informs us that: (1) The trip conforms to your company travel rules (with a green circle around a checkmark) and (2) Rate changes over duration of stay (with a blue circle around a lowercase letter i).

Click **Rules & Cancellation Policy** below the description of the room; a window notifies us that the rates for this particular room fluctuate during our stay and includes a breakdown of the nightly charges and total cost.



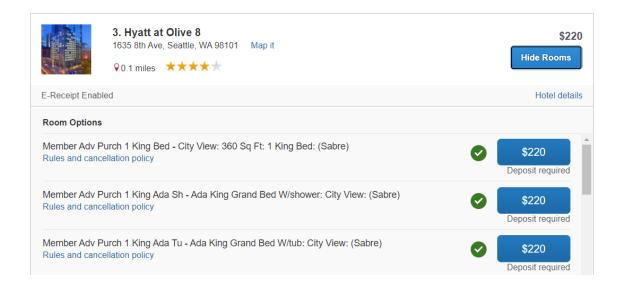
You can click the **View Rooms** button for other hotels to find the room that meets your travel needs.

### If a Hotel Has a Deposit Required or E-Receipt Enabled

If a hotel requires a deposit, the system should let you know by placing **Deposit required** underneath the room's rate. If you have a Travel & Expense card attached to your **User Profile**, the deposit will be charged once you finalize your reservation. You will need to take the T&E card with you when you travel to pay for the remainder of the bill. If you are using a Department card you can fill out a preauthorization form (requested from the hotel ahead of time) to authorize the room and taxes be charged to the Department card, even though it is not present at the time of checkout

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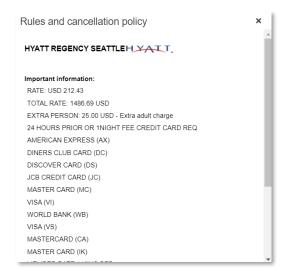
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If a hotel has **E-Receipt Enabled**, this means that if the hotel emails you an itinerary or a bill to one of your verified email addresses and you have E-Receipts enabled in your **Profile Settings**, then the itinerary or bill will be automatically added to your Concur profile to make preparing your **Travel Expense Report** easier once you return from your trip.

### **Selecting & Booking Your Hotel Room**

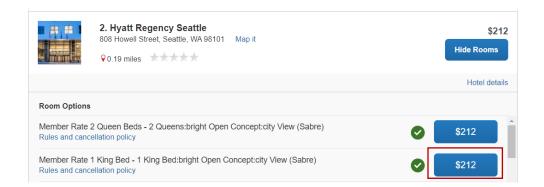
You can click the **Rules & Cancellation Policy** to review the nightly rate and total rate for your stay.



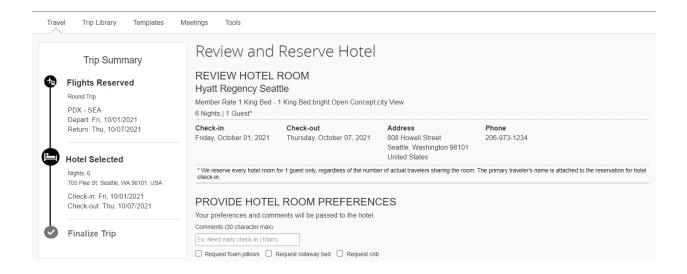
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Click on the blue button for the nightly room rate, next to room that you would like to book



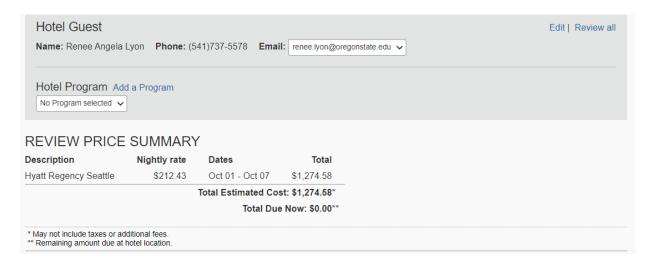
You will be taken to the **Review and Reserve Hotel** page, where you can review the dates of your stay, and enter in any hotel needs or preferences to be communicated to the hotel.



Next, you will need to verify the hotel guest information. *Note: If you are acting as a delegate, this will help ensure that you are booking travel for the correct person.* 

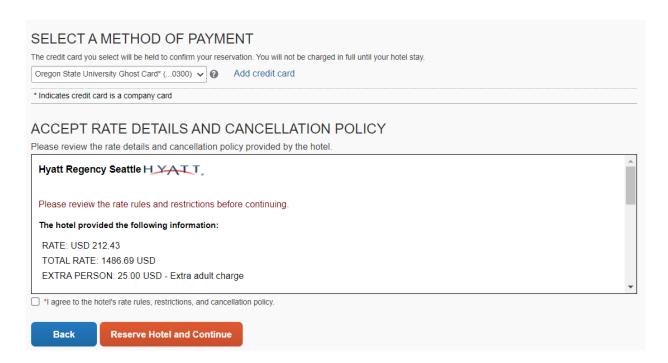
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If you are a member of a travel rewards program for the hotel, you can add that information under the **Hotel Program** section. Finally, you will need to review the estimated price summary. If a deposit or payment is required, it will be listed in the **Total Due Now** area.

