SAP Concur Travel:

Book Airfare and Lodging

Use this guide to help you make airfare and lodging reservations via Concur Travel.

Accounts Payable & Travel

Revised Oct. 2021

Contents

Overview

The SAP Concur Travel online booking tool delivers the broadest selection of travel content through an intuitive and easy-to-use online travel booking experience. Both the SAP Concur Travel and SAP Concur Expense modules allows for travel to be all inclusive for employees, students, and non-employees of Texas State University. This also allows for an all-encompassing system for travel preapproval, booking travel reservations and the reimbursement process once the trip is complete.

The following instructions will guide the user through the reservation process of airfare, lodging and in some cases car rental (if booking car rental only, refer to Tx State Car Rentals).

Corporate Travel Planners (CTP) is the University's preferred vendor for airfare and lodging purchases. When booking your reservations, the SAP Concur Travel system will submit all reservation information to CTP for final ticketing, reservation, and invoicing. CTP will then transfer booking information to the SAP Concur Expense system; this allows for ease of the reimbursement process once your trip is complete.

If you need on-line navigational assistance at any time during the booking process, you may call Corporate Travel Planners (CTP) toll free at 877-727-5188. Operational times for this free service is 8:00 AM – 5:00 PM M-F Central Time. **NOTE:** If you need help after hours, you may still call 800-823-6582 but you will incur an afterhours booking fee.

Pre-Booking Requirements

- Travel Requests must be fully approved before airfare/hotel/rental vehicles can be booked.
- Only valid and correct trip numbers should be used when making reservations (e.g., 334P).
- Travel Requests should have sufficient funds encumbered to cover the costs.
- Reservation dates must match the approved Travel Request.
- Destinations must match the approved Travel Request.
- Travel Assistants should not book any airfare other than coach. Please refer to RSS 072618A .

  ➢ The following Login Warning will pop up. Read through for University guidelines and SAP Concur directions and select **OK**. **NOTE:** This message will change with any updated information.
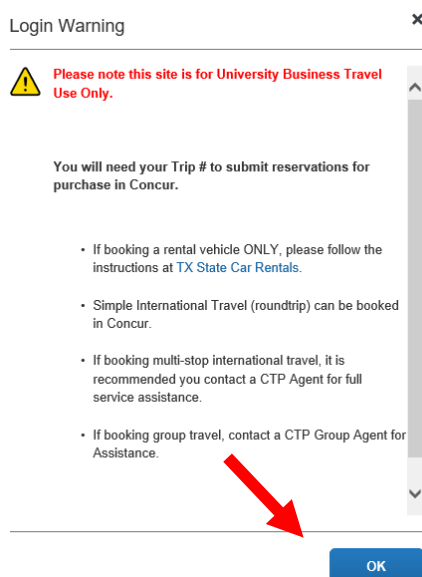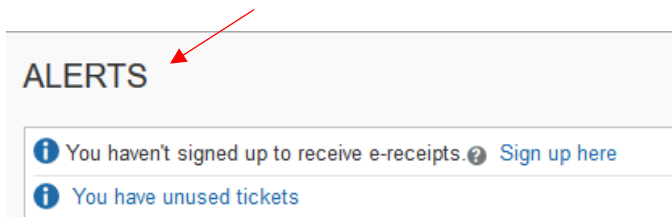
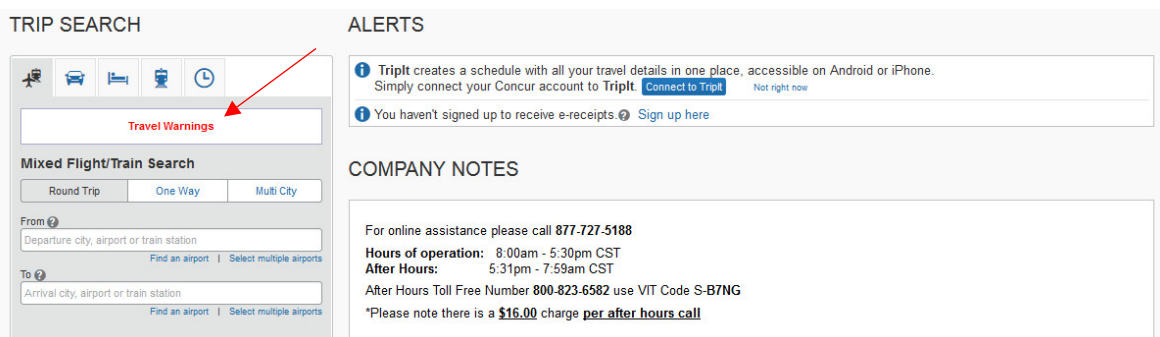# SAP CONCUR TRAVEL Homepage Overview

