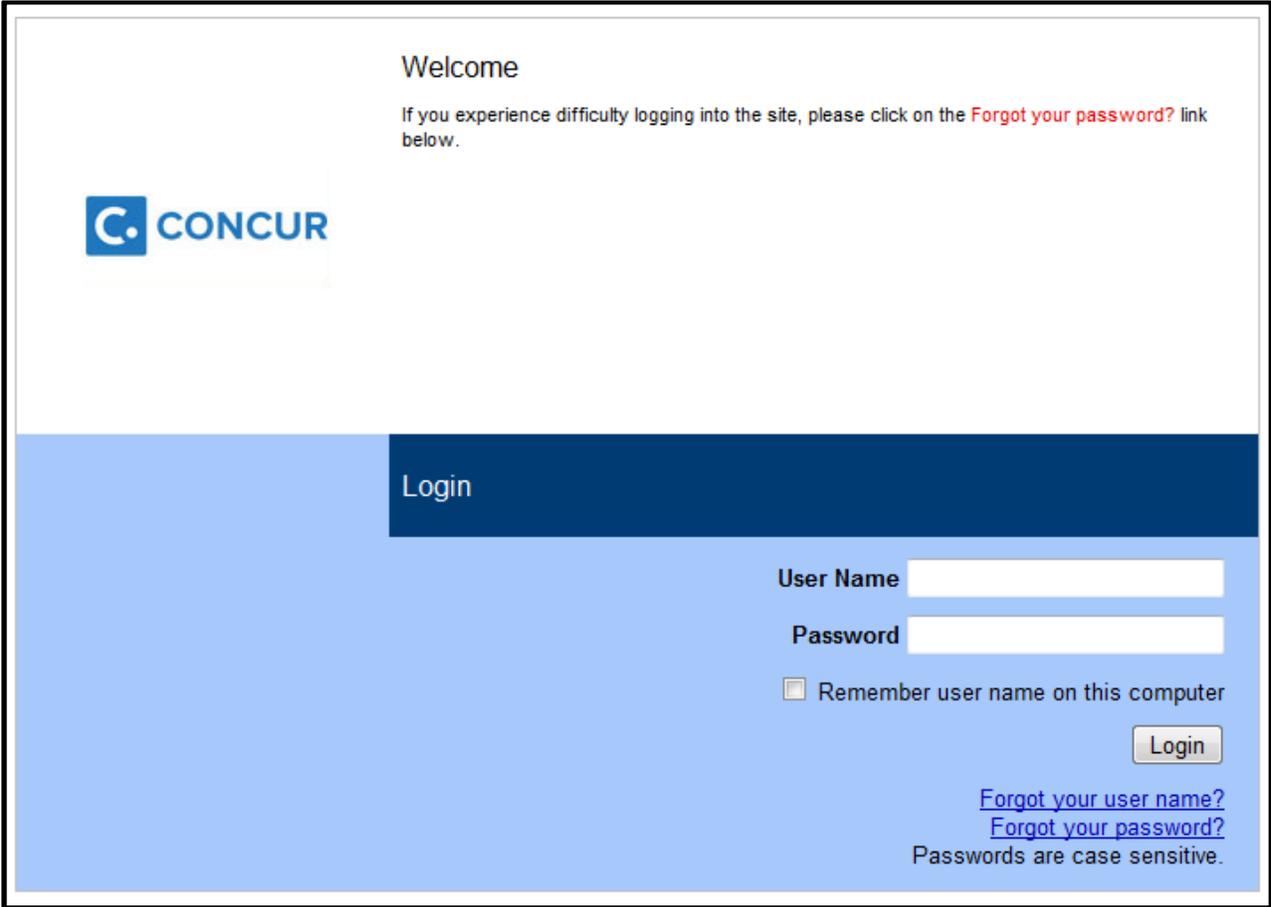


Booking a Trip in Concur Travel

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

1. Log into Concur Travel with your work email address and password.



2. From your My 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.

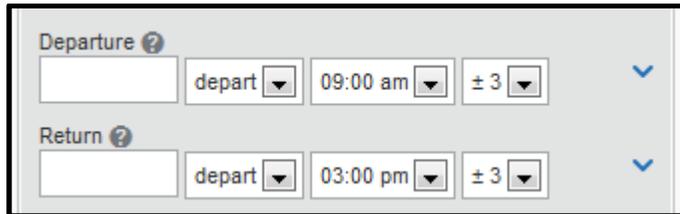
The screenshot shows the 'TRIP SEARCH' section of the Concur Travel interface. At the top, there are two tabs: 'Booking for myself' (selected) and 'Book for a guest'. Below these are five icons representing different travel options: Airplane, Car, Hotel, Train, and Clock. The 'Air/Rail Search' section is active, showing three radio button options: 'Round Trip' (selected), 'One Way', and 'Multi-Segment'. There are two text input fields: 'Departure City' with the value 'SMF - Sacramento International - Sacramento, CA' and 'Arrival City' which is empty. Below these fields are links for 'Find an airport' and 'Select multiple airports'. A red 'Search' button is prominently displayed. At the bottom of this section is a 'Show More' link. Below the 'Air/Rail Search' section is a text input field with the placeholder 'Or, tell us in your words what you want to do' and an example 'e.g. flight from JFK to Paris on Tuesday', followed by a blue 'Search' button.

You can book airfare, rental car, and hotel during the same search. To only book one detail of the trip – such as airfare – use the corresponding tabs along the top of the Trip Search.

3. Select one of the following types of flight options: Round Trip, One Way, Multi-Segment.
4. In the Departure City and Arrival City 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.

