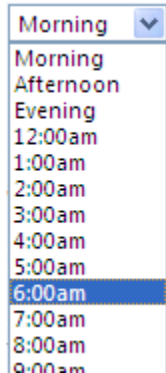


Items covered in this document: *(can use the link to move to the specific section)*

- **Main Search Page**
 - [Upcoming Trips](#)
 - [Keyboard / Tabbing Option](#)
 - [Time of day Identifiers](#)
 - [Time Window](#)
 - [Selecting a Specific Airline to Search](#)
 - [Specify airline listing](#)
- **Air Results Page**
 - [Search Frequent Flyer Program Warning](#)
 - [Expanding Results to See All Options](#)
 - [Airport Filters](#)
 - [Shop by Schedule Tab](#)
 - [Airline Logos in Matrix](#)
 - [Southwest Direct Connect](#)
 - [Sorting Results](#)
 - [Air Policy Warning](#)
 - [Policy Icon Definitions](#)
 - [Expanded Air Option View](#)
 - [Company Preferred Airlines](#)
 - [Tight Connection Time Warning](#)
 - [Connecting Airport Filter](#)
 - [Changing Flight Search](#)
 - [Selecting Seats](#)
 - [Pricing Individual Flights](#)
 - [Unbundled Fares](#)
 - [Airline Confirmation Page](#)
 - [Selecting/Adding Frequent Flyer #](#)
- **Car Results Page**
 - [Car Logos in Matrix](#)
 - [Car Types in Matrix](#)
 - [Sorting Results](#)
 - [Car Filters](#)
 - [Changing Car Search](#)
 - [Expanded Car Option View](#)
 - [Contracted Cars](#)
 - [Preferred Car Vendors](#)
 - [Non-compliant Cars](#)
 - [Car Confirmation Page](#)
- **Hotel Results Page**
 - [Hotel Filters](#)
 - [Sorting Results](#)
 - [Changing Hotel Search](#)
 - [Narrowing Hotel Results by Brand/Chain](#)
 - [Additional Hotel Info](#)
 - [Expanded Hotel Option View](#)
 - [Negotiated Hotel Rates](#)
 - [Hotel Policy Info](#)
 - [Hotel Summary Page](#)
 - [Hotel Cancellation Process / Number](#)
 - [Add Hotel to Trip](#)
- **Purchase Process**
 - [Purchase Steps](#)
 - [Leave Trip Without Purchase](#)
 - [Unfinished Reservation](#)
 - [Automatic Trip Cancellation](#)

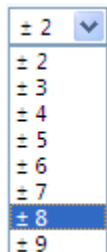
Main Search Page Tips:

- 1) A quick and easy way to see your upcoming trips is to look for the Upcoming Trips section on the main welcome page. Otherwise, you can access all trips in your Trip Library which can be accessed by clicking the TRIPS header on the main page or selecting the Travel option at the top of the page and then choose Trip Library.
- 2) In most boxes you have the option to type in your search parameters or use the drop down / calendar options provided. (e.g. type in the departure/return dates in the appropriate format mm/dd/yyyy)
- 3) You can use the tab key on your keyboard to tab through the fields.
- 4) If you are looking for a specific set of flights, it's recommended that you select the actual time closest to the desired flight in the drop-downs to ensure a more focused search.



Technically Morning is equal to select 9:00 a.m., Afternoon is 3:00 p.m. and Evening is 9:00 p.m. *This option may not be shown on your site based on*

- 5) If you are looking for the most number of results and have some time flexibility, use the time window box to open up the search window to be greater the defaulted window time.



- 6) Use the checkbox toward the bottom of the left side labeled, "Specify airline" (*if allowed by company*) to ensure the system makes a search for a particular, desired carrier. This will not eliminate the "normal" search and the subsequent results however, the system will intentionally perform a search for the carrier identified.
- 7) If *Specify airline* is selected, a list of carriers will be displayed and may feature the following:
 - a. Bright Yellow Shading = airlines in your online profile for which you have a frequent flyer number.
 - b. Dull Yellow Shading = are major airlines (e.g. American, United, etc.) listed in alpha order.
 - c. All other airlines listed in alphabetical order.

(Shortcut hint: if you click on the first carrier in the white list, you can then click on the first letter of the carrier you are searching for and the list will drop to the group of airlines beginning with that letter.)

