

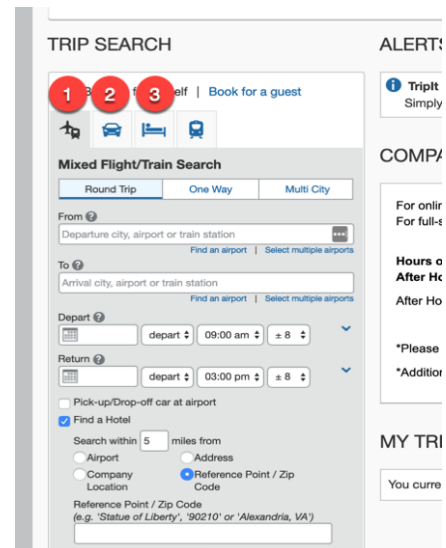
Concur FAQ Sheet

What must be done in order to start booking travel in my Concur?

Before you are able to start booking travel in Concur, you must complete your personal profile. Click “Profile” in the top-right of your Concur home page, then “Profile Settings”, and finally “Personal Information”. This brings you to your personal profile page. Minimally, you must complete every field with [Required**] above it, as well as add a credit card in the bottom section. Please see the “Profile Build” training video for more thorough instructions.

How do I book air vs. car vs. hotel in the Concur platform?

In the Trip Search feature in your home page, you book flight/train by selecting those icons (labelled 1), car by selecting the car icon (labelled 2), and hotel by selecting the bed icon (labelled 3).



TRIP SEARCH

Booking for myself | Book for a guest

1 2 3

Mixed Flight/Train Search

Round Trip One Way Multi City

From: Departure city, airport or train station

To: Arrival city, airport or train station

Depart: 09:00 am ± 8

Return: 03:00 pm ± 8

Pick-up/Drop-off car at airport

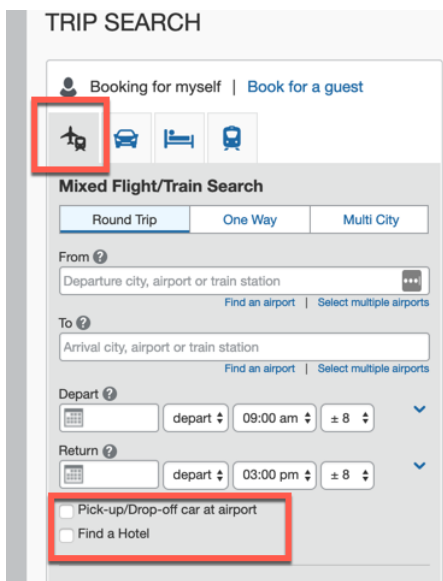
Find a Hotel

Search within 5 miles from

Airport Address

Company Location Reference Point / Zip Code

Reference Point / Zip Code (e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')



TRIP SEARCH

Booking for myself | Book for a guest

1 2 3

Mixed Flight/Train Search

Round Trip One Way Multi City

From: Departure city, airport or train station

To: Arrival city, airport or train station

Depart: 09:00 am ± 8

Return: 03:00 pm ± 8

Pick-up/Drop-off car at airport

Find a Hotel

How do I bundle air with car and/or hotel in the same reservation?

To bundle a car rental and/or hotel reservation with your flight, you will select the flight icon in the Trip Search feature, and then check the boxes for “Pick-up/Drop-off car at airport” (to add a car rental) and “Find a Hotel” (to add a hotel reservation).