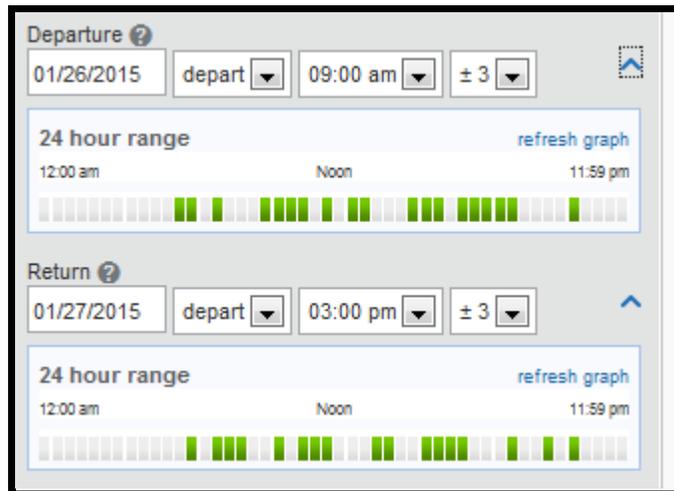
This close-up screenshot shows the 'Departure City' input field. The text 'Sacramento, CA - Sacramento International' is entered. A dropdown menu is open, displaying a search result: 'SMF Sacramento International' with the subtext 'Sacramento, CA, United States of America'. The 'Round Trip' radio button is selected. Below the dropdown are links for 'Find an airport' and 'Select multiple airports'.

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



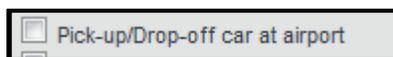
The screenshot shows two rows of input fields. The first row is for the 'Departure' and includes a date field, a 'depart' dropdown, a time field set to '09:00 am', and a dropdown for a time window of '± 3'. A blue arrow points to the right of these fields. The second row is for the 'Return' and includes a date field, a 'depart' dropdown, a time field set to '03:00 pm', and a dropdown for a time window of '± 3'. A blue arrow points to the right of these fields.

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.



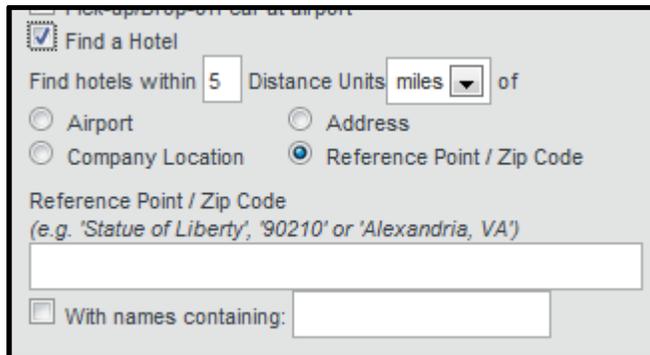
The screenshot shows the same search interface as above, but with graphical displays for the 24-hour range. For the departure on 01/26/2015 at 09:00 am, the 24-hour range is from 12:00 am to 11:59 pm, with a 'refresh graph' link. A horizontal bar shows green vertical bars representing flight availability. For the return on 01/27/2015 at 03:00 pm, the 24-hour range is also from 12:00 am to 11:59 pm, with a 'refresh graph' link. A horizontal bar shows green vertical bars representing flight availability.

