Step-by-Step Guide
Booking Trips in the Concur Travel & Expense System

What can be booked online using Concur Travel?

The Concur Travel & Expense System can be used to book airfare (domestic only), rental cars, and hotels for your University trips. It cannot be used to book your international airfare for university travel. This guide details booking travel in the main Concur environment – it is a very similar experience when using the Concur Mobile app to book travel on your mobile device.

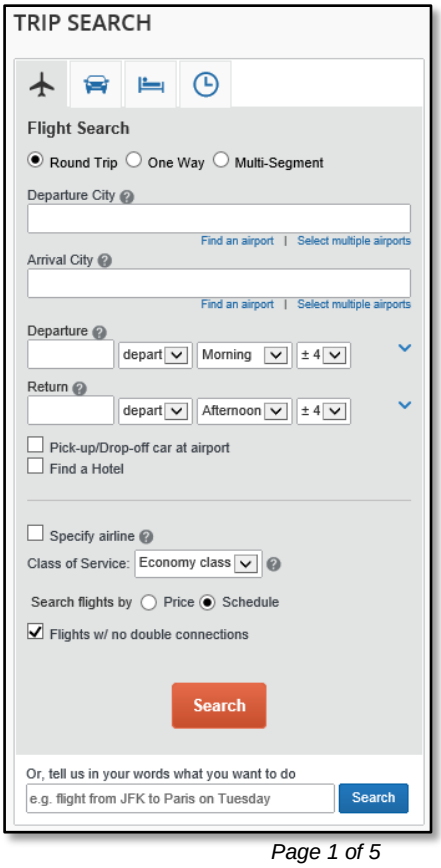
> You can always contact Christopherson Business Travel, the University's approved travel agency, to book your trip directly with a travel agent. (International airfare should be booked through Christopherson.) However, use of the Concur Travel & Expense System to book your domestic trip will result in a discounted travel agency fee.

Before you begin your online booking:

- Know your SpeedType – your airfare will be charged directly to this SpeedType.
- Verify your Concur Profile information is accurate; refer to the Step-by-Step Guide Updating Your Profile in Concur for guidance.
- In order to book a hotel using Concur Travel & Expense you must have already obtained your university Travel Card (application is found here).

Booking Trips Using Concur Travel

You can book your flight airfare, rental car, and hotel during the same search. To only book one detail of the trip – such as your flight – use the corresponding tabs along the top of the Trip Search.



1. Begin by accessing Concur via your campus portal. Locate your **CU Resources** section and, under the **Business Applications** area, select the **Concur Travel & Expense System** link.

   a. If booking a trip on behalf of an employee, act as a travel arranger. Refer to the Step-by-Step Guide Acting as a Delegate or Travel Arranger for further information.

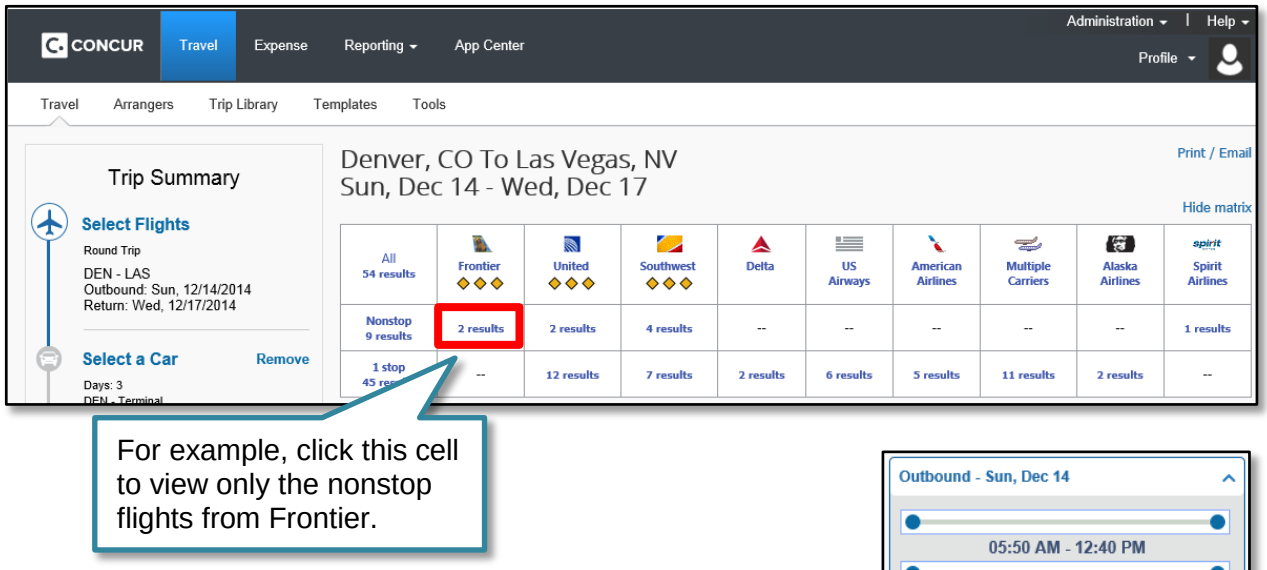
2. There are several ways to book a trip within Concur. One way is from your Concur home page – look to the **Trip Search** section on the left side of your screen**.**
3. Select one of the following types of flight options: **Round Trip**, **One Way**, **Multi-Segment**.
4. In the **Departure City** and **Arrival City** fields, enter the cities, airport names, or airport codes for your travel. You can also **Find an airport** or **Select multiple airports** using the links underneath each city field.
5. Click in the **Departure** and **Return** date fields and select the appropriate dates from the calendar. Also, select the appropriate departure and return times. The system will

