

# Making Reservations & Booking Travel

Once a travel request is approved, Traveler could proceed with booking a trip, including Flight/Train, Rental Car, and/or Hotel. The users can book travel yourself as the Traveler or utilize a designated Travel Assistant/Arranger to make the booking and travel reservations.

**Remember:** If a Traveler needs to make reservations for a trip that includes a flight/train, the booking process will always begin with booking a flight/train, regardless if lodging, and car rental are needed as well.

## Booking a Flight

1. From the Concur Homepage click the **Travel** tab.

**Result:** by default, the Flight/Train tab option will be selected.

2. Complete the search criteria.

**Note:** If you need a hotel and/or car rental mark the Pick-up/Drop-off car at airport and/or Find a Hotel. Otherwise, continue to the next step.

TRIP SEARCH

Mixed Flight/Train Search

Round Trip One Way Multi City

From  
RDU - Raleigh/Durham Airport - Raleigh/Durham, NC  
Find an airport | Select multiple airports

To  
LAX - Los Angeles Intl Airport - Los Angeles, CA

Depart  
04/19/2021 depart 09:00 am ± 2

Return  
04/23/2021 depart 05:00 pm ± 2

Pick-up/Drop-off car at airport  
 Find a Hotel

Class  
Economy class

Search by  
Price


Specify a carrier

Search

**Result:** A pop-up window to review Basic Economy Fares information will appear and a listing of reservations options.

3. Review the Basic Economy Fares information.
4. Click the Ok button.

---

 Purchase of Basic Economy Fares are discouraged for the following reasons:

- NO Changes or refunds after the ticket is purchased
- NO seat assignments until check-in
- NO paid or elite status upgrades or priority boarding
- NO (or reduced) Frequent Flier or elite qualifying mileage credit
- May not be allowed a full-size carryon bag on board

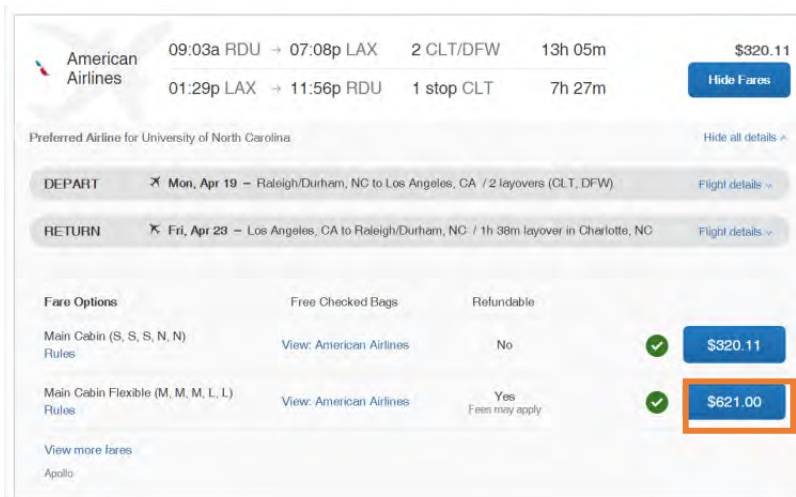
You can review more details and fare rules by clicking "Show all details" next to each flight result to expand the section, and then by clicking the "Benefits/Services" link for each fare option listed.

---



5. Click the **View Fares** button next to the preferred itinerary to view available booking options.
6. Click the **blue fare** button that shows the amount of the fare to proceed.

**Result:** The Review and Reserve Flight page will appear.

A screenshot of a flight booking interface. At the top, it shows flight details for American Airlines: 09:03a RDU to 07:08p LAX (2 CLT/DFW, 13h 05m) for \$320.11, and 01:29p LAX to 11:56p RDU (1 stop CLT, 7h 27m). Below this, it lists "Preferred Airline for University of North Carolina" and "Hide all details". The "DEPART" section shows "Mon, Apr 19 - Raleigh/Durham, NC to Los Angeles, CA / 2 layovers (CLT, DFW)" with a "Flight details" link. The "RETURN" section shows "Fri, Apr 23 - Los Angeles, CA to Raleigh/Durham, NC / 1h 38m layover in Charlotte, NC" with a "Flight details" link. The "Fare Options" table has columns for "Fare Options", "Free Checked Bags", and "Refundable". The first row is "Main Cabin (S, S, S, N, N) Rules" with "View: American Airlines", "No" refundable, a green checkmark, and a "\$320.11" button. The second row is "Main Cabin Flexible (M, M, M, L, L) Rules" with "View: American Airlines", "Yes Fees may apply" refundable, a green checkmark, and a "\$621.00" button which is highlighted with an orange border. At the bottom, there are links for "View more fares" and "Apollo".

