

What's New in Concur: Guest Booking Update ^[1]

October 22, 2026 by [Staff](#) ^[2]

If you arrange travel for students, guest speakers, interview candidates, or other non-employees, you may have noticed some changes to the Guest Booking experience in Concur.

Concur has introduced a new booking process that allows travel arrangers to create and manage temporary guest traveler profiles, making it easier to book travel for individuals who do not have a regular CU Concur account.

What's Changed?

Previously, guest traveler information was entered during the final stages of the reservation process. With the new experience, arrangers select *Book for a Guest* and create a guest profile before searching for travel.

This new process offers several benefits:

- **Reusable guest profiles:** Traveler information can be saved for future reservations without having to reenter the same details.
- **Improved traveler identification:** The guest's name is displayed throughout the booking process, helping arrangers confirm they're booking for the correct person.
- **Simplified travel management:** Guest reservations can be managed through the Travel Arranger experience.

What's the Expiration Date?

One of the most common questions we've received concerns the new *Expiration Date* field.

This date is not related to the traveler's identification or passport. It determines when the temporary guest profile expires and is removed from the system.

Concur automatically provides a default expiration date, which can be accepted or adjusted to accommodate future travel needs.

Tip: Be sure the expiration date extends beyond the guest's scheduled travel. If you anticipate booking additional trips for the same individual, consider selecting a later date.

Booking Hotels or Rental Cars? You Can Still Use the Legacy Experience

For the time being, travel arrangers have the option to switch back to the legacy Concur Travel experience when making hotel or rental car reservations for non-employees.

This is particularly helpful when booking a hotel or rental car without airfare, as the new Guest

Booking experience requires the guest's date of birth for airline reservations when creating their profile.

By using the legacy experience for these reservations, arrangers can complete the booking without needing to collect or enter the guest's date of birth.

This option is available while Concur continues to support the legacy booking experience.

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