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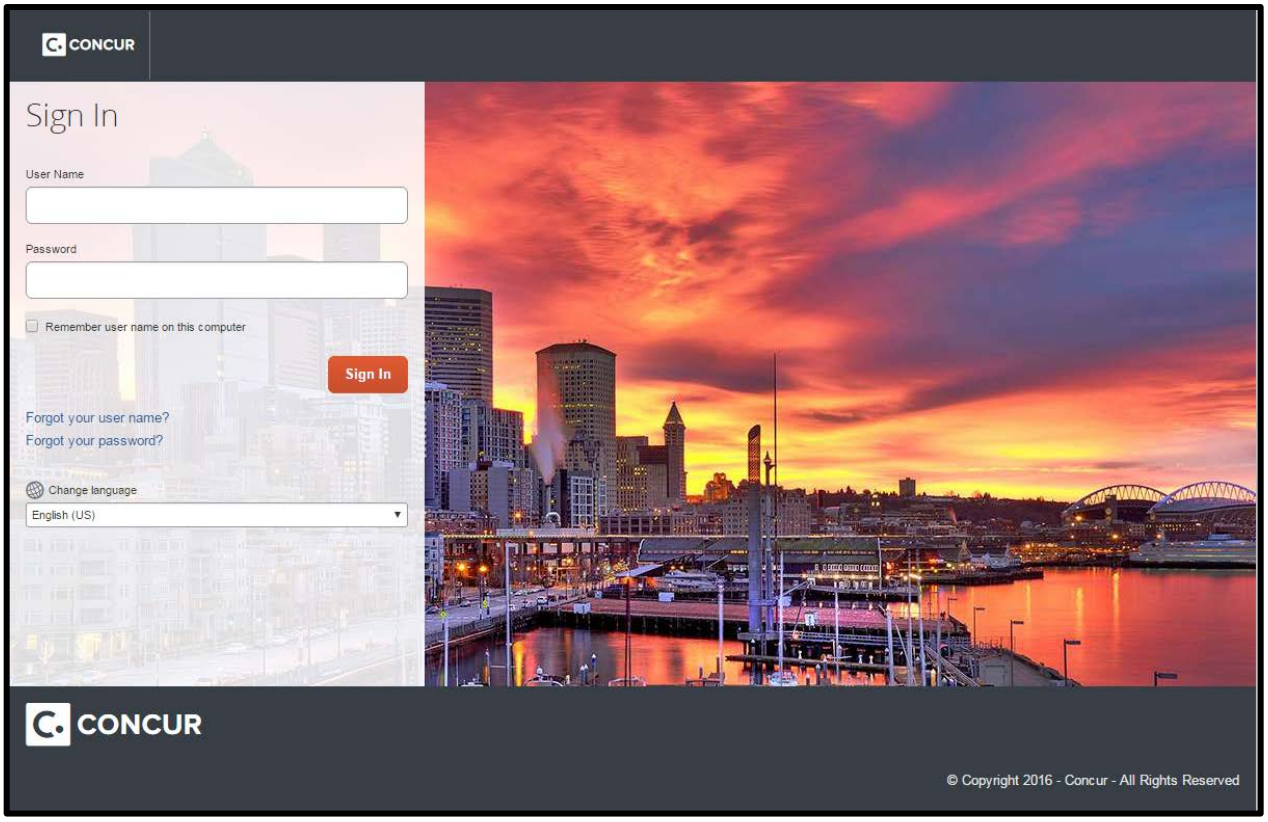
This guide will show you, step-by-step, how to make air, car, and hotel reservations on Concur Travel.

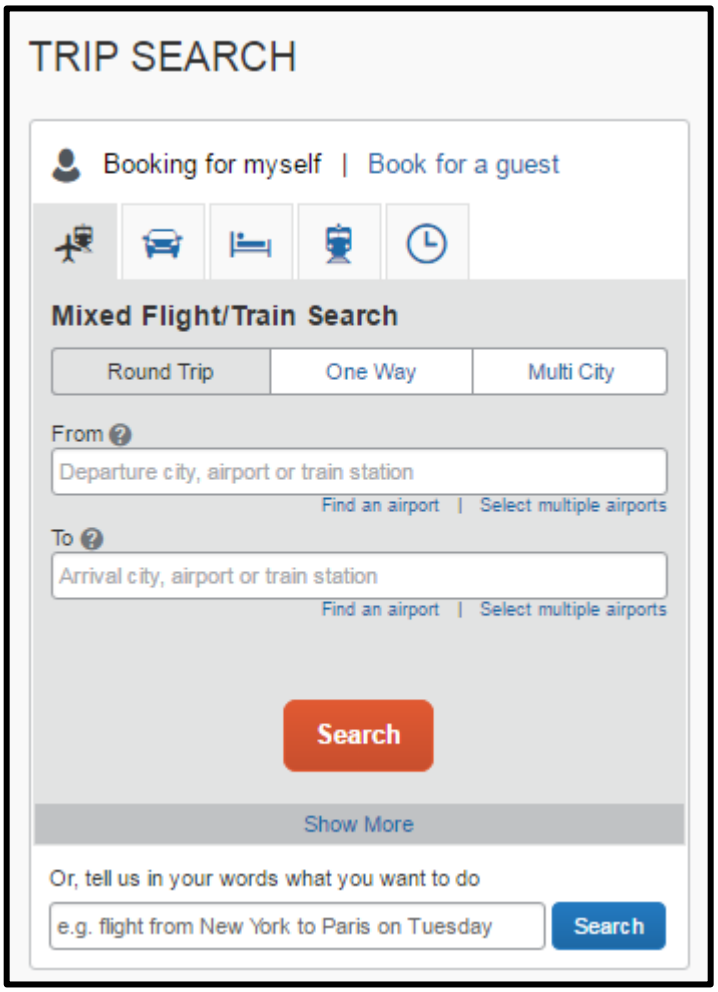
Always confirm that there are funds in the FOAP or Auxiliary account you will be booking travel to. Complete a budget transfer if necessary. DO NOT book travel until sufficient funds are available.

LOGGING IN TO CONCUR

1. Log into Concur Travel with your work email address and password, WWW.CONCURSOLUTIONS.COM



2. From the Concur home page, look to the Trip Search section on the left side of the page. Concur Travel can be used to book airfare, rail, rental cars, and hotels for your business trips.



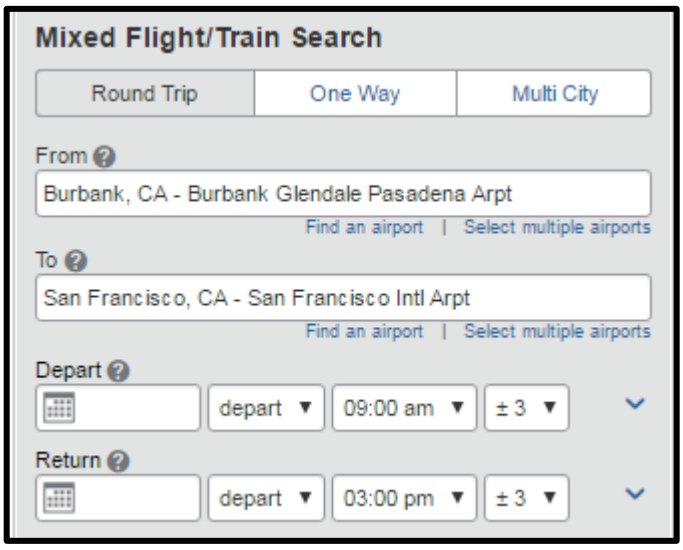
You can book airfare, rental car, and hotel during the same search by clicking the **Show More** link under the **Search** button within the **Trip Search** section. To only book one detail of the trip – such as airfare – use the corresponding tabs along the top of the Trip Search.

ENTERING YOUR TRAVEL SEARCH CRITERIA

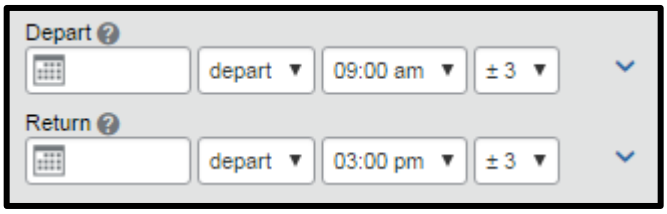
Mixed Flight/Train Search (Show More Selected)

3. Select one of the following types of flight options: Round Trip, One Way, Multi-Segment.

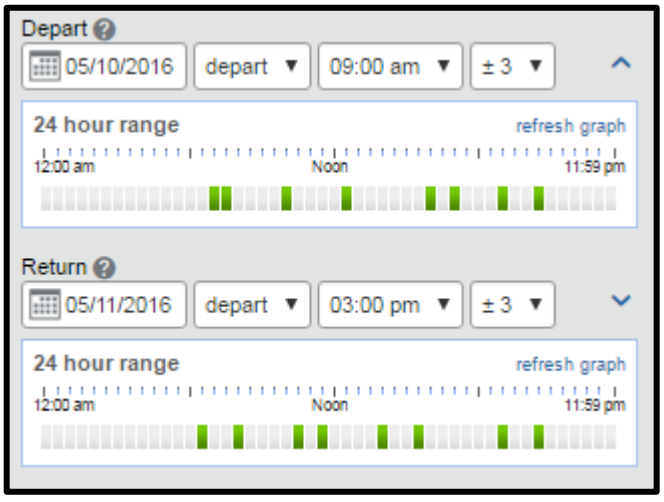
4. In the From and To fields, enter the cities for your travel. When you type in a city, airport name, or airport code, it will automatically search for a match.



