

User and Profile Assistance
First Time Logging into Concur Travel & Expense Forgot Password System is Slow Smartphone Access
Air Car Hotel-Navigational Assistance
Air-Search by Fares vs. Search by Schedule Air-Flight Options are for a Different Airport Air-Search for Multiple Cities or into One City and Out of Another Air-Found a Lower Fare Somewhere Else Air-Search by Fares - I Like the Outbound Segment but Want to Search Alternate Return Options Air-Reserve Button Color Coding Hotel-Finding a Specific Hotel Hotel-Lower Rates Found on Other Websites Car-Search for Off Airport Locations Car/Hotel-Book Different Dates than the Air
Booking Features
Hold Trip vs. Purchase Now Can I Book Anytime? Change a Reservation Cancel a Reservation Clone an Itinerary Share a Trip Book a Shared Trip

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.

- On the *Travel Center* homepage, click the *Profile* link on the menu bar.
- In the *Other Settings* menu on the left side of the page, click the *Change Password* link.
- Enter your new password and then click save.
- If your company has single sign-on (SSO) activated, please reach out to your travel manager for steps to access Concur. With SSO you will not need to change your password, as you are automatically signed in.

Before reserving travel:

- Click the *Profile* link to review and update your profile.
- You must save your profile before you first attempt to book a trip.

[TOP](#)

What do I do if I forgot my password?

- Click on the *Forgot My Password* link on the login page.
- Enter your login ID.
- Concur Travel will send you your password hint.
 - Passwords for Concur Travel are case sensitive.

[TOP](#)

Why does the system seem slow at times?

Concur Travel applies your company's policy and searches for contracted rates, a function that other sites do not do. This requires additional processing time. Concur Travel also performs real-time live searches, which do not use cache data.

Troubleshooting:

- You may be doubling security. Make sure your Internet Explorer settings are at medium security.
 - Under Tools → Internet Options → Security.
- If you are outside of your company's network, do not dial into your VPN.
 - Go to www.concursolutions.com and then access Concur Travel.

[TOP](#)

What is the difference between Search by Price/Fares and Search by Schedule?

Search by Price/Fares:

Concur Travel's first priority is finding the lowest available fare. In this type of search, Concur will return a sampling of the lowest agency and web fares that fall within the user's specified date and time window. By sampling, this means Concur Travel may return only the first two or three same-priced fares offered by a specific carrier or website that fall within the users designated date and time window. For this reason, when a user searches by price, Fox World Travel cannot guarantee that Concur Travel will return all of the scheduled/available flights offered by a specific airline. However, if a user at first does not succeed in finding a flight they want, the user can filter the results on the right-hand side of the screen and make adjustments to their dates or times.

Search by Schedule:

Search results are returned based on the departure times entered by the user, not the lowest price. When running a search of this type, Concur Travel first searches and returns only published agency fares; no web fares are displayed within this initial selection screen. After the user picks the exact flights they want, Concur Travel will then quote their selection and then will display (on the same page) the quoted fares of a best-price search based on the exact dates, times, and airports previously entered by the user. The price comparison search will include both published agency and web fares. This final comparison allows the user to decide what is most important to them – the lowest priced fare or the flight that best fits their schedule.

[TOP](#)

Why did the system show me flights for a different airport?

The system defaults to showing you flights into all airports in larger cities, which are considered co-terminus airports, to find the lowest fare.

[TOP](#)

How do I search for flights into multiple cities or into one city and out of another?

Click the *Multi-Segment* radio button at the top of the search parameter box. Concur Travel will allow you to choose up to six destinations.

[TOP](#)

I have seen a lower fare somewhere else – why can't I see it in Concur Travel?

There may be various reasons why the lowest fare flight is not showing. Check your settings in *Air Search* on *Flight Page*.

- If the *Class of Service* is anything other than *Coach*, it will not display the lowest fare.
- If *Refundable Only* is checked, the system will be searching for fully refundable fares, which are more expensive.
- Many public websites display a *From* rate that may change or may no longer be available when you purchase the flight. Concur Travel searches live inventory, not cached data.
- If you are seeing a rate that can actually be booked, that site may have specific inventory priced only for that site (e.g. Priceline and Cheaptickets.com).

[TOP](#)

I see an outbound/return segment I like in search by fares, but I do not like the option paired with it. How do I keep the flight I like and search alternates for the one I do not like?

Click on the *More Like This* option to view additional flights options, while keeping the *Outbound* or the *Return* flight of the selected itinerary. All other options will be filtered out.

[TOP](#)

Why is there an icon next to the fare?

The following table describes the meaning of the reserve button colors:

If the icon is...	Then the fare is...
Green 	Within policy compliance.
Yellow 	Outside of policy compliance and you are required to enter additional information.
Blue 	There is some information pertinent to this rate or fare. Click on it to get more information. One common occurrence of this is if the rate changes during the stay of a hotel.

[TOP](#)

I am having difficulty finding a specific hotel.

