

# Concur Travel Booking Basics



## 1. Air:

### How do I book a flight?

#### Step 1 – Search Flights:

1. To book a flight, from the **SAP Concur home page**, click the **Flight Search icon**.
2. Depending on your company's configuration, you may be able to select Rule Class; If applicable, select appropriate **Rule Class**
3. Select one of the following types of flight options:
  - Round Trip
  - One Way
  - Multi-Segment (if available)
4. In **Departure City** and **Arrival City** fields, enter cities for your travel; When you type in city, airport name, or airport code, SAP Concur will automatically search for match names [NOTE: Use 'Find an airport' and select multiple airports links as needed]
5. Click into **Departure** and **Return date** fields and select appropriate dates from calendar. Use remaining fields in this section to define desired time range
6. Click arrow to right of time window to see graphical display of nonstop flights available for routing and dates you have selected; This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights

#### Step 2 - Select Flights:

On flight search results page:

If you selected Price on previous page, then 'Shop by Fares' tab is initially active.

If you selected Schedule on previous page, then 'Shop by Schedule tab' is initially active.

1. Click either **Shop by Fares** or **Shop by Schedule** - whichever applies - for appropriate information
2. **Select flights** [Click on blue button that shows flight fare /or 'View Fares' button to show fares]
3. If car and hotel options were requested on search, these options will appear for selection

### Step 3 - Provide Credit Card details:

1. Depending on your company's configuration, you may be asked to select credit card for payment; If applicable, select preferred credit card
2. Click **Next**

### Step 4 - Purchase Ticket:

1. Review Travel Details (itinerary) page
2. Make any changes if necessary
3. Select/Change seat if applicable
4. Review Total Estimated Cost section
5. Click **Next**, Trip Booking Information page appears
6. After review of Trip Booking Information page, click **Next**; Concur displays your itinerary on Trip Confirmation page [This itinerary will include any messages about ticketing policies]
7. Click **Purchase Ticket** to send your request to travel agency
8. 'Finished!' screen shows your confirmation number and information to contact travel agency
9. Click **Return to Travel Center**

## 2. Hotel:

### How do I book a hotel?

#### Step 1 – Search Hotel

1. To book a hotel, from the **SAP Concur home page**, click the **Hotel icon**.
2. Enter your **search criteria**, such as check-in and check-out dates, location, and other search options, and then click Search.
3. On the Hotel map, the numbered icons are the hotels located within your specified search radius. To hide the map and view more of the search results, click Hide Map.
4. Review the hotel search results. To filter the results, use the **Sorted By** fields above the list.
5. To view more details and to select a specific room type, click **View Rooms**. Review the hotel information, room options, and cancellation policy.

#### Step 2 – Select Room for Reservation

1. To reserve a room, click the **price**. You will see your complete hotel itinerary and can review the details.
2. Scroll down and select the check box to agree to the hotel's rate rules, restrictions, and cancellation policy.

### Step 3 – Reserve Room

1. To finalize your hotel reservation, click **Reserve Hotel and Continue**.  
(You will see your complete hotel itinerary and can review the details.)
2. To continue with the reservation, scroll down
3. Click **Next**.
4. On the Trip Booking Information screen, you can modify the Trip Name, Description, and email confirmation options.
5. To continue with the booking process, click **Next**.
6. On the Trip Confirmation screen, scroll down, and click **Confirm Booking**.  
(Your trip displays on the Upcoming Trips tab on the SAP Concur home page.)

### 3. Car:

#### How do I book a car rental?

##### Step 1 – Search Cars:

1. To book a car rental, from the **SAP Concur home page**, click the **Car icon**.
2. Enter your **pick-up** and **drop-off dates** and **times**
3. In 'Pick-up car at' section, select either:
  - Airport Terminal and then type city or Airport code, or
  - Off-Airport and then enter (or search for) location (depending on your company's configuration, you may be able to have a car delivered to or picked up from your company location)
4. Select **Return car to another location** if desired; additional fields appear - choose desired location
5. To see additional search preferences, click **More Search Options**:
  - Select car type; NOTE: Hold Ctrl key to select more than one
  - Select smoking or non-smoking
  - Select preferred vendors
6. Click **Search** - car rental search results appear.

##### Step 2 - Filter / Sort and Review Search Results:

1. Use one of the two sets of filters: one at top of page and one at left side of page
  - Left side of page: Use show and hide as needed
  - Matrix - Top right side of page: Use grid to filter results
2. The Matrix on the screen is sorted by list: Select desired sort option
3. Review options:
  - Review **price** and **options**
  - Click picture of car (if available) to see larger picture as well as passenger and luggage capacity

- Click 'more info' for more information about available options

### Step 3 - Select and Book Car:

1. Click **Select** - Color of 'Select' button reflects policy compliance
2. '**Review and Reserve Car**' page appears:
  - Review details for accuracy
  - Select program if desired
  - Select method of payment, if necessary
3. Click **Reserve Car and Continue**
4. Your Travel Details page (itinerary) will appear.  
(You can complete your car rental booking.)

## 4. Rail:

### How do I book a Rail trip?

To book Rail trip:

1. Navigate to **Trip Search**
2. Click on **Train Search**
3. Select your preferred rail vendor from drop-down
4. Complete next fields depending on vendor selected
5. Click **Search**
6. Continue with trip reservation

### Note:

- Train Search tab will show up only if your company has enabled this feature
- Vendors that show up on drop-down list depend on your company's configuration
- To read more on how to book train trips with specific vendors, [click here](#).

## 5. Cancellations:

### How do I cancel a trip?

To cancel a trip, follow the steps below:

1. Go to the **Upcoming Trips** tab
2. Find the trip which should be cancelled
3. Under the **Action** column, click on **Cancel Trip** link and follow the prompts
4. Once the reservation is cancelled successfully you will receive a cancellation email of the itinerary
5. The trip will show status "**Withdrawn**" in your Trip Library

**Cancel Individual Segment:**

- To cancel an individual segment, you will need to open the itinerary and click on the **Cancel** button (located next to the individual segment).
- If there is no option to cancel the segment or if you are prompted to contact the TMC directly, you will need to contact the Travel Management Company (TMC) to request the cancellation.

**Note:** The ability to cancel a reservation entirely in Concur Travel is controlled by Agency Configuration. Some configurations may not allow a reservation to be cancelled through Concur Travel. If that is the case, when clicking on the Cancel Trip link, you will be directed to contact your Travel Management Company (TMC) and need to raise with them in order to complete your request.