Air Results Page Tips:

- 1) If after submitting your air you get an error/warning message that looks like this:
VERIFY NAME AND MP NBR/NOT ENT/*UA001234567 this usually means that the carrier identified with the number (e.g. UA = United Airlines) has a different name on file for your membership than what's housed in Concur Travel. *(It could be as simple as a middle initial being in your online profile versus what's housed by the airline.)*

(Shortcut hint: before you plan to book travel ensure that your online profile matches your government issued ID for check-in purposes and that any frequent flyer account(s) you have utilize that same name. This will reduce the time, confusion, and frustration you could encounter delaying the completion of your trip booking.)

- 2) You may see a difference between the total number of results (e.g. 983) and the options actually displayed in the results and matrix (e.g. 23):

	United	Delta	American Airlines	Alaska Airlines	JetBlue
All 159 results	Preferred	Preferred			
Nonstop 18 results	12 results	—	6 results	—	—
1 stop 134 results	17 results	32 results	77 results	5 results	3 results
2 stops 7 results	—	—	7 results	—	—

Shop by Fares | **Shop by Schedule**

If you have an unused ticket/credit you **must** contact a Destinations Unlimited agent to book your reservation and apply the credit.

Depart | Return

Chicago, IL - Thu, Aug 17

Flight Number Search Sorted By: Stops

Displaying: 159 out of 184 results. | Page: 1 of 16 | |

This is because in my search from Chicago O’Hare to Washington Dulles only 8 options fit within my filters. If this happens, scan to the left side of the page where you see the section marked “Airport Filters”. My search included cities serviced by multiple airports – the flight options in and out of my designated cities is noted and there may be a chance I see there are less costly flights with other, alternate cities. The Airport Filter section will identify the alternate airports and show you which one offers the least expensive flights featured in the air matrix.

Airport Filters

Outbound

Departure

ORD - Chicago, IL (\$196.18)

MDW - Chicago, IL (\$357.20)

Arrival

DCA - Washington, DC (\$272.22)

IAD - Washington, DC (\$353.80)

BWI - Baltimore, MD (\$196.18)

Return

Departure

IAD - Washington, DC (\$357.20)

DCA - Washington, DC (\$272.22)

BWI - Baltimore, MD (\$196.18)

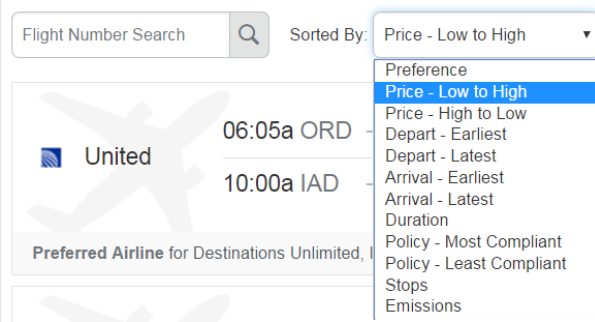
Arrival

ORD - Chicago, IL (\$196.18)

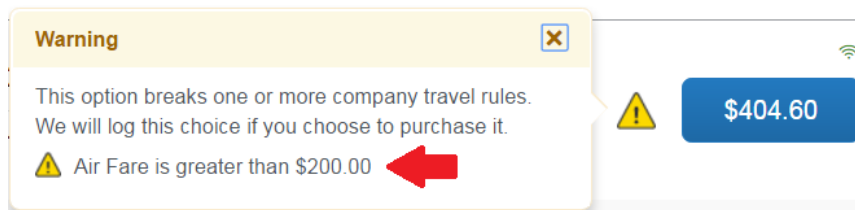
MDW - Chicago, IL (\$357.20)

In the above example the least expensive fares would be out of Chicago O'Hare Airport and into Washington National airport. By clicking the checkboxes for those airports my air results automatically populate with those flights.

- 3) If you don't see the flights you want, you may be able to pair up your desired flights by using the "Schedule" tab. Keep in mind your previous filters of time, time window and airports will still apply. Once you select an outbound and return then you will need to price the itinerary to
 - a. Ensure the flights/carriers/fares can be combined together
 - b. Identify the price so you can compare to the least expensive flights previously displayed.
- 4) You can click an airline logo displayed in the air matrix to bring results returned for that particular carrier to the top of your results list. Note: your filters remain in place so if the carrier option is from an airport not checked in the Airport Filters section you could get the message that no results match as shown below. You will need to alter your filters to allow those options to be displayed.
- 5) The Southwest option you will see in your search results is called Southwest Direct Connect. This functionality tunnels directly to Southwest inventory which includes the "Wanna Get Away" fares, which are generally, but not always the lowest fare on Southwest. Tickets will be issued directly by Southwest and the travel agency will receive a copy of the itinerary reporting/tracking purposes.
- 6) Your search results can be sorted quickly by using the "Sorted By" drop-down box located just under the air matrix.