**Important:** Fare that is flagged as “Out-of-Policy” can be booked. When selected the system will present the user with an Out-of-Policy pop-up window. Users must then select the reason this “out-of-policy” fare is being selected. Simultaneously, the system will maintain historical data of “in-policy” bookings that were available at the time as well.

**Result:** The Review and Reserve Flight page will appear.

7. Click the **Select a Seat** links in the Select Seats section to select your seat for departure and returning flights. Select a **Payment Method**. Click the **Reserve flight and Continue** button.

**Result:** The system reserves the flight and Travel Details page appears noting that the flight has been secured.

8. **Adding a Car:** If you marked the box Pick-up/Drop-off car at airport from step 2 the rental car search results will appear. Review the section, [Booking a Rental Car](#), for instructions on how to secure a car rental.

**Adding a Hotel:** If you marked the box Find a Hotel from step 5, hotel search results will appear. Review the section, [Booking a Hotel](#), for instructions on how to add hotel lodging.

9. Review the Total Estimated Cost and other itinerary information for your travel itinerary on the Travel Details page and make any necessary changes.

10. Click the **Next** button at the bottom of the page.

11. Enter the **Trip Name**, **Trip Description**, and the **Concur Request ID number** associated with the travel.

**Trip Booking Information**  
The trip name and description are for your record keeping convenience.

Trip Name	Trip Description (optional)
This will appear in your upcoming trip list.	Used to identify the trip purpose
<input type="text" value="Trip from Raleigh/Durham to Los Angeles"/>	<input type="text"/>

Alternate Department:

Do you need your car direct billed? (Only applies if you have no T & E Card):

Concur Request ID [Required]:

12. Click the **Next** button.

**Result:** The Trip Confirmation page will appear.

13. Click the **Purchase Ticket** button to confirm the itinerary.

**Result:** The Finished page will appear stating that you have successfully booked your trip.

**TOTAL ESTIMATED COST**

Air	<a href="#">View Fare Rules</a>
Airfare quoted amount:	\$533.30 USD
Taxes and fees:	\$87.70 USD
<b>Total Estimated Cost:</b>	<b>\$621.00 USD</b>

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Almost done... Please confirm this itinerary.

Display Trip << Previous **Purchase Ticket>> Cancel Trip**

**Result:** The Finished page will appear stating that you have successfully booked your trip.

# Booking a Rental Car

1. Complete one of the following:
  - If your travel does not require airfare and you only need to request a car rental, click the **Car** icon **OR**
  - If you marked the check box Pick-up/Drop Off Car at airport from step two in Booking a Flight continue to step 6.
2. Enter your **Pick-up and Drop-off dates and times.**
3. In the Pick-up car at section select one of the following:  
**Result:** The Review and Reserve Car page will appear.
  - Select **Airport Terminal** and enter the City or the Airport Code **OR**
  - Select **Off-Airport** and enter, or search for the location.
4. Mark the check box **Return car to another location** if the Drop-off location will be different from the Pick-Up location and select the appropriate location.
5. Click the **Search** button.

The screenshot shows a 'Car Search' form. At the top, there are four icons: a plane, a car, a bed, and a bus. The car icon is highlighted with an orange box. Below the icons, the form has the following fields and options:

- Pick-up date:** A calendar icon and a dropdown menu showing '12:00 pm'.
- Drop-off date:** A calendar icon and a dropdown menu showing '12:00 pm'.
- Pick-up car at:** Two radio buttons: 'Airport Terminal' (selected) and 'Off-Airport'. Below them is a text input field with the placeholder 'Please enter an airport:'.
- Return car to another location:** An unchecked checkbox.
- More Search Options:** A blue link with a right-pointing triangle.
- Search:** A red button with white text, highlighted with an orange box.