5. Click in the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar. Also, select the appropriate **depart** and/or **arrive** times. The system will search before and after the times you select based on the +/- number of hours selected in the dropdown boxes.

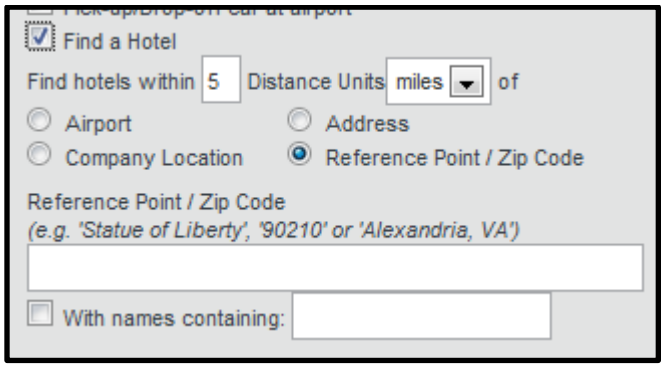


6. Click the arrow to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria if necessary to see/reserve nonstop flights.

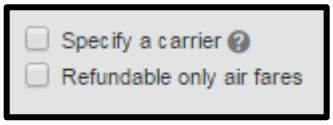


7. To book a rental car during this search, select the **Pick-up/Drop-off car at airport** checkbox.

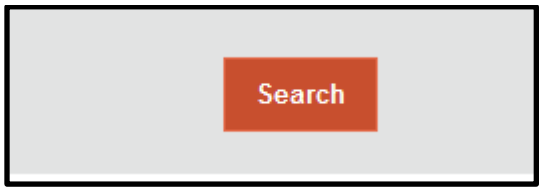
8. To book a hotel stay during this search, select the **Find a Hotel** checkbox. You can choose to search for the hotel by Airport, Address, Company Location, or Reference Point/Zip Code (a city or neighborhood). You can also expand your search by changing the number of miles in the distance box.



9. In the **Search flights by** section, select how you first wish to review the airfare results either by Price or by Schedule. We recommend you search by Price.



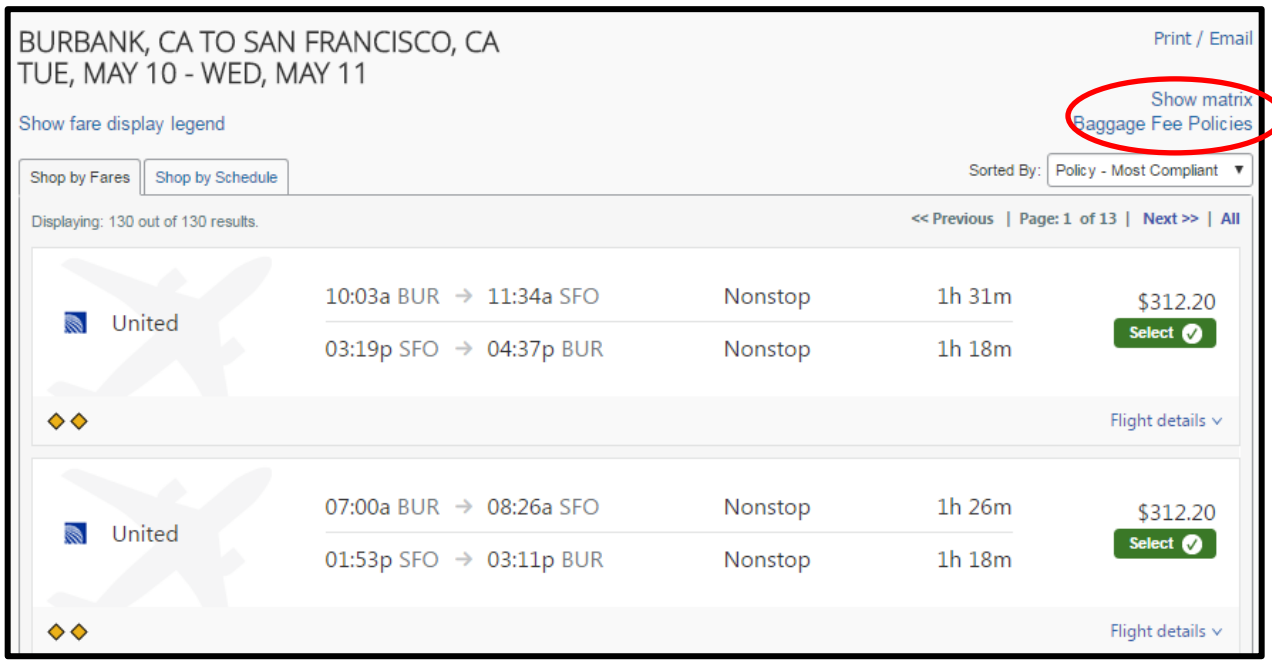
10. Then Click the **Search** button.

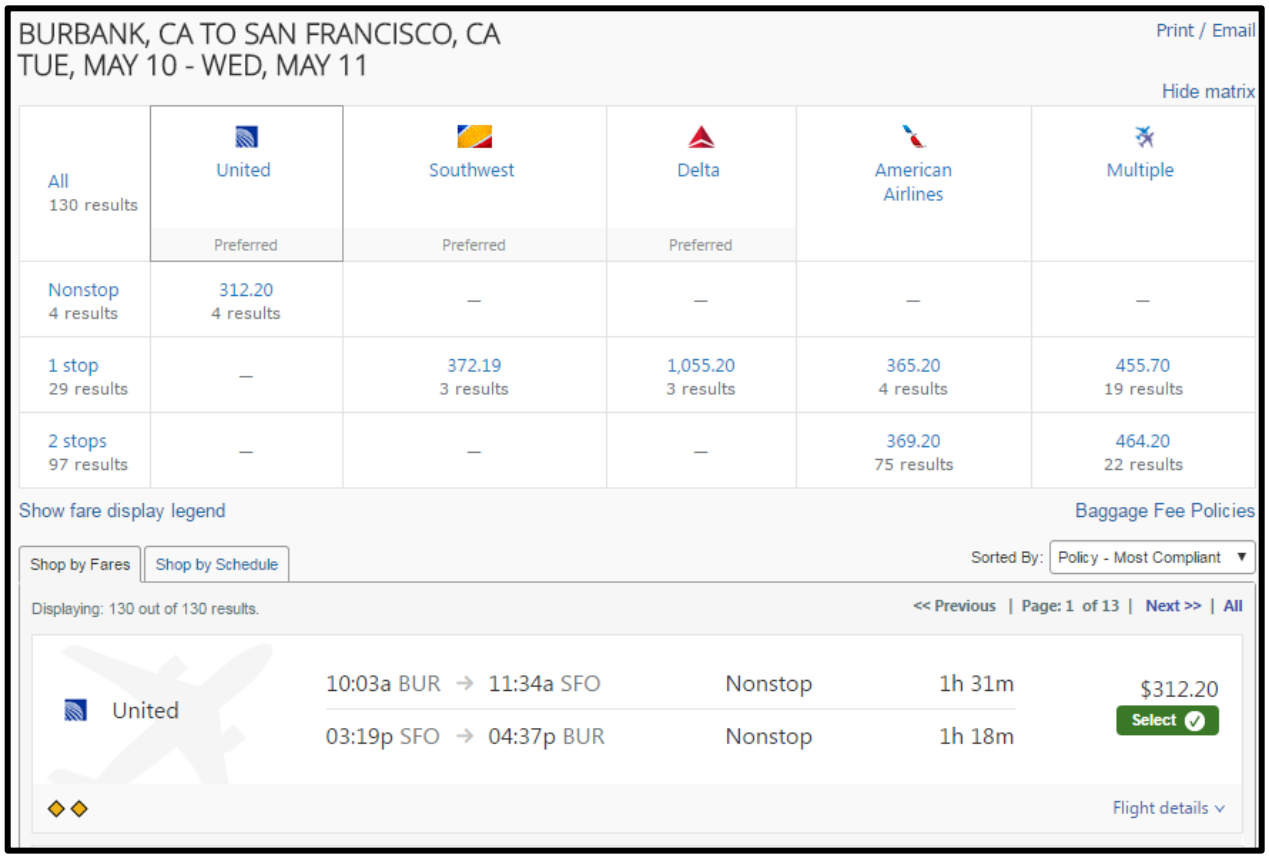


RESERVING A FLIGHT

11. A list of flight options sorted by fare will generate on your screen. To view a grid (matrix) summarizing your airfare search results, click on the **Show matrix** link at the top right. Click on the **Baggage Fee Policies** link below the Show matrix link, to view baggage fees costs for each carrier. Make sure to include those fees on

your Trip Request form.