- 7) Why am I seeing a warning (⚠️) symbol next to some flights and not others?
This is an alert that the option displayed is partially or completely outside of company policy. By clicking the symbol, you will see the reason(s) why.



- 8) What do the policy icons mean?
 - Option conforms to company travel policy rules but additional information is available.
 - Option conforms to company travel policy rules
 - The option triggers one or more company travel rules and a reason for selection will be required. Subsequently, depending on company configuration, your manager will be notified and/or approval will be required.
 - This option triggers one or more company travel rules that prevent it from being selected.

9) Ever wonder where a flight what carrier is operating the flight...click the "Show all Details" link below the result.

Delta 06:00a ORD → 02:06p IAD 1 stop ATL 7h 06m
07:10a IAD → 11:28a ORD 1 stop JFK 5h 18m

Preferred Airline for Destinations Unlimited, Inc. [Show all details](#)

You then see the specifics of the flight options such as connecting cities, operating carrier, equipment size, fare rules, etc.

Delta 06:00a ORD → 02:06p IAD 1 stop ATL 7h 06m
07:10a IAD → 11:28a ORD 1 stop JFK 5h 18m

Preferred Airline for Destinations Unlimited, Inc. [Hide all details](#)

DEPART ✕ Thu, Aug 17 – Chicago, IL to Washington, DC / 3h 20m layover in Atlanta, GA [Hide details](#)

Thu, Aug 17 06:00a ORD → 08:55a ATL 1h 55m Delta 977 [View seats](#)
McDonnell Douglas MD-85 / 260 lbs CO₂

Layover in Atlanta, GA 3h 20m Hartsfield Intl Arpt

12:15p ATL → 02:06p IAD 1h 51m Delta 1230 [View seats](#)
McDonnell Douglas MD-85 / 230 lbs CO₂

RETURN ✕ Fri, Aug 18 – Washington, DC to Chicago, IL / 1h 05m layover in New York, NY [Hide details](#)

Fri, Aug 18 07:10a IAD → 08:35a JFK 1h 25m Delta 3503 [View seats](#)
Canadair Regional Jet / 119 lbs CO₂

Layover in New York, NY 1h 05m John F Kennedy Intl

09:40a JFK → 11:28a ORD 2h 48m Delta 4059 [View seats](#)
Canadair Regional Jet 900 / 316 lbs CO₂

Fare Details Free Checked Bags Refundable

Main Cabin (U) Rules / Fare Details 0 No [Show all details](#)

[View more fares](#)

Apollo

10) Many companies may identify preferred airlines that users should attempt to book. These will be identified with a tag stating it's a preferred carrier.

Delta 06:00a ORD → 02:06p IAD 1 stop ATL 7h 06m
07:10a IAD → 11:28a ORD 1 stop JFK 5h 18m

Preferred Airline for Destinations Unlimited, Inc. [Show all details](#)

- 11) The air details show several icons but one to watch for is the time clock. This icon means there is a tight connection associated with this flight option and any delay could risk a missed connection.

DEPART ✈ Thu, Aug 17 – Chicago, IL to Washington, DC / 26m layover in Cincinnati, OH Hide details ^

Thu, Aug 17	07:35a ORD → 09:54a CVG	1h 19m	United 4597 View seats Canadair Regional Jet 700 / 139 lbs CO ₂
Layover in Cincinnati, OH		🕒 26m	Cincinnati No Kentucky Intl Arpt
	10:20a CVG → 11:54a IAD	1h 34m	United 6148 View seats Canadair Regional Jet 700 / 166 lbs CO ₂

In the Schedule search, the icon will appear with the actual flight and if you click on it, it will give you the information.

Delta 12:20p ORD → 02:45p DTW **No** Short Connection ✕ Select

03:25p DTW → 04:53p IAD **No** 40m layover at Detroit Wayne County Arpt, Detroit, MI (DTW)

Preferred Airline for Destinations Unlimited, Inc.

