

QuickStart Guide

Concur[®] Cliqbook Travel

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Concur® CliqbookTravel QuickStart Guide

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Welcome to Concur® Cliqbook Travel

Welcome to Concur CliqbookTravel, Concur's powerful employee travel management solution that enables you to create travel bookings online.

Concur's Cliqbook Travel feature enables you to:

- Search the same vendor inventory that your travel agency uses.
- Find, coordinate, and reserve your airline, rental car, hotel, rail, limo, or dining reservations for your business travel.
- Comply with your company's travel policy when booking your travel.

Section 1: Log on to Concur Travel

How to...

1. Log on to Concur Travel following your company's logon instructions.

Additional Information

Your password is case sensitive.

If you are not sure how to log on, check with your company's administrator.

Section 2: Explore the My Concur Page

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

Concur™ Welcome, Sue Peterson

My Concur | Travel | Expense | Reporting | Administration | Profile | Help | Log Out

You are administering Expense for Me

Trip Search

Flight | Car | Hotel | Flight Status | Dining

Round Trip One Way Multi-Segment

Departure City [SEA](#)
SEA - Seattle Tacoma Intl Arpt - Seattle, WA

Arrival City

Departure: depart Morning ± 3

Return: depart Afternoon ± 3

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only air fares

Search flights by: Price Schedule

Search

Company Info

February User Conference
Please use cost center 1234 for all expenses related to February's user conference.

New Preferred Airline
As of 11/1/2009 American Airlines is our new preferred vendor.....

Active Work

[New Expense Report](#) [View Reports](#)

[Expense Reports \(5\)](#) | [Authorization Requests \(2\)](#) | [Cash Advances \(4\)](#)

Report Name	Status	Report Date	Total
Paris Paris	Not Submitted	11/06/2009	\$0.00
Trip from Seattle to Dallas Training Conference	Not Submitted	10/30/2009	\$0.00
Trip from Dallas to Minneapolis sales trip	Not Submitted	04/20/2009	\$250.00
Trip to Boston sales	Approved & In Accounting Review	01/02/2009	\$905.74
Trip for Conference Training Conference	Approved & In Accounting Review	05/22/2008	\$895.00

Comment: Report's approval time expired and it was sent to the Expense Processor.

Weather

No weather information is currently available for Seattle.
Please try another city.

Please enter an airport. [SEA](#)
SEA - Seattle Tacoma Intl Arpt - Seattle, WA

Travel Info

Book travel with the Cliqbook Travel Wizard, check travel rules set by your company, get travel maps, and more.

Approval Queue

Request Name	Employee	Submission Date	Total
No records found.			

Trip List

How to...

Use the **Trip Search** section.

Explore the **Weather** section.

Additional Information

This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo, and dining.

This section appears on My Concur only if your company uses Concur Cliqbook Travel.

This section shows you the weather conditions at any selected airport.

Section 2: Explore the My Concur Page (Continued)

How to...	Additional Information
Explore the Trip List section.	This section lists your outstanding trips. <i>This section appears on My Concur only if your company uses Concur Travel.</i>
Explore the Trips Awaiting Approval section.	This section lists the trips awaiting your approval. <i>This section appears on My Concur only if your company uses Concur Travel and if you are a travel approver.</i>
Explore the Travel Info section.	This section provides contact information for help with booking travel using Cliqbook and general travel information. <i>This section appears on My Concur only if your company uses Concur Travel.</i>

Customize My Concur

You can move the panes around the **My Concur** page to better meet your needs. Click the top bar of a pane and drag it to a new position on the page.