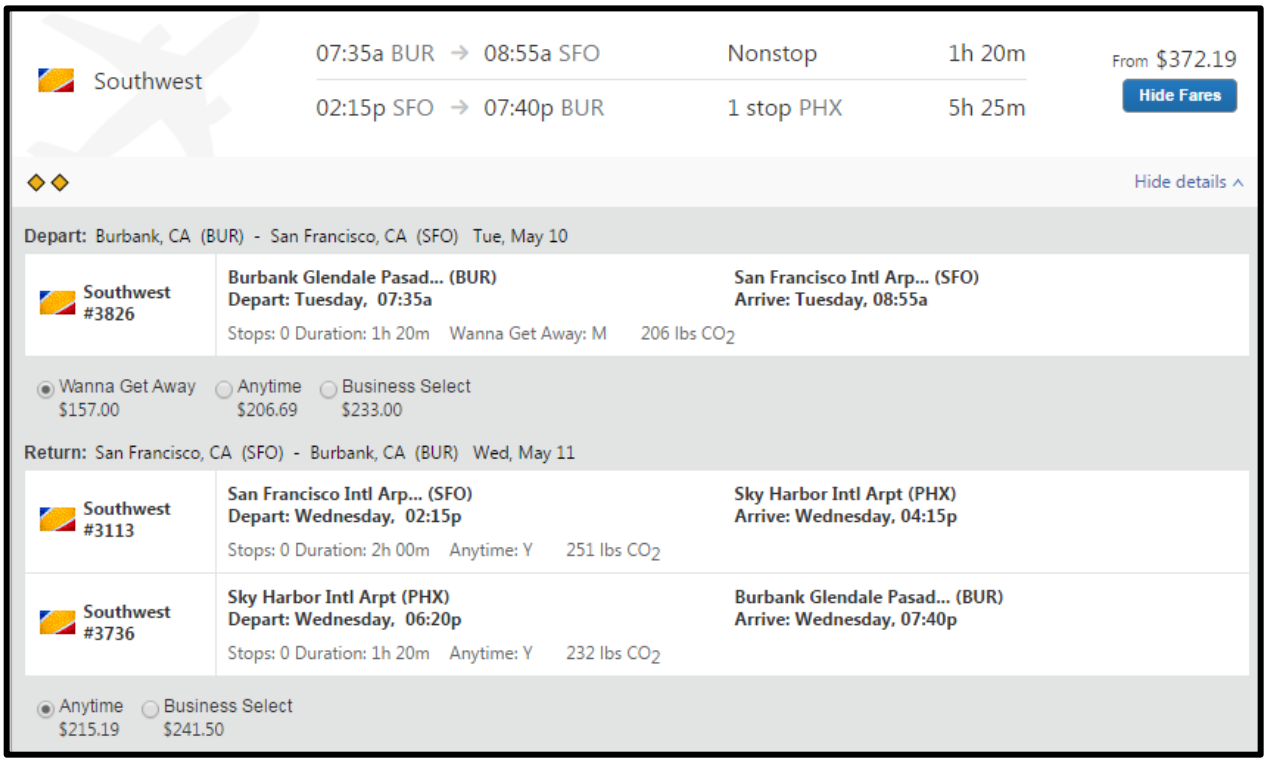




12. The yellow diamonds indicate this is a preferred State of California contracted vendor.

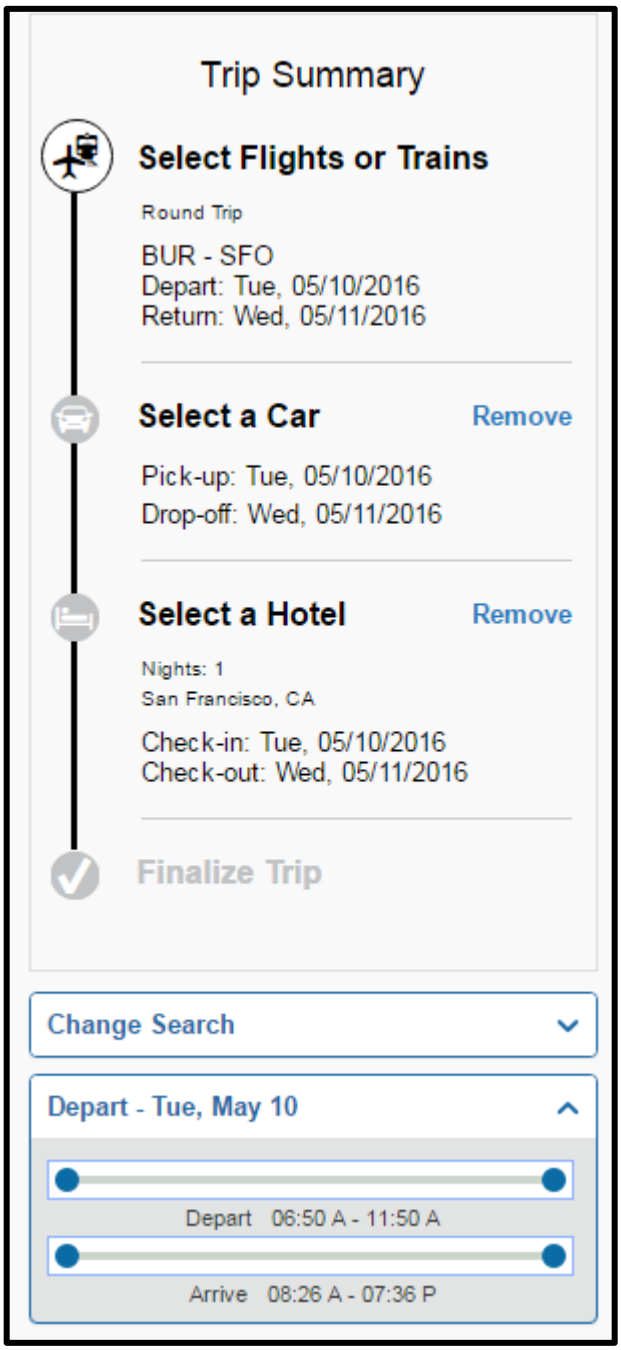
    To filter your results, select a column, row, or cell from the matrix. For example, to view only the nonstop flights click the **Nonstop** cell. To view only Southwest flights, click the **Southwest** cell.

Once you click on **Southwest**, click **View Fares** for the flight you wish to reserve and the 3 different fares will display. The “Wanna Get Away” fares are non-refundable but reusable. The “Anytime” fares are fully refundable and the “Business Select” fares are considered first class or premium types of fares. “Business Select” fares are not allowable if airfare is being paid for or reimbursed by the District.

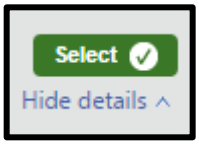


If you need to change your flight search, or filter your results, you can do so by using the toggle bars on the left side of the screen.

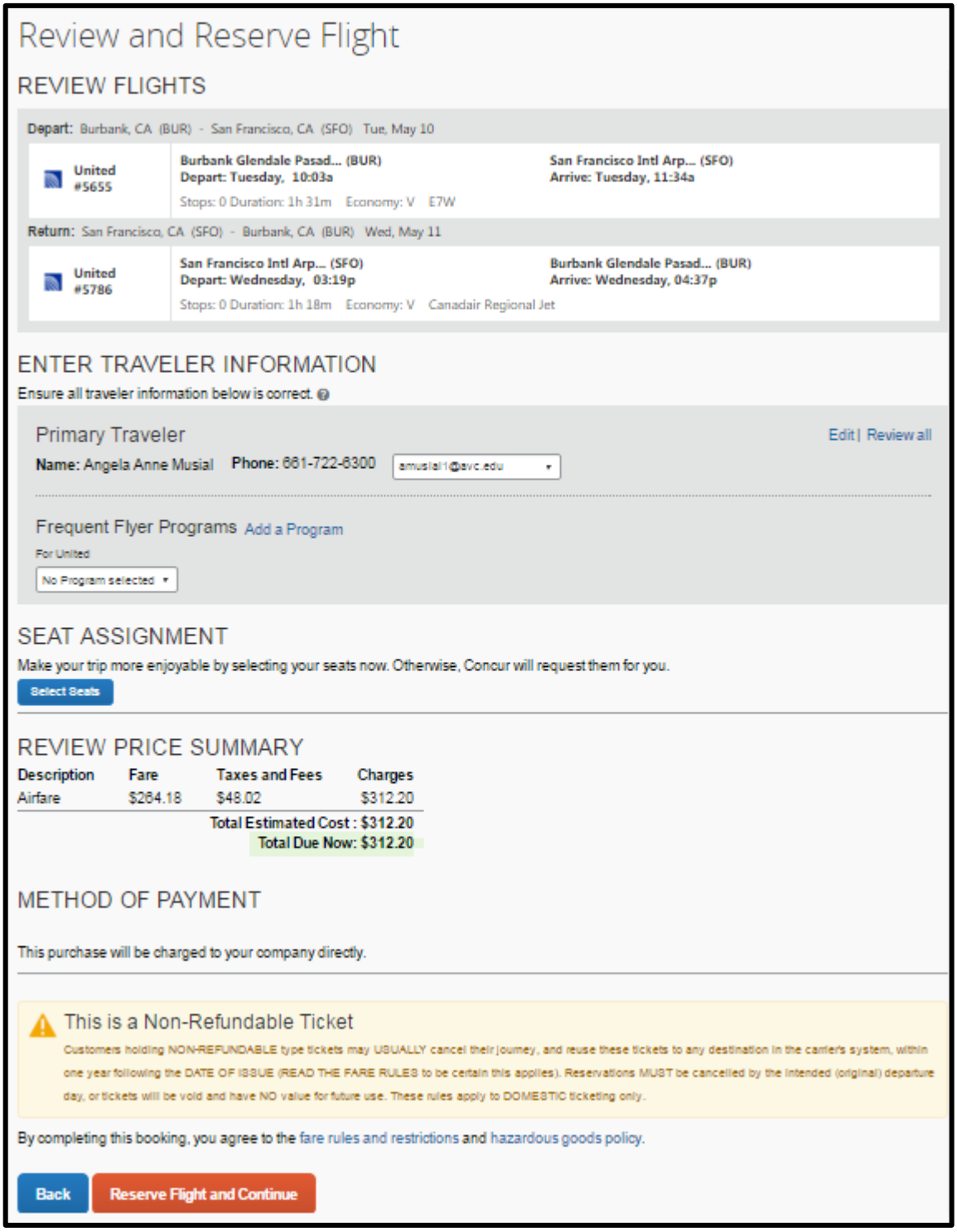
Please note that on the left hand side of the screen is a trip summary that is geared to assist you in following the necessary steps when booking your trip.



