



How to find the lowest fares in Concur

The fares are there, we promise...

Concur has access to the same fares that you see on airline and other online websites. In some cases Concur's fares will be lower because your corporate discounts are being applied. But, there is a major difference in the way the information is returned which can result in this common misconception. There are simple steps you can take to ensure the lowest fares are returned. Please review the Case Study below.

Claim: Delta.com provides lower fares

WELCOME BACK
Log in now

BOOK A TRIP

MY TRIPS

CHECK IN

FLIGHT STATUS

Hotels

Cars

Vacations

DELTA
STEAM

Comment/Complaint? Need Help? Country/Language Search GO

Planning Tools Travel Information SkyMiles

Round-trip One-way Multi-city

From Airport ATL To Airport CLT

Leave 11/19/2012 anytime Return 11/20/2012 anytime

Passengers 1 Cabin Economy

Book SkyMiles Award Ticket
More Booking Options

Advanced Booking Page View or Redeem

Need more than just a flight? Hotels

Book a ride with Limos.com & save up to 40%. With priority boarding & earn 30,000 bonus miles. Work. Relax. Your Choice. Join Delta Sky Club.

Advisory: East Coast Storm View all (4) Our Baggage Fees Have Changed. Get the latest updates on baggage and service fees.



Concur was designed with the Business Traveler in mind. It assumes you have a certain time frame in which you must arrive and depart...it therefore does not search "anytime."

The default search window is configured by your company. Please be sure you adjust the time parameters according to your flexibility. If you do not adjust the time parameters, Concur will only return results within the default search window on the dates you provide.

If you are flexible, you can expand this search window to +/- 3, 4, 5 hours or more.

Below is an example of how the results can vary if you do not adjust your search window in Concur...

Flight Car Hotel Taxi Flight Status

If you are booking air/car/hotel for the same trip, please book all in the same Itinerary. You can do this by also checking "Pick-up / Drop-off Car at Airport" and/or "Find a Hotel" below. After you click on the RESERVE button, please do not click on the back button or close your window. Doing so may create a duplicate booking.

Round Trip One Way Multi-Segment

Departure City **ATL**
 ATL - Hartsfield Intl Arpt - Atlanta, GA [Select nearby airports](#)

Arrival City **CLT**
 CLT - Charlotte Douglas Intl Arpt - Charlotte, NC [Select nearby airports](#)

Departure **11/19/2012** depart **9:00am** ± 2

Return **11/20/2012** depart **5:00pm** ± 2

Pick-up/Drop-off car at airport

Find a Hotel

Specify airline Refundable only air fares

Search flights by: Price Schedule

Flights w/ no double connections:

Search

Monday, November 19, 2012 | 1 Passenger

Outbound: ATL > CLT
 Atlanta, GA (ATL) to Charlotte, NC (CLT)

DELTA.COM BEST FARE GUARANTEE STEP UP TO ECONOMY COMFORT™ Enjoy more legroom and priority boarding for as low as \$19. LEARN MORE *subject to availability. additional fees may apply

ONE PRICE. PERIOD. Ticket prices on delta.com include taxes and carrier-imposed fees.

Delta shows a low fare of \$152

Round-trip prices per person are shown below and include taxes and carrier-imposed fees. The total price includes taxes and carrier-imposed fees. The actual price may vary. Suggested prices are for informational purposes only. Actual prices may differ per operating carrier.

Outbound Flights Showing 10 of 10 flight results

	ECONOMY	FIRST/BUSINESS
Sort by: Best Match	Low affordable fare with perks.	First on. First off. Up to 3 Free checked bags.
10:47AM > 12:05PM CLT	Economy (T) from	First (A) from
DL 1095 Nonstop 1h 18m	\$152¹⁰ Select total price	\$400¹⁰ Select total price
View Seats	Equipped with Economy Comfort	

MODIFY SEARCH

From Airport: ATL To Airport: CLT

Dates & Times: 11/19/2012 anytime 11/20/2012 anytime

View flights based on: Price (Best only) Schedule (All flights)

FIND FLIGHTS >

Advanced Search Flexible Dates

FILTER RESULTS

Return to Default Settings

Total Price: < \$300

In-Flight Amenities



Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Policy Profile Tools

Atlanta, GA To Charlotte, NC Mon, Nov 19 - Tue, Nov 20

Print / E-mail

Baggage Fee Policies

Hide matrix

All 129 results	Delta ◆◆	US Airways ◆◆	United ◆◆	Multiple Carriers
Nonstop 47 results	213.16 6 results	217.10 6 results	244.10 6 results	217.10 29 results
1 stop 82 results	385.47 14 results	456.40 14 results	460.14 14 results	268.90 40 results

Here are Concur's results:
Where's the \$152 fare you just saw on Delta.com?