search before and after the times you select based on the **+/- number of hours** selected in the dropdown boxes.

6. To book a rental car during this search**,** check the **Pick-up/Drop-off Car at Airport** box.
7. To book a hotel stay during this search**,** check the **Find a Hotel** box. You can choose to search for a hotel by: Airport, Address, Company Location, or Reference Point/Zip Code (a city or neighborhood). For example, search by address to locate hotels close to a certain location.
8. To specify a preferred airline for this trip, check the **Specify airline** box and use the dropdown that appears.
9. In the **Search Flights by** section**,** select whether you first wish to review the airfare results by **Price** or by **Schedule**.
10. Click **Search**.

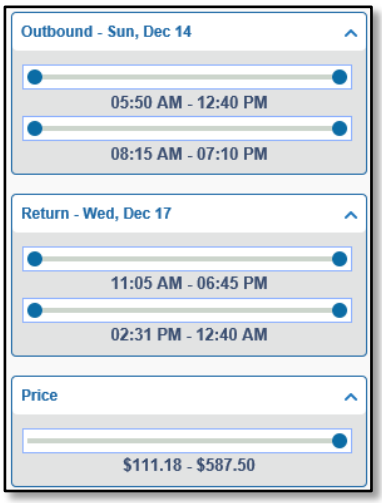
Reserving a flight…

11. A matrix (grid) summarizing your airfare search results appears at the top of the page, with your search results appearing below.
12. To narrow your results, select a column header, row header, or cell of the matrix.

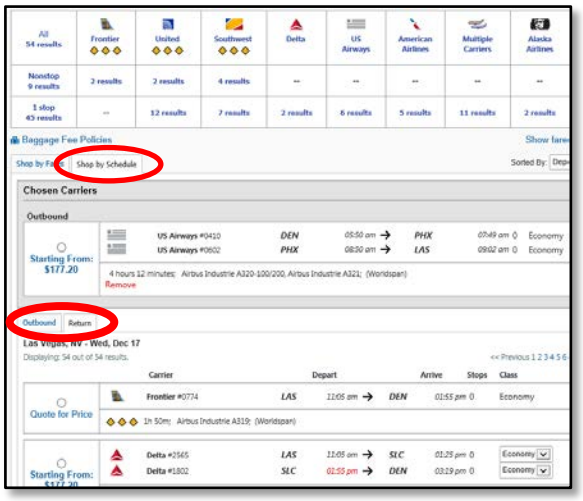


For example, click this cell to view only the nonstop flights from Frontier.

13. Use the toggle bars on the left side of your screen to filter your results even further. For example, you can filter your results by price or flight times.



Shop by Schedule

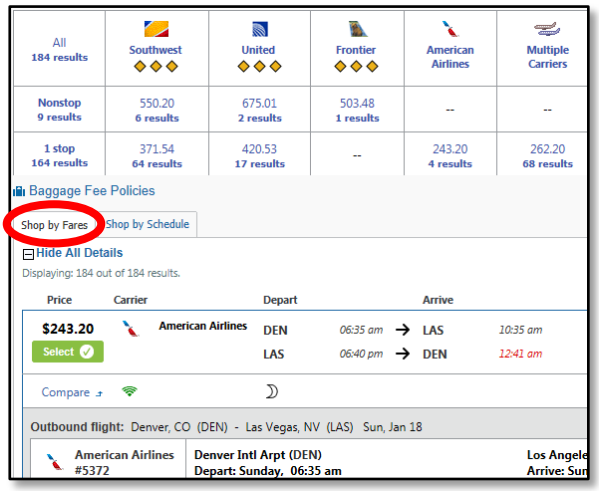


14. Select your preferred outbound flight by clicking the radio button to the left of the flight. Your selection then appears at the top of the list as a Chosen Carrier.

    Repeat for your preferred return flight.

    Click the **Price these options** button; then, click the **Select** button. (Green **Select** buttons indicate the most economical choices.)

