



THE TRAVEL TEAM

QuickStart Guide

SAP Concur Travel



Section 1: Logging on to Concur

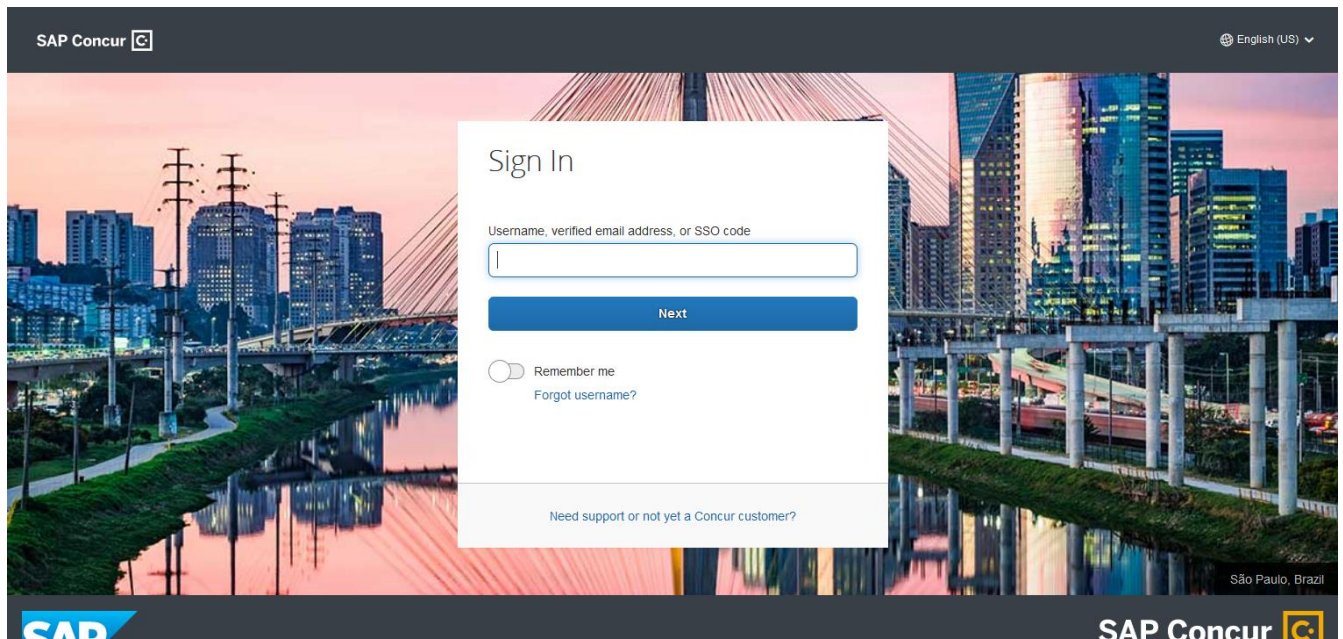
How to...

1. Navigate to <https://www.concursolutions.com>.
2. Log onto Concur following your company's logon instructions.
3. After entering your **User Name** click **Next** and then enter your **Password**, and then click **Sign In**.

Additional Information

If you are not sure how to start Concur, check with your company's system administrator. When starting Concur, you will first see the **Login** screen.

When logging onto Concur, remember that your password is case sensitive.



Section 2: Retrieving and Changing your Password

If you have forgotten your password, you can request to receive it in an email.

Retrieving a link to change your password

How to...

1. On the **Login** page, click the **Forgot your password?** link.

Additional Information

< Sign In

testbooking@thetravelteam.com

Password

Please enter a password.

Sign In

[Forgot password?](#)

2. Enter the username associated with your account and click **Send**.

< Forgot Password

Enter the username associated with your account. We will send an email with a link to reset your password.

Username

Send

Section 3: Navigating Concur

The **Concur** home page includes the following sections that make it easy for you to navigate and find the information you need.

- **My trips** – Displays any upcoming Trips booked in Concur or through an agent.
- **Trip Search** – Provides the tools you need to book a trip.
- **Company Notes** – Provides helpful information from The Travel Team and your company.
- **Unused Tickets** – Displays list of any unused ticket credits you currently have on file.

The screenshot shows the SAP Concur user interface. At the top left is the SAP Concur logo and the user's name, "Hello, William". On the top right, there are buttons for "+ Enter Reservation" and "00 View Trips".