1. Once in SAP Concur Travel, the homepage will appear.
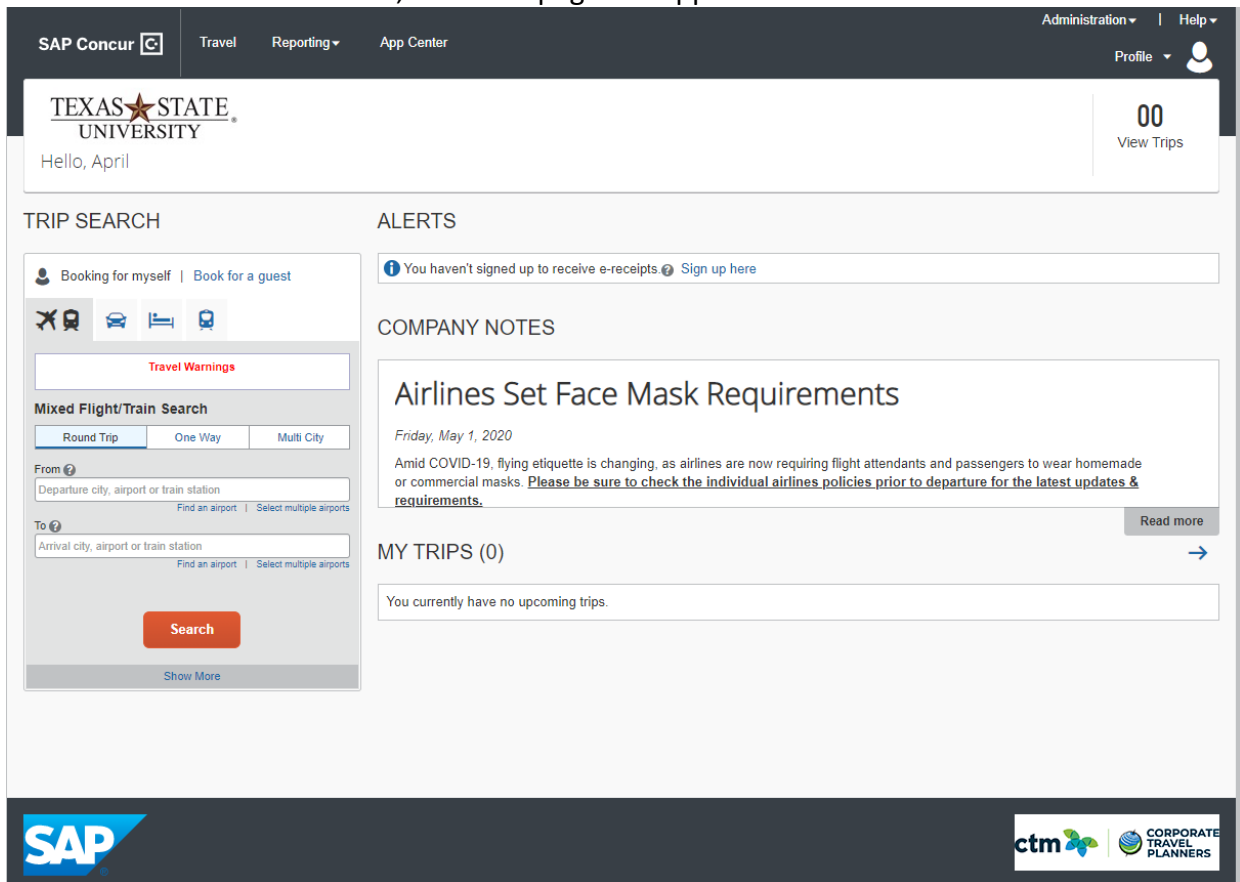
2. Any unused tickets will be listed under the **Alerts** tab.

3. It is the Traveler's responsibility to monitor any travel warnings when traveling to a foreign country. Click the **Travel Warnings** box to view notifications.

4. The **Company Notes** section includes Travel Office resources and information about ConfermaPay, On Call International the University's duty of care provider, Concur contact information, CTP contacts and Travel Office quick links.

COMPANY NOTES

Concur Training Resources
This link will provide information to utilize the Concur Travel System.

Welcome to Concur Travel!

An Approved Travel Request is required before booking.

Before your trip begins

- **Know your travel allowances:** Business Travel UPPS 05.06.05
- Access any Texas State Travel Forms needed.
- Review the Pre-Trip Reference guide.

Corporate Travel Planners (CTP)

The University's preferred vendor for airfare and lodging reservations.

- **CTP Hours of Operation:** 8:00am - 5:00pm CST
- **CTP After Hours:** 5:01pm - 7:59am CST

Hotel Payment

- If booking hotels in Texas, provide the Hotel Occupancy Tax Exemption Certificate to the establishment.
- Access your virtual hotel payment with the **ConfermaPay** App.
    - Register with your university email.
    - For **ConfermaPay** App troubleshooting, please email: https://help.conferma.com

Car Rentals

- If booking a rental vehicle ONLY, please follow the instructions at TX State Car Rentals.