Trip Summary

1 Search Flights 2 **Select Trip** 3 Passenger Info 4 Review/Purchase 5 Done

You selected these flights:

OUTBOUND	Mon, 19 Nov 2012	10:47AM ATL to 12:05PM CLT	Nonstop	DL 1095	WiFi	Show Details		
10:47AM	ATL	12:05PM	CLT	Nonstop	1h 18m	DL 1095	Economy (T)	View Seats
RETURN	Tue, 20 Nov 2012	7:15AM CLT to 8:30AM ATL	Nonstop	DL 944	WiFi	Show Details		
7:15AM	CLT	8:30AM	ATL	Nonstop	1h 15m	DL 944	Economy (T)	View Seats

MOVE UP TO FIRST CLASS

You deserve the luxury

- Attentive service, luxurious surroundings
- First on, first off
- Up to 3 free checked bags

Upgrade to First Class for just **\$124.00** more per person each way
Includes taxes & fees

Flex this fare for just **\$264.00** more per person each way
Includes taxes & fees

The Delta fare departs at 10:47am and returns at 7:15am. We did not ask Concur to show flights within that time frame.

In-Flight services and amenities may vary and are subject to change.
All prices are (USD) unless otherwise noted.

If your itinerary qualifies for **trip insurance**, you will be able to add it before you purchase your ticket.

Price per passenger:	\$132.00 (USD)
Taxes/Carrier-imposed Fees:	\$20.10 (USD)
Subtotal per Passenger:	\$152.10 (USD)
Total charged:	\$152.10 (USD)



When you adjust the Concur parameters to include that flight time...you find it is even less expensive in Concur due to your company's Delta discount.

All 143 results	Delta ◆◆	US Airways ◆◆	United ◆◆	Airtran Air	Multiple Carriers
Nonstop 26 results	149.47 9 results	217.10 1 results	217.10 1 results	164.10 1 results	217.10 14 results
1 stop 109 results	352.08 11 results	456.40 19 results	258.90 17 results	--	258.90 62 results
2 stops 8 results	--	--	345.39 2 results	--	321.70 6 results

Hide fare display legend

- R - Ticket is refundable
- 🕒 - Short or long connection time
- ✈️ - Least Cost Logical Fare
- 📶 - Gogo Wi-Fi 50-99% coverage
- 🌙 - Flight/Train arrives on a different day
- ✈️ - Turboprop plane
- 📶 - Gogo Wi-Fi 100% coverage

Previous Searches

Change Flight Search

From: ATL - Hartsfield Intl Arpt - Atlanta, GA

To: CLT - Charlotte Douglas Intl Arpt - Charlotte, NC

Departure: 11/19/2012 11:00am ± 2

Return: 11/20/2012 7:00am ± 2

As you can see, with a few adjustments to the time search settings, the fares are there.

If you can be specific with your depart and arrive times and/or expand the search window, you'll always find your fare.

Additional Questions:

Why doesn't Concur search "anytime"?

The reason Concur doesn't automatically search "anytime" is because it must return live inventory for multiple airlines. The more you ask it to return, the longer it will take. You can return a full 12 hours of inventory by changing your search window to 12 noon +/- 6 hours. It will take a bit longer to return, but it certainly wouldn't take as long as searching multiple sites to find a flight.

The online websites such as Kayak, Expedia, etc...that return a full day of inventory for multiple airlines are not returning live inventory as Concur does. They cache inventory approximately every 4 hours so they can quickly return results. Therefore, the fares you see quoted may no longer be available when you try to purchase. They have disclaimers stating such.

What if I do see a fare discrepancy on the exact same flight?

We do occasionally see valid discrepancies between airline sites and Concur. This generally occurs when there is only one seat left in the specific class of service providing that fare. The fare can appear and disappear as people search and hold a seat from countless access points. If you ever do experience a fare discrepancy for an exact flight match, please call Travel Incorporated's Online Technical Support department immediately so that they can determine if that is the case. Sometimes the agents are able to use their leverage to book a recently sold out fare.

For **any** Concur issues, contact Travel Incorporated's Technical Online Support at 866.738.6444