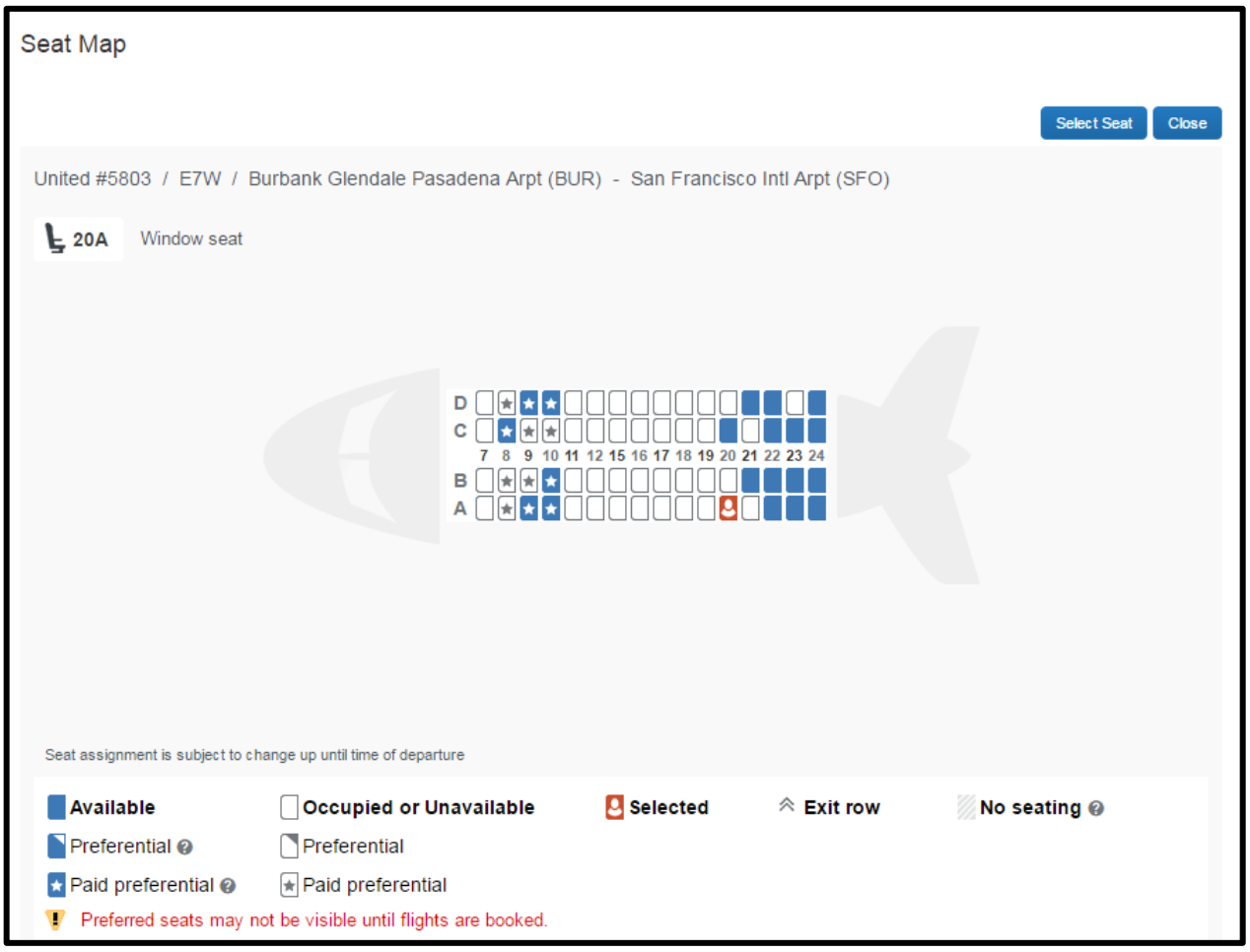
13. Once you are ready to make your selection, select the fares and click the green **Select** button.



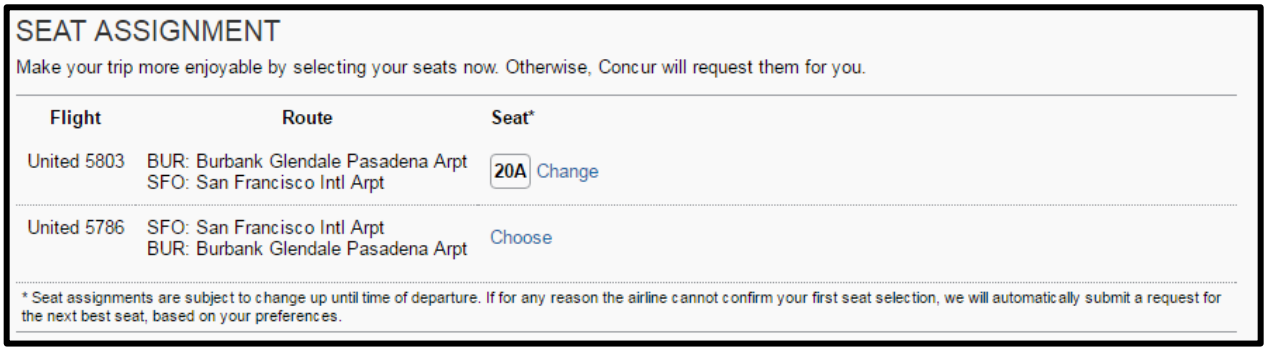
14. Once you have reserved your flight you will be brought to the **Review and Reserve Flight** screen. This will allow you to confirm that you selected the right flight, confirm that you are booking for the right person, select your seat (if an option for your flight), review charges, review and accept the restrictions and rules, and book the flight. There will be a screen similar to this after each step in booking the trip.



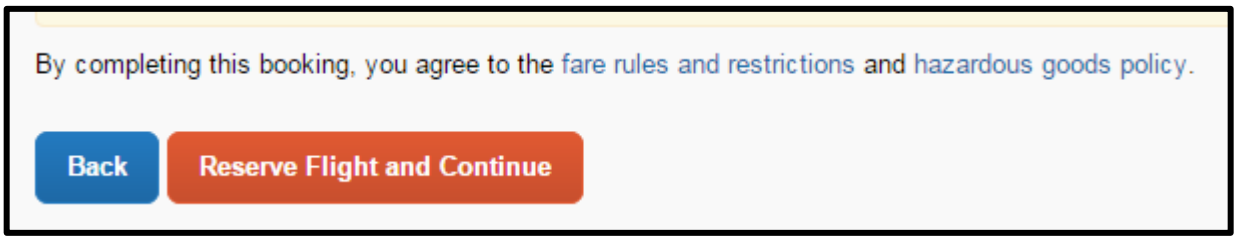
15. In the **Review and Reserve Flight** screen you can select your seating assignment. Simply click on the button that says **Select Seats**. This will bring up a seating map of the plane.



16. Select a seat by clicking on the blue seat location. Once selected it will turn orange with a person icon. Confirm your seat selection by clicking the **Select Seat** button, and then **Close** once it has been processed. You will then be taken back to the **Review and Reserve Flight** screen to reserve seats on any additional flights.



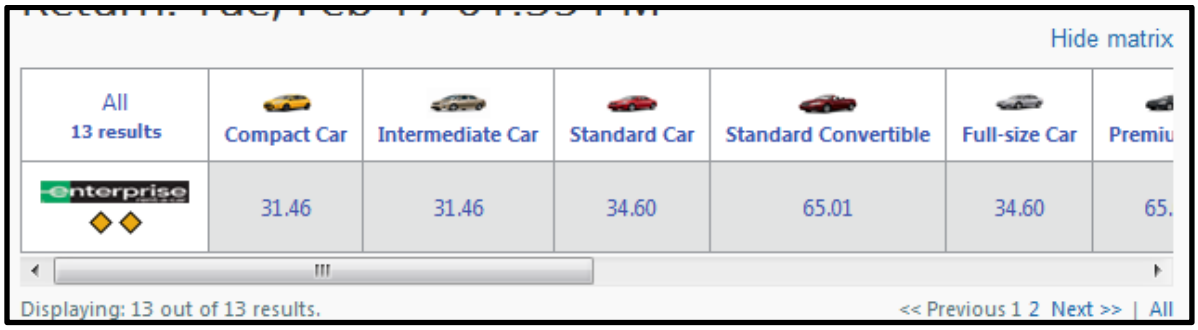
17. Next, select **Reserve Flight and Continue** to proceed with reserving your trip. Note: Trips will not be booked until your Dean/VP approves the trip in the Concur system.