Concur Reservation Assistance

- For Concur Travel Assistance please call **877-208-1396** · .
- For Full Service Reservation Assistance please call **800-523-9036** · or **210-366-9565** · .
- For Assistance with Group Reservations please call **800-810-2695** · or **210-530-0857** · , or you can email groups@ctptravelservices.com.
- After Hours Toll Free Number **800-823-6582** ·
    - Please note there is a charge **for after hour calls.**

5. Select **Travel** from the top left of the homepage.

Booking Reservations

1. Determine what combination of travel is required (e.g., airfare, rental car, lodging or rail)

2. Under TRIP SEARCH, select one of the following options: **Round Trip**, **One Way,** or **Multi City.**

3. If only booking one travel type, select the proper icon (e.g., plane, car, bed, or train) to begin the booking process for the type of travel needed.
   NOTE: If booking car rental only, refer to Tx State Car Rentals. **Rentals booked through Concur will be personally paid by the traveler.**

4. If booking airfare plus rental vehicle and/or lodging, click the plane icon and you will be prompted to book a rental vehicle and or lodging as you flow through the booking process. No need to return to the initial screen to begin each individual reservation.

Booking Airfare and Lodging

Airfare

1. Enter Departure City. Beginning with the city name or airport's three- digit code and a listing will begin to populate to narrow the search. Scroll down the list and click on the correct airport.

2. Enter Arrival City. Beginning with the city name or the airport's three- digit code and a listing will begin to populate to narrow the search. Scroll down the list and click on the correct airport.

3. Enter the dates of travel to search for reservation availability.
    a. Enter the date or select from calendar drop down.

4. Enter the Departure and Return times.
    a. The time preference can be changed to either departure or arrival (e.g., want to arrive at 12:00PM).
    b. Select to view options up to +/- 9 hours from the time selected.

5. Check the appropriate box to Find a Hotel to reserve lodging.

6. For lodging, you may enter your distance from one of the locations listed: Airport, Address, Company Location or Reference Point.

   a. The location selection defaults to **Airport** if booking airfare and hotel together. The arrival city/airport will prepopulate from the airfare section. You may also begin typing the city name or the airport's three-digit code for a listing to populate to narrow the search. Scroll down the list and click on the correct airport.

   b. If attending a conference or visiting a company and you want to stay at the conference or a particular hotel, click **Address** and enter the exact address of the location in the **Reference Point/Zip Code** field.

c. For a broader search, enter **Reference Point /Zip Code.**

d. **Company Location Note: If seeking to direct bill a hotel in the San Marcos or Round Rock area please see Company Billed Hotels.**

e. If you prefer a specific hotel chain, check **Only show results showing** and enter the hotel name (e.g., Hilton).

f. A pop up will appear to confirm the address entered if using search with Address. Select **Choose** if correct.

7. If requesting to book **lodging**, a warning regarding Tax exemption will pop up when reserving hotels within Texas. This box will not pop up if you are booking lodging outside of Texas.

REMEMBER for Texas hotels:

- The traveler (employee) is required to present a completed **Texas Hotel Occupancy Tax Exemption Certificate** to the hotel upon check in.
- The traveler must verify the state occupancy tax was not charged on the final hotel statement at check out.
- If the state occupancy tax is charged, the traveler must ask the hotel to remove it immediately and obtain a revised hotel statement before they leave the hotel.
- If the traveler is a non-employee, the Travel Assistant must email or fax the completed exemption certificate to the hotel.
- The traveler must obtain a hotel receipt with hotel charges, tax itemization, and method of payment.

Click on the following link for the certificate: Texas Hotel Occupancy Tax Exemption Certificate. You only need to complete the Guest Name, Hotel Name, sign and date for the hotel to comply with the exemption. Travel Assistants may sign the certificate for non-employees.

REMEMBER for Out of State:

- The traveler must obtain a hotel receipt with hotel charges, tax itemization, and method of payment.
- If the traveler is a non-employee, the Travel Assistant is responsible for obtaining the hotel receipt.

Cancel   Continue

a. Click for the **Texas Hotel Occupancy Tax Exemption Certificate** form if needed. Click **Continue** to proceed with booking lodging.
   NOTE: If lodging in the State of Texas, it is the traveler's responsibility to present the exemption form at check in and verify at check out that state tax was not charged on the hotel bill.

8. Once selection on this screen is completed, click the orange **Search** at the bottom of the screen.

NOTE: The **Search by** feature allows the booking to be searched by a specific carrier or refundable airfare only.