The main content area is divided into several sections:

- TRIP SEARCH:** A red box highlights this section, which includes a toggle for "Booking for myself" or "Book for a guest", icons for flight, hotel, and car rental, a COVID-19 resource link, and a "Mixed Flight/Train Search" form with fields for "From" and "To" and a "Search" button.
- ALERTS:** A red box highlights a notification: "You have unused tickets".
- COMPANY NOTES:** A large red box highlights this section, which contains information about the Travel Team's support services, contact details (855-471-7682, online@thetravelteam.com, 8am-6pm EST M-F), and a note about Real ID requirements effective 10/1/2021.
- MY TRIPS (0):** A red box highlights this section, which shows "You currently have no upcoming trips." and a "Read less" button.

Section 4: Updating your Profile

You use the **Profile Options** page to customize your user profile.

Step 1: Accessing your Profile page

How to...

- On the **Profile Options** page, review your information, and select the appropriate links to update your profile information.

Additional Information

The screenshot displays the SAP Concur user interface for the 'Profile Options' page. At the top, there is a dark navigation bar with the SAP Concur logo on the left and 'Travel' and 'App Center' in the center. On the right side of the navigation bar, there is a 'Help' dropdown menu, a 'Profile' dropdown menu, and a user profile icon. Below the navigation bar, a breadcrumb trail shows 'Profile' as the active page, followed by 'Personal Information', 'System Settings', 'Concur Mobile Registration', and 'Travel Vacation Reassignment'. The main content area is titled 'Profile Options' and includes a sub-header: 'Select one of the following to customize your user profile.' The page is organized into two columns of settings categories. The left column includes: 'Other Settings' (with links for System Settings, Connected Apps, Concur Connect, Travel Vacation Reassignment, and Concur Mobile Registration), 'Personal Information' (Your home address and emergency contact information), 'Company Information' (Your company name and business address or your remote location address), 'Credit Card Information' (You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service), 'Travel Profile Options' (Carrier, Hotel, Rental Car and other travel-related preferences), and 'Concur Mobile Registration' (Set up access to Concur on your mobile device). The right column includes: 'System Settings' (Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?), 'Contact Information' (How can we contact you about your travel arrangements?), 'Setup Travel Assistants' (You can allow other people within your companies to book trips and enter expenses for you), and 'Travel Vacation Reassignment' (Going to be out of the office? Configure your backup travel manager). At the bottom of the page, there is a dark footer bar containing the SAP logo on the left and 'THE TRAVEL TEAM' logo on the right.

Step 2: Completing your information

How to...

- Click the appropriate links on the **My Profile – Personal Information** page to complete your profile information, as needed.

Additional Information

To avoid re-entering personal and permanent information about yourself (phone number, contacts, credit card information etc.), complete your profile after logging onto Concur for the first time and update it whenever your information changes.

Section 5: Using Concur Travel

You use Concur Travel to book a flight, rail, car, and/or hotel reservation.

Step 1: Making a flight reservation

How to...

1. On the **Concur** home page, on the **Flight** tab on the left side of the page, select one of the following options.
 - Round Trip
 - One Way
 - Multi City

Additional Information

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

The screenshot shows the 'Mixed Flight/Train Search' interface. At the top, there are icons for Flight, Car, Hotel, and Train. Below these is a COVID-19 information banner. The main search area includes three tabs: 'Round Trip' (selected), 'One Way', and 'Multi City'. There are 'From' and 'To' fields for departure and arrival cities, each with a 'Find an airport' and 'Select multiple airports' link. Below these are 'Depart' and 'Return' date and time selectors, each with a calendar icon, a 'depart' dropdown, a time field (09:00 am and 03:00 pm), and a time zone dropdown (± 3). There are checkboxes for 'Pick-up/Drop-off car at airport' and 'Find a Hotel'. At the bottom, there are 'Class' and 'Search by' dropdowns (Economy class and Schedule) and an 'Include additional refundable air fares' checkbox. A large orange 'Search' button is at the bottom center.

2. In the **From** and **To** fields, enter the cities for your travel, and then click **Search**.
3. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.

When you type in a city, airport name, or code, Travel will automatically search for a match.