3h 33m 🕒 Delta 4838, Delta 6189 - [View seats](#)
Canadair Regional Jet 900, Canadair Regional Jet 700 (Apollo)

- 12) Prefer not to connect through a certain airport? You can remove them from your air results by clicking the option towards the bottom of the left side marked, “Connecting Airport Filters”. This will show you want connecting airports are applicable in your results and allow you to remove those flight options.

Airport Filters ▾

Connecting Airport Filters ▲

- Check All
- ATL - Atlanta, GA
- BOS - Boston, MA
- CLT - Charlotte, NC
- DTW - Detroit, MI
- EWR - Newark, NJ
- JFK - New York, NY
- LAX - Los Angeles, CA
- LGA - New York, NY
- PDX - Portland, OR
- PHL - Philadelphia, PA
- SDF - Louisville, KY
- SEA - Seattle, WA
- SFO - San Francisco, CA
- TPA - Tampa, FL

- 13) You have the ability to change your flight search on the “fly” by clicking the “Change Flight Search” bar shown at the top of the left-hand side of the page. This will expand the area and allow you to make changes to the search parameters.

- 14) Can't figure out how to see or select seats for a particular flight? Click the "Show all Details" link and you will now see a View Seat link to the right of each segment.

Delta 06:00a ORD → 02:06p IAD 1 stop ATL 7h 06m
 07:10a IAD → 11:28a ORD 1 stop JFK 5h 18m \$404.60

Preferred Airline for Destinations Unlimited, Inc. Hide all details ^

DEPART ✕ Thu, Aug 17 – Chicago, IL to Washington, DC / 3h 20m layover in Atlanta, GA Hide details ^

Thu, Aug 17	06:00a ORD → 08:55a ATL	1h 55m	Delta 977 McDonnell Douglas MD-85 / 260 lbs CO₂	View seats
	Layover in Atlanta, GA	3h 20m	Hartsfield Intl Arpt	
	12:15p ATL → 02:06p IAD	1h 51m	Delta 1230 McDonnell Douglas MD-85 / 230 lbs CO₂	View seats

Keep in mind that not all carriers or all equipment types allow for seat selection. Also, remember that Exit Row seating, as well as many seats towards the front of the plane, are reserved for travelers with a high-level of status within that airline's membership program. The seat selection is only a request and will be confirmed by the airline upon purchase of the trip.

- 15) If you are searching using the Schedule option, keep in mind that you will not see the total cost of the entire ticket until you've selected all segments and priced them. The system will automatically attempt to price the selected itinerary as a round-trip ticket. Please note, not all airlines can be ticketing together (e.g. Southwest cannot be ticketed with any other airline).
- 16) Many carriers are now offering unbundled fares (e.g. Basic Economy) which are the least expensive but come with many restrictions that are often not compatible with business travel. (e.g. no seat assignment, unused ticket may not be re-used, boarding last, etc.). While every attempt has been made to prohibit these types of fares from being displayed in Concur, users should read the rules of the fare and if available, select a different fare using the View more fares link. You may also, depending on site configuration, be able to see the fares but be prohibited from selecting them.

RETURN ✕ Fri, Aug 18 – Washington, DC to Chicago, IL / 1h 30m layover in Minneapolis/St. Paul, MN Hide details ^

Fri, Aug 18	04:50p IAD → 06:50p MSP	3h 00m	Delta 731 Boeing 717 / 389 lbs CO₂	View seats
	Layover in Minneapolis/St. Pau...	1h 30m	Minneapolis St Paul Intl	
	08:20p MSP → 09:52p ORD	1h 32m	Delta 1788 McDonnell Douglas MD-90 / 143 lbs CO₂	View seats

Fare Details	Free Checked Bags	Refundable		
Main Cabin (U) Rules / Fare Details	0	No		\$430.60
View more fares				

Fare Options	Free Checked Bags	Refundable		
Main Cabin (V, X) Rules Benefits/Services	0	No		\$231.40
Basic Economy (E) Rules Benefits/Services	0	No		\$171.40 Not Allowed

- 17) Once you've selected a flight itinerary, the system will take you to an airline review page that features flight, credit card and more pertinent information. This is also where you will have another opportunity to request seat assignments or apply/select a frequent flyer number.

Frequent flyer numbers are generally automatically selected based on the carrier chosen. However, if your membership program allows you to apply points onto a different account you can apply the desired membership prior to selecting the flight.

If you have a number for the preferred airline option and it is not currently in your online profile, click the "Add a Program" link and the program will automatically be added to your online profile for future use.