9. The system will take a moment to load the flight selections.
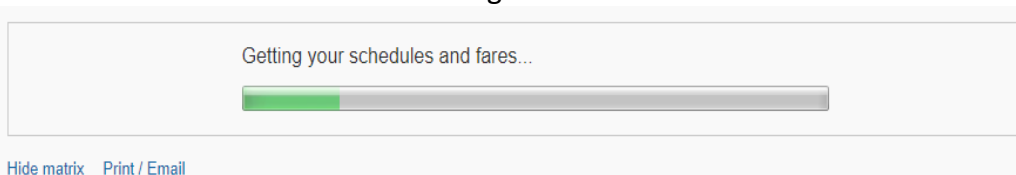
a. An informational notation will pop up for travel requirements. Click **OK** once read.
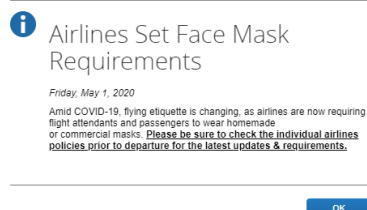
10. The Air Matrix, located at the top of the Search Results page, is a way to sort flights by the airline (columns) or by number of stops. The Matrix can be hidden by selecting **Hide matrix** and re-displayed by selecting **Show matrix**.
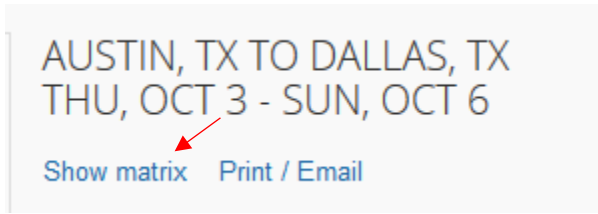
11. A grid of flight options and prices will be displayed based on your preferences. Review the grid and select the **Departure** flight.

12. After selecting the **Departure** flight, a grid of return flight options and prices will display. Review the grid and select the **Return** flight.

13. Once roundtrip flight selection is complete, the Selected Fare will appear and any choices outside of University policy will appear as warnings.

   a. Click on the warning icon ⚠ to view what policy is referenced.

   b. Click Remove to change flight selection.

c. After roundtrip flights are selected, the flights and the total airfare for the trip will be displayed. Click on **View Fares** to continue.

d. A list of flight and fare options will be displayed for comparison in the **Shop by Fares** window.

NOTE: Select airlines such as Frontier offer "instant purchase airfares." If this option is used, the ticket purchase is instantly processed after acknowledging the instant purchase related to the chosen flight. Any cancellations, changes or refunds will need to be processed through the carrier.

ACKNOWLEDGE INSTANT PURCHASE

You have selected an airline that requires that all reservations be paid for and ticketed immediately. You must select a credit card to use for payment.

Once you click **Purchase Flight and Continue**, the airline -- not your travel agency -- will

- receive your credit card information
- **charge your credit card**
- **issue a ticket**

Once you see your itinerary, you will not be able to cancel the trip through Concur, and any changes or refunds to the airfare will have to be processed through the airline.

When you click **Purchase Flight and Continue**, the selected credit card will be charged and the ticket will be issued immediately.

☐ * **I understand** and I wish to proceed.

NOTE: You will be prompted to "Choose a Reason" when booking airfare $100.00 or more over the lowest available option. Once you have chosen a reason, select "Save" to continue.

Travel Rule Triggered

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

⚠ You have booked $100 over the lowest available option per your schedule needs.

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 explain why you have chosen this flight. NOTE: We will log flights which you did not take.

[Save] [Cancel]

-- Please Choose a Reason -- ▼

- -- Please Choose a Reason --
- Alternate Airport
- Company Preferred Airline
- Carrier Specific
- TX State Rate
- Inflexible Schedule
- Discount Seat Sold Out
- Lowest Fare Selected
- Fully Refundable Fare

The selected fare was: $467.96
The least cost logical fare was: $252.60

Chosen:

Cost: $467.96

Outbound Flight

| Southwest | 2141 | Austin-Bergstrom Intl Airport (AUS) | 10/03/2019 7:30 AM | Dallas Love Field (DAL) | 10/03/2019 8:35 AM |

Return Flight:

| Southwest | 2174 | Dallas Love Field (DAL) | 10/06/2019 2:15 PM | Austin-Bergstrom Intl Airport (AUS) | 10/06/2019 3:15 PM |

Least cost logical fare

Cost: $252.60

Outbound Flight

| American Airlines | 1176 | Austin-Bergstrom Intl Airport (AUS) | 10/03/2019 9:20 AM | Dallas/Fort Worth Intl Airport (DFW) | 10/03/2019 10:31 AM | Airbus A321 |

Return Flight:

| American Airlines | 1373 | Dallas/Fort Worth Intl Airport (DFW) | 10/06/2019 4:20 PM | Austin-Bergstrom Intl Airport (AUS) | 10/06/2019 5:18 PM | Boeing 737-800 |

The following rules-compliant options were presented but not chosen:

14. Review and Reserve Flights

Review and Reserve Flight

REVIEW FLIGHTS

DEPART	✈ Mon, Oct 3 – Austin, TX to Dallas, TX				Hide details ⌃
Mon, Oct 3	08:45a AUS → 09:55a DFW	1h 10m	American Airlines #1004 32B		

RETURN	✈ Thu, Oct 6 – Dallas, TX to Austin, TX				Hide details ⌃
Thu, Oct 6	03:25p DFW → 04:22p AUS	57m	American Airlines #2646 32B		

ENTER TRAVELER INFORMATION
Ensure all traveler information below is correct. ❓

Primary Traveler   Edit | Review all
Name: Callie Elizabeth Payne   Phone: 5122452760   [cm1493@txstate.edu ▾]

Frequent Flyer Programs Add a Program
For American Airlines
[No Program selected ▾]

SELECT SEATS
Select your preferred seats, otherwise Concur will request them for you based on your Profile.

flight		Seat
AA 2231	Main Cabin (S)	Select a seat
AA 1373	Main Cabin (G)	Select a seat

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	$414.88	$59.32	$474.20
		Total Estimated Cost : $474.20	
		Total Due Now: $474.20	

METHOD OF PAYMENT

Your reservation will be Direct Billed to the University.

This purchase will be charged to your company directly.

NOTE:
- o If you have a frequent flyer program set-up in Concur, it will either auto-populate, or you will have the option of adding one at this stage of the reservation.
- o A personal credit card cannot be used to pay for airfare, rail, lodging, or rental vehicle (when available). Only the company credit card is allowed for payment. The payment screen shown below will default with the data for airfare.

a. After reviewing these, click on the **Reserve Flight and Continue** button. By continuing, you agree to the fare rules and restrictions, and hazardous goods policy.

⚠ **This is a Non-Refundable Ticket**

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

Back	Reserve Flight and Continue

b. If you click the blue **Back** button, it will take you back to the outbound flight grid options. You will then need to repeat the process to change flights.

Lodging

1. The location of the arrival flight will populate in the Location entry, if not, you may have to use the drop down for the location.

   e. Choose the applicable county to calculate the current GSA rate for that location.

Location

Dallas County -- Dallas County

Lodging Rate	Meals Rate	Incidentals Rate
$ 142	$ 59	$ 5

Hotel Per Diem Locations

Search for Locations near:

Country *(Select a Country to get a list of locations or States)*
United States of America (US)

State/Province ❓
Texas (TX)

Location

Amarillo Naval & Mc Res Ctr -- Potter County
Anderson County -- Anderson County
Andrews County -- Andrews County
Angelina County -- Angelina County
Aransas County -- Aransas County
Archer County -- Archer County
Arlington -- Tarrant County
Armstrong County -- Armstrong County
Atascosa County -- Atascosa County
Austin -- Travis County
Austin County -- Austin County
Bailey County -- Bailey County
Bandera County -- Bandera County
Bastrop County -- Bastrop County
Baylor County -- Baylor County
Beaumont -- Jefferson County
Bee County -- Bee County
Bell County -- Bell County
Bexar County -- Bexar County

2. Once a location is entered, click **Next**.

Please choose the per diem location for your hotel

Display Trip	<< Previous	Next >>	Cancel Trip

3. A grid of available hotel rooms based on your preference will be displayed.

NOTE: This process is for **business lodging only**. If extending travel for personal days, book the personal lodging reservation separately and use a personal credit card to reserve the room.

4. Locate the hotel to book. Click on **View Rooms** and then select the room type to move forward with booking. A grid of available room types will be displayed.
   NOTE: If the hotel requires a deposit to hold the room, verify you need to stay at that hotel or if you can book another hotel. Some hotels do not refund deposits if the reservation is cancelled. Click on **Rules and cancellation policy** to verify.

5. Click on the **blue dollar amount** button for the lodging to reserve.
6. Review the hotel reservation.

Review and Reserve Hotel

REVIEW HOTEL ROOM

La Quinta Inn & Suites Bedford

Stay 3 Nights And Save 20 - 1 King Nsmk With Free Wifi, Free Breakfast, Mini-fridge, Microwave, Ac, Bathtub/shower

3 Nights | 1 Guest*

Check-in	Check-out	Address	Phone
Sunday, October 03, 2021	Wednesday, October 06, 2021	1809 Hwy 121 Bedford, Texas 76021 United States	817-545-8105

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

7. Enter any special hotel accommodations.

PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (30 character max)

Ex: Need early check-in (10am)

8. Name and phone number will populate from your profile.

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the I.D. shown on the day of check-in. @

Hotel Guest   Edit | Review all

Name: April Serna   Phone: 210-222-1111   Email: ars51@txstate.edu ⌄

Hotel Program Add a Program

No Program selected ⌄

9. Price summary will be available.

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
La Quinta Inn & Suites Bedford	$66.40	Oct 03 - Oct 06	$199.20

Total Estimated Cost: $199.20*

Total Due Now: $0.00**

* May not include taxes or additional fees.
** Remaining amount due at hotel location.