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



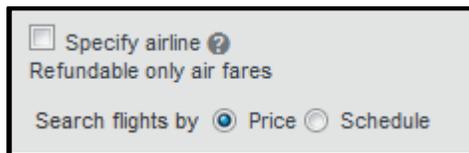
The screenshot shows a single checkbox with the text 'Pick-up/Drop-off car at airport' next to it.

- 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.



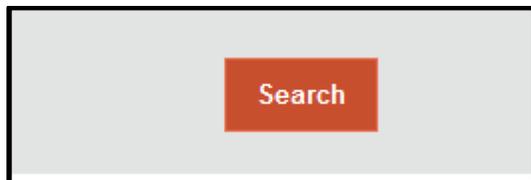
The screenshot shows a form titled "Find a Hotel" with a checked checkbox. Below the title, there is a text input field containing the number "5", followed by the text "Distance Units", a dropdown menu showing "miles", and the word "of". There are four radio button options: "Airport", "Address", "Company Location", and "Reference Point / Zip Code", with the last one selected. Below these options is a text input field with the placeholder text "(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')". At the bottom, there is a checkbox labeled "With names containing:" followed by another text input field.

- 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.



The screenshot shows a form with a checkbox labeled "Specify airline" with a question mark icon. Below it is the text "Refundable only air fares". At the bottom, there is a section labeled "Search flights by" with two radio button options: "Price" (selected) and "Schedule".

- Then Click the “Search” button.



The screenshot shows a single red button with the word "Search" written in white text.

Reserving a Flight...

- A grid (matrix) summarizing your airfare search results will appear at the top of the page, with your search results appearing below. Make sure you factor in those fees if you are preparing a cost estimate. Note: The link to the baggage fees are at the bottom of the grid.

Sacramento, CA To Los Angeles, CA Print / Email
 Mon, Jan 26 - Tue, Jan 27 Hide matrix

All 74 results	Southwest ♦♦	Delta ♦	United ♦	Alaska Airlines ♦	Multiple Carriers	American Airlines	US Airways
Nonstop 25 results	454.20 9 results	258.20 2 results	350.20 2 results	743.49 4 results	--	650.20 4 results	650.20 4 results
1 stop 33 results	--	443.70 13 results	358.70 13 results	485.20 5 results	118.00 2 results	--	--
2 stops 15 results	--	--	--	--	118.00 15 results	--	--
3 stops 1 results	--	--	--	--	130.50 1 results	--	--

Baggage Fee Policies Show fare display legend

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.

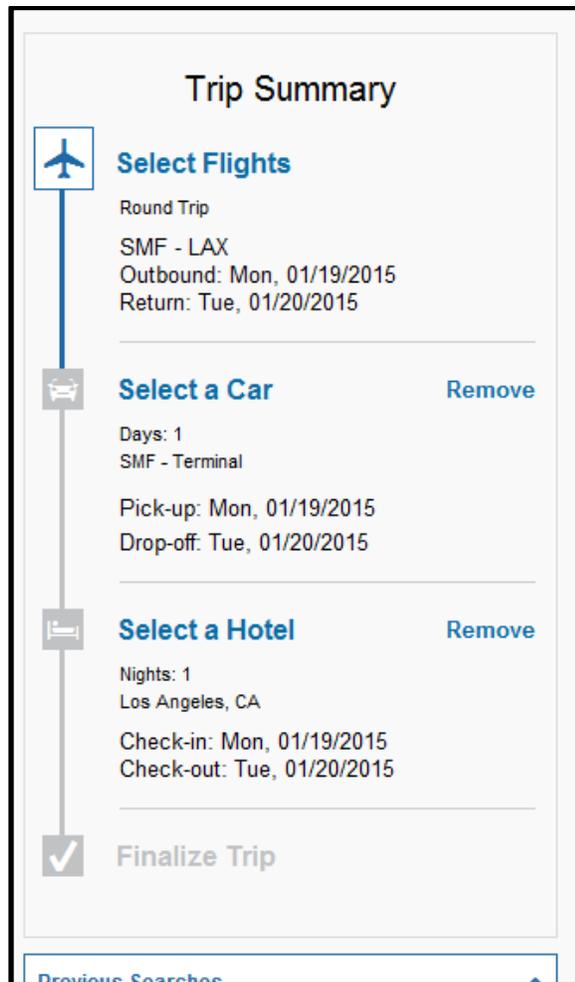
Once you click on “Southwest”, click “Show Fare” for the flight you wish to reserve and the 3 different fares will display. The “Wanna Get Away” fares are non-refundable but reusable. The “Anytime” fares are fully refundable, and the “Business Select” fares are considered first class or premium types of fares. These “Business Select” fares may be grayed-out on your site prohibiting you from purchasing them, if this is your company policy.

