Concur Travel

Frequently Asked Questions

How do I log into Concur Travel?

All travelers will receive either their login/password information by email on the launch date of the service or the link for self registration. The website to log into the site or to self register will be included in the welcome letter. Once registered and set up on the site, the login URL is:

https://www.concursolutions.com/

What should I do the first time I log into Concur Travel?

The first time you log into **Concur Travel**, you should change your password. If you are not prompted to change your password after logging in for the first time, follow these instructions:

1. On the **Concur Travel** page, click the **Profile** link on the menu bar at the top of the screen.
2. In the **Other Settings** menu on the left side of the page, click the **Change Password** link.
3. Enter your new password and then click **Save**.

Before you use **Concur Travel** to reserve travel, click the **Profile** link to review and update your profile. You must save your profile before you first attempt to book a trip in **Concur Travel.**

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** list on the **Concur Travel** page and then click **Profile**.

What are the required fields on the profile page?

The fields required on the **Profile** page are contact telephone numbers, email address, and fields required by your company. You can also enter travel preferences such as frequent flyer information and seating preferences.

What if I do not book my own travel?

In **Concur Travel**, you can select an assistant or arranger to reserve your travel.

1. On the **Concur Travel** page, click **Profile** and then click the **Assistants** link at the top of the page.
2. Click **Add an Assistant** to add the person who you would like to authorize to reserve your travel. This person can now update your profile and also make travel arrangements for you.

If you do not see your travel arranger in the list of people to select from, that individual might not have access to **Concur Travel**. To add your arranger to the list, send a request to your travel administrator.

How do I get help with using Concur Travel?

Click **Help** on the **Concur Travel** page. In the Help section, you can find specific instructions for the task you are trying to complete. You can also view demonstrations of the most important tasks. For questions regarding ticketed travel reservations, please call the Direct Travel agent line that is listed in the Company Notes section. For technical assistance, **Direct Travel provides support between the hours of 8:30AM and 8:00PM, Eastern Standard Time (EST), Monday through Friday. You may email dlsupport@dt.com or call 1-800-999-7939 to reach a Technical Support Representative.**

Why should I use Concur Travel instead of calling an agent directly?

Concur Travel allows you to quickly make reservations after viewing all travel options, provides a list of all of your upcoming travel plans, and stores your past trips in the trip library. You also have the ability to set up trip templates for frequent itineraries, and you have the option of cloning trips (for those who you book travel) or sharing trips with travelers in your organization.

How is ticket fulfillment handled?

When you use **Concur Travel** to reserve your company's agency fares, Direct Travel will handle fulfillment/ticketing in the same manner as a phone reservation. Electronic tickets are issued and you will receive a final confirmation from Direct Travel with your ticketed travel information.

What if I want to book a flight on my own?

When you use **Concur Travel**, you can book flights yourself while maintaining access to corporate discounts. You can compare these discounted flights with Internet fares and other alternatives to find the best travel solutions . solutions that comply with your company's travel policies.

What is the difference between booking a flight with Concur Travel and purchasing an Internet fare from a vendor's website?

Concur Travel provides access to both agency and Internet fares. The difference between the two fares is where it is fulfilled and who provides the customer support. With an agency purchase, you have the full support of your agent to make changes. Your ticket is purchased through Direct Travel.

If you select an Internet fare, you buy the ticket directly from the supplier or airline's fulfillment agency. These fares may have special rules that apply and you must contact the airline directly to request a change.

What happens if I do not comply with company policy?

When you go outside of your company policy, **Concur Travel** will notify you by showing the fare with a yellow or red tab. When you select a yellow or red tab, **Concur Travel** will prompt you to enter an explanation as to why you chose a fare that did not comply with your company's policy. The yellow tab will not appear if your company uses **Concur Travel** Standard.

What does the yellow diamond represent for air, hotel and car options?

The yellow diamond represents a company preferred vendor.

Why do the Reserve buttons appear in more than one color?

The following table describes the meaning of the **Reserve** button colors:

If the Reserve button color is...	Then the fare is...
Green	Within policy compliance
Yellow	Outside of policy compliance and you are required to enter additional information. The yellow button will not appear if your company uses Concur Travel Standard
Red	Outside of policy compliance. You are required to enter additional information and the trip will not be ticketed until approved by your manager

Can I add a car or hotel to an airline reservation after it is booked?