10. Method of Payment will default to Direct Billed.

METHOD OF PAYMENT

Your reservation will be Direct Billed to the University.

This purchase will be charged to your company directly.

11. Review the details and cancellation policy. Check the box next to **I agree to the above rate rules, restrictions, and cancellation policy** and select **Reserve Hotel and Continue**.

ACCEPT RATE DETAILS AND CANCELLATION POLICY
Please review the rate details and cancellation policy provided by the hotel.

La Quinta Inn-Stes D/FW Airport South   LAQUINTA

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 85.00
TOTAL RATE: 97.75 USD
EXTRA PERSON: $6.00

☐ *I agree to the hotel's rate rules, restrictions, and cancellation policy.

Back   **Reserve Hotel and Continue**

12. Review the Travel Details

Travel Details

TRIP OVERVIEW

I want to...
Print Itinerary
E-mail Itinerary

Trip Name: Trip from Austin to Dallas (Edit)
Start Date: October 19, 2015
End Date: October 20, 2015
Created: September 21, 2015, Elissa Bertish *(Modified: September 21, 2015)*
Description: (No Description Available) (Edit)
Agency Record Locator: QZEXHL
Passengers: Elissa Bertish
Total Estimated Cost: $314.18 USD (Details)

ⓘ Airfare must be ticketed by an agent by: **09/22/2015 11:55 PM Central**

Change frequent flyer program

Add to your Itinerary

🚗 Car   🛏 Hotel

RESERVATIONS

Monday, October 19, 2015

✈ **Flight**   **Austin, TX** (AUS) to **Dallas, TX** (DFW)   Change | Cancel all Air

American Airlines 1356

Departure: 10:09 AM   **Confirmation: QZEXHL**
Seat: **No seat assignment** 🖉 Select Seat   Status: **Confirmed**
We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.
Bergstrom Intl Arpt (AUS)
Duration: 1 hour, 11 minutes
Nonstop

Arrival: 11:20 AM
Dallas Ft Worth Intl (DFW)

Additional Details
Aircraft: Super MD-80   Distance: 183 miles
E-Ticket
Cabin: Economy (Q)

La Quinta Inn-Stes D/FW Airport South   Change | Cancel
4105 West Airport Fwy
Irving, Texas, 75062
US
972-252-6546

Checking In: Mon Oct 19   Confirmation: 3188624053
Room 1, Days 1, Guests 1   Status: **Confirmed**
                                                Rate Code: A05A2J
Checking Out: Tue Oct 20

Additional Information
Daily Rate: $85.00 USD   Total Rate: $85.00 USD

Room Details
Room Description: RoomDescriptionCodeA05A2J

Cancellation Policy
Cancellation Fees may apply
Must Cancel By 6 Pm

➕ **Add to your Itinerary**

Tuesday, October 20, 2015

✈ **Flight   Dallas, TX (DFW) to Austin, TX (AUS)**   Change | Cancel all Air

American Airlines 1221

Departure: 04:59 PM   Confirmation: QZEXHL
Seat: 22B (Confirmed) ✎ Change Seat   Status: **Confirmed**
Dallas Ft Worth Intl (DFW)
Duration: 1 hour, 1 minute
Nonstop

Arrival: 06:00 PM
Bergstrom Intl Arpt (AUS)

Additional Details
Aircraft: Boeing 737-800   Distance: 183 miles
E-Ticket
Cabin: Economy (O)

➕ **Add to your Itinerary**

TOTAL ESTIMATED COST

Air   View Fare Rules
   Airfare quoted amount: $89.30 USD
   Taxes and fees: $34.90 USD
                              Air Total Price: $124.20 USD
Hotel: $85.00 USD
Car: $104.98 USD
Total Estimated Cost: $314.18 USD

Restrictions

   Quote: NONREF/SVCCHGPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

13. If satisfied with the trip details, click the blue **Next** button.
    a. If not satisfied, click the blue **Cancel** button to cancel the entire trip (all reservations).

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 Trip

    b. Confirm cancellation by clicking **OK**.

www.concursolutions.com says

Cancelling at this time will remove this entire reservation.

Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Are you sure you wish to do this?

                                    OK   Cancel

c. Cancellation confirmation will appear.

Your trip has been successfully cancelled.

Hotel Cancellation
LAQUINTA LA QUINTA INN STE DFW AP W
Dallas, TX
Checking In: 10/03/2021
Checking Out: 10/06/2021
Confirmation: 89413EC024477
Cancellation Number: 89413EC024478X
This information has been stored in the Trip Library.

14. Trip booking information.

Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.

Trip from Austin to Dallas

Trip Description (optional)
Used to identify the trip purpose

Conference

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Please try and obtain an aisle seat on all segments.

