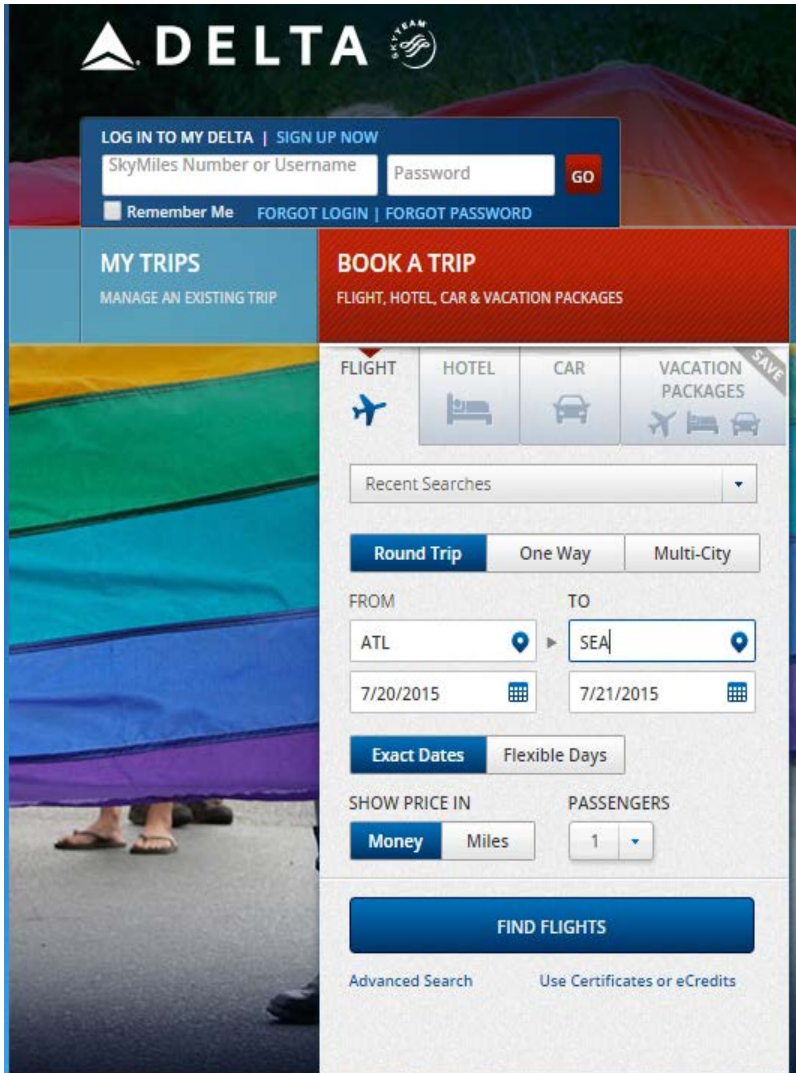


Concur has access to the same fares that you see on airline and other online websites. In some cases Concur's fares will be lower because your corporate discounts are being applied. But, there is a major difference in the way the information is returned which can result in this common misconception. There are simple steps you can take to ensure the lowest fares are returned.

Please review the Case Study below.



When searching an airline website, the time parameter defaults to "anytime."

Even if you narrow that window, it will still return a full day of inventory, ranking your results based on your preferred time of day.

Concur was designed with the Business Traveler in mind. It assumes you have a certain time frame in which you must arrive and depart...it therefore does not search "anytime."

The default search window is configured by your company. Please be sure you adjust the time parameters according to your flexibility. If you do not adjust the time parameters, Concur will only return results within the default search window on the dates you provide.

If you are flexible, you can expand this search window to +/- 3, 4, 5 hours or more.

Booking for myself | Book for a guest

If you are booking air/car/hotel for the same trip, please book all in the same itinerary. You can do this by also checking "Pick-up / Drop-off Car at Airport" and/or "Find a Hotel" below. After you click on the RESERVE button, please do not click on the back button or close your window. Doing so will incur fees and may create a duplicate booking.

Air/Rail 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
AirCanada Promotional Code: (optional)

Search flights by Price Schedule

Flights with double connections

Below is an example of how the results can vary if you do not adjust your search window in Concur.

DELTA

BOOK A TRIP BEST FARE GUARANTEE

Monday, July 20, 2015 | 1 Passenger

Outbound : ATL • SEA
Atlanta, GA (ATL) to Seattle, WA (SEA)

SHOW PRICE IN \$ USD Miles

Total price is per passenger and includes taxes and fees. Additional baggage fees may apply. 1 - 20 of 50 flight results: 1 | 2 | 3 > Show All

	MAIN CABIN	FIRST/BUSINESS
DL 2039 8:15 AM • 10:32 AM 5h 17m ATL • MA • NONSTOP	Main Cabin (Q) from \$763²⁰ SELECT	First (F) from \$1,393⁷⁰ SELECT
DL 1929 9:43 AM • 12:06 PM 5h 23m ATL • MA • NONSTOP	Main Cabin (S) from \$951²⁰ SELECT	First (F) from \$1,762⁷⁰ SELECT

Here are Concur's results: Where's the \$763 you just saw on Delta.com?