RESERVING A RENTAL CAR

18. Next, you will see your rental car search results if you checked the **Pick-up/Drop-off Car at Airport** checkbox.

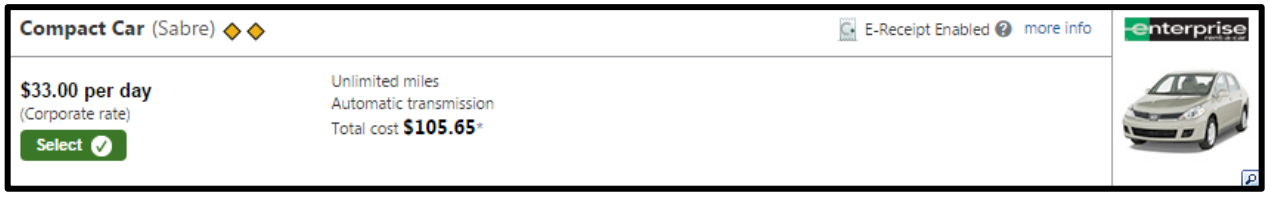
19. Similar to the flight search, a matrix summarizing your search results will appear at the top of the page. Compact cars are preferred, except when there are three or more traveling. In these circumstances, a mid-size car is allowable.



20. To filter your results, select a column, row, or cell from the matrix.

21. You can find rental location, hours, and contact information by clicking on the **more info** link.

22. You can see the capacity of the vehicle by clicking the magnifying glass under the picture of the vehicle.

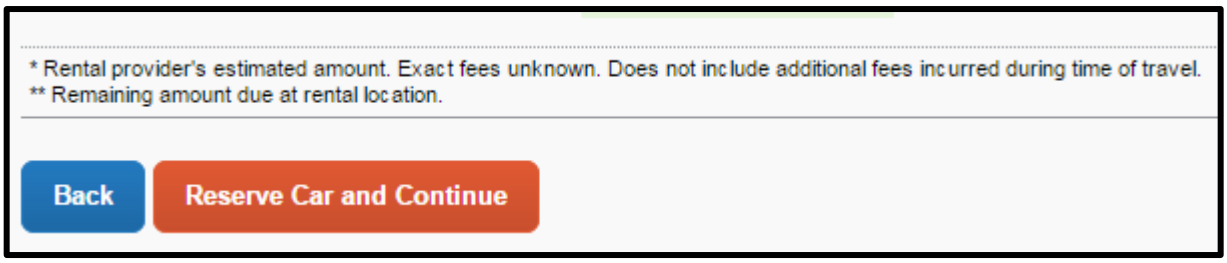


23. Select your appropriate rental car by clicking the green **Select** button.

24. Once you have reserved your Rental Car you will be brought to the **Review and Reserve Car** screen. This will allow you to confirm that your selections were

correct, provide preferences, confirm that the driver information is for the right person, review charges, review and accept the restrictions and rules, and book the flight.

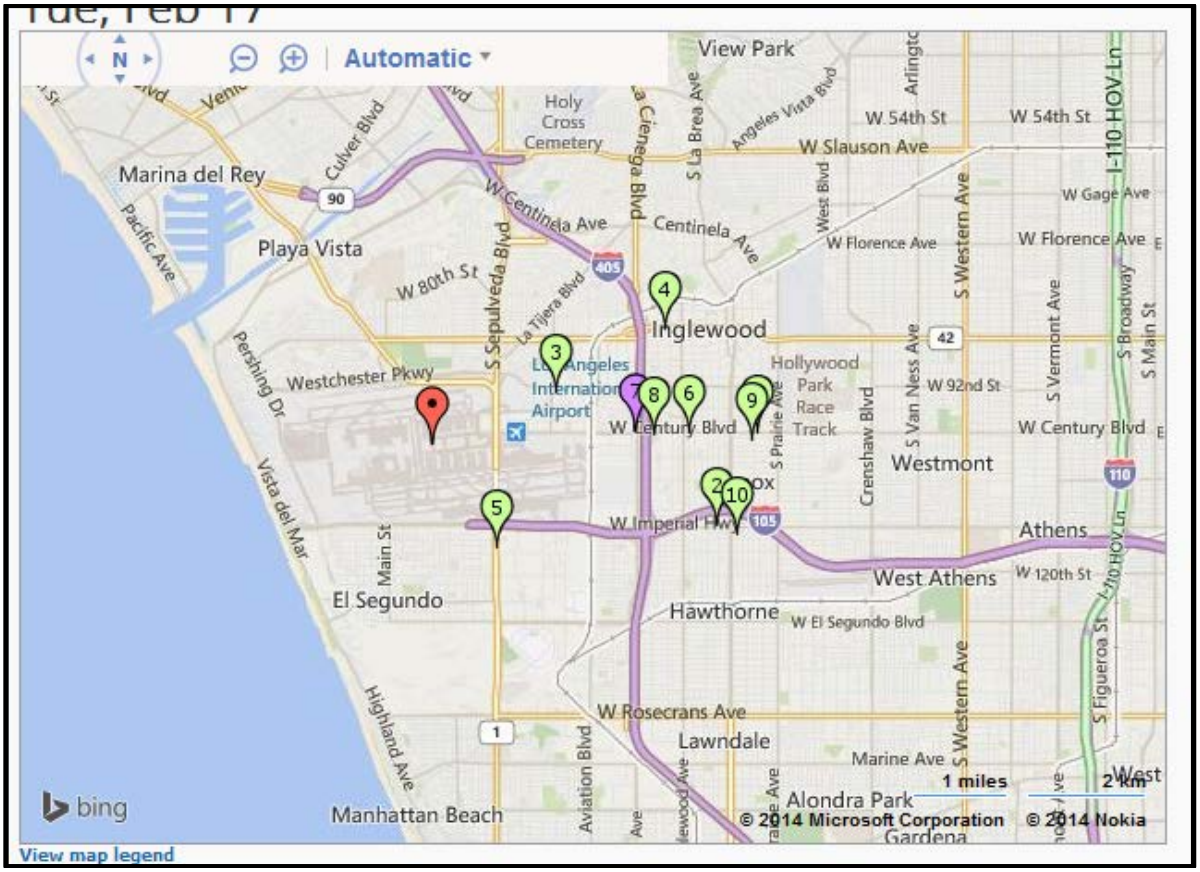
25. Next, select **Reserve Car and Continue** to proceed with reserving your trip. Note: Trips will not be booked until your Dean/VP approves the trip in the Concur system.



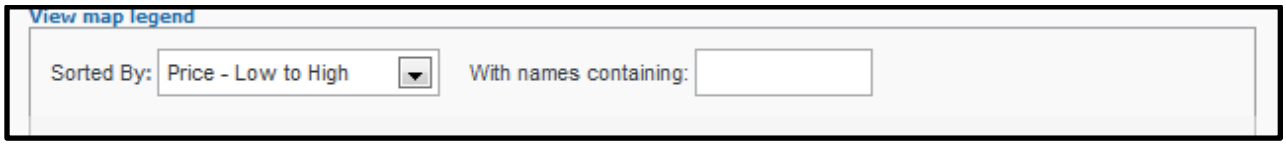
RESERVING A HOTEL ROOM

26. If, when entering your search criteria, you checked the Find a Hotel checkbox:

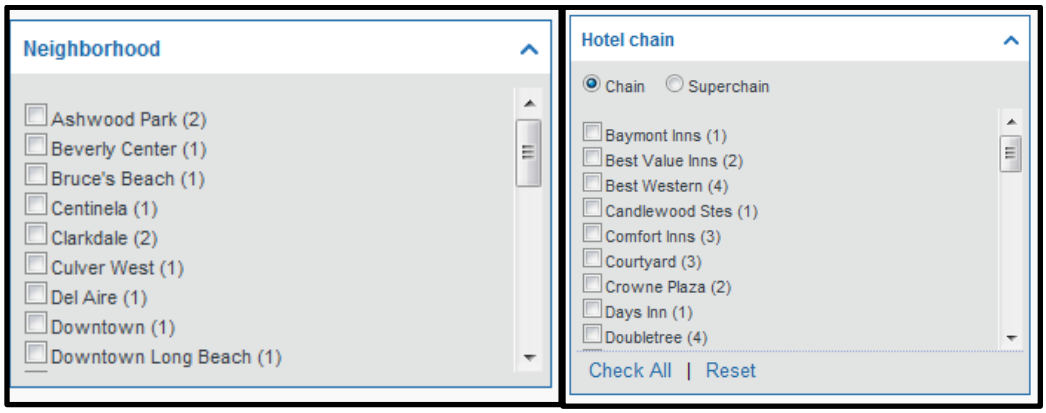
You will see your hotel search results. A map will display with your first screen of search results in relation to the location you selected/entered as part of your search criteria.