**Result:** Search results will appear, and you have the option to filter the search results.

6. Select the **blue fare button** for the car you want to rent.

The screenshot shows search results for an Enterprise car. At the top, it says 'Displaying: 9 out of 112 results.' Below that is a card for an 'Enterprise Intermediate Car - \$34.75 per day (Apollo)'. The card includes a small image of a silver car, the Enterprise logo, and the following details: 'Automatic transmission', 'Unlimited miles, Pick-up: Terminal: RDU', 'Adults: 4, Large bags: 1, Small bags: 2\*\* (Corporate rate)'. On the right side of the card, there is a blue button with the text '\$202.03' and 'Total cost' written above it. Below the card, it says 'Preferred Car Vendor for University of North Carolina / E-Receipt Enabled' and 'Location details'.

**Result:** The Review and Reserve Car page will appear.

7. Provide any rental car preferences and driver information, as necessary.  
**Note:** In the Travel Details section, you can print/email the itinerary, change, or cancel the reservation.
8. Click the **Reserve Car and Continue** button.

**REVIEW RENTAL CAR**  
Enterprise Car Rental [Location Details](#)

Type	Pickup	Dropoff
Intermediate Car	Airport Terminal	Airport Terminal
Address	DEU, Raleigh/Durham 12:00 pm Mon, 04/19/2021	DEU, Raleigh/Durham 12:00 pm Fri, 04/23/2021

**PROVIDE RENTAL CAR PREFERENCES**  
Your preferences and comments will be passed to the rental car agency.  
Comments (50 character limit)

**ENTER DRIVER INFORMATION**  
Ensure the name below matches the ID, you have with you on the day of pick-up. [Full | Preview of](#)

**Driver**  
Name: Wilton Todd News | Phone: 444-833-5555 | Email: [wtnews@wellfleet.com](mailto:wtnews@wellfleet.com)

Rental Car Agency Program: [Add a Program](#)

**REVIEW PRICE SUMMARY**

Description	Daily Rate	Dates	Total
Enterprise Car Rental	\$24.75	Fri 19 - Fri 23	\$202.00*
<b>Total Estimated Cost:</b>			<b>\$202.00</b>
<b>Total Due Now:</b>			<b>\$0.00**</b>

\* Rental provider's estimated amount. Exact fees unknown. Does not include additional fees incurred during time of travel  
\*\* Remaining amount due at rental location

[Back](#) [Reserve Car and Continue](#)

**Result:** The Travel Details Page will appear.

9. Click the **Next** button.

**Result:** The Trip Booking Information page will appear.

10. Enter a **Trip Name**, **Trip Description**, and the **Concur Request ID** number associated with the travel.

11. Click the **Next** button.

**Result:** The Trip Confirmation page will appear.

12. Review the trip details.

13. Click the **Confirm Booking** button.

**TOTAL ESTIMATED COST**

Car:	\$202.00 USD
<b>Total Estimated Cost:</b>	<b>\$202.00 USD</b>

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Confirm Booking>>](#) [Cancel Trip](#)

**Result:** The Finished page will appear stating that you have successfully booked your trip.

**Important:** When picking up a car, request a detailed receipt and carefully review it. Despite booking through the university travel application, additional fees, such as car insurance or satellite radio usage, could be charged. This is unallowable cost for national car rent and should be removed.

# Booking a Hotel

1. Complete one of the following:

- If your travel does not require airfare and you only need to request hotel lodging, click the **Hotel** icon **OR**
- If you marked the check box, **Find a Hotel** from step two in Booking a Flight continue to step 4.