Trip Summary

Select Flights

Round Trip
ATL - SEA
Outbound: Mon, 07/20/2015
Return: Tue, 07/21/2015

Finalize Trip

ATLANTA, GA TO SEATTLE, WA
MON, JUL 20 - TUE, JUL 21

Print / Email
Hide matrix

	Southwest	American Airlines	Delta	Multiple Carriers	United	US Airways	Alaska Airlines
All 153 results	◆◆	◆◆	◆◆				
Nonstop 3 results	--	--	835.44 3 results	--	--	--	--
1 stop 135 results	474.00 10 results	488.35 20 results	790.48 15 results	482.20 69 results	513.64 15 results	656.20 3 results	670.20 3 results
2 stops 15 results	--	--	--	541.20 7 results	517.64 5 results	--	674.20 3 results

Baggage Fee Policies

Shop by Fares | Shop by Schedule

Sorted By: Preference

Travel Inc. Online Support ~ for Concur Travel technical assistance dial 866.738.6444.

"If you do not see a specific flight, check your search parameters and/or change your request to "Search by Schedule". If you still require assistance, please contact Travel Incorporated Online Support at 866.738.6444.

Airfares displayed include tax and any other fees. Oldcastle requests that you take the lowest nonrefundable fare when available as the savings to the company can be substantial. If your plans require you to change or cancel, most non-refundable tickets can be applied to future travel dates within 1 year of purchase date.

Concur booking fees apply after "Reserve and Continue" is selected on the next page. Please only "Reserve and Continue" when you are ready to submit for purchase.

Expand All Details

The Delta fare departs at 8:15am and returns on 10:28am. We did not ask Concur to show flights within that time frame.

FLIGHTS

	ATL → SEA	DL 2039	Main Cabin (Q)	✈️ 📶 📺 📶 + More	Price per Passenger
MON 20 JUL	08:15 AM - 10:32 AM	5h 17m NONSTOP	View Seats	Complete Delta Air Lines Baggage Information	\$683 ⁷²
TUE 21 JUL	SEA → ATL	DL 1781	Main Cabin (U)	✈️ 📶 📺 📶	Taxes, Fees and Charges \$79 ⁴⁸
	10:28 AM - 6:23 PM	4h 55m NONSTOP	View Seats	Complete Delta Air Lines Baggage Information	

UPGRADE TO FIRST CLASS

With maximum comfort, Sky Priority®, and complimentary spirits, you're first every step of the way.

\$532⁵⁰ *

*per person each way, includes taxes/fees.

UPGRADE

UPGRADE TO REFUNDABLE MAIN CABIN

Add convenience and true peace-of-mind. No fees when travel plans change.

Flex this fare for just \$415⁰⁰ *

*per person each way, includes taxes/fees.

UPGRADE

total price \$763²⁰ USD

TMC
PREFERRED
PARTNER

TRAVEL
CERTIFIED
TMC

ATLANTA, GA TO SEATTLE, WA
MON, JUL 20 - TUE, JUL 21

Print / Email
Hide matrix

Trip Summary

Select Flights

Round Trip
ATL - SEA
Outbound: Mon, 07/20/2015
Return: Tue, 07/21/2015

Finalize Trip

All	Southwest	Delta	Multiple Carriers	United	US Airways	Alaska Airlines
141 results	—	726.80 12 results	763.20 1 results	—	—	—
Nonstop 13 results	—	726.80 12 results	763.20 1 results	—	—	—
1 stop 112 results	444.00 30 results	681.84 7 results	533.20 52 results	563.62 16 results	627.20 6 results	713.70 1 results
2 stops 16 results	478.00 10 results	—	575.20 2 results	567.62 4 results	—	—

Previous Searches

Previous Searches

Load

Change Flight Search

From: ATL - Hartsfield Intl Arpt - Atlanta, GA

To: SEA - Seattle Tacoma Intl Arpt - Seattle, WA

Departure: 07/20/2015 dep 09:00 am ± 3

Return: 07/21/2015 dep 10:00 am ± 3

Baggage Fee Policies

Shop by Fares | Shop by Schedule

Sorted By: Preference

Travel Inc. Online Support - for Concur Travel technical assistance dial 866-738-6444.

Expand All Details

Displaying: 141 out of 141 results.

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From: \$444.00	Southwest	ATL 08:00 am	SEA 02:20 pm	1	8h 20m

When you adjust the Concur parameters to include that same flight time...you find it is even less expensive in Concur due to your company's Delta discount. \$726.80 compared to \$763.20.

As you can see, with a few adjustments to the time search settings, the fares are there.

If you can be specific with your depart and arrive times and/or expand the search window, you'll always find your fare.

Additional Questions

Why doesn't Concur search "anytime"?

The reason Concur doesn't automatically search "anytime" is because it must return live inventory for multiple airlines. The more you ask it to return, the longer it will take. You can return a full 12 hours of inventory by changing your search window to 12 noon +/- 6 hours. It will take a bit longer to return, but it certainly wouldn't take as long as searching multiple sites to find a flight.

The online websites such as Kayak, Expedia, etc...that return a full day of inventory for multiple airlines are not returning live inventory as Concur does. They cache inventory approximately every 4 hours so they can quickly return results. Therefore, the fares you see quoted may no longer be available when you try to purchase. They have disclaimers stating such.

What if I do see a fare discrepancy on the exact same flight?

We do occasionally see valid discrepancies between airline sites and Concur. This generally occurs when there is only one seat left in the specific class of service providing that fare. The fare can appear and disappear as people search and hold a seat from countless access points. If you ever do experience a fare discrepancy for an exact flight match, please call Travel Incorporated's Online Technical Support department immediately so that they can determine if that is the case. Sometimes the agents are able to use their leverage to book a recently sold out fare. For **any** Concur issues, **contact Travel Incorporated's Technical Online Support at 866.738.6444.**

