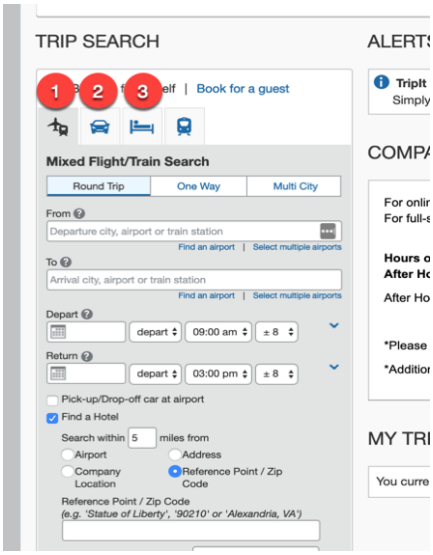
VIP TRAVEL PARTNERS
PROUD ASSOCIATE OF TRAVEL LEADERS

Concur FAQ Sheet

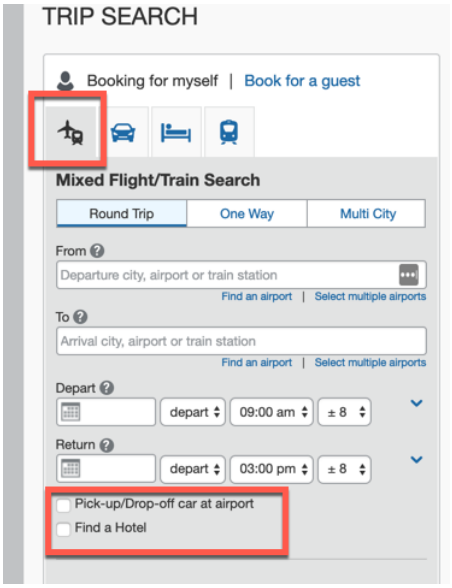
What must be done in order to start booking travel in my Concur?

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).



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).

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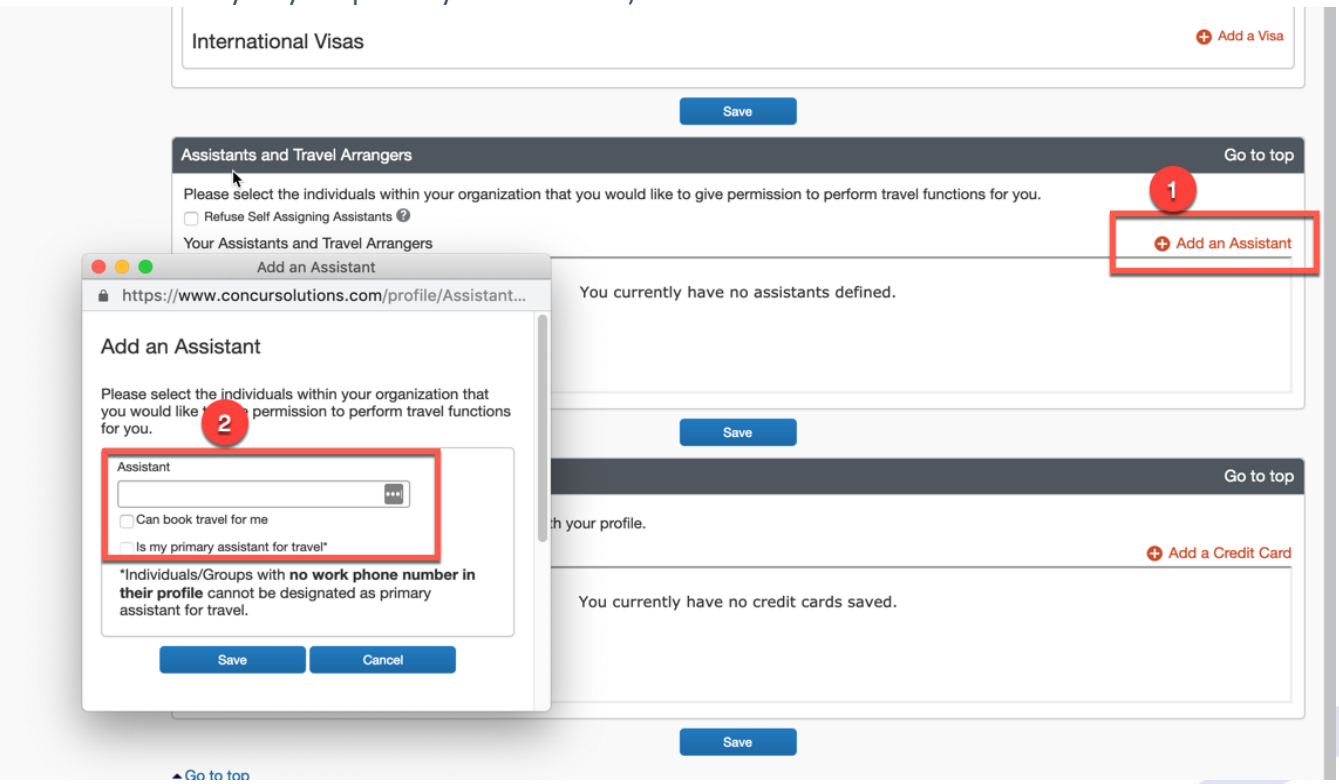
What if I book something that is considered "out-of-policy"?