Travel Policy
 Business Select is not authorized

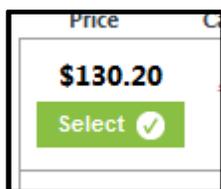
Southwest
[Fare Rules](#)
Ticket non-refundable - penalties may apply
 Change fee likely applies (plus fare difference, see fare rules)

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 booked your flight you will be brought to a confirmation 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.

Review and Reserve Flight

REVIEW FLIGHTS

Outbound flight: Sacramento, CA (SMF) - Los Angeles, CA (LAX) Mon, Jan 19

 Delta #4711	Sacramento Internation... (SMF) Depart: Monday, 10:19 am Stops: 0 Duration: 1h 31m Economy: L  Canadair Regional Jet 900	Los Angeles Intl (LAX) Arrive: Monday, 11:50 am
--	--	--

Return flight: Los Angeles, CA (LAX) - Sacramento, CA (SMF) Tue, Jan 20

 Delta #4703	Los Angeles Intl (LAX) Depart: Tuesday, 04:10 pm Stops: 0 Duration: 1h 28m Economy: L  Canadair Regional Jet 900	Sacramento Internation... (SMF) Arrive: Tuesday, 05:38 pm
--	--	--

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. 

PRIMARY TRAVELER

[Edit](#) | [Review all](#)

Name: Tasha LaRae Wilson **Phone:** 916-376-3976

Frequent Flyer Programs [Add a Program](#)

For Delta

SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$213.96	\$44.24	\$258.20

Total Estimated Cost : \$258.20 USD

Total Due Now: \$258.20 USD

SELECT A METHOD OF PAYMENT

How would you like to pay?

Dept BTA(...1000) [Edit](#) | [Add credit card](#)

* Indicates credit card is a company card

ACCEPT FARE RULES AND RESTRICTIONS

Please review the rules and restrictions listed below.
When you purchase your ticket, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

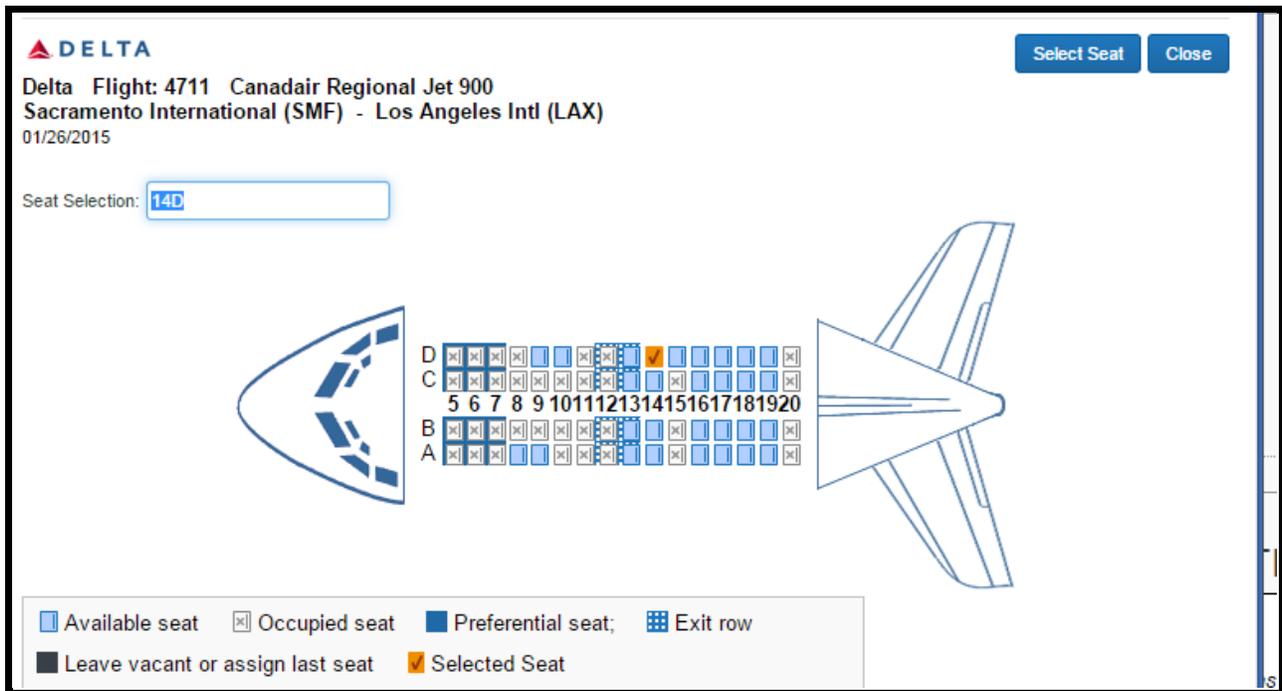
Click Fare to view Rules [\[Sacramento - Los Angeles\]](#) [\[Los Angeles - Sacramento\]](#)