The screenshot displays the My Concur interface with several panes:

- Trip Search:** Includes tabs for Flight, Car, Hotel, and Flight Status. It has radio buttons for Round Trip (selected), One Way, and Multi-Segment. Fields for Departure City and Arrival City are present. There are dropdowns for departure and return times (Morning/Afternoon) and a search button.
- Company Notes:** Contains text about the Cliqbook Travel Wizard and a small icon.
- Company News:** Includes a link to "Access our company T&E policy".
- Active Work:** Features a "New Expense Report" button and a "View Reports" button. Below are counts for Expense Reports (8), Authorization Requests (1), and Cash Advances (0). A table lists reports:

Report Name	Status	Report Date	Total
Printing for Training LenDev training	Not Submitted	06/03/2009	\$133.00
Training Session for LenDev system training	Not Submitted	06/01/2009	\$1,198.62

- Approval Queue:** A table listing reports pending approval:

Report Name	Status	Date Created	Total
Training Class Learn about new training software	Submitted & Pending Approval - Brown, Chris	10/09/2007	\$1,500.00

Section 3: Update Your Travel Profile

Before you use Concur Travel for the first time, update your profile. You must save your profile before you first attempt to book a trip in Concur Travel.

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** dropdown menu (at the top of the Profile page).

Step 1: Change Your Password

Your company decides if you can change your password. If allowed, you will change your password on the Profile tab.

How to...

1. On the **My Concur** page, select **Profile** from the menu at the top of the page.
2. On the **Profile** submenu, click **Change Password**.
3. In the **Old Password** field, enter your current (temporary) password.
4. In the **New Password** field, enter your new password.
5. Verify your new password by re-entering it in the **Re-enter Password** field.
6. Enter a word or phrase in the **Password Hint** field to act as a reminder if you forget your password, and then click **Save**.

Additional Information

If your company uses Single Sign On, you access Concur Travel via your company's intranet. If that is the case, you will not see this option on the Profile menu nor will you be able to change your password. To change your password, you need to know your old or temporary password.

The screenshot shows the Concur user interface. At the top, the Concur logo is on the left, and 'Welcome, Sue Peterson' is on the right. Below this is a navigation bar with tabs: 'My Concur', 'Travel', 'Expense', 'Administration', 'Profile' (which is highlighted), 'Help', and 'Log Out'. Underneath the navigation bar is a secondary menu with links: 'Personal Information', 'Change Password', 'System Settings', 'Travel Vacation Reassignment', and 'Change E-Mail Settings'. The main content area is titled 'My Profile' and has a sidebar on the left with categories: 'Your Information' (Home Address, Company Address, Contact Information, Emergency Contact, Credit Cards), 'Travel Preferences' (Air Travel Preferences, Hotel Preferences, Car Rental Preferences, International Travel, Assistants/Arrangers), and 'Other Settings' (System Settings, Set-up Checklist, Change Password, Privacy Statement, System E-mail Settings, Travel Vacation Reassignment). The 'Change Password' form is the central focus. It includes a title 'Change Password', a note that passwords must be at least 6 characters and contain specific requirements, and a sub-note that passwords are case sensitive. A message states: 'This will change your password in both Cliqbook and the Concur Expense system.' The form contains three input fields: 'Old Password', 'New Password', and 'Re-enter New Password'. Below these is a 'Password Hint' field with the text '(we will email this to you if you forget your password)'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

Section 3: Update Your Travel Profile (Continued)

Step 2: Change your Time Zone, Date Format, or Language

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** submenu, click **System Settings**.
3. On the **System Settings** page, update the appropriate information, and then click **Save**.

Additional Information

You can change the system and regional settings (number, currently, date, and time format).

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

Concur Welcome, Sue Peterson

My Concur Travel Expense Administration **Profile** Help Log Out

Personal Information **System Settings** Travel Vacation Reassignment System E-Mail Settings

My Profile

You've been designated as an assistant for one or more people. If you'd like to edit their profiles instead of yours, select a name from the list to the right. Me

Your Information

- Personal Information
- Company Information
- Contact Information
- Emergency Contact
- Credit Cards

Travel Settings

- Travel Preferences
- International Travel
- Frequent-Traveler Programs
- Assistants/Arrangers

Expense Settings

- Expense Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Favorite Attendees

Other Settings

- E-Receipt Activation
- System Settings**
- Privacy Statement
- System E-mail Settings
- Travel Vacation Reassignment

Regional Settings and Language

Default Language: English (United States)