Shop by Fares (price)

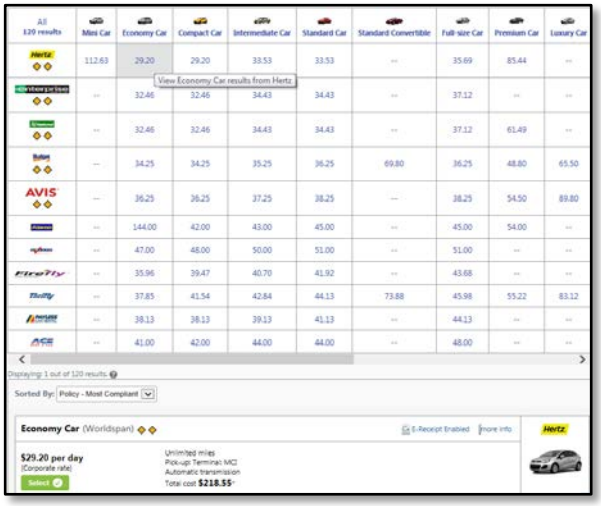


14. Select your preferred flight pair by clicking the **Select** button**.** (Green **Select** buttons indicate the most economical choices.)

15. Review the flight and traveler information, making changes as necessary. (***Note:*** Airfare will be charged directly to your SpeedType – which you will enter in a later step.) Click **Reserve Flight and Continue**.

Selecting a rental car…

If, when entering your search criteria, you checked the **Pick-up/Drop-off Car at Airport** box:



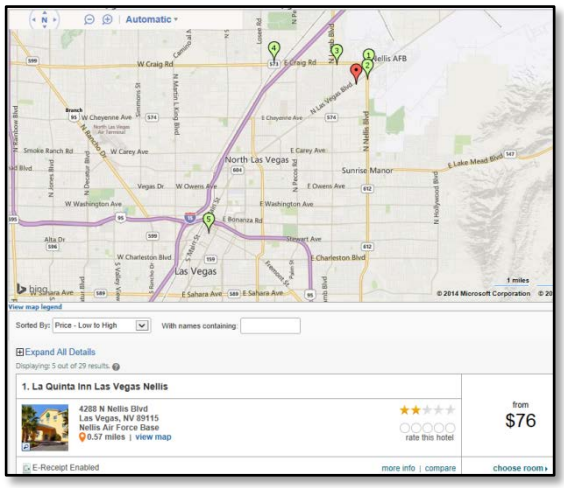
16. Next, your rental car search results appear. Similar to the flight search, a matrix summarizing your search results appears at the top of your page.
17. To narrow your results, select a column header, row header, or cell of the matrix.
18. The information at the top of the page indicates when insurance coverage benefits are available from the preferred rental car agencies.
19. Select your appropriate rental car by clicking the **Select** button**.** (Green **Select** buttons indicate the preferred rental agencies.)

20. Review the car and driver information, making changes as necessary. Click **Reserve Car and Continue**.

Selecting a hotel room…

If, when entering your search criteria, you checked the **Find a Hotel** box (and you have a Travel Card):

21. Next, your hotel search results appear. A map displays your search results in relation to the location you selected/entered as part of your search criteria.



> If there is a special conference rate available, make the reservation through the conference site instead of within Concur.

22. You can sort the list of hotels by Preference, Price, Rating, and Distance. To view more hotel selections, click **Next** near the bottom of your screen.
23. Use the options on the left side of your screen to filter your results further, such as by hotel amenities or those that provide e-receipts within Concur. (E-Receipts are receipts that are electronically provided to Concur and automatically attached to the corresponding expense during the trip reconciliation. Visit the Step-by-Step Guide Activating E-Receipts for more information.)
24. Click the **Choose Room** link for a specific hotel to find more detailed information, including room types and room rates.
25. Select which hotel room to reserve by clicking the radio button on the left side of your room selection. Then, click **Select**.
26. Review the hotel and guest information, making changes as necessary. Verify the method of payment is your Travel Card. Read the hotel's cancellation policy and check the box to indicate your agreement (If you do not agree, go back and select another hotel.) Then, click **Reserve Hotel and Continue**.

Completing your reservation…

27. The Travel Details page appears. Review the reservation details. If necessary, click the appropriate **change** link along the right side of your screen to make changes. When ready, click **Next**.
28. Next, the Trip Booking Information page appears. Concur provides a default name for the trip – it is recommended to change the trip name to one that better represents the trip.
29. If desired, enter a description of the trip and any comments that you have for the travel agency**.**
30. Enter the appropriate **SpeedType** to which your airfare will be charged.

31. Indicate whether grant funding will be used for this trip. If your trip is grant funded, select **Yes** in the **Is This Grant Funded?** dropdown and provide justification for your trip in the field that appears.
32. Click the **Next** button.
33. The Trip Confirmation page appears. Review your trip details one last time, including SpeedType and grant information. Click **Purchase Ticket**, at the bottom of the page, to complete your trip booking.
34. A confirmation message appears.

Your itinerary will be automatically emailed to:

- You
- Your HRMS supervisor
- Your primary travel arranger, if one is designated
- The person who booked your trip, if it wasn't you
- The other email addresses listed in your Concur Profile, if any