CONCUR | BOOKING TRAVEL

OVERVIEW

This reference document covers best practices for booking airfare, car rental, hotel, and/or rail using Concur.
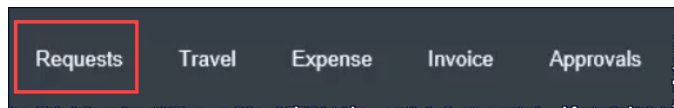
LOGGING IN

1. Navigate to any web browser.
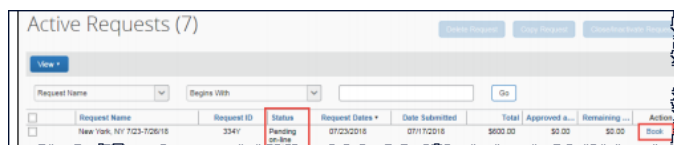2. Access Concur by clicking on the following link: Concur SSO.

BOOKING TRAVEL FROM AN APPROVED REQUEST

Once a Travel Request is fully approved, you can book your trip. The information entered in your Travel Request will be utilized to display travel booking search results.

1. The information From the Concur homepage, click **Requests** from the ribbon. *A list of your travel requests display.*

2. Locate the appropriate approved request.
3. Click the **Book** link available with the approved request, to start the booking process.

*The **Your Itinerary** page displays.*

NOTE: All segments being booked must be included with the approved request. If you are trying to book trip segments that are not on the approved request, another request must be created and approved prior to booking travel in Concur.

Any travel booked through the Concur travel module, rather than through a **Book** link, will be permitted to complete the travel details, and then rerouted the Request module, prior to confirming any booking information.

4. Review the details of the **Your Itinerary** page and make changes as necessary.

5. Click **Proceed to booking.** *Appropriate travel search results display.*

For flight reservations:

Airfare will be charged to a Central University Airfare card. By default, flight search results will display Economy options listed by price. Modify Search to view by Schedule, to view results by flight times, as desired.

1. Review flight search result options.

NOTE: Each fare option includes both the departure and return flight per result.

2. Click to **Select** the appropriate flight options. *The Review and Reserve Flight page displays.*
3. Review details for accuracy.
4. Confirm the **Primary Traveler** information and the **Frequent Flyer Programs** details are complete and accurate. Edit as necessary.
5. When available, click **Select a Seat**, and make a selection from the available options, for each leg of your flight, as desired.
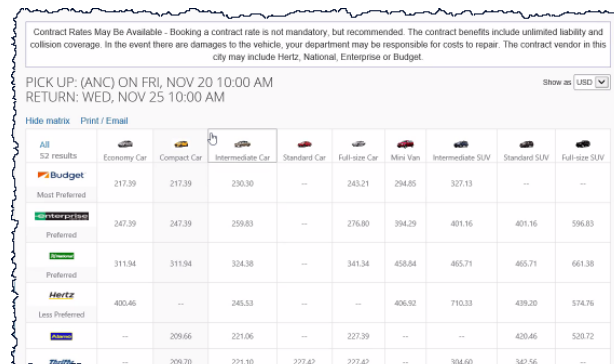
NOTE: If a seat selection is omitted, flight seat preferences from your traveler profile will determine the automatic seat selection – e.g., Aisle, Window, etc.

6. Click **Reserve Flight and Continue**. *Search results for next segment display, as applicable.*

For car rental reservations:

UConn's preferred car rental providers include Enterprise and National. If an alternate car rental company is used, you will need an Enterprise or National comparison from Key Travel.

1. Review car rental search result options.

> 💡 **TIP:** To filter available options, click on vendor and/or a car size from the top matrix.
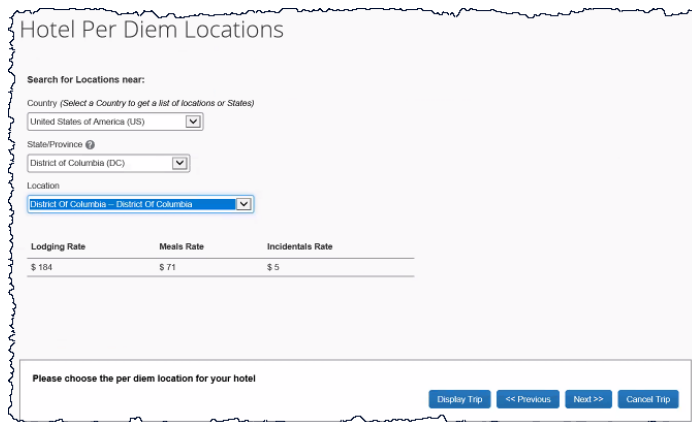
2. Make a selection, by clicking on the dollar amount, from one of the **Preferred** vendor options available from the top of the results. *The **Review and Reserve Car** screen displays.*

