

Concur Travel Frequently Asked Questions!

What is Concur Travel?

- ✚ Concur Travel is an online booking tool that allows you to make travel
- ✚ Arrangements that conform to your company's travel policy guidelines.
- ✚ This includes air, car, hotel, limo, and in some instances, rail, parking and dining reservations.

Why should I use Concur Travel instead of just calling my agent directly?

- ✚ Using Concur Travel is easy for **you** to use!
- ✚ Using Concur Travel gives **you** access to making travel arrangements 24/7!
- ✚ Using Concur Travel gives **you** access to your company's preferred rates and vendors!
- ✚ Using Concur Travel saves **you** time in making travel arrangements!
- ✚ Using Concur Travel means **your** reservation conforms to your company's travel policy!
- ✚ Using Concur Travel is more cost efficient for **your** company!

What should I do first?

- ✚ Complete your Travel Incorporated eProfile. It is important that you provide your legal name as it appears on your government approved I.D.
- ✚ This will insure that reservations are issued in that same name.
- ✚ Once your eProfile has been completed, your information will be electronically transferred to Concur Travel.

When can I begin using Concur Travel?

- ✚ You can begin using Concur Travel once your Travel Incorporated eProfile has been transferred into Concur Travel. This usually takes up to 1 business day.

What if I don't book my own travel?

- ✚ You still need to create an eProfile so that someone can make reservations in your behalf.

Is there a preferred browser?

- ✚ Travel Incorporated recommends using IE.

What are the PC requirements to use Concur Travel?

- ✚ Medium or lower security and privacy settings
- ✚ Browser security setup to allow cookies
- ✚ No pop-up blockers can be active on machine

What are the network requirements to use Concur Travel?

- ✦ Open firewall ports 80(http) and 443(https) for concursolutions.com and farechase.concursolutions.com (if your company uses webfares)
- ✦ Firewall should allow pop-ups and active URL transfer

How do I log in?

- ✦ The preferred method is to login to your Travel Incorporated Personal Travel Portal. The URL <http://online.travelinc.com/Services/index.cfm?CID=AARP>
- ✦ You can Bookmark this link or save it as a Favorite.

How do I get help or find tips for using Concur Travel?

- ✦ After you login to Concur Travel, click on the Help menu option for several 'Help' tools!
- ✦ Click on the topic to review. You can also download the User Guide or the Quick Reference Guide. You can also view the Concur Travel Training Video. The Company Travel Portal also contains links for Concur Travel Powerpoint demonstrations

What do I need to know to make reservations?

- ✦ Be prepared with your dates, times and cities. Helpful links are available to find city codes for airports.
- ✦ You can also use the Concur Travel map. If you don't see the city on the map, click in the state for a list of airports. You can also click on the 'Search for an airport' link to find the airport code.

How do I book multi-leg flights?

- ✦ Before beginning your flight search, click on the "multi-segment" radio button.
- ✦ Provide your city codes or use the Concur Travel map.
- ✦ If you will be flying into one city and then flying out of another city, i.e. flying Atlanta to Dallas, driving to Amarillo, flying Amarillo to Atlanta) use the "open segment" ellipse in the lower right corner of the Concur Travel map after typing or clicking on Dallas.

How do I book international flights?

- ✦ You can book international flights the same way you book domestic flights.
- ✦ If using the Concur Travel map, click the continent on the globe where you would like to travel or use the drop-down menu. If you don't see the city or country, use the 'Search for an airport' link.
- ✦ Be sure to check passport and visa requirements before making your reservations. Many countries require that your passport/visa be valid 6 months beyond your travel dates.

What if I make a reservation that is outside my company's travel policy?

Depending on the rules your company has established, there are 3 possibilities.

- 1) Your reservation will be logged for reports and your reservation will still be processed for ticketing.
- 2) Your reservation will be logged for reports, your manager will be notified, and your reservation will still be processed for ticketing.

How do I pay for my reservation?

- ✚ Airline ticket purchases will be made on your a credit card designated by your company. Hotel reservations are usually guaranteed to the traveler's credit card in the travel profile.

What is the difference between having a 'confirmed' reservation and a 'ticketed' reservation?

- ✚ A 'confirmed' reservation means you have an acknowledgement from the airline that the reservation has been made. A ticketed reservation means the purchase of the ticket using the credit card has occurred and the transaction is complete.

How do I know my ticket has been issued?

- ✚ You will receive a Travel Incorporated eltinerary after ticketing has taken place. For most airlines, you will see a 13 digit ticket number on the eltinerary.
- ✚ For ticketless or web reservations, you will see the airline confirmation number and a message from Travel Incorporated that your reservation has been purchased.

How can I see flights I have already booked?

- ✚ Future reservations can be seen by clicking on the 'Upcoming Trips' tab on the Concur Travel Travel Center page.
- ✚ For past date trips, you can click on the Trip Library link on the Concur Travel Travel Center page. You can provide a date range to search.
- ✚ All your ticketed reservations may be viewed by logging into your Travel Incorporated Personal Travel Portal. Your trips are archived up to 4 years!

Where do I view my itinerary?

- ✚ You will receive a Concur Travel itinerary as soon as you make your reservation. Travel Incorporated will send you an eltinerary as final confirmation that your purchase is complete.

What documents do I need at the airport?

- ✚ Bring your government approved ID.
- ✚ Bring your printed Travel Incorporated eltinerary.
- ✚ If you have checked in for your flights online, bring your printed boarding pass.
- ✚ If applicable, bring your valid passport and visa documentation.

What if I need to make a last minute reservation?

- ✚ You can make last minute reservations on Concur Travel in most cases. If afterhours or weekends, please call Travel Incorporated to insure ticket has been issued.

Who can I contact for Concur Travel assistance?

- ✚ You can contact Travel Incorporated Online Support at 866-738-6444, Mon-Fri 7:30am – 12:00 midnight Eastern Time.