

# How to Finalize a Concur Reservation to Avoid Trip Cancellation

## Completing Your Reservation...

1. Once you reach the draft itinerary page you will see sections on your travel details, total estimated costs, and comments. Although you will see confirmation numbers on this screen, you are not finished. After reviewing all three sections of information on this screen you will need to scroll all the way to the bottom of the page until you see the **NEXT** button.

**\*\*WARNING: If you do not scroll to the bottom of this page and click "Next" your reservation will be canceled.**

The screenshot displays the Concur reservation interface. On the left, the 'Trip Summary' box contains a 'Finalize Trip' button with a checkmark icon, and a 'Review Travel Details' button with a right-pointing arrow. Below this is a red-bordered box containing a note. The main area is titled 'Travel Details' and includes a 'Trip Overview' section with flight information, an 'Add to your Itinerary' button, and a 'Reservations' section listing two flights: Sacramento, CA (SMF) to San Francisco, CA (SFO) on Thursday, March 26, 2015, and San Francisco, CA (SFO) to Sacramento, CA (SMF) on Friday, March 27, 2015.

**NOTE:** The **Trip Summary** box above shows the 3 steps for finalizing your reservation. As shown in bold, you are on the first step, "**Review Travel Details**". You will have 2 additional steps.

The 'Total Estimated Cost' section shows a breakdown of costs. The 'Air' section lists 'Airfare quoted amount' at \$424.18 USD and 'Taxes and fees' at \$77.02 USD, with a 'View Fare Rules' link. The 'Total Estimated Cost' is \$501.20 USD. Below this, the 'Restrictions' section shows a quote of '-REFUNDABLE-' and a warning: 'TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.'

### Remarks

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT [WWW.SURVEYMONKEY.COM/S/HQHJ8PF](http://WWW.SURVEYMONKEY.COM/S/HQHJ8PF)  
CALTRAVELSTORE PHONE NUMBER 877 454-8785

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.

[Next >>](#) [Cancel](#)

2. The next page is the Trip Booking Information Page. Enter any required accounting codes, if your department requires them. To continue with your reservation, scroll to the bottom of the page and click **“NEXT”**.

**NOTE:** The Trip Summary box shows in bold you are on step 2 of 3 - Enter your trip information.

### Trip Summary

**Finalize Trip**

- ✓ Review Travel Details
- Enter Trip Information**
- Submit Trip Confirmation

### 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 Burbank

**Trip Description (optional)**  
Used to identify the trip purpose

Send a copy of the confirmation to:

Send my email confirmation as  
 HTML  Plain-text

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](#)

- The final page shows your itinerary again, with the trip information for final review. To finalize your trip, scroll to the bottom of the page and click **“Purchase Ticket”** if your reservation includes an airline ticket or **“Confirm Booking”** for car or hotel only reservations.

**NOTE: The Trip Summary box shows in bold you are on step 3 of 3 - Submit Trip Confirmation.**

**Trip Summary**

Finalize Trip

- Review Travel Details
- Enter Trip Information
- Submit Trip Confirmation**

**Trip Confirmation**

To COMPLETE BOOKING, please press the "Purchase Ticket" Button after reviewing this page. To CANCEL, press the Cancel button.

**Trip Overview**

Trip Name: Trip from Sacramento to Los Angeles  
Start Date: Feb 24, 2015  
End Date: Feb 25, 2015  
Created: Feb 13, 2015, Tasha Wilson (Modified: Feb 13, 2015)  
Description: (No Description Available)  
Agency Record Locator: HROSB  
Passengers: Tasha Larae Wilson  
Total Estimated Cost: \$258.20 USD

Airfare must be ticketed by an agent by: 02/22/2015 10:10 AM Pacific

**Reservations**

Tuesday, February 24, 2015

**Flight Sacramento, CA (SMF) to Los Angeles, CA (LAX)**

Delta 4711

Departure: 10:10 AM  
Seat: No seat assignment  
Sacramento International (SMF)  
Terminal: A  
Duration: 1 hour, 25 minutes  
Nonstop

Arrival: 11:35 AM  
Los Angeles Intl (LAX)  
Terminal: 5

Additional Details  
Aircraft: Canadair 900  
E-Ticket  
Emissions: 235.7 lbs CO<sub>2</sub>  
Cabin: Economy (L)

Confirmation: G2HDC6  
Status: Confirmed

Distance: 373 miles

Wednesday, February 25, 2015

Almost done... Please confirm this itinerary.

Display Trip << Previous Purchase Ticket >> Cancel

Almost done... Please confirm this itinerary.

Display Trip << Previous Confirm Booking >> Cancel

Click **“Purchase Ticket”** or **“Confirm Booking”** depending upon the type of reservation.

- Once you click **Purchase Ticket** or **Confirm Booking** (depending on your reservation), your itinerary will appear one last time, now with a blue **“Finished!”** message in the upper left corner.

**Trip Summary**

Finished!

**NOTE: Make sure you scroll to the bottom of every page clicking Next until you have received the “Finished!” message. If you close before hitting “Purchase Ticket” or “Confirm Booking”, your reservation will be canceled.**