Number Format: 1,000.00

Placement of Currency Symbol: Before the amount

Negative Number Format: -100

Negative Currency Format: -100

mile/km: mile

Date Format: mm/dd/yyyy

Time Format: h:mm AM/PM

Hour/Minute Separator: : 12/09/2008 3:03 PM

Time zone (local time): (GMT-12:00) Eniwetok, Kwajalein

Calendar Settings

Start week on: Sunday

Start Day View At: 8:00 AM

End Day View At: 8:00 PM

Default View: month

Other Preferences

Home Page: My Concur

Rows per page: 25

Travel Settings

- Send an email every time something is put in or removed from my approval queue
- Send a daily summary of items in my queue
- Let me know when one of my requests is approved or denied

Save Reset Close

Section 3: Update Your Travel Profile (Continued)

Step 3: Update Your Personal Information

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** submenu, click **Personal Information**.
3. On the **My Profile** page, update the appropriate information, and then click **Save**.

Additional Information

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

Complete these sections of your travel profile:

- Name & Airport Security
- Home Address
- Work Address
- Contact Information
- Emergency contact
- Travel Preferences
- Credit Cards

You must complete all fields marked **Required** (in orange) to save your profile.

Verify that the first and last name fields match the ID used at the airport.

If you cannot edit these fields, contact your travel agency or travel manager to make changes.

The country you select in the work address fields will determine the default map that appears on the **Concur Travel Map** tab.

There are several **Save** buttons on the profile page. You only need to save once as every **Save** button saves the entire profile.

The screenshot shows the 'My Profile' page with a navigation menu on the left and a main content area. The navigation menu includes sections for 'Your Information', 'Travel Settings', 'Expense Settings', and 'Other Settings'. The main content area has tabs for 'Home Address', 'Work Address', 'Contact Info', 'Emergency Contact', 'Travel Preferences', 'Assistants', and 'Credit Cards'. A dropdown menu is set to 'Me'. A message states: 'You've been designated as an assistant for one or more people. If you'd like to edit their profiles instead of yours, select a name from the list to the right.' Below this, a note says: 'Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.' A 'Change Picture' link and a silhouette icon are present. A red warning box reads: 'Your Name and Airport Security: Please make certain that the first and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.' The name fields are: Title (dropdown), First Name (Sue), Middle Name, Nickname, Last Name (Peterson), and Suffix (dropdown). The 'Company Information' section includes Employee ID (003005), Manager (Terry Brown), Position/Title, and Org. Unit/Division (dropdown).

Section 3: Update Your Travel Profile (Continued)

Step 4: Set Up a Travel Arranger or Assistant

How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** dropdown menu, click **Personal Information**.
3. Click **Assistants** at the top of the page.
4. Click **Add an Assistant** to search for your assistant's last name.
5. In the **Search Criteria** field, enter the assistant's name.
6. Click **Search**.
7. Click the **Assistant** dropdown arrow.
8. Select the appropriate name from the dropdown list.
9. Select **Can book travel for me**.
10. Select **Is my primary assistant for travel**.
11. Click **Save**.

Additional Information

Use **Assistants & Travel Arrangers** to give other Concur Travel users the ability to view and modify your profile or book travel and trips for you.

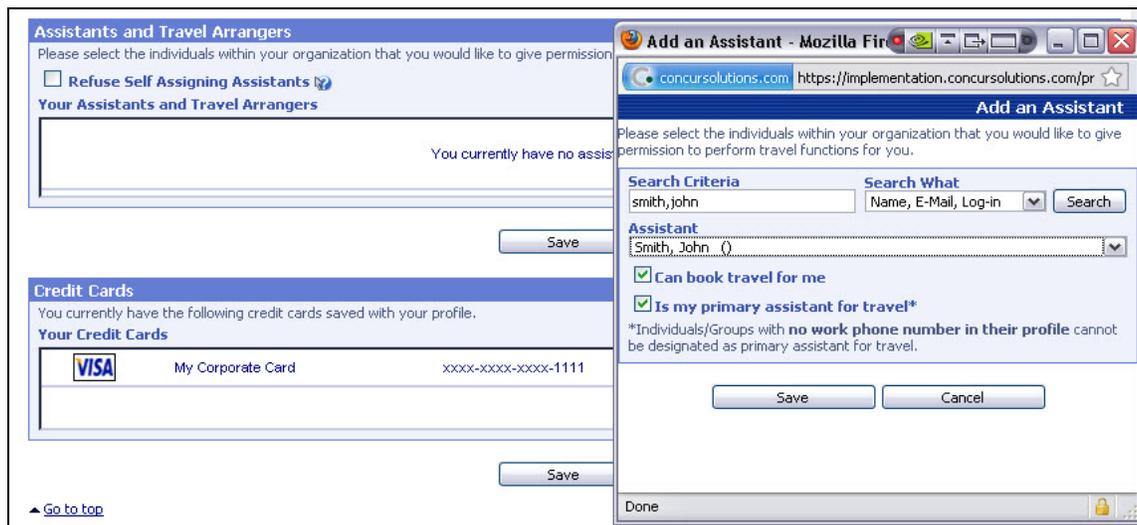
Important: Your assistant must have an existing Concur Travel account before you can add him or her to your profile.