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 you 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).



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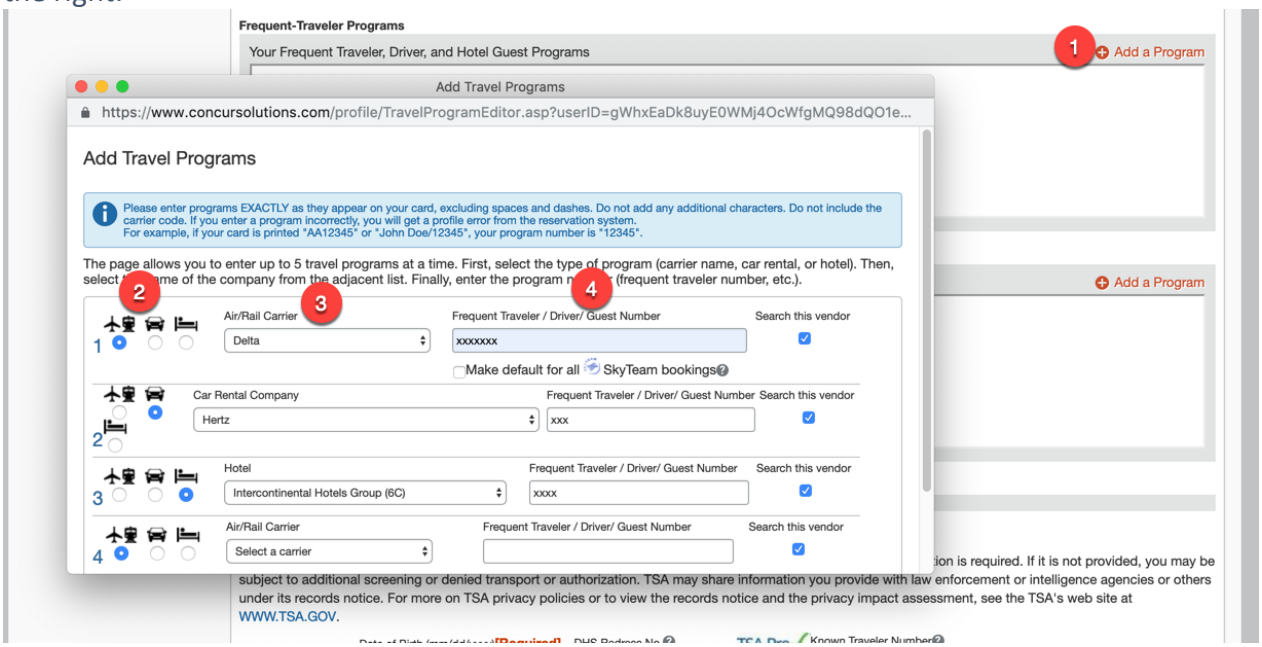
How do I add all of my Frequent Traveller rewards programs to my Concur profile (such as Delta SkyMiles or Hilton Honors)?

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.



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.

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