 [Sacramento - Los Angeles](#)

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

[Back](#) [Reserve Flight and Continue](#)

15. In the flight reservation 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 light blue seat location. Once selected it will turn orange with a check mark. Confirm your seat selection by clicking the “Select Seat” button.

Reserving a Rental Car...

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

18. Similar to the flight search, a matrix summarizing your search results will appear at the top of the page. If you follow the State of California car rental policy, compact and intermediate are the required car rental classes. Renting a vehicle larger than the intermediate size requires the car rental justification form.

All 13 results	Compact Car	Intermediate Car	Standard Car	Standard Convertible	Full-size Car	Premium
Enterprise ◆◆	31.46	31.46	34.60	65.01	34.60	65.01

Displaying: 13 out of 13 results. << Previous 1 2 Next >> | All

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

20. You can find rental location, hours, and contact information by clicking on the “more info” link.

Intermediate Car (Sabre) ◆◆ E-Receipt Enabled [more info](#)

\$31.46 per day
(Corporate rate)

[Select](#) ✓

Unlimited miles
Automatic transmission
Total cost **\$74.60***

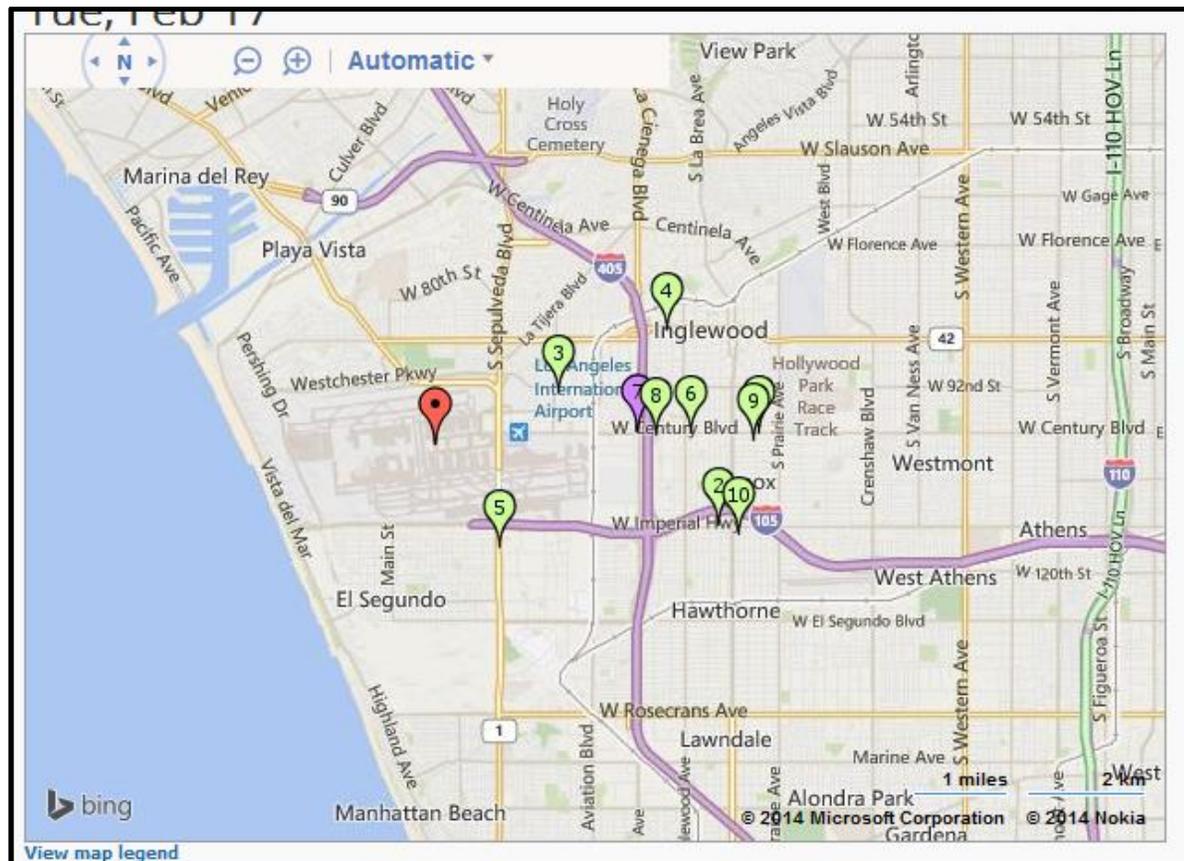
21. You can see the capacity of the vehicle by clicking the magnifying glass under the picture of the vehicle.