- If you have entered the name, it may be misspelled.
- The hotel may be sold out.
- The address in the database may not match what was entered. For example: 1st St. vs. First St.
- If you entered a specific address or company location, make sure you limit the *Search Within* distance to 5 miles or less to limit the number of returned properties.
 - Otherwise, the system will show you many hotels and you may need to view more than one page to find your hotel.

[TOP](#)

Are there risks involved when booking outside of Concur/Fox World Travel?

Concur Travel does not link to the hotel internet sites. There are times when hotels put rooms at a discount to sell. However, there are often additional Internet fees and strict penalties attached to those prices for cancellations or changes to the reservation.

Booking hotels outside of Concur:

- Adds more time to the booking process.
- Does not provide all the information on one itinerary.
 - This can be inconvenient for expense reimbursement and viewing the itinerary.
- Prevents the use of company negotiated hotel rates and decreases volume to negotiate better rates.
- Unable to locate travelers for risk management during force majeure and other emergency events.

[TOP](#)

How can I search for car rentals at locations other than the airport?

If you need an off-airport car or have other special requests:

Option 1

- Add the car from the main page.
 - Reserve desired flights and proceed with the booking process.
- On right side of the car search results page, click on the *Change Car Search* tab.
- Additional options are displayed: *Pick up car at off airport* or *return car to another location*.

Option 2

- Skip the first option and add a car from the itinerary confirmation page.

[TOP](#)

Can I book a car and/or hotel for dates different than the flights?

- Perform an *Air Only* search and reserve the desired flights.
- From the *Travel Details* page select *Add Car Rental* or *Add Hotel*.
- Enter in dates and/or cities different from the flight dates and times.

[TOP](#)

What is the difference between *Hold Trip* and *Purchase Now*?

Purchase Now

- This option will purchase and ticket your flights as well as confirm car and hotel reservations.

Hold Trip

- *Hold Trip* is an additional option and is not configured on all sites.
- This option will save your itinerary and confirm the car and hotel but does not ticket your flights.
 - It allows the user to come back later to purchase the flights.
- In order to prevent a hotel no-show charge, cancel a *Reserved* itinerary if you are not going to use it.
- Quoted airfare rates are based upon availability and are not guaranteed until ticketed.
 - This means the fare may change before purchasing the ticket.

[TOP](#)

Can I book at any time?

Yes. However, your reservation may be subject to a company-required approval process. All reservations within 12 hours of departure should be booked directly with an agent to ensure ticketing is complete for travel.

[TOP](#)

Can I change a reservation in Concur Travel?

Changes to cars or hotels can be made to your reservations in Concur Travel. Changes to air can be made in Concur based on the settings of your Concur site. If you click on your trip and see *Change* in the top right in the air segment, you can change that flight.

[Change](#) | [Cancel all Air](#)

[TOP](#)

Can I cancel a reservation in Concur Travel?

- Car and Hotel Reservations can be cancelled at any time prior to the vendor's specific cancellation deadline.
- Airline reservations can be cancelled up to six hours before the scheduled flight time.
- Any itinerary containing an international car or hotel reservations cannot be cancelled in Concur and must be done through a travel agent.

[TOP](#)

Is it possible to clone an itinerary?

- In the *Travel Center*, select a trip and click the *Clone Trip* action item under *Upcoming Trips*.
- Select the user for the cloned itinerary.
 - A user can clone an itinerary for themselves or anyone that has designated the user an assistant.
- Cloning starts a booking process with the identical parameters of an existing itinerary.
 - Users can add/remove segments during the process.

[TOP](#)

Is it possible to share a trip with another employee?

- In the *Travel Center* home page, select a trip under *Upcoming Trips* and click the *Share Trip* item.
- Sharing sends an email to the invitee and adds a travel alert to their home page.
- This will allow the invitee to copy/reserve portions of the shared trip.

How do I book a trip that has been shared?

- In the *Travel Center* home page, click the *Accept Invitation* button in the *Travel Information* tab.
- Click on the *Book Trip* button to book the itinerary.
- Click on the *View Trip Information* link to display the *Clone Trip Details* screen.
 - Choose to either use the specified flights or customize the search criteria.

[TOP](#)

Can I access Concur Travel on my smartphone?

Yes. Concur's mobile app is a natural extension of Concur's full-featured, web-based service. A traveler can view his/her itineraries, with details about flights, hotels, and rental cars. The mobile app also displays flight information, such as confirmation number, gate information, etc. The traveler can access air vendor websites (where available) to check in as well as view and change seat assignments.

Hotel or rental car can be added to an existing itinerary. Where available, the user can call vendors and see a map to hotel or rental car locations. A traveler also has the ability to add or cancel dining, hotels, taxis, or rental cars. Flight information cannot be changed using the mobile app.

To download the app, users can go to the *Mobile Registration* page under their profile, and request that an email be sent which includes the URL and installation instructions.

iPod touch, iPhone, and iPad: On the smartphone, users can go to the App Store and search for *Concur*. Users select the Concur Mobile application and select *Install*.

Android: Users can go to the Android Market and search for *Concur*.

For immediate online travel and navigational support, please call your Fox World Travel office or email:

online@foxworldtravel.com.

[TOP](#)