

Section 4: Make a Travel Reservation

Step 1: Make a Flight Reservation

How to...

1. On the **My Concur** page, click the **Flight** tab at the left side of the page.

Select one of the following types of flight options:

Round Trip

One Way

Multi-Segment

The screenshot shows a flight reservation interface with the following elements:

- Navigation tabs: Flight (selected), Car, Hotel, Taxi, Flight Status
- Flight type selection: Round Trip (selected), One Way, Multi-Segment
- Departure City: Seattle, WA - Seattle Tacoma Intl Arpt
- Arrival City: (empty)
- Departure: depart, Morning, ± 3
- Return: depart, Afternoon, ± 3
- Checkboxes: Pick-up/Drop-off car at airport, Find a Hotel, Refundable only air fares
- Search flights by: Price, Schedule (selected)
- Flights w/ no double connections: checked
- Search button

In the **Departure City** and **Arrival City** fields, enter the cities for your travel.

Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.

If you need a car, select the **Pick-up/Drop-off car at Airport** checkbox.

Additional Information

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

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

You can also select the appropriate **Departure** and **Return** times and time range. Travel searches before and after the time you select.

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

If you need an off-airport car or have other special requests, you can make these requests on the **Car Results** page or you can skip this step and add a car from the **Itinerary** page.

Step 1: Make a Flight Reservation (Continued)

How to...

If you need a hotel, select the **Find a Hotel** checkbox.

To search only fully refundable fares, select the **REFUNDABLE only** checkbox.

Select **Search flights by Price** or **Schedule**.

Click **Search**.

Additional Information

You can choose to search for the hotel by:

Airport

Address

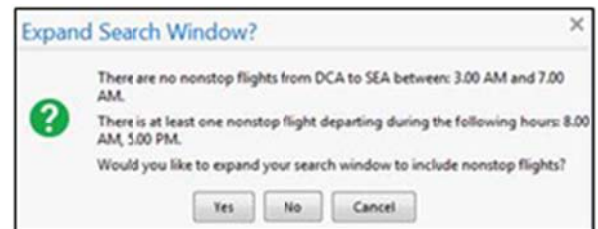
Company Location

Reference Point / Zip Code (a city or neighborhood)

If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the **Itinerary** page.

The forward tab that you see on the search results screen will depend on which you select.

Depending on your company's configuration, you might be notified that there are non-stop flights, but they don't exactly fit the times you have entered. If you want, you can change your search criteria to include non-stop flights.



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 right. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab by clicking on the tab.

You can also click the **more like this** link, and then select either **Outbound flight** or **Return flight** to view more options for the selected flight.

Step 1: Make a Flight Reservation (Continued)

How to...

Review the search results on the **Shop By Fares** tab, and then click **Show Details**.

Select any green (unoccupied) seat and position the mouse pointer over a seat to see the seat number.

Additional Information

Click **show details** to expand flight information, to view fare rules and, if needed, to 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 **View Seatmap** icon next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential.

Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Travel profile. If you select a preferential seat and this information is not in Travel, your seat request might not be honored.

Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.

The screenshot shows a web browser window with the URL http://rqa3-cb.outtask.com/twPopup/popup_seatmap.asp?airv=AS&fltnum=660&bic=V&startdt=2010-12-27&numseats=1&startcity=SEA&endit. The page title is "Seat Map". The flight information is: Alaska Airlines Flight: 660 Boeing 737-900, Seattle Tacoma Intl Arpt (SEA) - Dallas Ft Worth Intl (DFW), 12/27/2010. There is a "Seat Selection:" input field. The seat map shows a Boeing 737-900 aircraft with rows A through F and seats 6 through 31. The legend indicates: Available seat (green), Occupied seat (blue), Preferential seat (yellow), Exit row (grey), and Selected seat (orange). A warning message states: "Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status." Buttons for "Select Seat" and "Close" are visible.

Step 1: Make a Flight Reservation (Continued)

How to...

Click the appropriate seat to select it, and then click **Select Seat**.

Additional Information

To change your seat, click the seat you prefer. Point to a seat to view the seat number.

After you select your seat for a flight, you can either click **Change Seat** or select the next flight in your

reservation. Travel will prompt you to save your new seat selection.

Once you have made your seat selection, click **Close**. Repeat for all flights.

From the **Shop By Fares** tab, click **Reserve** to select your airfare.

Policy information appears next to the **Reserve** button. The **Reserve** buttons are color coded as:

A *green* **Reserve** button indicates the fare is within policy.

A *yellow* **Reserve** indicates the fare is outside of policy. If you select this fare, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard.

A *red* **Reserve** button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved by a manager.

The screenshot shows the Concur Travel interface for a flight search from Seattle, WA to Dallas, TX. The search is for Friday, Nov 22 to Monday, Nov 25. The interface includes a navigation menu, search filters, a carrier matrix, and a list of flight options with 'Reserve' buttons.