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. ?

PRIMARY TRAVELER Edit | Review all


Name: William Matthew Never Phone: 515-222-3333

Frequent Flyer Programs [Add a Program](#) ←

For United

Car Results Page Tips:

- 18) Concur car results offer the same time-saving options as air:
- Click the vendor logo to isolate results returned for that particular company.
 - Click the car type to isolate results returned for that car size.
 - Sort the returned results using the "Sorted By:" drop-down found just below the matrix.
 - Filter the results by editing the filters found along the left side of the page.
 - Change the car search parameters.
- 19) Want to know if there is a shuttle to the car, what the hours are for the specific location? Simply click the "more info" link provided along the right side of the specific rental result.

 **Special Special - \$35.01 per day (Apollo)**


Automatic transmission
Unlimited miles, Pick-up: Terminal: IAD
Adults: 4, Large bags: 2, Small bags: 2
(Corporate rate)

Total cost*
\$85.15

Preferred Car Vendor for Destinations Unlimited, Inc. / E-Receipt Enabled ?

[Location details](#)

- 20) With some car searches you may see two differing rates for the same car company and same car type. If one contains the words, "(Corporate rate)" below the rate, that is the one you want to select as it reflects your company's contracted rate and may include various items (e.g. insurance, etc.) that you will want applied.

 **Special Special - \$35.01 per day (Apollo)**

Automatic transmission
Unlimited miles, Pick-up: Terminal: IAD
Adults: 4, Large bags: 2, Small bags: 2
(Corporate rate)

Total cost*
\$85.15

Preferred Car Vendor for Destinations Unlimited, Inc. / E-Receipt Enabled ?

[Location details](#)

21) Preferred car rental vendors will be identified in both the matrix at the top and along with each rental option result displayed.

All 93 results	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Standard Convertible	Full-size Car	Premium Car
Preferred	36.51	39.08	39.41	--	41.22	74.50	42.30	63.92
Preferred	58.50	57.50	58.50	--	59.50	--	60.50	73.42
Less Preferred	31.50	33.30	35.10	--	37.70	--	38.70	72.90
Less Preferred	56.70	43.20	60.30	--	45.90	--	46.80	73.80
Less Preferred	58.50	60.30	62.10	66.04	64.80	--	65.70	73.59
Less Preferred	82.65	82.65	79.80	--	80.75	--	81.70	89.30
	34.98	37.84	35.94	--	--	--	--	--

Sorted By: Policy - Most Compliant

Displaying: 18 out of 93 results. Previous 1 2 Next | All

Special Special - \$35.01 per day (Apollo)
 Automatic transmission
 Unlimited miles, Pick-up: Terminal: IAD
 Adults: 4, Large bags: 2, Small bags: 2
 (Corporate rate)

Total cost*
\$85.15

Preferred Car Vendor for Destinations Unlimited, Inc. E-Receipt Enabled [Location details](#)

22) Just as it was with air, any non-compliant car options will be highlighted by a symbol. or

23) Once you've selected a car option, Concur will display a summary page in which you can select/add/change a rental company membership number or input additional information that will be provided to the vendor.

Hotel Results Page Tips:

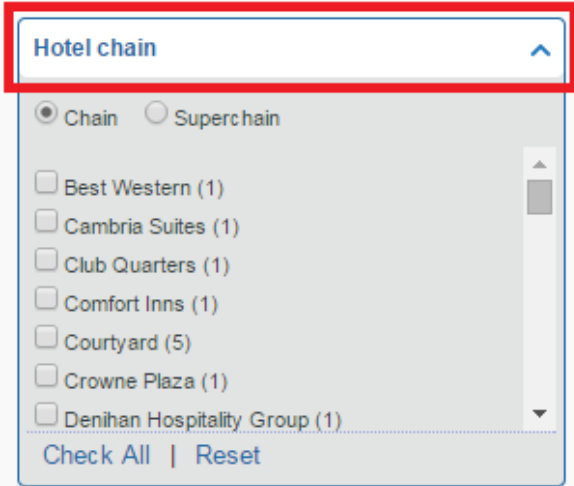
24) Concur hotel results offer many of the same time-saving options as air & car:

- a. Filter the results by editing the filters found along the left side of the page.
- b. Sort the returned results using the "Sorted By:" drop-down found just below the map.