Under the **Select a Method of Payment** section, select your T&E card or Department card from the dropdown menu. If you do not have a university issued credit card, and no deposit is required, you can leave this field at the default, which is the OSU ghost card.



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Note: If you use the OSU ghost card to reserve your hotel, you will need to work with our office prior to your travel to complete the credit card authorization form so you do not encounter any issues when you check in to your lodging and the credit card used to reserve the lodging (OSU ghost card) does not match the credit card that you are using when you check in.

You will need to select I agree to the hotel's rate rules, restrictions, and cancellation policy before you will be allowed to click the button to Reserve Hotel and Continue.

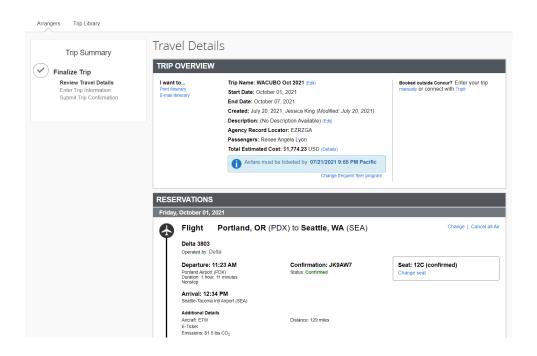
### **Finalizing Your Travel Reservations**

There are three screens to review before your travel will be confirmed and any tickets issued for your travel:

(1) Review Travel Details, (2) Enter Trip Information, and (3) Submit Trip Confirmation.

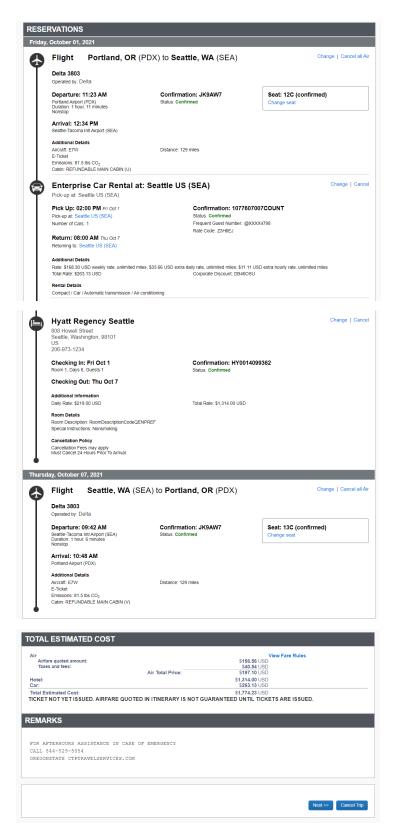
#### **Review Travel Details**

The first step in finalizing your trip is to review your travel details. Your entire trip's itinerary will be displayed on this page: the trip overview, your trip's reservations (flights, car rentals, hotels), and total estimated cost. You can review your trip details and make any changes needed.



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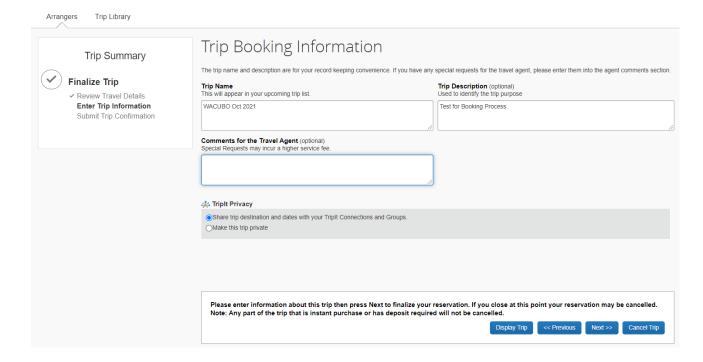
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After reviewing your trip's details, click **Next>>**.

#### **Enter Trip Information**

The second step in finalizing your trip is to enter in your trip information: your trip name, trip description, and any comments for the travel agent.



The **Trip Name** and **Trip Description** are for your use and reference. If you travel a lot, or travel to the same event annually, the name and description can be helpful if you need to reference a previous trip or distinguish between multiple similar trips. These two fields are pulling from your initial **Pre-Trip Travel Request**, and if you need to, you can update or change these fields here on this screen.