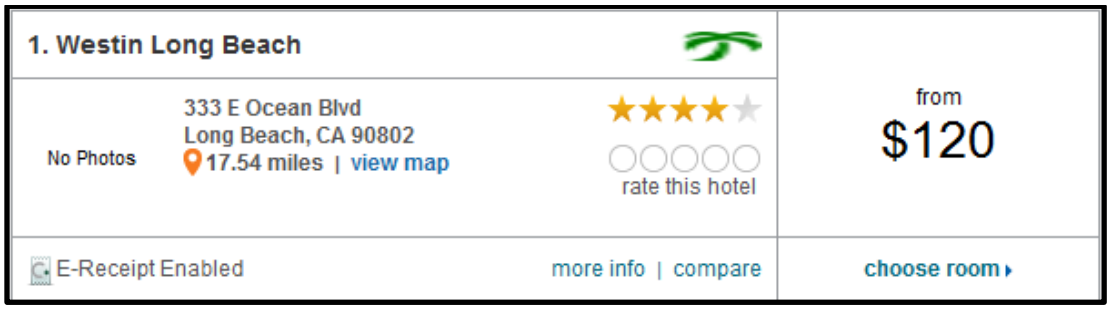
27. You can sort the list of hotels by Preference, Price, Rating, and Distance. The default is set to display the hotels from the lowest price to the highest price. You can also search for specific hotels using the **With names containing** field.



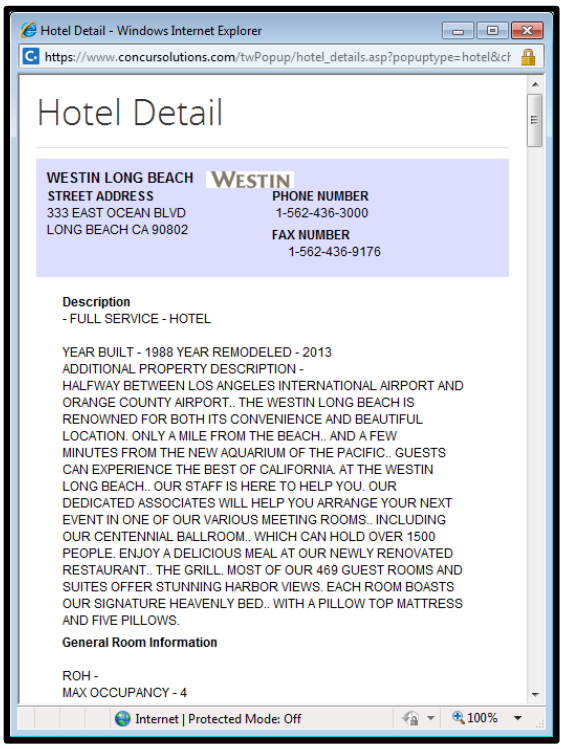
28. If needed, you may use the options on the left side of your screen to filter your results further, such as by Neighborhood, Hotel Chain, Hotel Amenities, etc.



29. Scroll through the site to view all of the hotels. To view more hotel selections, click the **Next** button on the bottom of the screen. Once you have found a couple of different hotels, you can click **compare** and add them to a compare list.

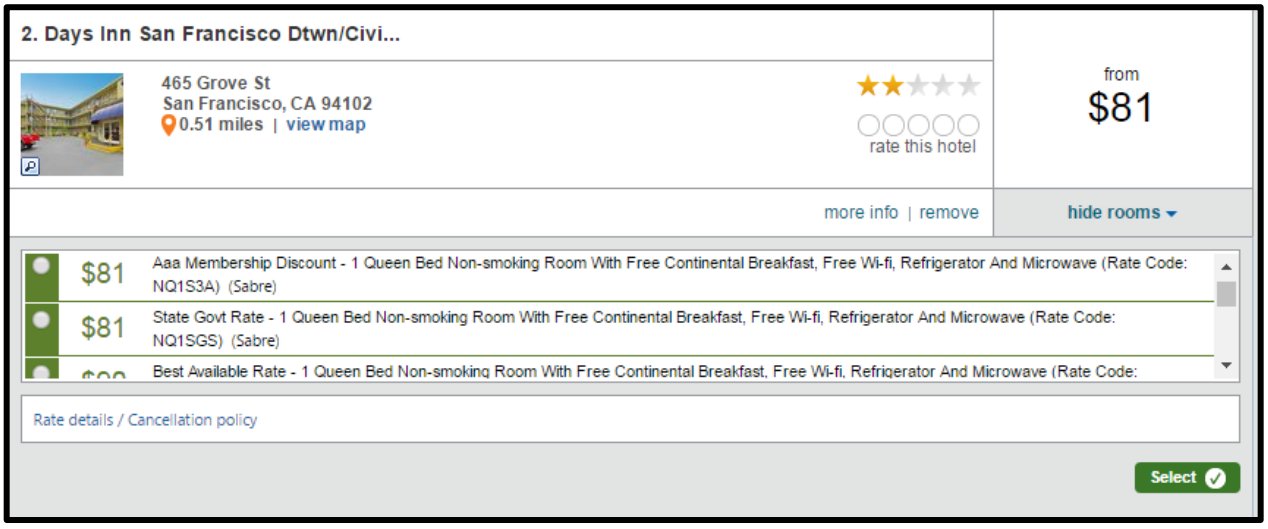


30. Once you have your compare list, you may click **more info** for information on the hotel, such as, directions, attractions, amenities, and all the information you would normally find on the hotel's website. You can also click on the image to view images of the hotel or virtual tours, if available.



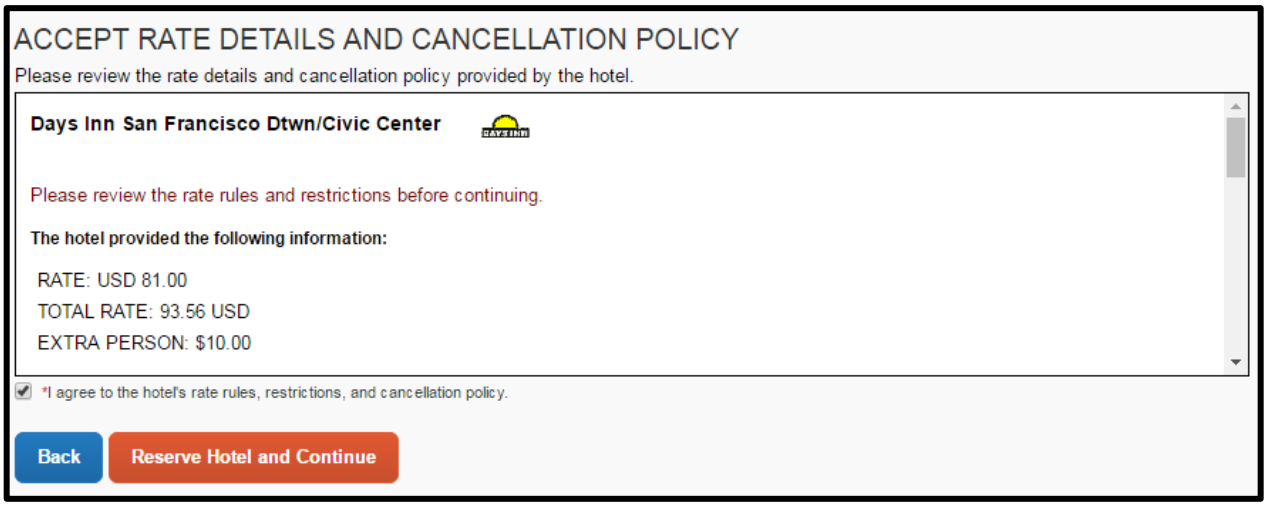
31. Click the **Choose Room** link for a specific hotel to find more detailed information, including room types and room rates.

32. When you are ready to reserve a hotel room, select the appropriate rate and click the **Select** button.



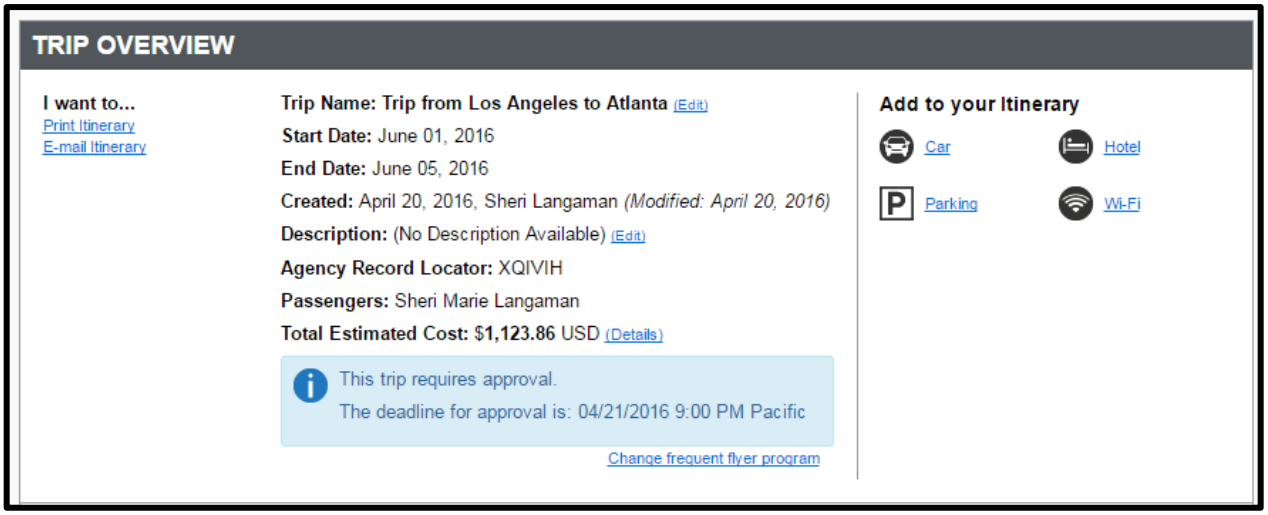
33. Review the information on the **Review and Reserve Hotel** screen, especially the **Accept Rate Details/Cancellation Policy** section. Click on the **I agree to the**

above hotel's rate rules, restrictions, and cancelation policy box, and then click **Reserve Hotel and Continue**.

