



## Concur Travel - Top FAQs

### **Flights**

#### **How do I search for flights by 'Price' and 'Schedule' and what is the difference?**

Concur Travel searches by Price and Schedule on every flight search. The 'Search by' list allows you to select the initial display to be by Price or Schedule. Price results display entire itineraries with total fares. Schedule results allow users to select their flights and Concur Travel will provide the total fare.

#### **How are unused tickets or credits applied to a new reservation?**

When you make a new flight reservation, we will automatically look for an available unused ticket to apply to your next qualifying trip. If one can be applied then it will be reflected on your final invoice as an exchange.

#### **How do I search for a specific carrier?**

Perform your search as normal. When the results display, select the specific carrier in the matrix. Specific flights for that carrier will be displayed below.

#### **What types of flight searches can I make in Concur Travel?**

In the Flight Search section there are 3 options: Round Trip, One Way, Multi City.

### **Cars**

#### **How do I book a car reservation?**

There are several ways to book a car at the airport or at an offsite location.

- Book a car-only reservation by clicking on the 'Car' tab on the home page.
- When booking flights, check the 'Pick-up/Drop-off car at airport' box and Concur Travel will search for a car directly after flights are booked.
- Click the Car link on the Travel Details page. You can also book off-airport cars using this option when adding a car with flight reservations.
- Add a car to an existing reservation by going to 'Upcoming Trips'. In the 'Add to your itinerary' section, click the Car link. You can also scroll down on your trip and click the Add to your itinerary link where you want to add your new car and then select Car.

### **Hotels**

#### **How do I book a hotel reservation?**

There are several ways to book a hotel.

- Book a hotel-only reservation by clicking on the 'Hotel' tab on the home page.
- When booking flights, check the 'Find a Hotel' box and Concur Travel will search for hotels after flights are booked. You can search by Airport, Company Locations or Reference Point.
- Click the Hotel link on the Travel Details page.
- Add a hotel to an existing reservation by going to 'Upcoming Trips'. In the 'Add to your itinerary' section, click the Hotel link. You can also scroll down in your trip and click the Add to your itinerary link where you want to add your hotel and then select Hotel.

### **What filtering and sorting options can I use in finding a hotel?**

You can filter results by hotel name, price, chain and amenities. Hotels will be displayed initially sorted as your company wants them to be. Thereafter you can click 'Sorted By' to sort results by Company preference, Price low-to-high, Northstar rating, distance and, Policy-Most Compliant.

### **How do I book multiple hotels in the same city?**

Book your first hotel. Find the 'Add to your itinerary' section after you booked the hotel. Click the [Hotel](#) link or icon, provide your search criteria and click Next. When the hotel results display, find your desired hotel and click Reserve.

### **How do I book a hotel with different dates than my airline flights?**

On the Home Page, add your flight search parameters but leave the 'Find a Hotel' box unchecked. After booking your flights, find the 'Add to your itinerary' section on the Travel Details page and click the [Hotel](#) link or icon. You can also scroll down in your trip and click the [Add to your itinerary](#) link where you want to add your hotel and select the [Hotel](#) link or icon. Adjust your dates and click 'Next' to search.

## **Seat Assignments**

### **How does Concur Travel select my seat assignment?**

Concur Travel references your seat preference in your profile to make a seat assignment. If you have preferred frequent flyer status, Concur Travel will assign preferred seating if offered by the airline. It is important to note that some carriers or fares do not permit seat pre-assignment.

### **How do I display the seat map and change my seat assignment?**

After reserving your flights, select the [Change Seat](#) link for the specific flight, select another available seat from the seat map and click the 'Change Seat' button.

## **Confirmation and Ticketing**

### **How do I know if my ticket was issued?**

Travel Incorporated will send your eItinerary as final confirmation of ticketing.

### **What should I do if I did not receive my eItinerary?**

If you have not received your Travel Incorporated eItinerary within 2 hours of submitting for purchase, please contact your Travel Incorporated Travel Consultant.

