

## SECTION 1: Getting Started

### Step 1: Log on to Concur Travel

- 1 Use your login to access Concur Travel

**Note:** Unless otherwise instructed, all users must self-register in order to utilize the tool. If you do not yet have a login to the system, please see the travel section of your company's website information.

## SECTION 2: Use My Concur

### Step 1: Explore the available options

- 1 Explore the **Travel** (main page) section.
- 2 Explore the **Trip Library** section.
- 3 View the **Templates** section.
- 4 Explore the **Profile** section.
- 5 View the **Tools** section.

## SECTION 3: Update Your Profile

### Step 1: Change your password

- 1 On the **Travel Center** homepage, click the **Profile** option at upper right of the screen and choose **Profile Settings**.
- 2 Click **Personal Information** and complete the mandatory fields within the profile.
- 3 Add other key information regarding your travel preferences, contact information, form of payment, etc.
- 4 Click **Save**.

### Step 2: Change time zone, date format, etc.

- 1 On the **Travel Center** homepage, click the **Profile** option at upper right of the screen.
- 2 On the **Other Settings** menu on the left side of the page, click **System Settings**.
- 3 On the **System Settings** page, update the appropriate fields, and click **Save**.

### Step 3: Set up a Travel Arranger / Assistant

- 1 On the **Travel Center** homepage, click the **Profile** link on the grey menu bar at the top of the screen.
- 2 Click the **Assistants/Arrangers** link along the left side of the **Profile** screen under **Travel Settings**.
- 3 Click **Add an Assistant** located to the right of the section.
- 4 In the **Search Criteria** field, type the last name of the person you wish to add as an assistant/travel arranger.
- 5 Click **Search**.
- 6 From the **Assistant** dropdown menu, select the appropriate assistant.
- 7 Select **Can Book Travel for Me**.
- 8 Choose **Is my primary assistant for travel**, if applicable.
- 9 Click **Save**.

## SECTION 4: Make a Reservation

### Step 1: Make a flight reservation

- 1 On the **Flight** tab, select **Round Trip, One Way or Multi City**
- 2 In the **From** and **To** fields, enter the cities for your travel.
- 3 In the **Departure** and **Return** fields, select the appropriate dates and times.
- 4 The  $\pm$  drop-down is a time window the system will look pre- and post- of your selected departure/arrival time.
- 5 If you need a car, select **Pick-up/Drop-off car at airport**.
- 6 If you need a hotel, select **Find a Hotel**.
- 7 In the **Search Flights By** field, select either **Price** or **Schedule**.
- 8 Click **Search**.
- 9 Answer whether you are traveling for business or personal.
- 10 Click **Show all details** to view specifics of the flight like layover info, seat availability, etc.
- 11 Click the blue flight cost button to select your begin your flight purchase.
- 12 Review confirmation page to request seats, confirm form of payment, apply frequent flyer membership, etc.
- 13 Click **Reserve Flight and Continue**

Step 2: Select a car	
1	If you opted to reserve a car on the <b>Flight</b> tab, car results will be displayed next.
2	Select the desired rental car by clicking the blue button showing the rental cost.
3	Review the confirmation page to request GPS ( <i>extra charge from rental comp</i> ), apply frequent renter membership, etc.
4	Click <b>Reserve Car and Continue</b>
Step 3: Select a hotel	
1	Use the filter options to narrow your search by <b>Amenity</b> or <b>Chain</b> .
2	Click <b>Show Details</b> for a specific hotel to view more detailed information.
3	Click <b>View Rooms</b> to see rates & details.
4	To reserve, click the rate amount button.
5	Review confirmation page to apply frequent guest program, card to guarantee the room, and read/accept cancellation policy, etc.
6	Check the agreement checkbox and click <b>Reserve Hotel and Continue</b> .
Step 4: Complete the Booking	
1	Check your trip for accuracy. If all is good, scroll to the bottom and click <b>Next</b> .
2	Enter trip info in the <b>Trip Name &amp; Trip Description</b> fields & complete required fields for <b>Purpose of Trip &amp; Unused Tickets</b> .
3	Click <b>Next</b> to finalize your reservation.
4	Review itinerary one last time and then scroll to the bottom and click <b>Purchase Ticket</b> to complete the booking.

SECTION 5: Cancel or Change	
1	From the <b>Upcoming Trips</b> section, click the name of the trip.
2	From the Itinerary, Choose To : - Print or Email Your Itinerary - Change / Select a Seat - Add / Change / Cancel Car Rental or Hotel
3	To cancel your entire trip, in the <b>Upcoming Trips</b> section click the name of the trip.
4	Click <b>Cancel Trip</b> , and then click <b>OK</b> .
ITEMS TO REMEMBER	
1	Booking a car / hotel for a pre-existing trip? You <u>must</u> add it to the original trip to avoid confusion & consolidate your trip.
2	Having your travel preferences saved online applies them to your online trips as well as trips booked with an agent.
3	Certain airlines ( <i>e.g. Southwest</i> ) are not combinable with any other carrier, therefore, to book these, you would need to book one-way trips.
4	It's advisable to try to book the same airline throughout your itinerary. However, if you can't, that's okay, we'll issue separate tickets when required by the airlines involved.
5	Wonder if Concur is experiencing system issues? You can visit <a href="https://open.concur.com/">https://open.concur.com/</a> to see the system status dashboard.

**Need Help?**  
**Contact**

**TRAVEL  LEADERS®**  
 DESTINATIONS UNLIMITED • WINEBRENNER TRAVEL

**Email:** [online@duagency.com](mailto:online@duagency.com)

**Phone:** 319-366-8904