4. Select **depart** or **arrive**, the time of day you want to fly, and time range from the dropdown arrows.

5. If you need a car, select the **Pick-up/Drop-off car at airport** check box.

6. If you need a hotel, select the **Find a Hotel** check box.

7. Select **Schedule** or **Price** from the **Search by** dropdown arrow.

8. To search only fully refundable fares, select the **Refundable only air fares** check box.

9. Click **Search**.

10. Review the search results and select the most appropriate option for your flight.

13. To select your flight:

- On the **Shop by Schedule tab**, select your Outbound and the system will refresh with Return options. click **View Fares**, and then click **Select** for the appropriate flight.
-OR-
- On the **Shop by Fares** tab, click **Select** next to the appropriate flights.

Travel searches before and after the time you select.

Depending on your company's configuration, you can automatically reserve a car, which allows you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.

You can choose to search for the hotel by:

- Airport
- Address
- Company Location
- Reference Point / Zip Code (a city or neighborhood)

To filter the results, select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the left. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab by clicking on the tab.

Next to the **Select** buttons there may be icons:

- A *green* **check icon** indicates the fare is within policy.
 - A *yellow* **yield icon** indicates the fare is outside of policy. If you select this fare, you must enter additional information.
 - A *red* **exclamation point icon** indicates the fare is outside of policy. If you select this fare, you must enter additional information or you may not be able to book this.
-

Trip Summary

Select Flights or Trains

Round Trip
DEN - CLT
Depart: Thu, 01/13/2022
Return: Fri, 01/14/2022

Finalize Trip

DENVER, CO TO CHARLOTTE, NC
THU, JAN 13 - FRI, JAN 14

Show as USD

[Hide matrix](#) [Print / Email](#)

	American Airlines	United	Delta	Multiple	Southwest	Frontier
All 71 results						
Nonstop 8 results	5 results	1 results	—	—	—	2 results
1 stop 60 results	27 results	19 results	3 results	8 results	3 results	—
2 stops 3 results	—	—	—	—	3 results	—
Unused tickets available 2 tickets	—	1 tickets	1 tickets	—	—	—

Shop by Fares
Shop by Schedule

For assistance with online bookings or agent assistance, please call The Travel Team at 716-862-7600.

Depart Return

Denver, CO - Thu, Jan 13

Flight Number Search Sorted By: Depart - Earliest

Displaying: 3 out of 71 results.

	06:00a DEN → 10:52a ATL	Nonstop	Economy	
	12:17p ATL → 01:27p CLT	Nonstop	Economy	Select

14. On the **Review and Reserve Flight** page, review your information, and then click **Reserve Flight and Continue**.

Add or choose a different frequent flier program. Travel automatically selects the corresponding frequent flier program from the profile, if available.

To select a seat, click the **Select a Seat** link next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. Please note that if you choose a Paid Preferential seat, you will be charged for the seat price even though the price is not shown on the seat map.

Seat Map

Select Seat Close

American #573, Airbus Industrie A321, Denver Intl Airport (DEN) - Charlotte Airport (CLT)
 Seat assignment is subject to change up until time of departure

Available
 Occupied or Unavailable
 Selected
 Exit row
 No seating

Preferential
 Preferential

Paid preferential
 Paid preferential

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$320.00	\$51.30	\$371.30
Total Estimated Cost:			\$371.30
Total Due Now:			\$371.30

SELECT A METHOD OF PAYMENT

How would you like to pay?

VI XXXX1111 (...1111) Edit | Add credit card

* Indicates credit card is a company card



This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may cancel their journey, and reuse these tickets to any destination in the carriers system, within one year following the DATE OF ISSUE. Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only. Select these flights anyway?

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).

Step 2: Selecting a car

How to...

1. If you selected **Pick Up/Drop off car at airport** on the **Flight** tab, you will see the results for the car search.
2. Click the **Price button** next to the appropriate rental car.

Additional Information

If you selected **Automatically reserve this car**, Travel will add your car and then display your hotel results.

You can sort the car results to help find your selection.

Drop-off: Thu, 10/13/2016

Finalize Trip

Previous Searches

Change Car Search

Pick-up date: 10/12/2016 12:00 pm

Drop-off date: 10/13/2016 12:00 pm

Pick-up car at: Airport Terminal (selected), Off-Airport

Please enter an airport: DFW - Dallas Ft Worth Intl - Dallas, TX

Return car to another location:

More Search Options

Search

Car Display Filters

Unlimited miles:

Air conditioning:

Hybrid:

Car Transmission

Automatic:

Manual:

