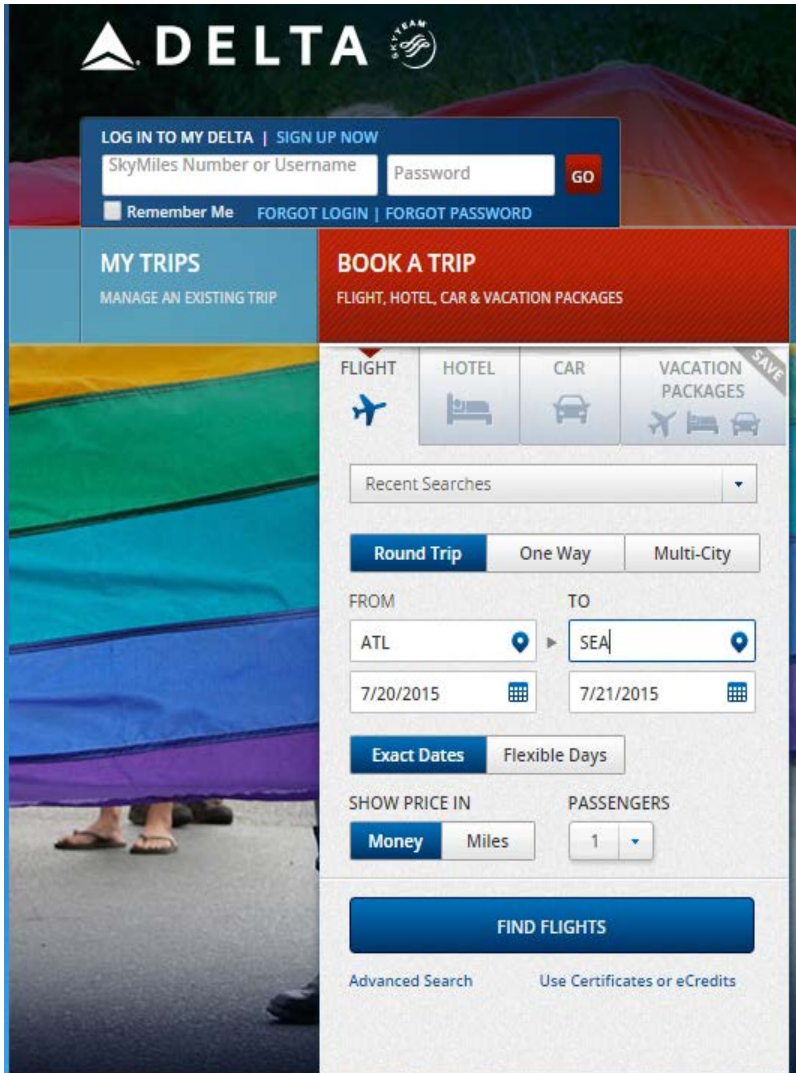**Concur** has access to the same fares that you see on airline and other online websites. In some cases Concur's fares will be lower because your corporate discounts are being applied. But, there is a major difference in the way the information is returned which can result in this common misconception.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

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

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

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

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**.