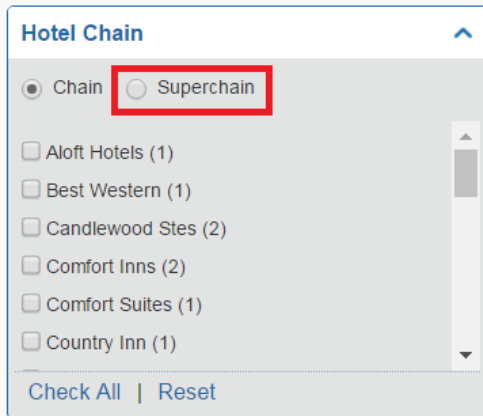
Sorted By: Policy - Most Compliant

- c. Change the hotel search parameters.

- 25) You can focus the results by using the filters along the left side. One of the most common filters utilized is the option that allows you to highlight a specific, desired hotel chain.




The "Chain" option references to all hotel chains, regardless of brand. To feature all hotel chains under a particular brand (e.g. All Hilton hotels; Hilton, Hilton Garden Inn, etc.), click the "Superchain" radio button and select the brand.



- 26) Click the "Hotel details" option provided with the specific hotel result to gain additional information about the hotel such as address, phone, facilities, etc.



- 27) To view specific rates and rate details for a particular hotel, "View Rooms" button displayed to the right of the hotel result or if an average rate was not returned, click the "Get Rates" option. Either will expand to show the rates (if available) for your search. Your company may have contracted rates at certain hotels and those will be displayed first.




10. Marriott Washington Dulles Airport
45020 Aviation Dr, Sterling, VA 20166 [Map it](#)

0.38 miles ★★★★☆

\$178

View Rooms

[Hotel details](#)



11. Extended Stay America Sterling/Dulles
45350 Catalina Ct, Sterling, VA 20166 [Map it](#)

2.01 miles ★☆☆☆☆

Get Rates

[Hotel details](#)

- 28) Various rates will be displayed for the selected hotel. When you see Travel Leaders or Tvl Leaders, those rates are negotiated ones provided by the travel agency. Should a company negotiated rate also appear at the same hotel, you should select the company rate as it may include additional amenities at no cost.

Room Options

<p>1 King :7tl: travel Leaders Worldwide Traditional Non-smoking: Heavenly Bed And Bath: High-speed Internet For A Fee: Ergonomic (Apollo)</p> <p>Rules and cancellation policy</p>	<div style="color: green; font-size: 1.2em;">✓</div>	<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 4px; width: 60px;">\$127</div>
<p>2 Queens :parking Package Includes Parking For Up To 14 Days. Traditional Non-smoking: Heavenly Bed And Bath: (Apollo)</p> <p>Rules and cancellation policy</p>	<div style="color: green; font-size: 1.2em;">✓</div>	<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 4px; width: 60px;">\$127</div>
<p>1 King :7tl:travel Leaders Worldwide Accessible Non-smoking: Heavenly Bed And Bath: Ada Requirements: Wheelchair Access Bathrm (Apollo)</p> <p>Rules and cancellation policy</p>	<div style="color: green; font-size: 1.2em;">✓</div>	<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 4px; width: 60px;">\$127</div>
<p>2 Queens :7tl:travel Leaders Worldwide Accessible Non-smoking: Heavenly Bed And Bath: Ada Requirements: Wheelchair Access Bathrm (Apollo)</p> <p>Rules and cancellation policy</p>	<div style="color: green; font-size: 1.2em;">✓</div>	<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 4px; width: 60px;">\$127</div>

- 29) In most cases, your company will require you to review and accept the cancellation policy and other requirements the hotel has applied to the selected rate. That policy display occurs after a rate is selected. Should you wish to view the hotel rate policies, you can click the "Rate details / Cancellation policy" link below the selected, expanded hotel option. Warning: Many hotels are now instituting stricter cancellation deadlines (e.g. 48/72 hours prior to arrival).

Room Options

<p>1 King :7tl:travel Leaders Worldwide Traditional Non-smoking: Heavenly Bed And Bath: High-speed Internet For A Fee: Ergonomic (Apollo)</p> <p>Rules and cancellation policy</p>	<div style="color: green; font-size: 1.2em;">✓</div>	<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 4px; width: 60px;">\$127</div>
--	--	--

- 30) The confirmation page for hotels includes the option to apply/add a hotel membership number to the reservation, select a form of guarantee, etc. Users must read and accept the hotel cancellation policy before moving on through the reservation process. Note: Most companies prohibit the booking of a non-refundable, non-cancellable, hotel room type which generally are the lowest in cost.

