Concur Travel – FAQs

Below are many questions we've received over the years regarding the functionality and capabilities within Concur Travel. Please note, not all of these may apply to your company's version of the configuration.

General

1. **What is Concur Travel?**
   Concur Travel is a hosted, web-based system that allows users to book travel content on a single site from multiple sources and consolidates that travel data to be visible by the company for use in policy crafting, supplier leveraging, and duty of care.

2. **Do I have to use Concur Travel?**
   It is strongly encouraged to use the Concur Travel booking feature to take advantage of efficiencies and potential cost savings.

3. **Why should I use Concur Travel?**
   The online travel reservation system is very similar to typical online travel reservation systems but also has built in business rules to assist travelers with the multiple travel rules; allows the traveler to do business via their smartphone with the Concur mobile app.

4. **What if I do not have time to book through Concur Travel?**
   If you do you not have time to book your travel online you may submit your request through the existing channels defined by your company. (e.g. travel request form, email, phone, etc.)

5. **How do I log in to Concur Travel?**
   Visit www.concursolutions.com or the link may be provided on the company Intranet.

6. **Why does it require 2-Factor Authentication?**
   For additional security reasons, Concur requires users to log into the system using secondary confirmation (multi-factor authentication) to verify authorized/approved users. Users can utilize various authentication apps like Google, Microsoft or use the email verification method which requires the primary email in Concur matches the user's email to receive the login verification link.

7. **What is my user ID for Concur Travel?**
   In almost every case, the login ID is your official business e-mail address.

8. **I forgot my login ID or password, what do I do?**
   You can use the Forgot Your User Name or Forgot Your Password links provided on the main login page, or you can contact Travel Leaders / Destinations Unlimited to assist.

9. **Why is my Date of Birth required if I am just booking car and/or hotel?**
   Concur has several required fields contained within the online profile and while birthdate is only required for airline reservations, the same traveler profile is utilized regardless of what is being reserved.

10. **Why is my credit card not in Concur Travel?**
    Due to security reasons, any pre-existing credit card information on file with the travel agency, will not be manually added to your Concur Travel profile. This is to ensure that any credit card applied to your online reservations is valid and up-to-date.

11. What do I need to do if my credit card has expired or the number has changed?
If your credit card or your traveler's card has changed in any way, you will need to go online in Concur Travel to update the card as soon as possible. This will ensure that any future reservations made online or with an agent have access to the correct card.

12. Is there a mobile app?
Yes. Concur Mobile is available for iPhone and Android devices. Not all configuration options available in the desktop version are available in the mobile application.

13. Will I have access to make reservations with all airlines, rental cars and hotels?
Yes. Concur offers the same inventory (Global Distribution System) as other airlines, rental cars, hotels and other travel agencies or travel systems offer. While some are available in Concur, booking them may not be allowed due to company policies/restrictions. Therefore, should you encounter one of those, you will be directed to call and speak with an agent to proceed in booking.

14. What if I book outside of Concur Travel? How do I get reimbursed?
If your company is on Concur Expense as well, all reimbursements must be made by submitting an expense report. However, by not booking through Concur you will lose some of the efficiencies the system provides, not receive negotiated discounts available, and may be questioned as to the reason why.

15. Do I need to add my email at the end of the reservation to receive a copy of my trip?
No. Your ticketed/invoiced itinerary will be sent to whomever is identified in your online profile as okay to receive the communication from our agency. The field displayed at the end of your reservation process is there to allow you to forward your trip to any other address not listed in your online profile.

16. What if I need to change existing reservations?
Car and hotel reservations made in Concur can be edited online. However, if you need to add air to an existing reservation or make any changes you will need to contact Travel Leaders / Destinations Unlimited at 319-366-8904 – M-F 8:00 a.m. – 5:00 p.m. Central to have those changes made for you.

17. What if I book something in error through Concur Travel?
If you have accidentally booked something wrong, please reach out to the travel agent team immediately.

18. On what browsers can Concur be used?
SAP Concur supports the following browsers: • Google Chrome • Microsoft Edge • Microsoft Edge Chromium • Mozilla Firefox • Apple Safari

19. How can I check the status of the system if I encounter an error when working in Concur?
Concur Open Dashboard http://open.concur.com/ provides a glimpse at system outages & interruptions.

20. What happens if I need help with Concur?
You may contact the team at Travel Leaders / Destinations Unlimited via phone (319-366-8904) or via e-mail at: online@duagency.com.

Travel Planners / Coordinators

1. Will someone else be able to make my travel arrangements for me?
Yes. You can assign access in your profile to as many travel arrangers as needed. The implementation of Concur Travel should have no effect on who makes your travel arrangements. Go to your Profile and either scroll to the page to the "Assistants and Travel Arrangers" box or click "Assistants/Arrangers" from the My Profile menu on the left side of the page. Click Add an Assistant to add the person who you would like to authorize to book your travel. This person can update your profile and make any travel arrangements for you. Arrangers or assistants must have their own login.