2. Enter the **Check-in** and **Check-out Dates**.

3. Enter the search radius.

**Note:** You can choose to search near an airport, an address, or near another location.

4. Click the **Search** button.



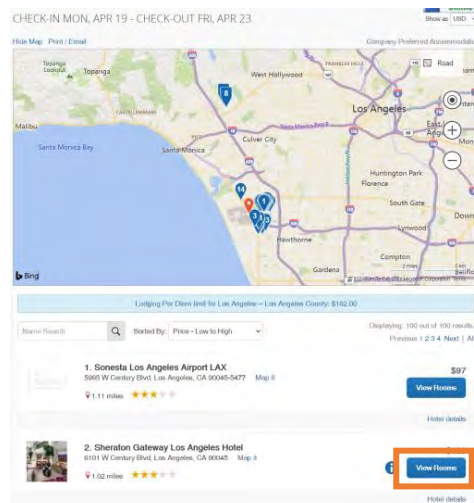
The screenshot shows a 'Hotel Search' form. At the top, there are four icons: a plane, a car, a bed, and a train. The bed icon is highlighted with an orange box. Below the icons, the form has two date pickers for 'Check-in Date' and 'Check-out Date', both highlighted with orange boxes. Underneath, there is a 'Search within' section with a dropdown set to '5 miles from'. Below this are four radio button options: 'Airport', 'Address', 'Company Location', and 'Reference Point / Zip Code'. The 'Reference Point / Zip Code' option is selected and highlighted with an orange box. Below these options is a text input field for the 'Reference Point / Zip Code' with the example '(e.g. 'Statue of Liberty', 90210' or 'Alexandria, VA')'. There is also a checkbox for 'Only show results showing:' followed by another text input field. At the bottom of the form is a large orange 'Search' button, also highlighted with an orange box.

5. If applicable, review the Hotel Per Diem Locations page. Then click the **Next** button.

**Result:** The Search results will appear, and you have the option to filter and or sort the search results.

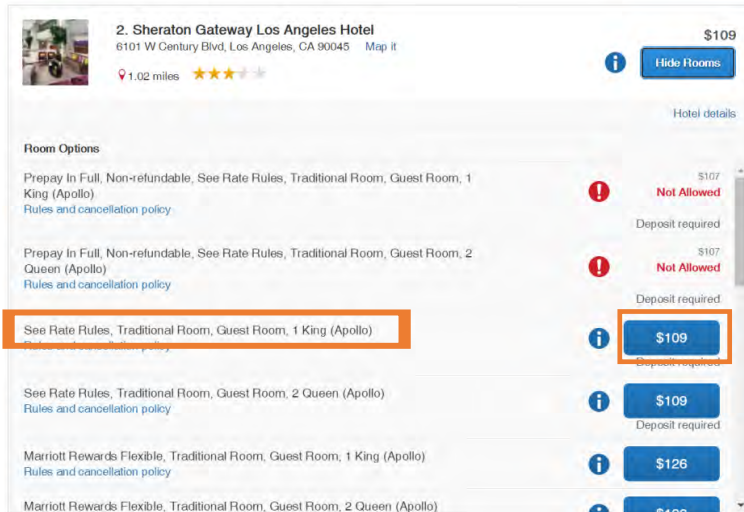
6. Review the search results by clicking the hotel picture, hotel details, and view rooms.

7. Click the **View Rooms** button next to the hotel you want to select.



The screenshot shows search results for 'Lodging Per Diem for Los Angeles - Los Angeles County \$142.00'. At the top, there is a map of Los Angeles with several hotel locations marked with blue pins. Below the map, there is a search bar and a 'Sorted By: Price - Low to High' dropdown. The results list two hotels: 1. Sonesta Los Angeles Airport LAX, 5905 W Century Blvd, Los Angeles, CA 90045-5477, 1.11 miles, 4 stars, \$97. 2. Sheraton Gateway Los Angeles Hotel, 6101 W Century Blvd, Los Angeles, CA 90045, 1.02 miles, 4 stars. The 'View Rooms' button for the second hotel is highlighted with an orange box.

