

## CHANGE OR CANCEL A BOOKING

Changes to flights booked on Concur can only be completed prior to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact **Corporate Travel Partners (CTP)** at **844-799-1892**.

- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the 'Upcoming Trips' tab. This will activate the 'Trip Actions' menu.
- Choose 'Change Trip' or 'Cancel Trip' from the Trip Actions menu. The Concur travel wizard will open the trip so you can make changes.
- Trip cancellations can be completed online.

## TRIP PAYMENT

Traveler profiles should contain either a University Travel and Meal card issued by US Bank or a personal credit card.

## TRIPIT PRO AND TRAVEL/E-RECEIPTS

Some benefits of TripIt Pro are real-time flight alerts, seat tracking, flight delays, gate numbers, and more! TripIt Pro uses your confirmation emails to create a detailed daily itinerary for every trip. Personal travel requires you to check the Trip setting **is this a business trip** to NO. If you booked outside of Concur, you simply forward your itineraries and confirmation emails to:

[plans@tripit.com](mailto:plans@tripit.com).

**AS SOON AS IT IS RECEIVED.** If you have a travel booking receipt, email your receipt to [receipts@expenseit.com](mailto:receipts@expenseit.com) where the system will add it to the available receipts when you are ready to complete the expense report. If you use Outlook email, you can also connect your accounts to import your travel-related confirmation emails automatically. **Note:** Printed itineraries cannot be used as a receipt, only E-Receipt serves as the true receipt. Please allow up to an hour to receive your email receipt.

## ARRANGING TRAVEL FOR OTHERS

- Login using your Cornell NetID
- Click **Profile** and select 'Acting as other user' drop down.
- Select the user you are acting as from the list.
- Arrangers will need to have the correct permissions assigned in the Concur traveler's profile to book for other users and to appear on this list.

## FINDING HELP

- Select 'HELP' from the Concur navigation bar for online help.
- Visit **Travel at Cornell and Concur** <https://blogs.cornell.edu/travel/training-and-guides/> for Policy, Training materials and Reference Guides,

### CTP Travel Booking Contact Information:

Hours of Operation: Monday - Friday, 9:00am – 6:00pm EST

For Online Assistance: 877-208-1396

For Full-Service Assistance: 844-799-1892

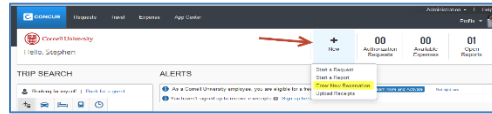
For Group Travel (10 or more): 800-810-2695

For After Hours: 800-358-1229

## CAMPUS-TO-CAMPUS BUS (C2C)

When using C2C you will need to identify this mode of transportation in Concur, however, there isn't a direct identifier for C2C in Concur and email confirmation for C2C does not work at this time. You should email the confirmation to [plans@tripit.com](mailto:plans@tripit.com) in order to be an available expense for your itinerary. To do this you have to **Add New Reservation** and manually key the information.

- On the Concur home page, click **+New>Enter New Reservation**
- Enter the Trip name and click **Add Car**.



- Confirmation number: Enter the transaction number from the C2C reservation details.

- Complete the required fields identified with a red asterisk. **Car Rental Agency** should be Other or unknown. You can also enter the pick-up/drop-off location and cost.

- Click **+Save and Close**. This will be available for completion on the Expense Report.



## CONCUR Traveler/Assistant/Arranger Quick Reference Guide

Concur is the online travel system which includes travel requests, booking travel and travel expense reimbursements.

Log into Concur at: **concur.cornell.edu**

## TRAVELER PROFILE

You must have a user profile established in Concur to make reservations. **Go to:** **concur.cornell.edu**. For assistance email [concur-support@cornell.edu](mailto:concur-support@cornell.edu).

## LOGIN TO CONCUR

- Go to the website at: **concur.cornell.edu**
- Enter **your NetID** and password.
- Complete the Two-Step login process.
- You should now be at the main **Concur home page**.



## CONCUR FEE SCHEDULE

- **Online Booking: Air/Car/Hotel/Rail** (no agent assistance)= \$5.00
- **Full Service Booking: Air/Car/Hotel** (calling Corporate Travel Planners directly (no booking via Concur) will be charged a fee of \$22.00 Domestic and \$27.00 for International. **Rail only** is a fee of \$10.00. For **Eurorail** contact CTP.
- **Group Bookings** calling Corporate Travel Planners directly (no booking via Concur) will be charged a fee of \$18.00 Domestic and \$20.00 for International

For additional fee information go to:

<https://www.dfa.cornell.edu/system/files/ctp-fee-structure.pdf>

## MAKING A RESERVATION

- At Concur home page, select the appropriate tab for your travel needs. (Ex: flight, car or hotel). This can also be done from the Travel tab.
- Enter cities/airports for outbound and return travel along with the dates and times for travel. **Note:** The system defaults to search the time window of +/-8 for domestic and international; **this can be adjusted to minimize your flight results.**
- To reserve a car or hotel with your flights, check the box for **'Reserve Car'** and/or the **'Reserve Hotel'** box on the flight tab. You can modify locations for cars or hotels after booking flights. Concur defaults to **'Round Trip'** bookings. Select **'One Way'** or **'Multi City'** tabs if required.
- Airfare:** choose search by **'Price'** or search by **'Schedule'** (Default is set to **Price**). Searching by price will return the lowest available airfare based on your search criteria. **Note:** Allow additional time for results to display when searching by schedule.
- Searching by schedule will return available flight schedules based on your search criteria. When leaving from a smaller local airport (i.e. Ithaca, Elmira) **uncheck** "Flights w/no double connections".
- You may need to uncheck results from nearby airports in the "Airport Filters" to show only the desired departure locations.
- Use caution when selecting non-refundable or "discounted economy fare" tickets as seats may not be available at the time you take your trip.

**Note:** You may select your airline seat assignments when selecting your flights or just before the completion of your purchase. Seats will be automatically selected based on your profile preferences and can be changed on the Travel Details page or any time after booking is complete. After you make your selections in **'Search by Schedule'**, Concur will also suggest lower cost options. Concur will determine the lowest fare based on your flight selection parameters (date/time).

## BOOKING A HOTEL

If you choose to book a hotel, you can search by several categories:

- Airport, Address, Reference point or zip code
  - Note:** For a complete list of hotels offering discounts go to: <https://www.dfa.cornell.edu/travel/lodging>
  - Select the **'Hotel details'** link to view hotel information including cancellation policy.
  - The check-in/check-out dates will default to your flight schedule. Remember to change this if necessary.
  - Click **'View Rooms'** to select room options/price.
  - Click **'Reserve Hotel and Continue'** to confirm your hotel.
- Important Note:** Read all information about your hotel's deposit and/or cancellation policy. Some hotels require full pre-payment and are not refundable if cancelled.

## BOOKING A RENTAL CAR

- If you choose to book a rental car, you can search by several pick-up or drop-off locations.
- Locations include: **Airport Terminal** – (will search for cars at or near the airport) or **Off-Airport** – (will search by address area – same as hotel options).
- Clicking the **'More Search Options'** link provides access to Car Type and our Preferred Vendors.
- Note:** Avis, Budget, Enterprise, Hertz and National are the preferred suppliers for car rental. Our rates, insurances and terms have been loaded into Concur.

## CONFIRMING YOUR BOOKING

- The **'Travel Details'** page provides an opportunity to review your selections prior to purchase.
- Click the 'View seatmap' link to change any pre-assigned seat numbers (if available).
- Select the **'Add Car'** or **'Add Hotel'** links to add a car rental or hotel booking.

- Review **'Fare Rules and Restrictions'** area for rules/restrictions that may apply.
- Select **'Purchase'**.

## AIRPORT SELECTION

Travelers can search area airports when flying into larger cities. By choosing the area airports option in your initial search criteria, Concur will automatically, display predetermined area co-terminus airports in the matrix. **Note:** When searching by cities served by multiple airports, results may take 2 minutes or more.

## CLONE AND/OR SHARE TRIP FEATURE

**CAUTION: Booking online for multiple people is not a best practice.** You should consult **Corporate Travel Partners (CTP)** at **844-799-1892** for agent-assisted booking.

If you are cloning a trip:

- Book your initial reservation.
- To create a new trip for Traveler B that duplicates the exact trip that is already booked for Traveler A. The Traveler Arranger may choose to **'Clone a Trip'** for a second traveler by selecting **'Clone Trip'** from Traveler A's reservation.
- Once selected, the arranger simply selects the name of the second traveler (Traveler B) and the trip is created based on the choices selected.
- Change the traveler info for the second traveler, modify the segments as needed (maybe you don't need another car rental).
- Person booking can enter comments to travel agent that they want to be seated next to someone.
- Any time someone puts a comment to travel agent, CTP DOES NOT charge additional fees. You still have an option of agent-assisted for an additional fee.

**Share Trip** (definition): A traveler may send an invitation to another traveler within the company to join them on their trip.

- Traveler A selects **'Share Trip'** > Type in the name of whom you wish to invite (i.e., Traveler B)
- Click on **'Search'** if a name list is not present.
- Traveler B receives an invitation when he logs onto Concur.

Recipient may:

- Accept (Concur automatically completes a new reservation for Traveler B to match Traveler A's trip)
- Decline

Both features provide the same function, which allows creation of additional travelers on the same trip. Alterations to the trip are available during the clone trip processes.

If you are using the **'Clone Trip'** feature, you must already be assigned as an **'Assistant/Arranger'** in the **new** traveler's profile.

## APP CENTER

Travelers can use any of the apps located in the App Center at their own pleasure, however, these are not supported (other than Tript Pro, Concur Mobile).