2. **How should travel for guests or non-employees be handled?**
   Travel for all non-employees, if you have been provided with rights in the online tool, can be done by utilizing the Book for Guest link found on the main search page above the search criteria boxes. Otherwise, you can contact a Travel Leaders / Destinations Unlimited agent to coordinate guest travel. The Guest Booking option should not be used for anything other than non-employees.

3. **How do I book group travel?**
   Group travel can be arranged by calling Travel Leaders / Destinations Unlimited at 319-366-8904.

4. **Can I book my spouse/partner with my trip on Concur?**
   Should your company allow for spouses or partners to travel with you on business, please contact the travel department to coordinate. Concur Travel is used for business travel only.

5. **Why does the system stop me from booking for another traveler and refer to my own online profile?**
   Concur is validating that all individuals involved with the reservation have every required profile field completed. Though you are not booking for yourself, your own online profile needs to be completed per Concur requirements.

6. **What if I do not have my traveler's date of birth?**
   To complete a trip in Concur, regardless of what you are booking, the traveler's date of birth is required. Therefore, if you do not have that information, you will need to get it from the traveler or if you are not comfortable obtaining it, then you can contact the agency to have them assist.

7. **What if I do not have a credit card for my traveler?**
   If you do not have a credit card for the traveler you are booking, you will need to reach out to your company's travel program manager for assistance.

Booking Air

1. **What is the most efficient way to find the best schedule and price?**
   The system is often set up to default the results to "search by price". If you cannot find the flight you are looking for you can search by schedule which allows you to build your own itinerary. Simply choose the appropriate drop-down before clicking Search on the main Travel center page. Search by Price displays itineraries Concur Travel suggests you take based lowest cost, availability and company policy and may not show you all options or schedules. Concur automatically offers flight results in both ways, by priced itineraries and by individual flight options based on the tab you access on the results page.

2. **Will I be able to store frequent flyer memberships or other loyalty program information?**
   Yes, this is done in the online profile within Concur Travel and communicated to suppliers you book.

3. **What if there are no "free" seat assignments available for me to reserve?**
   If there are no available seat assignments on any/all of your desired flights, you can opt to a) choose different flights, b) continue with your flight purchase and allow the travel agency system to monitor for potential released seats or c) visit the airline's website to purchase seats. Check your company's travel policy to verify if seat purchases are reimbursable.

4. **Can I purchase a premium seat *(a seat upgrade on a flight)* be booked via Concur?**
   No. You would need to contact the agency or airline directly to select and purchase a premium seat. In Concur, if you select a "preferred" seat that does not require payment, you will be confirmed for that seat when your ticket is purchased so long as your status within the airline frequent flyer program qualifies you for that seat. If you do not qualify, an alternate seat will be assigned by the airline based on the seat preference identified within your Concur online profile.

5. **Can I book simple international reservations online?**
   Your company's configuration will identify whether you can book international travel in Concur. Due to the complexity of international faring, routing and rules, it is highly recommended that all international travel be booked through the agents at Travel Leaders / Destinations Unlimited as they can check for the best airline rates and provide options as well as ensure you have proper travel documentation.

6. **Does Concur issue my airline ticket?**
   No, Concur only creates the reservation. Travel Leaders / Destinations Unlimited processes the ticket/invoice to ensure all information is captured for company purposes and quality controls the trip for accuracy.

7. **How will I know when my/if my ticket has been issued?**
   You will receive an e-mail directly from Travel Leaders / Destinations Unlimited which will signify your trip has passed quality control and has been invoiced/ticketed. Keep this e-mail as it contains important information you may need prior to or during travel. Additionally, in your Trip Library on Concur, you will see the status changes from Confirmed to Ticketed (if air is included).

8. **How long will it take for my ticket to be processed?**
   Generally, quality control and ticket processing only takes a matter of minutes so long as the system does not encounter any errors. The e-mail provided by Travel Leaders / Destinations Unlimited is confirmation that your trip has been purchased and ticketing/invoicing has been successfully completed.

9. **How are unused tickets tracked? How are they used?**
   *When you log into Concur Travel, you should see any unused tickets at the top of the center section on the main welcome page. Additionally, you should see them in the air results grid and in your online profile. If you are booking an air trip and have an unused ticket, you **must** stop the Concur process and contact the team at Travel Leaders / Destinations Unlimited to see about using the original ticket toward the new one.*

10. **I am booking a domestic multi-leg trip, not a round trip. Can Concur Travel support that?**
    Yes, while functionally possible, it is not advised. You can book up to 6 legs of travel on one reservation in Concur Travel by choosing the Multi-Segment option at the top of the air search criteria section. However, more advanced/complicated itineraries should be booked through an agent as some airlines, fares, etc. cannot be combined on a single ticket.

11. **What is the best way to book a trip where more than one employee needs to travel on the same flight?**
    Users can opt to share a trip with another user so they can see/select the same flight and/or hotel arrangements, but we advise it's best to send the request to a Travel Leaders / Destinations Unlimited agent to coordinate all travelers and details.