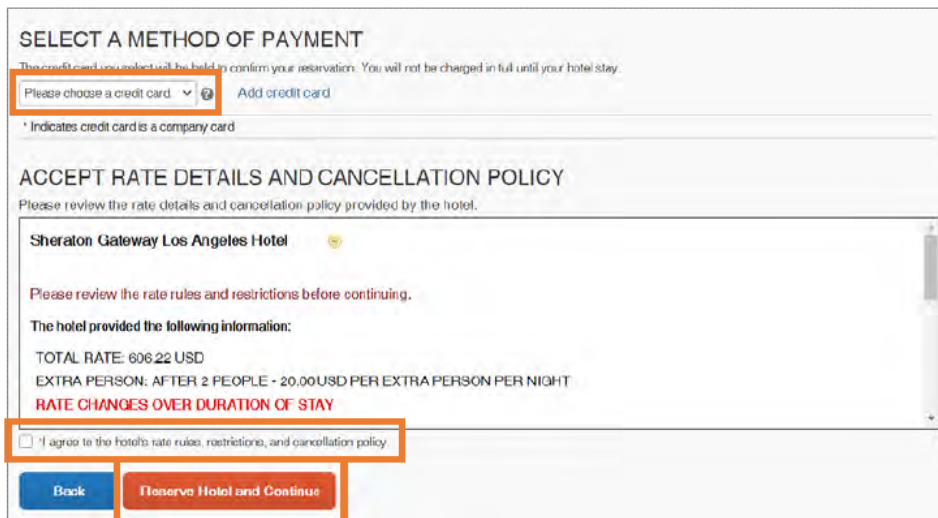
- Review the hotel rate rules and cancellation policies.
- Select the **blue hotel rental fee** button for the room you want to rent.



**Result:** The Review and Reserve Hotel page appears.

- Mark the check box to accept the rate details and cancellation policy.
- Click the **Reserve Hotel and Continue** button.

**Result:** The Travel Details page appears.



- Enter a **Trip Name**, **Trip Description**, and the **Concur Request ID** number
- Click the **Next** button.
- Click the **Confirm Booking** button.

**Result:** The Trip Confirmation page appears.

- Review the details of the trip and make any changes if necessary.
- Click the Confirm Booking button.

**Result:** The Finished page will appear stating that you have successfully booked your trip.

# Changing or Canceling a Trip

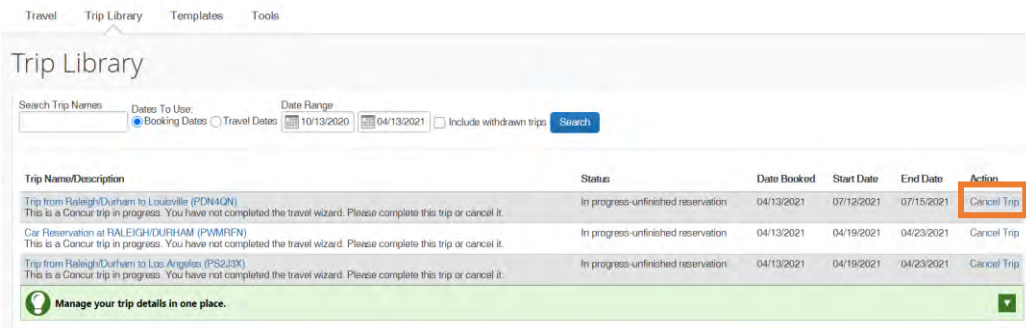
Flight changes may be available for Travelers that include a single carrier. Also, if the trip has been booked or ticketed, but has not occurred, you can change the time or date of the trip.

To cancel an entire trip, follow these steps:

1. Click the **Travel** tab on the Concur homepage.
2. Click the **Trip Library** tab.

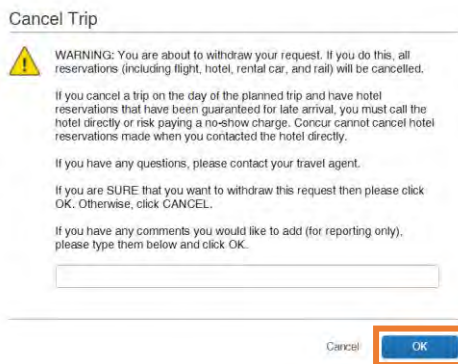
**Result:** A listing of upcoming trips will appear.

3. Click the **Cancel Trip** link next to the trip you want to cancel.



**Result:** A Cancel Trip pop-up message will appear.

4. Click the **Ok** button on the pop-up message.



**Result:** A confirmation message will appear stating that the trip has been successfully cancelled.

**Note:** If you are unable to change or cancel your Concur World Travel reservation, contact your World Travel, Inc agent for assistance.