Hint: When searching, use the following format: *LastName,FirstName* (no spaces).

For example: Smith,June

The **Assistant** dropdown list shows any individuals that match your search criteria.

Use this option if you want to allow the assistant to view, make changes to, and modify your profile.



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 under the **Trip Search** section.
2. 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, Ride, Rail, Flight Status, Dining.
- Flight type selection: Round Trip, One Way, Multi-Segment.
- Departure City: Text input field with a search icon.
- Arrival City: Text input field with a search icon.
- Departure: depart 9:00am ± 2.
- Return: depart 5:00pm ± 2.
- Checkboxes: Pick-up/Drop-off car at airport, Automatically reserve this car, Find a Hotel, Refundable only air fares.
- Number of adults: 1.
- Search flights by: Price, Schedule.
- Search button.

3. In the **Departure City** and **Arrival City** fields, enter the cities for your travel.
4. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.
5. 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 airport code, Concur Travel will automatically search for a match.

You can also select the appropriate **Departure** and **Return** times and date range. Concur 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 skip this step and add a car from the **Itinerary** page.

Step 1: Make a Flight Reservation (Continued)

How to...

6. If you need a hotel, select the **Find a Hotel** checkbox.
7. If also booking for a companion, from **the Number of Adults** dropdown menu, select the number of adults traveling.
8. In the **Search flights by** section, select either **Price** or **Schedule**.
9. 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.

Your company decides if this field appears in the Trip Search section. When displayed, if a companion is selected, the payment screen will provide the option to use the credit card from the companion's profile.

Select **Price** to find fares in Coach/Economy.

Select **Schedule** to locate flights in fare classes other than Coach/Economy. When you search by schedule, a list of outbound and return flights will appear.

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

To filter the results, select a column, row, or cell in the grid directly above the list of flights. The results will then show flights with the number of stops, airline, or both.

Step 1: Make a Flight Reservation (Continued)

How to...

- 10. Review the search results, and then click the **View Seatmap** button next to the flight.

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

Additional Information

A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. The bottom right corner shows the number of available seats by class of service for this flight.

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

Seat Map

nwa
Northwest Flight: 7451 Boeing 737
Seattle Tacoma Intl Arpt (SEA) - Sky Harbor Intl Arpt (PHX)
11/09/2009

Select Seat Close

Seat Selection:

F	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	2	
E																							
D																							
C																							
B																							
A																							

Seat assignment is subject to change up until time of departure

Available seat Occupied seat Preferential seat Exit row Selected seat

⚠ Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status.

Step 1: Make a Flight Reservation (Continued)

How to...

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

13. Once you have made your seat selection, click **Close**.

14. Click **Reserve** to select your airfare.

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

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.
- 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.

When you click **Reserve** to select a fare, Concur Travel & Expense automatically selects the corresponding frequent flier program, if available. You can also select a different program from the list at the bottom of the screen.