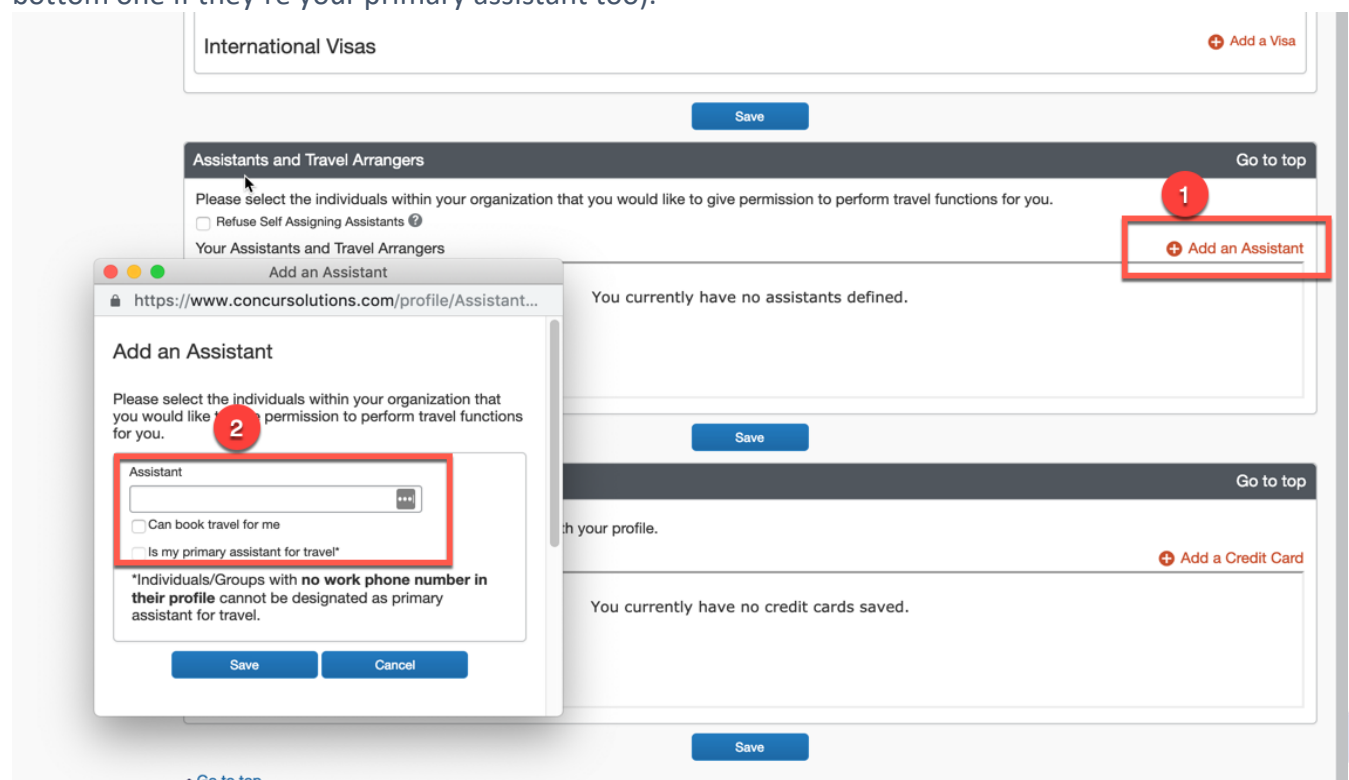


What if I book something that is considered “out-of-policy”?

You will see a yellow icon next to a flight/car/hotel’s price in the search results if that item is considered out-of-policy according to your company’s guidelines. If your company does not allow out-of-policy bookings, you will be notified that you cannot complete the transaction. However, if your company does allow out-of-policy bookings, you can still book the travel, but you must select a reason for doing so and your travel manager(s) will be notified via email.

How do I give someone privileges to book travel for me (such as an assistant or secretary)?

In your Personal Profile page, go down to the “Assistants and Travel Arrangers” section (second from the bottom, above just the Credit Card section). Simply click “Add an Assistant”, search & select that person’s name, and check the box allowing them to book travel for you (and the bottom one if they’re your primary assistant too).



The screenshot displays the 'Assistants and Travel Arrangers' section of a user's profile. The main page shows a 'Save' button and a 'Go to top' link. A modal window titled 'Add an Assistant' is open, showing a search for an assistant and checkboxes for 'Can book travel for me' and 'Is my primary assistant for travel'. A red box with the number '1' highlights the '+ Add an Assistant' button on the main page. Another red box with the number '2' highlights the search input field in the modal window. The modal window also includes a 'Save' button and a 'Cancel' button. The main page also shows a 'Go to top' link and a '+ Add a Credit Card' button.





TRAVEL PARTNERS

PROUD ASSOCIATE OF TRAVEL LEADERS

How do I add all of my Frequent Traveller rewards programs to my Concur profile (such as Delta SkyMiles or Hilton Honors)?

To add these vendor programs to your Concur profile, locate the “Frequent-Traveller Programs” section in your Personal Profile page and click “Add a Program”. For airline programs select the plane icon, for car rental programs the car icon, and select the bed icon for hotel rewards programs. Once you’ve selected the appropriate vendor-category, you can select the specific vendor from the drop-down menu, and then type in your specific program number in the box to the right.

The screenshot shows the 'Add Travel Programs' interface. At the top right, a red circle with the number '1' points to the 'Add a Program' button. Below this, a blue information box contains instructions: 'Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".' Below the instructions, a note states: 'The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).' The form has four sections, each with a numbered callout: '1' points to the program type selection (Air/Rail Carrier, Car Rental, Hotel, or another Air/Rail Carrier); '2' points to the company name dropdown menu; '3' points to the program number input field; and '4' points to the 'Search this vendor' checkbox. The first section is filled out with 'Delta' as the carrier and 'xxxxxxx' as the program number. The second section is filled out with 'Hertz' as the car rental company and 'xxx' as the program number. The third section is filled out with 'Intercontinental Hotels Group (IG)' as the hotel and 'xxxx' as the program number. The fourth section is empty. At the bottom of the form, there is a disclaimer: 'Travel is subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV.'

How do I complete a reservation or booking?

Once you have selected the flight/hotel/car rental you would like, click the red “Reserve and Continue” button at the bottom of the Review and Reserve landing page. After this, click Next/Continue through several more pages until you are brought to the final landing page (with a confirmation number indicating that your booking has been completed). Shortly after, you will receive an email acknowledging your booking. It is then sent through our Quality Control processes, and you will eventually receive a second email that actually confirms the booking.



1476 NEWPARK BLVD, SUITE 220, PARK CITY, UT 84098

SSTEFFEL@VIPTRAVELPARTNERS.COM
(435) 631-0363

VIPTRAVELPARTNERS.COM