Send a copy of the confirmation to: ❓

Send my email confirmation as
⦿HTML ◯Plain-text

Travel Request/Trip Number (Examples 7300012345 or 2014512345
[Required]

7300012345

Do you have an unused ticket in your profile you would like to use? [Required]

No, do not apply unused ticket. ⌄

You may HOLD this reservation until: **05/18/2021 11:55 pm Central**

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 Trip]

a. Enter the **Trip Name** (Optional).
b. Enter the **Trip Description** (Optional).
c. Enter any **Comments for the Travel Agent** (Optional). Use this field to enter preferences such as booking a conference rate hotel (to ensure you get the conference room rate). If no preferences are in your profile (or they are not available during the booking process from the vendors) add them in this field such as seating in the airplane; if the hotel only offered two double beds and you want a king bed; room away from elevator/ice machine, etc. This might incur a fee.

d. In **Send a copy of the information to:** (Optional) enter the email address of where you want this information sent (e.g., Travel Assistant, home email, etc.). **You can add multiple email address by entering a Semi-colon (;) between the email addresses.** NOTE: Travel Assistant email information may already be included in your profile and if so, you would not have to enter that address here.

e. You will click on the preferred method button of how to send your email confirmation under the above field. **NOTE:** Defaults to HTML.

f. Enter the **Travel Request Number** (e.g., 334P). This is a required field, and you will not be able to continue without entering the number. Ensure enough funds have been encumbered to cover these reservations costs. You may also want to include costs for the meal per diems and any incidentals if applicable.

g. Select Yes or No from the drop-down menu in the **Do you have an unused ticket in your profile field** (Required). If you selected Yes, CTP applies any applicable unused ticket residual value to the cost of the current airfare ticket.

h. Click on the appropriate blue button at the bottom of the **Trip Booking Information** screen:

f. Click on Display Trip to view detailed trip information.

g. Click Hold Trip to hold the trip reservation without purchasing the airfare. Certain restrictions will apply based on the rules and regulations specific to airfare.

    i. Using CTP provides an additional airline benefit to keep in mind when using Southwest Airlines. The length of the hold will be displayed in the airline's Rules and Restrictions information, which you must agree to when confirming the ticket.

NOTE: Fares are not guaranteed until tickets are issued and are subject to change without notice.

h. Click on the **Previous** button to go to the previous screen.

NOTE: Never use the Back button on your <u>browser</u> or you will lose everything.

i. Click on the **Next** button to view detailed trip information and complete the final airfare purchase and rental vehicle and/or lodging reservation if applicable.

j. Click on the **Cance**l **Trip** button to cancel the entire trip except for any instant purchase airfare.

Trip Confirmation

Trip Confirmation

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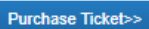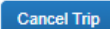To CANCEL, press the Cancel button.

TRIP OVERVIEW

Trip Name: Trip from Bergstrom Intl Arpt, Austin, TX to Dallas Ft Worth Intl, Dallas, TX
Start Date: October 19, 2015
End Date: October 20, 2015
Created: September 21, 2015, Elissa Bertish *(Modified: September 21, 2015)*
Description: Conference
Comments to Agent: Please try and obtain an aisle seat on all segments
Travel Request Number (Examples 7300012345 or 2014512345: 7300012345
Do you have an unused ticket in your profile you would like to use?: No, do not apply unused ticket.
Agency Record Locator: QZEXHL
Passengers: Elissa Bertish
Total Estimated Cost: $314.18 USD

ⓘ Airfare must be ticketed by an agent by: **09/22/2015 11:55 PM Central**

a. Click on the blue **Purchase Ticket** button to complete the purchase of your airfare and reserve rental vehicle and/or lodging if applicable.
    NOTE: Rental vehicles booked through Concur will be personally paid by the traveler.

Almost done... Please confirm this itinerary.

Display Trip | << Previous | Purchase Ticket>> | Cancel Trip

b. If not satisfied, then click the blue **Cancel Trip** button to cancel the entire trip (all reservations).

Almost done... Please confirm this itinerary.

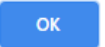Display Trip | << Previous | Purchase Ticket>> | Cancel Trip

c. Confirm cancellation by clicking **OK**.

www.concursolutions.com says

Cancelling at this time will remove this entire reservation.

Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Are you sure you wish to do this?

OK | Cancel

d. Cancellation confirmation will appear.

Your trip has been successfully cancelled.

Trip Overview

- The trip itinerary will be displayed with the Confirmation Number and will be sent to the email addresses you have indicated. The Travel Office also receives a copy of the itinerary.
- The trip is now confirmed, and these charges will be paid directly by Texas State University.

NOTE: Lodging is company billed in a different manner. Lodging will be company paid using a single use virtual credit card specific to the lodging establishment, traveler and the lodging reservation dates (business lodging only). Please refer to the **Hotel Virtual Card FAQs** for more info.