3. Review details for accuracy.

NOTE: Business travel car rental charges should be charged to your Travel Card. A comparison from Key Travel must be obtained from the TMC if personal travel is combined with business travel. Personal car rental charge difference should be charged to your personal card.
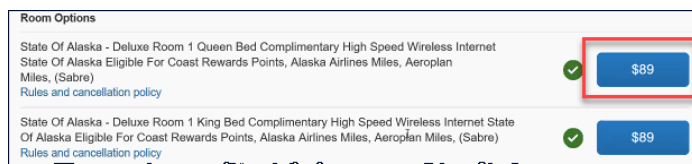
4. Confirm the **Rental Car Preferences** and **Driver Information** details are complete and accurate. Edit as necessary.

5. Click **Reserve Car and Continue**. *Search results for next segment display, as applicable.*

For hotel reservations:

1. From the Hotel Per Diem Locations screen, confirm the Country, State, and Location fields accurately prepopulated based on the Travel Request hotel segment details.

2. Click **Next.** *The Hotel search results display.*

3. Review the hotel search result options.

4. Click **View Rooms** for the desired hotel. *Hotel rate details and room options display.*

5. Click the desired **rate**/room.

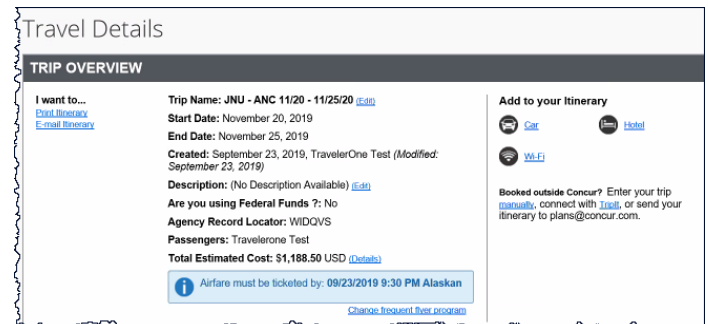
*The **Review and Reserve Hotel** screen displays.*

6. Review details for accuracy.

7. Confirm the **Hotel Room Preferences** and **Hotel Guest Information** details are complete and accurate. Edit as necessary.

8. Review the **Rate Details and Cancellation Policy** information.

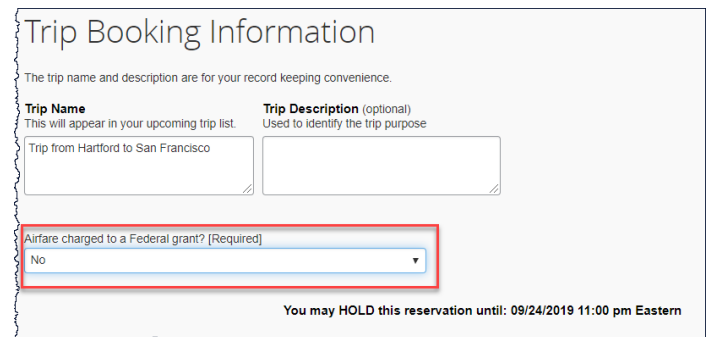9. Check the **I agree to the hotel's rate rules, restrictions, and cancellation policy** box.

10. Click **Reserve Hotel and Continue**.

TRAVEL DETAILS

1. From the **Travel Details** screen,

2. Scroll through each segment to review the trip details, including the total estimated cost of the trip.

3. Make any necessary changes.

4. Click **Next.** *The Trip Booking Information screen displays.*

5. Review the **Trip Name.** Edit as desired.

6. Make the appropriate selection from the **Airfare charged to a Federal grant?** dropdown.

NOTE: Hold Trip option is available, as desired. Review hold trip details, including timeframe of hold, with each held trip. Once the hold expires, the travel booking details must be reselected at current rates.

7. Click **Next**. *The **Trip Confirmation** page displays with details.*

8. To complete booking, scroll down to click **Confirm Booking.** *Trip details are sent to the an agent for ticketing.*

9. Click **Finish.**

CANCELLING OR CHANGING AIRLINE, RENTAL CAR, OR HOTEL RESERVATION

If an upcoming trip requires changes or cancellation, contact a UConn travel management agent for assistance.

ADDITIONAL SUPPORT

For help with Concur, contact travel@uconn.edu.

For additional reference material, refer to https://concurproject.uconn.edu/home/