All	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Standard Convertible	Full-size Car	Premium C
103 results								
Hertz Most Preferred	74.20	74.20	73.93	79.51	78.20	--	80.20	100.56
AVIS Preferred	76.95	76.95	74.10	--	83.60	--	83.60	106.40
Budget Less Preferred	55.10	49.40	48.45	--	49.40	283.10	57.95	74.10
E-Z	--	20.24	22.24	--	26.23	--	27.24	--
ADVANTAGE	--	21.00	23.00	--	27.00	--	28.00	--
MYLES CAR RENTAL	--	51.61	50.62	--	51.61	--	60.60	--
Alamo	--	51.82	50.82	--	51.82	--	60.82	--
Enterprise	--	52.18	51.18	--	52.18	--	61.19	--
Asias	--	58.81	59.81	--	60.81	--	--	--
Thrifty	--	58.81	59.81	--	60.81	--	61.81	--
Enterprise	--	80.84	78.00	--	87.85	--	87.85	--
SIXT	--	85.26	86.73	--	88.20	--	89.67	--

Sorted By: Policy - Most Compliant

Displaying: 103 out of 103 results. Previous | Page: 1 of 11 | Next | All

Hertz Mini Van - \$66.73 per day (Sabre)

Automatic transmission
Unlimited miles, Pick-up: Terminal: DFW
Adults: 2, Less than 21

Total cost* \$94.86

3. Review your car rental details, and then click **Reserve Car and Continue**.
4. Review your travel details, and then click **Next**.

Step 3: Selecting a hotel

How to...

1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.

Additional Information

Nights: 1
 Dallas Ft Worth Intl, Dallas, TX
 Check-in: Mon, 11/14/2016
 Check-out: Tue, 11/15/2016

Finalize Trip

Change Search

Price

Hotel chain

Chain Superchain

Best Value Inns (1)
 Best Western (3)
 Comfort Inns (3)
 Comfort Suites (3)
 Country Inn (1)
 Courtyard (4)

Check All | Reset

Hotel Amenities

Breakfast (58)
 Broadband Internet (88)
 Business center (75)
 Convention center (0)
 Dry cleaning (73)
 Fitness center (78)

Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.

CHECK-IN MON, NOV 14 - CHECK-OUT TUE, NOV 15

Hide Map Print

Sorted By: Preference With names containing:

Displaying: 3 out of 88 results.

1. **Comfort Inn DFW Airport North** \$89
 5000 W John Carpenter Frwy, Irving, TX 75063 Map it
 2.06 miles ★★☆☆☆ View Rooms
 Hotel details

2. **Comfort Inn**

- Use the filter options to narrow your search by **Amenity** or **Chain**.
- Click **view room** to view room rates.
- When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click **Select**.
- Review the information on the **Review and Reserve Hotel** page, click to agree, and then click **Reserve Hotel and Continue**.

The **Select** buttons are color coded as follows:

- A **green check icon** indicates the rate is within policy.
- A **yellow yield icon** indicates the rate is outside of policy. If you select this rate, you must enter additional information.
- A **red exclamation point icon** indicates the rate is outside of policy. If you select this rate, you must enter additional information or you may not be able to book this. You will see a notification if a hotel is outside of policy.

You can view the type of rate and room, as well as other information that is available from the agency system.

Step 4: Completing the reservation

How to...

1. Review the details of the reservation, and then click **Next**.
2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields. If you would like to apply an **Unused Ticket Credit** to the reservation, select **Yes** from the dropdown.
3. Click **Next**.
4. Click **Purchase Ticket** to finalize your trip.

Additional Information

From here, you can add or make changes to the car or hotel as well as change the dates of the flight. Depending on your company's configuration you may be able to add parking, taxi or dining at this time.

The trip name and description data are for your record keeping.

You will see the name and itinerary, along with the quoted airfare amount.

You will see verbiage at the top of the page exclaiming that you are Finished.

Step 5: Cancelling or changing a car rental, or hotel reservation

How to...

1. At the top of the Concur page, click **Travel**.
2. On the **Upcoming Trips** tab, click the name of the trip you want to change.
3. To cancel a trip, in the **Action** column, click **Cancel Trip**.
4. On the **Itinerary** page, select the portion of the trip you want to change.
5. To cancel your entire trip, in the **I want to** column, click **Cancel Entire Trip**, and then follow prompts until you get confirmation of the cancellation.

Additional Information

From the Itinerary page, you can:

- Email your itinerary
- Print your itinerary
- View Trip History
- Share Trip
- Create Template
- Clone Trip
- Cancel Entire Trip

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.