Yes, you can make changes before your ticket is issued. To add or modify your trip, click the name of the trip on the **Upcoming Trips** section of **Concur Travel** and then click **Change Trip**.

Why will Concur Travel display hotels that are outside my search distance?

Concur Travel displays all company preferred hotels within a distance determined by your individual company. The search distance is a selected number of miles from your reference point. Because **Concur Travel** uses a square rather than a circle as the search boundary, the search results can include hotels that are farther away than the distance you entered. For example, if you select a five mile radius as your search distance, **Concur Travel** will build a square that is 10 by 10, with your reference point in the center as illustrated in the following graphic.

Specified location

Radius based on distance specified

Actual region calculated by Concur
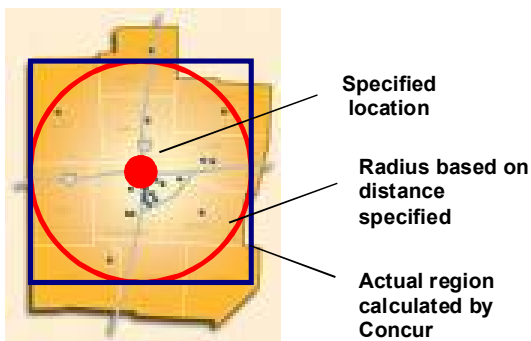
How do I pay for my reservations?

When you reserve airfare, hotel and car rental reservations, your credit card number is used to purchase your reservations. Please confirm that your credit card information in your **Concur Travel** Profile is accurate. If the credit card is missing, you will not be able to continue with your reservation.

How can I view the itinerary for flights I have already booked?

On the **Concur Travel** page, review the **Upcoming Trips** section. For more detailed information, click the appropriate trip name in the **Trip Name/Description** column and then click **View Itinerary**.

What type of confirmation do I need at the airport?

You should bring a printed copy of your email itinerary with ticket number information or the paper ticket (whichever is acceptable by the airline) and a government approved identification document such as a driver's license, passport, visa, etc.

How do I change my reservation after it's been booked?

To make changes to your seat assignment or add a hotel or car reservation to a trip, click the trip name in the **Upcoming Trips** area of the **Concur Travel** home page. To change your air itinerary contact your Direct Travel agent team.

Note: When you contact Direct Travel to cancel your reservation, the itinerary is not automatically removed from the **Upcoming Travel** section on **Concur Travel.** To remove the canceled itinerary from the **Upcoming Travel** section:

1. In the **Upcoming Travel** section, select the appropriate itinerary.
2. Click **View Request** and then click **Withdraw Request**.

How do I schedule a multi-leg flight?

To schedule a multi-leg flight:

1. On the **Concur Travel** page, click the **Flight** tab on the Trip Search wizard.
2. Click multi-segment additional departure.
3. Enter your departure and arrival information for each segment and then click Search.

How do I reserve an international flight?

To reserve an international flight:

1. On the **Travel** page, select the **Map** tab.
2. Click the continent on the globe (in the lower left corner of the map area) to where you would like to travel.
3. If you do not see the appropriate city or country, click the **Search for an airport** link and enter the appropriate search criteria.
4. You can also click on a country in the map to select your airport from a list of airports.

Where do I view my itinerary?

Concur Travel will send your itinerary to you immediately after you confirm the trip. Direct Travel will email your final itinerary when it is ticketed. In addition, you can view your itinerary from in the **Upcoming Trips** section on the **Concur Travel** tab.

How do I reserve a car or hotel?

If you specified that you need a car on the **Flight** tab when you reserved your flight, you will see the car and hotel search results. You can then reserve your car and hotel based on those results.

If you want to reserve a car or hotel without making air travel reservations, click the **Car** or **Hotel** tabs in the **Trip Search** area. Select the appropriate city and then search for a car or hotel.

Where do I update my password?

You can update your password in the **Profile** section.

1. On the **Concur Travel** page, click **Profile.**
2. Click **Change Password**.
3. Enter your old and new password into the appropriate fields, enter your password hint, and then click **Submit**.