Carrier	Price	Nonstop	1 stop	2 stops
All	117 results	11 results	136 results	8 results
Delta	301.00	--	20 results	--
Multiple Carriers	421.80	6 results	94 results	--
United	374.30	--	14 results	6 results
American	391.80	8 results	22 results	--
Alaska Airlines	451.80	1 results	6 results	--
US Airways	634.30	--	20 results	--

Price	Carrier	Depart	Arrive	Stops	Duration
\$301.00	Delta	SEA 6:55am	DFW 3:47pm	1	6h 52m
Reserve	Delta	DFW 5:40pm	SEA 21:09pm	1	7h 29m
\$301.00	Delta	SEA 11:30am	DFW 8:06pm	1	6h 36m
Reserve	Delta	DFW 5:40pm	SEA 21:09pm	1	7h 29m

Section 4: Make a Travel Reservation (Continued)

Step 2: Select a Car

How to...

2. If you selected **Pick Up/Drop off Car at airport** on the **Flight** tab, you will see the results for the car search.

Select the appropriate rental car, and then click **Reserve**.

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.

Yellow diamonds indicate preferred vendors and your preferred car type will be selected

automatically.

Depending on your company's configuration, you might be able to select **In-car GPS system** or **Ski rack** under **Car booking options** on the right. Other preferences or car program ID numbers can also be added.

Picking up the car at: (DFW) on 10/18/2010 12:51 PM
 Returning on 10/19/2010 6:55 PM [Print / E-mail](#)

[Hide matrix](#)

All 34 results	Economy Car	Compact Car	Intermediate Car	Full-size Car	Standard Car	Intermediate Car Hybrid
	45.00	45.00	46.00	48.00	48.00	--
	38.00	40.00	42.00	44.00	43.00	--
	43.00	43.00	44.00	46.00	46.00	--
	60.76	60.76	--	64.09	61.87	119.63
	53.00	53.00	56.00	60.00	58.00	--
	53.00	53.00	55.00	59.00	57.00	--

Displaying: 7 out of 34 results.
 Sorted By: Policy - Most Compliant

Economy Car (Worldspan) E-Receipt Enabled

\$45.00 per day (Corporate rate)
Reserve

Unlimited miles
 Automatic transmission
 Total cost **\$132.59***

Economy Car (Worldspan)

\$38.00 per day (Corporate rate)
Reserve

Unlimited miles
 Automatic transmission
 Total cost **\$114.79***

Car booking options

In-car GPS system Ski rack

Other Car Preferences:

Use the following Car Program: ▼

[+ Add car Mileage Program](#)

Use my default credit card: 'My Corporate Credit Card'.

Change Car Search ↕

Car Display Filters ▼

Choose currency: USD \$ ▼

Unlimited miles

Air conditioning

Hybrid

Car Transmission

Automatic

Manual

Section 4: Make a Travel Reservation (Continued)

Step 3: Select a Hotel

How to...

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

To filter by hotel chain, , enter the chain name in the **With names containing** box next to the **Sorted by** box

4. Use the filter options to narrow your search by **Amenity** or **Chain**.

To filter by neighborhood, select the desired neighborhoods in the **Neighborhood** box on the right.

Click the **more info** link for a specific hotel to find more detailed information for the hotel.

Click **choose 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 **Reserve**.

Review the information on the **Rate details/Cancellation policy** pop-up window, click to agree, and then click **Continue**.

Additional Information

You can sort the list of hotels by **Preference**, **Price**, **Rating**, **Distance** and **Policy**.

Depending on your company's configuration, you might be prompted to provide the hotel information if you are booking a roundtrip overnight stay without a hotel.

To filter by multiple chains, in the **Hotel chain** box on right, click **hide all** and then select only the chains you want displayed.

A map of hotels appears at the top of the page. Your company's preferred hotels are indicated with pink dots.

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

A *green* **Reserve** button indicates the hotel rate is within policy.

A *yellow* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard.

A *red* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved.

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.

A *grey* or *yellow* diamond indicates that the hotel property is company preferred.

After clicking the **Reserve** button, the hotel confirmation page appears.

Step 3: Select a Hotel (Continued)

Check-in Mon, Oct 18 - Check-out Tue, Oct 19

Hide Map Print / E-mail

Map Satellite Hybrid

Room Type: Don't Care Smoking Preference: Don't Care

Foam pillows Rollaway bed

crib

Other Hotel Preferences

Use my default credit card: 'My Corporate Credit Card'.

Change search

Price

Display Settings

Neighborhood

Hotel chain

Hotel Amenities

Sorted By: Preference With names containing:

Displaying: 71 out of 71 results. << Previous | Page: 1 of 8 | Next >> | All

	Embassy Suites Dallas - DFW Airport North ...	2.24 miles	\$209
	2401 Bass Pro Drive Grapevine, Texas 76051	★★★★☆	\$379
	E-Receipt Enabled	more info compare view rates	
	Sleep Inn DFW North	1.94 miles	\$48
	Hackberry Creek 4770 Plaza Drive Irving, Texas 75063	★★★★☆	\$82

Step 4: Complete the Reservation

How to...

5. Review the details of the reservation, and then click **Next**.

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

Click **Next**.

Click **Purchase Ticket** to finalize your trip.

Additional Information

From here, you can add or make changes to the car, 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. If you have any special requests for the travel agent, please enter them into the agent comments section. Some request may result in higher fees.

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