## **Changes and Cancellations**

### **How do I add a car or hotel to my trip?**

Click on your trip from the 'Upcoming Trips' tab. Find the 'Add to your itinerary' link where you want to add to your trip. Select the Car or Hotel icon. Provide your search criteria and click Next. Make your car or hotel selection and continue to the 'Review and Reserve' page. Your trip update is complete when you reach the Finished! page.

### **How do I cancel a car or hotel reservation on my trip?**

Click on your trip from the 'Upcoming Trips' tab. Scroll down through your trip and find the car or hotel you need to cancel and click 'Cancel'. Concur Travel will ask if you are sure you want to remove it. Click 'Ok'. If you are cancelling a hotel, Concur Travel will ask you to acknowledge the cancellation policy first before you cancel the hotel. For hotels marked 'Not purchased through the reservation system', please contact a Travel Consultant to cancel.

### **How do I change my ticketed flights?**

If your company permits, you can also change your ticketed flights in Concur Travel. Subject to fare rules and carrier requirements, changes to ticketed flights will result in an exchange ticket being issued.

### **How do I cancel my entire trip?**

Go to the 'Upcoming Trips' tab. Find the trip you would like to cancel. On the far right, select Cancel Trip. This action will cancel all trip segments (air, car and hotel). Any flights with remaining value will be marked as Unused e-tickets. Southwest Direct Connect bookings may be cancelled in Concur Travel. Unused tickets and credits may be applied on future trips, usually up to 1 year from original purchase date.

### **What if my ticket has been issued within 24 hours and I need to change it?**

Most tickets issued within 24 hours can be voided. It may be cheaper to cancel and void your original ticket and book a brand new reservation.

## **Profile (Travel and Frequent Flyer/Membership Program Numbers)**

### **How do I access my Concur profile?**

In the upper right corner of the Concur Travel home page, click 'Profile' and then 'Profile Settings'. Select 'Personal Information' to review your entire profile. Use the menus on the left or links in the middle to go to specific areas of your profile.

### **How do I update my Travel Preferences and Frequent Flyer/Membership Numbers?**

To update seating, vehicle and rooming preferences, go to Travel Settings on the left then click Travel Preferences. To update loyalty membership numbers, go to Travel Settings on the left then click Frequent-Traveler Programs. Click 'Add a Program' on the right to add air, car and hotel program numbers. Once saved, they can be applied to your reservation!

### **Why does my name in my Concur profile have to match the name of my frequent flyer account?**

The Transportation Security Administration (TSA) requires the name on your government issued ID presented at check-in must match the name on your ticket. Some travelers may have their airline memberships with a different name than appears on their ID. Thus, we advise travelers to make sure the name on all of their frequent flyer accounts match the name on their ID which should also be the same name in their Concur and Travel Incorporated profiles. This will ensure travelers receive proper credit and benefits of their membership program as well as eliminate any airline check-in/TSA issues.

### **How do I add a Travel Assistant?**

First, your travel assistant must have a Concur profile before you can add them. In your Concur Travel profile, click 'Add an assistant' and type the name in the 'Assistant' field. After finding your assistant's name, select the name, select the 'Can book travel for me' checkbox and click 'Save'.

## **How do I add or change a credit card in my Concur profile?**

If your company allows you to do so, go to the 'Credit Cards' section of your Concur profile:

- To add a credit card, click on 'Add a Credit Card'
  - Provide the card name, type, number, expiration date.
  - Check the appropriate boxes if this will be the default card for plane, rail, car or hotel.
  - Add billing address (yours/company). Use alphanumeric characters only. No P.O. Boxes.
  - Click Save.
- To change card information (default settings, expiration),
  - Click the 'pencil' icon next to the card you want to update.
  - Make your changes.
  - Click Save.
- If changing the actual credit card number, you must delete it and enter a new card.
  - Click the 'trash' icon next to the card you want to delete.
  - Click the 'Add a Credit Card' and add your credit card information.
  - Click Save.