Multi Segment Travel

Multi Segment Travel encompasses trip reservations with multiple stops along one route. This is mainly seen for a foreign destination. Not all price listings are the same in the booking tool compared to what an agent can book. **NOTE:** Consider using an agent to book these types of trips to ensure you are getting the best price possible, and itineraries are correct.

Booking on behalf of another Traveler

NOTE: You must be listed as a Travel Assistant/Arranger in order to book travel for another. Refer to the SAP Concur Travel: Updating your Profile instructions for more information.
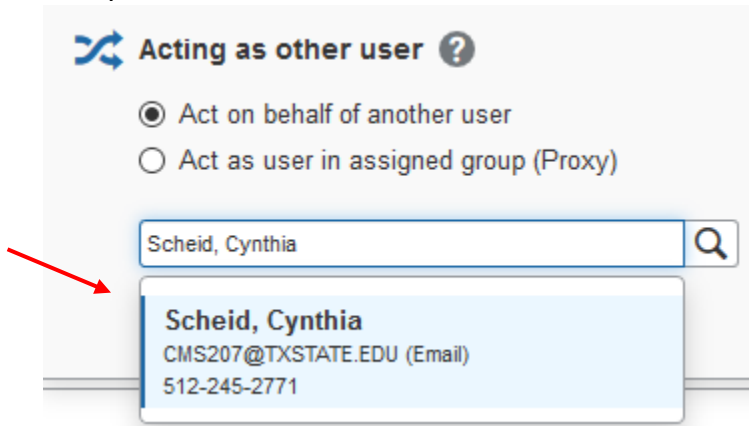
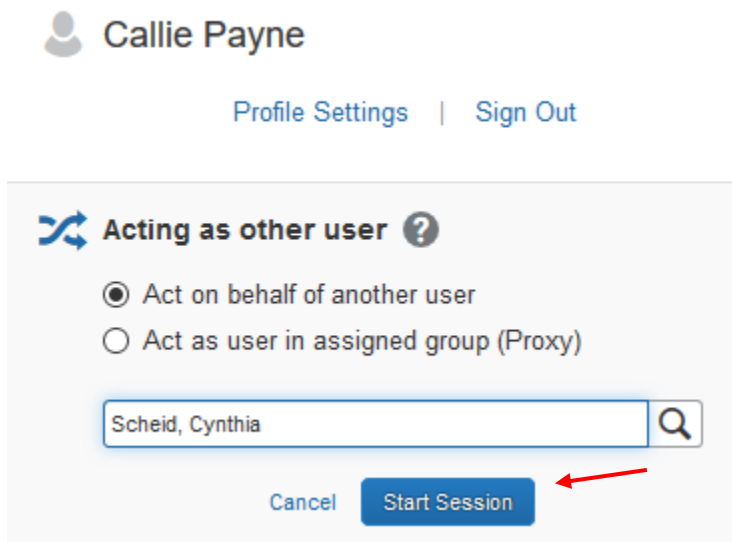1. Once in SAP Concur Travel, the homepage will appear.

2. From the Profile drop down click on Act on behalf of another user.
3. Type in the user's name or NetID in search field and select the user confirming the name or NetID.
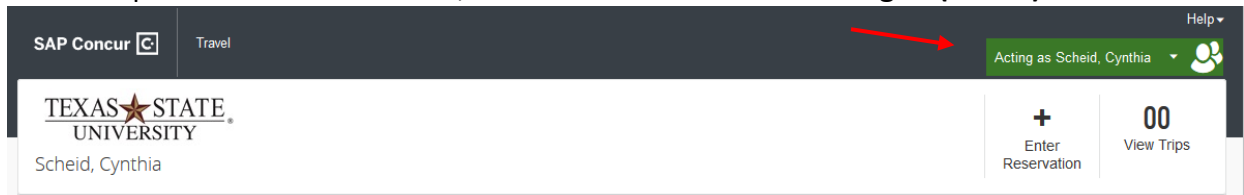
4. Verify the name and NetID are correct.

5. Select Start Session.

6. Once the profile has been selected, the screen will convert to **Acting as (NAME)**.

7. Refer to SAP CONCUR TRAVEL Homepage to continue with booking procedures.

Reminders:

1. If you have lodging expenses you will need to verify the lodging expenses on the folio before you leave the hotel.

2. Once you return from the trip, you will complete the Expense Report with the company paid charges. An itemized receipt for the transaction will need to be attached.

3. If lodging was in the State of Texas, remember that it is the traveler's responsibility to ensure that the State Occupancy Tax was not reflected on folio. If so, you will need to contact the hotel and request a credit to the credit card billed for this tax (you may need to provide the exemption form again per the hotel's request).

4. Lodging reservations booked in SAP Concur will be included on your Expense Report, claim these charges as **University Paid**.