12. **Why do I see lower airfares on other websites than I do in Concur?**
    There may be any number of reasons for this. Most commonly it is because organizations often block the booking of Basic Economy fares now being offered by the major airlines. These fares are very restrictive in that they cannot be reused/changed if your trip is cancelled, there are no seat assignments, etc. Another reason we see fare discrepancies is due to inventory fluctuations – timing is everything and inventory availability and costs can change minute by minute. Any questions about fare discrepancies should be reported in detail to Travel Leaders / Destinations Unlimited at online@duagency.com.

Booking Hotels

1. **What if I need a conference hotel for a company meeting or industry event?**
   Meetings, both industry and company, generally have hotel rooms blocked at a negotiated rate. These will not appear in Concur Travel and therefore, you should book them directly with company and/or room block vendor.

2. **I am flying into one airport but need my car/hotel in a different location. How do I make the request?**
   Do not choose a car/hotel while filling in your cities/dates on the main page. Continue through Concur Travel as if you are just doing an air-only trip. Upon reserving your flight you will be presented with the Travel Details page. From this page you have the option to click on the link to Add Car / Add Hotel or Cancel Car / Cancel Hotel. This will allow you to choose where you want the car/hotel and for how long.

3. **Can I add a hotel to an airline reservation after it is booked?**
   Yes. To add or modify your trip, click the name of the trip on the Upcoming Trips section of My Concur and then click Change Trip – you will have the option to add a hotel to a pre-existing trip. If you do not add to an existing trip, your itinerary items will not be consolidated into a single itinerary which can cause issues.

4. **I have seen Concur not allow the booking of a hotel that requires a deposit. If my trip requires a non-refundable/non-changeable hotel will this be allowed in the system or will I have to call?**
   If it is "grayed out" in the search results, it will not be allowed in Concur. In general, companies do not allow hotels to charge anything before you stay - that is why they are grayed out in Concur. If there is no other option, please contact Travel Leaders / Destinations Unlimited to book.

5. **Why do I see lower hotel rates directly with the hotel chain than I do in Concur?**
   This is often because your company does not allow non-refundable/non-cancellable rooms to be booked on Concur and generally those types of rooms run slightly less in cost. However, due to the rigid nature of these room types, most organizations prohibit them to avoid potential lost revenue.

6. **What if I need to cancel a hotel reservation and it is within the cancellation penalty period?**
   If you need to cancel a hotel and you are within the penalty window defined by the hotel, please contact the travel agency to assist you during normal business hours. If your cancellation must be done with the after-hours emergency center due to time cancellation penalty time constraints, please contact the hotel directly.

Booking Cars

1. **I am flying into one airport but need my car/hotel in a different location. How do I make the request?**
   Do not choose a car/hotel while filling in your cities/dates on the main page. Continue through Concur Travel as if you are just doing an air-only trip. Upon reserving your flight you will be presented with the Travel Details page. From this page you have the option to click on the link to Add Car / Add Hotel or Cancel Car / Cancel Hotel. This will allow you to choose where you want the car/hotel and for how long.

2. **What if I need to change existing reservations?**
   Car and hotel reservations made in Concur can be edited online. However, any air changes require you to contact Travel Leaders / Destinations Unlimited at 319-366-8904 – M-F 8:00 a.m. – 5:00 p.m. Central.

3. **Can I add a car to an airline reservation after it is booked?**
   Yes. To add or modify your trip, click the name of the trip on the Upcoming Trips section of My Concur and then click Change Trip – you will have the option to add a car to a pre-existing trip. If you do not add to an existing trip, your itinerary items will not be consolidated into a single itinerary which can cause issues.

4. **Why do I see two car rental rates for the same vendor?**
   If your organization has a negotiated rate with a rental company, you may see a contracted rate and a published rate for the same car type with the same company. Unless the rate is drastically higher, you should always select the contracted rate as it may include benefits or settings that are pertinent to your organization and only included in that negotiated rate.

Booking Miscellaneous

1. **How do I know if an option is outside of my company's policy?**
   Out of policy options are identified in several ways in Concur Travel. Items that are slightly out of policy and may need additional consideration are noted with an 'i' icon. Those that may need approval or will notify your manager are noted with a yellow caution sign. To identify the reason for the icon, click the icon itself and more details will be provided.

2. **How do I pay for my travel arrangements?**
   Your online profile stores whatever corporate or personal credit cards you input. Please be sure to identify a default card for each travel type (air, hotel, etc.). This site is secure and fully encrypted. You will have a choice of which credit card you wish to use when making the reservation. Please confirm all your credit card information is set up in your profile. If the information is missing, you will be unable to continue with the reservation. Internet fares require credit card numbers at the point of sale. If your company uses a single, corporate ghost card, you will not see that in your profile, however, it will be applied during your reservation where required.

3. **Will I see a trip booked with an agent in my Trip Library in Concur?**
   Yes. Any trip booked with a Travel Leaders / Destinations Unlimited agent is synchronized to the trip library.

4. **Where can I see my itinerary?**
   Concur Travel will send your itinerary to you immediately after you confirm the trip. Travel Leaders / Destinations Unlimited will then email the final confirmed itinerary once ticketed. In addition, you can view your itinerary from the Trip Library section in Concur.