22. Select your appropriate rental car by clicking the green Select button.

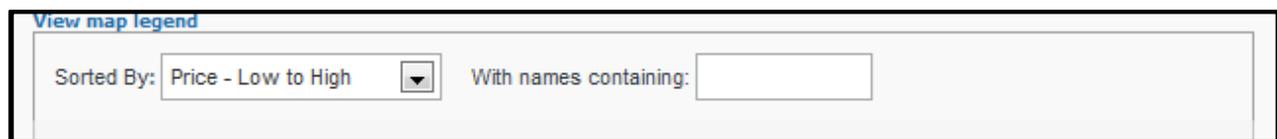
Reserving a Hotel Room...

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

You will see your hotel search results. A map will display your first 10 search results in relation to the location you selected/entered as part of your search criteria.



24. 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.



25. 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.

Neighborhood

- Ashwood Park (2)
- Beverly Center (1)
- Bruce's Beach (1)
- Centinela (1)
- Clarkdale (2)
- Culver West (1)
- Del Aire (1)
- Downtown (1)
- Downtown Long Beach (1)

Hotel chain

Chain Superchain

- Baymont Inns (1)
- Best Value Inns (2)
- Best Western (4)
- Candlewood Stes (1)
- Comfort Inns (3)
- Courtyard (3)
- Crowne Plaza (2)
- Days Inn (1)
- Doubletree (4)

[Check All](#) | [Reset](#)

Hotel Amenities

- Breakfast (55)
- Broadband Internet (66)
- Business center (53)
- Convention center (0)
- Dry cleaning (54)
- Fitness center (48)
- Game room (0)
- Golf course (12)
- Indoor pool (45)

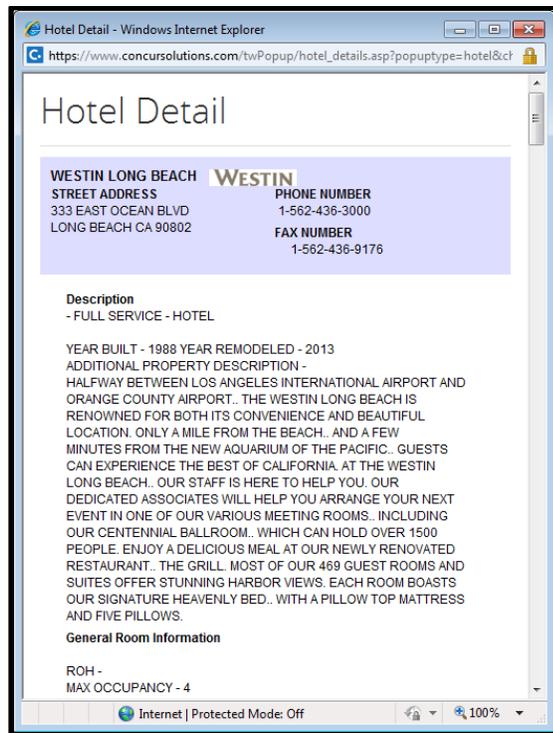
Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.