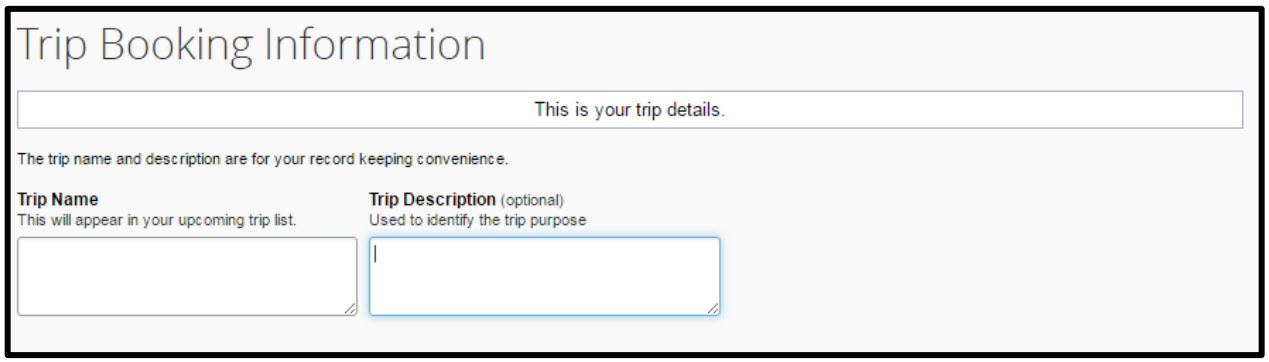


COMPLETING YOUR RESERVATION

34. Review the details of the reservation on the **Travel Details** page. If necessary, change any element of your trip by clicking the appropriate change link along the left side of your screen. Remember, any airline changes other than cancellations must be called into the travel agency once your reservation has been approved and ticketed. When ready, click **Next.**



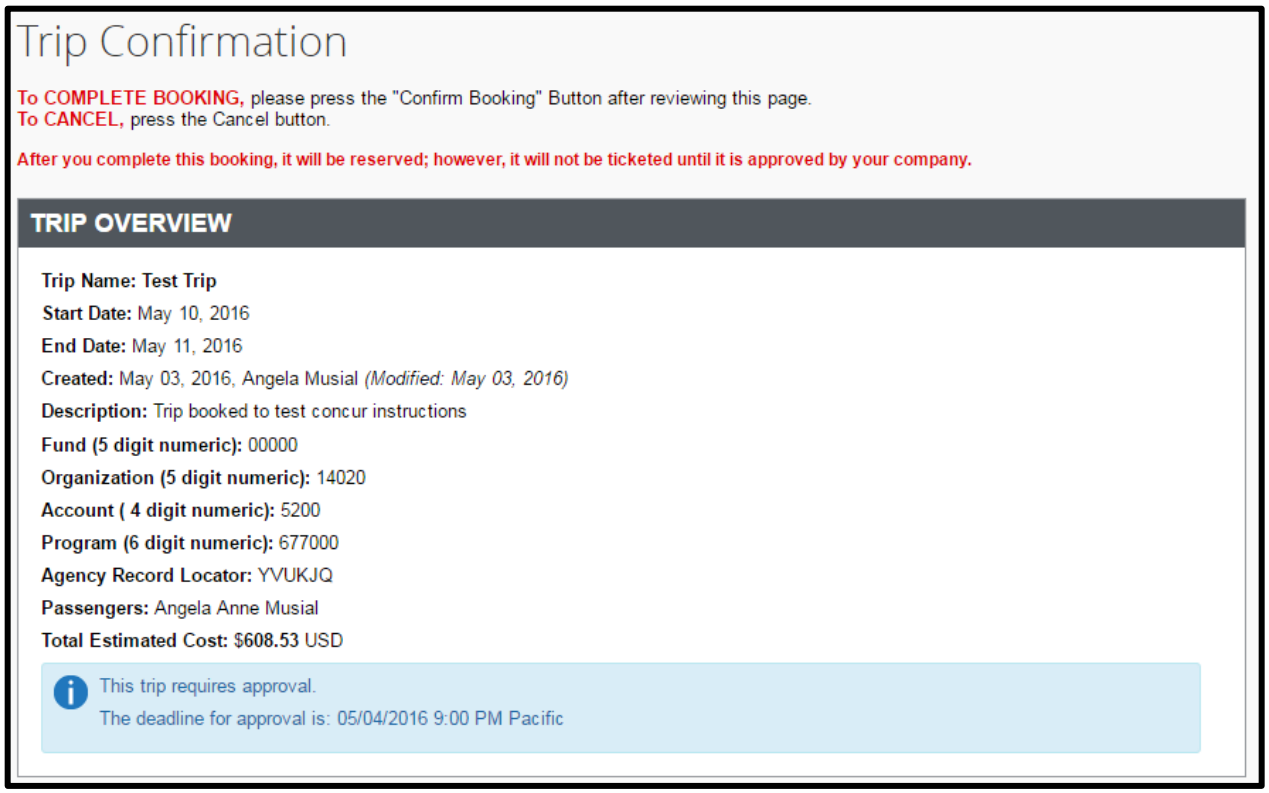
35. On the **Trip Booking Information page**, enter the trip information in the Trip Name and Trip Description fields.



36. You will then need to enter the FOAP numbers into the 4 boxes seen below. It will not let you proceed without all of the FOAP information. If your trip is being booked with Auxiliary funds, enter the "Aux" into the **Fund** box and **NA** into the remaining fields.

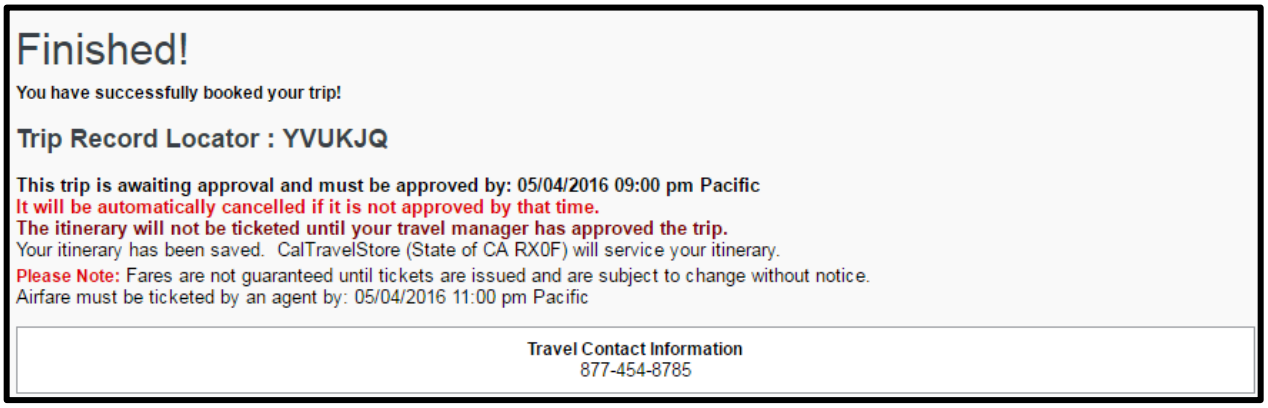
37. Click **Next** to proceed with your reservation.

Review the information on the **Trip Confirmation** screen. As stated: ***To COMPLETE BOOKING, please press the Confirm Booking Button after reviewing this page. To CANCEL, press the Cancel button***.