The screenshot shows the Concur Travel interface with the following elements:

- Navigation:** My Concur, Travel (selected), Expense, Invoice, Profile, Help, Log Out. Sub-menu: Home, Trip Library, Templates, Meetings, Policy, Profile, Tools.
- Filter Grid:**

All	156 results										
Nonstop	11 results	332.84	339.21	339.21	--	--	--	--	--	--	--
1 stop	144 results	343.44	349.81	349.81	352.54	354.04	377.40	396.81	437.81	537.40	1 results
2 stops	1 results	--	--	--	--	--	--	--	--	--	1 results
- Summary:** Displaying: 156 out of 156 results. The least cost item is: 332.84. Checked Baggage Policies. Page: 1 of 16.
- Sort Options:** Policy (selected), Price, Carrier, Depart, Duration, Emissions.
- Flight Results Table:**

Carrier	Depart	Arrive	Duration	Emissions	Class
United #0178	Jan 26 8:30am Seattle, WA (SEA)	Jan 26 2:26pm Chicago, IL (ORD)	Stops: 0 3h 56m	663.7 lbs CO ₂	Boeing 757-200 Economy: T
United #0929	Jan 29 5:00pm Chicago, IL (ORD)	Jan 29 7:35pm Seattle, WA (SEA)	Stops: 0 4h 35m	663.7 lbs CO ₂	Boeing 757-200 Economy: T
\$332.84 Compare Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); (Worldspan) Fare Rules View more air fares					
United #0352	Jan 26 11:00am Seattle, WA (SEA)	Jan 26 4:44pm Chicago, IL (ORD)	Stops: 0 3h 44m	663.7 lbs CO ₂	Boeing 757-200 Economy: T
United #0929	Jan 29 5:00pm Chicago, IL (ORD)	Jan 29 7:35pm Seattle, WA (SEA)	Stops: 0 4h 35m	663.7 lbs CO ₂	Boeing 757-200 Economy: T

Section 4: Make a Travel Reservation (Continued)

Step 2: Select 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. Select the appropriate rental car, and then click **Reserve**.

Additional Information

If you selected **Automatically reserve this car**, Concur Travel & Expense 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.

Car Availability
 Picking up the car at: (SEA) on 09/24/2009 12:00 PM
 Returning on 09/24/2009 2:00 PM

All 79 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Standard SUV	Mini Van	Inf
	37.00	39.00	41.00	43.00	43.00	60.00	60.00	64.00	
	47.50	47.50	48.50	48.50	50.50	63.50	59.99	--	
	50.00	50.00	53.00	55.00	57.00	62.00	74.00	77.00	
	50.00	50.00	52.00	54.00	56.00	61.00	72.00	78.00	
	82.00	83.00	84.00	86.00	86.00	158.99	--	134.49	
	--	--	86.43	--	--	--	--	--	
	--	--	87.30	--	--	--	--	--	
	--	--	96.51	--	--	--	--	--	
	--	--	105.21	--	--	--	--	--	

Displaying: 58 out of 74 results. << Previous 1 2 3 4 5 6 Next >> All

Sort options Policy Best price Vendor ^

Hertz **Standard Car** (Worldspan)
 \$48.50 per day (Corporate rate) Total cost \$71.08*
 Unlimited miles
 Pickup: Terminal: Seattle Tacoma Intl Arpt, Seattle, WA
 Automatic transmission
 Reserve E-Receipt Enabled

Hertz **Intermediate Car** (Worldspan)
 \$48.50 per day (Corporate rate) Total cost \$71.08*
 Unlimited miles
 Pickup: Terminal: Seattle Tacoma Intl Arpt, Seattle, WA
 Automatic transmission
 Reserve E-Receipt Enabled

Use the following Car Program: Add a Program Use my default credit card: 'My Corporate Credit Card'.
 \$50.50 per day (Corporate rate). Total cost: \$73.72* Start Over << Previous

Section 4: Make a Travel Reservation (Continued)

Step 3: Select a Hotel

How to...

1. In the hotel results, click **Next** to access more hotel information.
2. To filter by hotel chain, click the **Hotel Chain** radio button, and then select the chains you want to view.
3. To filter by hotel amenities, click the **Hotel Amenities** hotel button, and then select the appropriate amenity options.
4. Click the **Map of Hotels** link in the upper-right corner of the page to view a map of the location you selected and the nearby hotels.
5. Click the **Info** link for a specific hotel to find more detailed information for the hotel.
6. When you are ready to reserve your hotel room, click **Reserve** for the appropriate rate and hotel.
7. Review the information on the **Rate details/Cancellation policy** pop-up window, and then click **Continue**.