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

The Westin Washington Dulles Airport **WESTIN**

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

TOTAL RATE: 142.24 USD
EXTRA PERSON: EXTRA ADULT RATE IS 0.00 USD PER NIGHT EXTRA CHILD RATE IS 0.00
EXTRA PERSON: USD PER NIGHT

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

[Back](#) [Reserve Hotel and Continue](#)

- 31) Since a hotel and/or car is confirmed with the vendor immediately upon accepting the confirmation page, should you cancel your hotel, the system will:

- a. Prompt you to review the cancellation policy

Rules and cancellation policy

The Westin Washington Dulles Airport **WESTIN**

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

TOTAL RATE: 142.24 USD
EXTRA PERSON: EXTRA ADULT RATE IS 0.00 USD PER NIGHT EXTRA CHILD
RATE IS 0.00
EXTRA PERSON: USD PER NIGHT

CXL: CANCEL BY 1 DAYS PRIOR TO AVOID 1 NIGHTS PENALTY
GUARANTEE REQUIRED MAJOR CREDIT CARDS
CC ACCEPTED V I DS CA AX JC DC CB
A1K7TL: 1K BED TRAVEL LEADERS WORLDWIDE
MINIMUM LENGTH OF STAY 1 DAYS
MAXIMUM LENGTH OF STAY 90 DAYS

I agree to the hotel's rate rules, restrictions, and/or cancellation policy.

[Continue](#) [Cancel](#)

- b. Save the cancellation confirmation number to your trip in your Trip Library. A copy of this will often be e-mail to the traveler to retain for their files.

Your trip has been successfully cancelled.

Hotel Cancellation
WESTIN WESTIN WASHINGTON D
Washington, DC
Checking In: 08/17/2017
Checking Out: 08/18/2017
Confirmation: 652051898
Cancellation Number: 060372517
This information has been stored in the Trip Library.

- 32) Should you need to add another hotel and/or car to your trip, you will be provided the opportunity to add it on the Travel Details summary page. It's highly advised you add any additional options within the same reservation to ensure reporting and tracking accuracy and to avoid options not being cancelled should an entire trip be cancelled.

Travel Details

Please be sure to complete **ALL** steps of the reservation otherwise the system will automatically cancel your trip. Go to the bottom of the page and click the "Next" button to continue.

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Chicago to Washington ([Edit](#))
Start Date: August 17, 2017
End Date: August 18, 2017
Created: March 21, 2017, William Never (Modified: March 21, 2017)
Description: (No Description Available) ([Edit](#))
Agency Record Locator: MXNJQI
Passengers: William B Never
Total Estimated Cost: \$668.64 USD ([Details](#))

Add to your Itinerary

[Car](#) [Hotel](#)
[Parking](#)

Airfare must be ticketed by: 03/22/2017 11:30 PM Central
[Change frequent flyer program](#)

Purchase Process Tips

- 33) If you do not need any further arrangements for this trip, you must scroll to the bottom of the page and click the "Next" button. Note: The trip purchase process contains many pages therefore, please be sure to scroll to the bottom of each page to ensure no additional action is required.
- 34) If you exit a trip prior to completing all steps necessary to purchase your trip, the system will:
- Display a pop-up warning within Concur

Warning

WARNING... One or more trips in the list below are unfinished. If the trips were booked few minutes ago, please check back later for updated status. Otherwise, please *Cancel* them or *Finish* them to send them to your agency for ticketing.

[OK](#)

- Note that trip on the main login page as an "In progress-unfinished reservation"

Travel Alerts

You haven't signed up to receive e-receipts. [Sign up here](#)

Trip from Chicago to Washington **In progress-unfinished reservation**
 This is a Concur trip in progress. You have not completed the travel wizard. Please complete this trip or cancel it.

Company Notes | Upcoming Trips

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Chicago to Washington (MXNJQI) This is a Concur trip in progress. You have not completed the travel wizard. Please complete this trip or cancel it.	In progress-unfinished reservation	08/17/2017	08/18/2017	Cancel Trip

To complete the reservation, users can click the name of the trip to open and finish the purchase process.

Should the trip not be completed within 2-6 hours, Concur will automatically cancel the trip and the user/traveler would need to rebook and complete the trip to purchase.