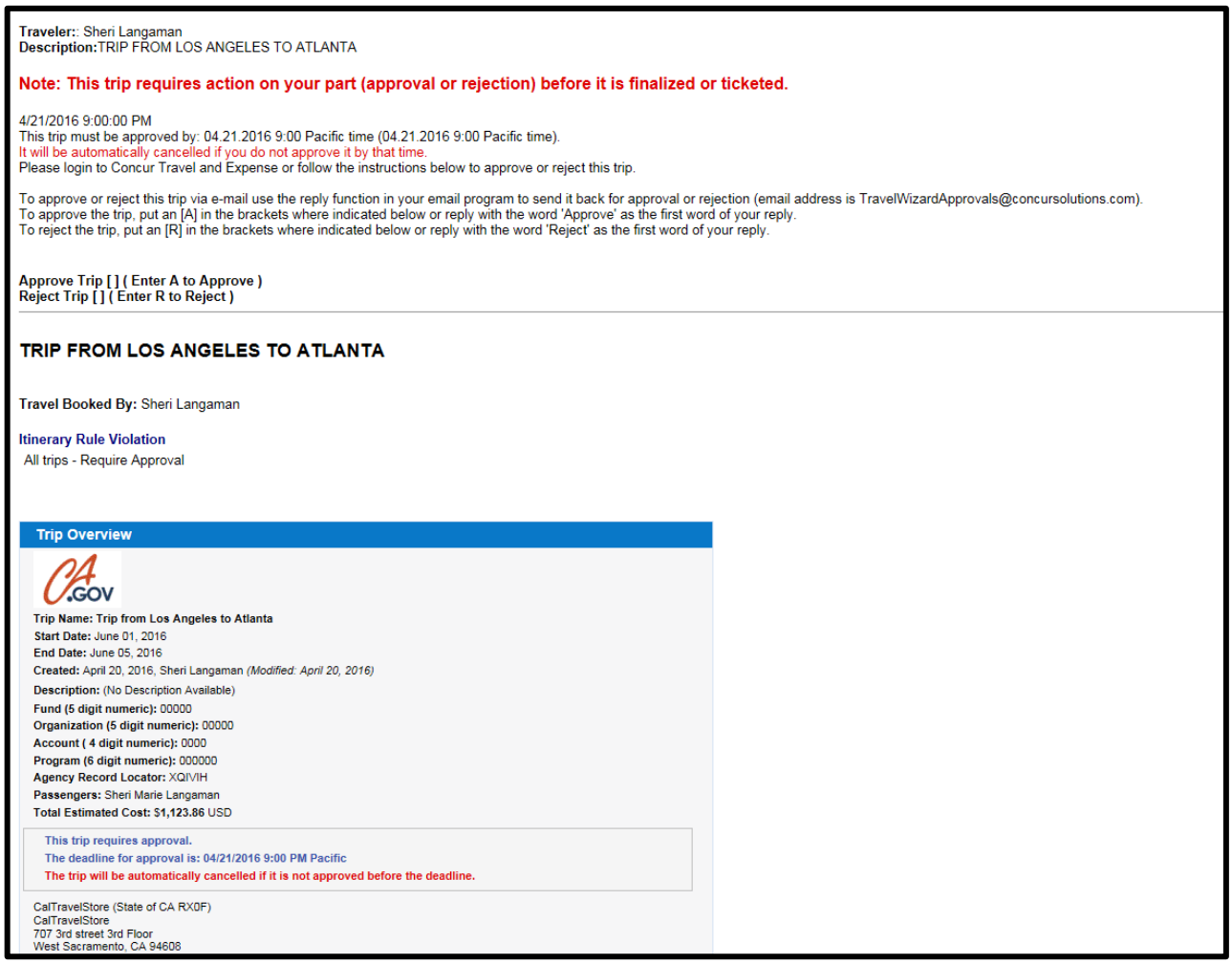
38. Click the **Confirm Booking>>** button to send an email with the trip details to your Dean/VP notifying them of their required approval. Note: Prices are only guaranteed for 24 hours after you confirm booking and the information is sent for approval..

39. On the **Finished** screen your itinerary appears again, with the trip information just entered, for final review. Your trip will be finalized after it has been approved by your Dean/VP.



40. On the bottom of the **Finished** screen you will have the option to **Print** or **E-mail** your itinerary, as well as return to the **Travel Center** Screen.

The e-mail your Dean/VP will receive will look something like this:



Traveler:: Sheri Langaman
Description:TRIP FROM LOS ANGELES TO ATLANTA

Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.

4/21/2016 9:00:00 PM
This trip must be approved by: 04.21.2016 9:00 Pacific time (04.21.2016 9:00 Pacific time).
It will be automatically cancelled if you do not approve it by that time.
Please login to Concur Travel and Expense or follow the instructions below to approve or reject this trip.

To approve or reject this trip via e-mail use the reply function in your email program to send it back for approval or rejection (email address is TravelWizardApprovals@concursolutions.com).
To approve the trip, put an [A] in the brackets where indicated below or reply with the word 'Approve' as the first word of your reply.
To reject the trip, put an [R] in the brackets where indicated below or reply with the word 'Reject' as the first word of your reply.

Approve Trip [ ] (Enter A to Approve)
Reject Trip [ ] (Enter R to Reject)

TRIP FROM LOS ANGELES TO ATLANTA

Travel Booked By: Sheri Langaman

Itinerary Rule Violation
All trips - Require Approval

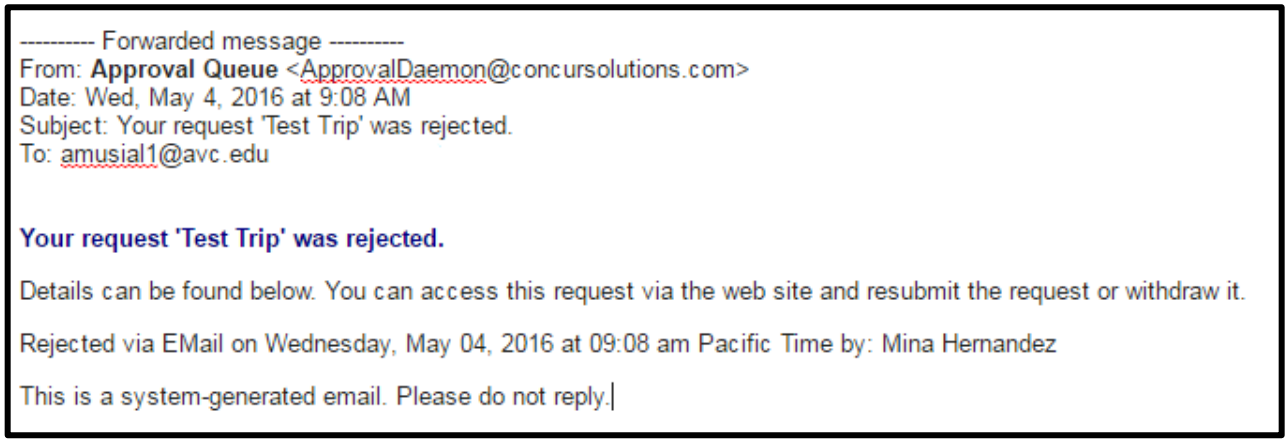
Trip Overview

Trip Name: Trip from Los Angeles to Atlanta
Start Date: June 01, 2016
End Date: June 05, 2016
Created: April 20, 2016, Sheri Langaman *(Modified: April 20, 2016)*
Description: (No Description Available)
Fund (5 digit numeric): 00000
Organization (5 digit numeric): 00000
Account (4 digit numeric): 0000
Program (6 digit numeric): 000000
Agency Record Locator: XQIVIH
Passengers: Sheri Marie Langaman
Total Estimated Cost: $1,123.86 USD

This trip requires approval.
The deadline for approval is: 04/21/2016 9:00 PM Pacific
The trip will be automatically cancelled if it is not approved before the deadline.

CalTravelStore (State of CA RX0F)
CalTravelStore
707 3rd street 3rd Floor
West Sacramento, CA 94608

They will need to reply and put an "**A**" for accepted or an "**R**" for rejected. It takes a few minutes for the system to register once the Approver replies.
The Traveler and Approver will receive confirmation e-mails after the Approver replies and the online system will auto update with the response.



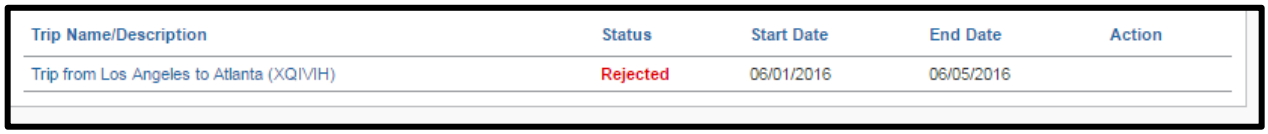
---------- Forwarded message ----------
From: **Approval Queue** <ApprovalDaemon@concursolutions.com>
Date: Wed, May 4, 2016 at 9:08 AM
Subject: Your request 'Test Trip' was rejected.
To: amusial1@avc.edu

Your request 'Test Trip' was rejected.

Details can be found below. You can access this request via the web site and resubmit the request or withdraw it.

Rejected via EMail on Wednesday, May 04, 2016 at 09:08 am Pacific Time by: Mina Hernandez

This is a system-generated email. Please do not reply.



Trip Name/Description	Status	Start Date	End Date	Action
Trip from Los Angeles to Atlanta (XQIVIH)	Rejected	06/01/2016	06/05/2016	

41. Once your trip is approved in Concur, complete a Trip Request Form. Attach the Concur Itinerary and all other supporting documentation (ex. hotel credit card authorization form, registration info, etc.).

42. Obtain all necessary approval signatures on the Trip Request Form, then forward to the Purchasing and Contracts Services (PACS) department for processing.

    Purchasing will confirm receipt of the completed form and supporting documentation, receive budget check and approval from business services, then processes the credit card authorization and other necessary items. Next Purchasing adds the trip to the Travel Authorization Report on the next Board of Trustee's meeting and uploads a copy to the M drive within 48 hours (M drive > Business Services Shared Data) once approved.

UPON RETURN OF YOUR TRIP

43. Upon return of trip, complete and submit a Request for Travel Reimbursement Form with supporting documentation (ex. Board approved Trip Request Form, Hotel Folio, Receipts, etc.), then forward to Business Services no later than 30 days from the last day of travel.

    Accounting will confirm receipt of the completed form and supporting documentation, then process and forward the traveler a check for reimbursement.