Additional Information

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

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

If you book a roundtrip overnight stay without a hotel, you will be prompted to provide the hotel information.

You can also choose **Show All** or **Hide All** and sort the list of hotels by **Preference, Price, Chain, Rating, Distance** and **Policy**.

Your company's preferred hotels are displayed as pink dots.

Next to each **Reserve** button, a description, rate details, and cancellation policy is available. 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.
- 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)

The screenshot displays a hotel search interface. At the top, it shows the search criteria: "Check-in Wed, Sep 23 - Check-out Thu, Sep 24" and "Hotels located 5 miles from Phoenix, AZ (PHX)". Below this, there are filters for "Hotel chain" and "Hotel Amenities", and a search filter "With names containing: hi". The results are sorted by "Preference". Two hotel listings are visible:

- Hilton Garden Inn Scottsdale Old Town**: 7324 East Indian School Road, Scottsdale, Arizona 85251. Price: \$110.00. Features: E-Receipt Enabled, 6.29 miles, Company Preferred Hotel. Room options include "Nestle - 2 Double Beds" and "Nestle - Room Selected At Check In".
- Hilton Garden Inn Phoenix Airport North**: 3838 East Van Buren Street, Phoenix, Arizona 85008. Price: \$139.00. Features: E-Receipt Enabled, Not rated, 1.23 miles. Room option: "B C D Travel - Room Selected At Check-in".

At the bottom, there are options to "Use the following Hotel Program", "Add a Program", and "Use my default credit card: 'JP Morgan'". Buttons for "Skip Hotel", "Change search", and "Cancel" are also present.

Step 4: Complete the Reservation

How to...

1. Review the details of the reservation on the **Trip Details** page, and then click **Next**.
2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.
3. Click **Next**.
4. Click **Purchase Ticket** to finalize your trip.

Additional Information

From the **Trip Details** page, you can add or make changes to the car, hotel as well as change the dates of the flight.

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.

The name and itinerary is displayed along with the quoted airfare amount.

Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

How to...

1. At the top of the My Concur page, click **Travel**.
2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

Additional Information

Flight changes are available for e-tickets that include a single carrier.

If the trip is already ticketed but has not occurred, you can change the time of the flight if an even exchange is available or the ticket is refundable. Your change options will be with the same airline and routing.

Contact the appropriate Website or vendor directly if you did not book your trip using Concur Cliqbook Travel.



Trip Name/Description	Locator	Status	Start Date	End Date
Trip from Seattle to Phoeer	CGXSTP	Confirmed	11/09/2009	11/10/2009

Trip Actions menu items:

- View Itinerary
- E-mail Itinerary
- View Request
- Create Template
- Clone Trip
- Share Trip
- Change Trip
- Cancel Trip

3. From the **Trip Actions** menu, click **Change Trip**.
4. On the **Itinerary** page, select the portion of the trip you want to change.

From the **Itinerary** page, you can:

- Email your itinerary
- Change seat
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel parking
- Add, change, or cancel a taxi
- Add, change, or cancel car rental
- Add, change, or cancel hotel
- Add, change, or cancel dining

5. To cancel your entire trip, click the **Trip Library** link at the top of the Travel home page.

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded depending on the procedure 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.

6. Click **Actions** to the left of the trip you wish to cancel, select **Cancel Trip**, and then click **OK**.

Section 6: Concur Cliqbook Travel Action Buttons and Icons

Button/Icon Description	
	Airfare: Click to view your airfare booking information.
	Car Rental: Click to view booking information for your car rental.
	Lodging: Click to view your lodging booking information.
	Multiply: Reverses the exchange rate when working with foreign out of pocket transactions.
	Rail: Click to view your rail booking information.
	Reserve: Reserves the selected trip details.
	Seat map: Click to view the flight seat map.
	Yellow Diamond: Indicates a company preferred vendor.

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