The **Comments for the Travel Agent** is an optional field. *Note: Be aware that making an entry in this field will likely generate an agency fee.* 

If you have TripIt connected to your Concur profile, underneath the **TripIt Privacy** section you can select **Share Trip Destination and Dates with Your TripIt Connections and Groups** to send your

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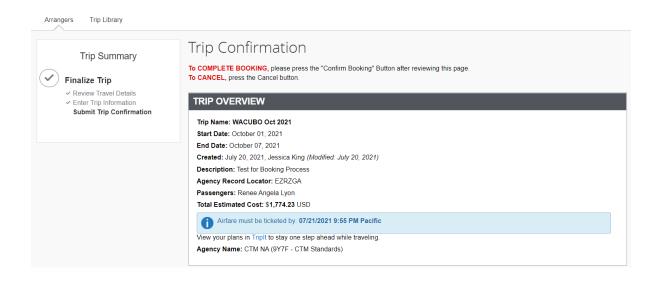
travel itineraries to your family, friends or colleagues with whom you have added to your "Inner Circle" within TripIt. If you select **Make This Trip Private** it will be added to your TripIt profile, but not shared with anyone.

To proceed to the next screen in booking your trip, you will need to click **Next >>** at the bottom right corner of the screen. If you leave this page, your reservation(s) may be cancelled.

### **Submit Trip Confirmation**

Your entire trip's itinerary will be displayed on this page. This is the final page to finalize your trip. At the end of the itinerary, you will need to confirm the booking in order to have your reservations confirmed and any tickets for airfare or trains issued.

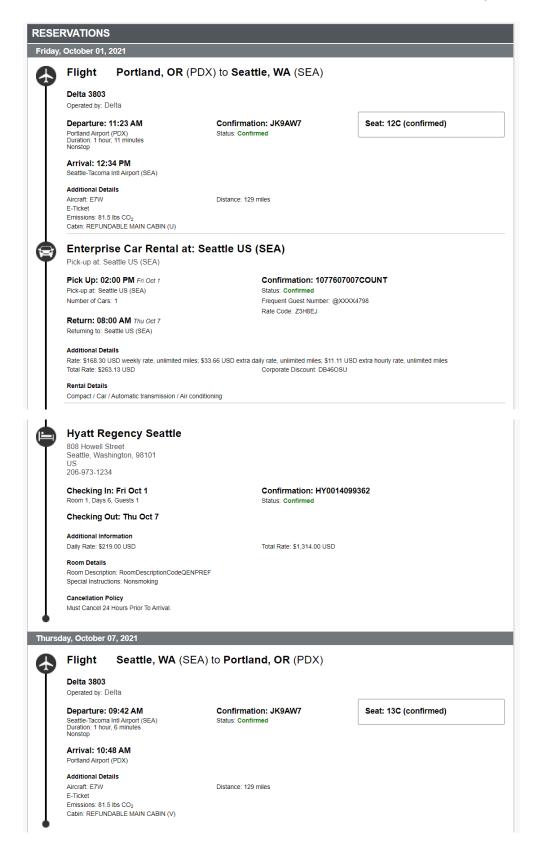
The first section will be **Trip Overview**, which displays your trip name, travel dates, who created the trip (i.e., a delegate), description, the passenger's information, and total estimated cost.



The second section will be your trip's **Reservations**, which displays the details of your flight(s), car rental, and hotel reservations in chronological order.

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The final sections are **Total Estimated Cost** and **Remarks**. The **Total Estimated Cost** breaks down the costs by each reservation, and the **Remarks** section includes afterhours emergency contact information for Corporate Travel Planners (CTP).

Air Airfare quoted amount:		View Fare Rules		
	\$156.56 USD			
Taxes and fees:		\$40.54 USD		
	Air Total Price:	\$197.10 USD		
Hotel:		\$1,314.00 USD		
Car:		\$263.13 USD		
Total Estimated Cost:		\$1,774.23 USD		
TICKET NOT YET ISSUED. AIRFARE QUO	TED IN THINERARY IS NOT GU	ARANTEED UNTIL TICKETS AF	RE ISSUED.	
EMARKS				
FOR AFTERHOURS ASSISTANCE IN CASE	OF PMEDCENCY			
	OF EMERGENCI			
CALL 844-529-5854				
OREGONSTATE CTPTRAVELSERVICES.COM	N			
lange days Discounting this big same				
Almost done Please confirm this itinerary.				

The last step to finalize your trip and book is to click the **Confirm Booking>>** button.

### Still have questions? Contact us!

Questions related to **travel**: Questions related to **credit cards**:

<u>Travel@oregonstate.edu</u> <u>Procurement.Cards@oregonstate.edu</u>

Website: fa.oregonstate.edu/travel-and-expense

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