26. 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.

1. Westin Long Beach		from \$120
No Photos	333 E Ocean Blvd Long Beach, CA 90802 17.54 miles view map	★★★★★ ○○○○○ rate this hotel
E-Receipt Enabled		more info compare
		choose room ▶

27. Once you have your compare list, you may click “more information” 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.



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

29. When you are ready to reserve a hotel room, click the “Select” button for the appropriate hotel and rate.

7. Westin Long Beach

333 E Ocean Blvd
Long Beach, CA 90802
17.54 miles | [view map](#)

★★★★☆
rate this hotel

from
\$120

[hide rooms](#)

E-Receipt Enabled [more info](#) | [compare](#)

The CA Green Lodging Program encourages State and Local government travelers to seek out and give preference to certified green hotels.

\$120	2dbs:state Government Rate - - Id Required. Not Valid For Government-contract Vendors State Government Id Required 24hr Traditional Non-smoking:heavenly Bed:city View Heavenly Bath:high-speed Internet For A (Rate Code: E2DGV5) (Sabre)
\$120	1king:state Government Rate - - Id Required. Not Valid For Government-contract Vendors State Government Id Required 24hr Traditional Non-smoking:heavenly Bed:city View Heavenly Bath:high-speed Internet For A (Rate Code: J1KGV5) (Sabre)
\$130	2dbs:state Government Rate - - Id Required. Not Valid For Government-contract Vendors State Government Id Required 24hr Deluxe Non-smoking:heavenly Bed:partial Harbour View:heavenly Bath:high-speed (Rate Code: D2DGV5) (Sabre)

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

[Rate details / Cancellation policy](#)

Select

- 30. Review the information on the “Accept Rate Details/Cancellation Policy” pop-up window, click on the “I agree to the above rate rules, restrictions, and cancellation policy” box, and then click “Reserve Hotel and Continue.”

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

Westin Long Beach WESTIN

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 120.00
TOTAL RATE: 138.08 USD
EXTRA PERSON: \$20.00

*I agree to the above rate rules, restrictions, and cancellation policy.

Back **Reserve Hotel and Continue**

- 31. If a travel policy violation appears on your site, review the violation. Select the per diem exception that applies and click “Save”.

Travel Policy Violation

This hotel is not in compliance with the following travel rule(s):

! State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

- Please Choose a Reason --
- Hotel exceeds Per Diem requires form STD 255C
- Napa Riverside Sacramento per diem 95.00
- LA Orange Ventura Edwards AFB per diem 120.00
- Alameda Monterey San Diego San Mateo Santa Clara per diem 125.00
- San Francisco County City of Santa Monica per diem 150.00
- Hotel Compliant

s which you did not take.

Save **Cancel**

Completing Your Reservation...

32. 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 confirmed and ticketed. When ready, click “Next.”

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

Trip Booking Information

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

Trip Name
This will appear in your upcoming trip list.
Trip from Sacramento to Los Angeles

Trip Description (optional)
Used to identify the trip purpose
Concur Training

Send a copy of the confirmation to:

34. If your site is customized to capture department accounting or billing codes, you will enter the appropriate codes here, for example, index, PCA, cost center, etc.

Index

PCA

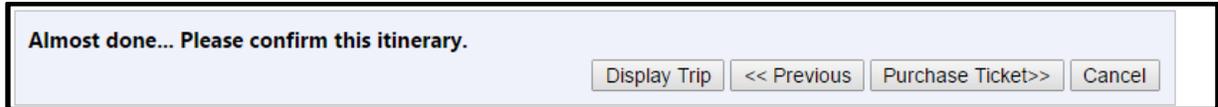
35. Click the “Next” button.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip Hold Trip << Previous Next >> Cancel

36. Your itinerary appears again, with the trip information just entered, for final review. Click “Purchase Ticket”, at the bottom of the page, to finalize your trip.

Once you click Purchase Ticket, your itinerary will appear one last time, now with a blue “Finished!” message in the upper left corner.



37. Make sure you always scroll to the bottom of the page clicking Next, Next, Next until you have received the “Finished!” message.

