CONCUR | BOOKING TRAVEL

OVERVIEW

Once you’ve obtained your supervisor/department approval to travel on behalf of UConn, you can book your trip. However, a fully approved Travel Request must be obtained, within Concur, prior to beginning all business travel.

This reference document covers best practices when using Concur to book airfare, car rental, and/or hotel reservations.

LOGGING IN

1. Navigate to any web browser.
2. Access Concur by clicking on the following Link: Concur SSO.

NOTE: If you’re a Travel Arranger, booking a trip on behalf of another traveler, click Profile and select that employee from the Acting as other user drop-down. Then click Start Session.

BOOKING TRAVEL

1. From the Concur homepage, navigate to the Trip Search section. The Air tab is selected by default.
2. Select a flight option (e.g., Round Trip, One Way or Multi-City).
3. Type a departure city, airport name, or airport code in the From field. Live search results display.
4. Click to select the preferred departure airport.
5. Type an arrival city, airport name, or airport code in the To field. Live search result display.
6. Click to select the preferred arrival airport.

NOTE: Use the Find an airport link or the Select multiple airports link, as needed.

7. Click in the Departure and Return date fields and select appropriate dates from the calendar.
8. Use the remaining fields in this section to define the appropriate time range.

9. If a car rental will be necessary for the reservation, click Pick-up/Drop-off car at airport checkbox.
10. If a hotel will be necessary for this reservation, click Find a Hotel checkbox, and then complete additional applicable Hotel fields.

NOTE: By default, flight search results will display Economy Fairs listed by price. Modify Search by field to Schedule, as desired.

11. Click Search. Flight search results display.

NOTE: If personal travel is combined with business travel, a flight comparison must be obtained (at time of booking) from the preferred UConn Travel Management Company. Personal travel airfare difference charges must be charged to a personal credit card.

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SELECTING A FLIGHT

Flights are sorted by Price – Low to High, by default. Each fare option includes both the departure and return flight per result.

1. Scroll through the flight search results to locate a desired flight.

NOTES: (1) Click a specific airline and/or specify number of stops preferred from the top travel matrix, as desired. (2) To change flight search details, use the left navigation pane options.

2. Click View Fares.

Fare options and other flight details display.

3. Click the informational icons for any allowable flight to see applicable details for each option.

4. Click an allowable flight fare. The Review and Reserve Flight page displays.

REVIEW AND RESERVE FLIGHT

Scroll through the Review and Reserve Flight page to confirm accuracy.

5. Review flight details.

6. Review Traveler Information.

7. Edit or Add information, as necessary.

TIP: Traveler information will auto populate from the travelers profile, if available. See the Concur

8. Click Reserve Flight and Continue to confirm.

SELECTING A CAR RENTAL

If a rental car was requested with your initial trip search, the rental car search results display next.

UConn’s preferred car rental providers include Enterprise and National. If an alternate car rental company is used, you will need an Enterprise or National comparison from Key Travel.

1. Review car rental search result options.

2. Scroll through the search results.

3. Click a Total Cost to make a Most Preferred Car Rental selection.

TIP: To filter available options, click on vendor and/or a car size from the top matrix.

4. Review Rental Car details for accuracy.

NOTE: Business travel car rental charges should be charged to your Travel Card. A comparison from Key Travel must be obtained from the TMC if personal travel is combined with business travel. Personal car rental charge difference should be charged to your personal card.

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5. Confirm the Rental Car Preferences and Driver Information details are complete and accurate. Edit as necessary.
6. Click Reserve Car and Continue. Search results for next segment display, as applicable.

SELECTING A HOTEL

If a hotel was requested with your initial trip search, the hotel search results display next.

1. From the Hotel Per Diem Locations screen, confirm the Country, State, and Location fields have accurately prepopulated based on the hotel details.

2. Click Next. The business/personal travel prompt displays.

3. Read through the business/personal travel prompt and then click OK. The Hotel search results display.

4. Review the hotel search result options.

5. Click View Rooms for the desired hotel. Hotel rate details and room options display.

6. Click the desired rate/room.

7. If the hotel selected exceeds 150% of the allowable Hotel Per Diem, additional information will be req

NOTE: If selecting a Hotel option that exceeds 150% of the allowable Hotel Per Diem for the location you are traveling to, additional information is required within Concur. Additionally, the traveler should obtain written approval from Dean/Director/Department Head.

The Review and Reserve Hotel screen displays.
5. Review the **Trip Name**. Edit as desired.

6. Make the appropriate selection from the **Airfare charged to a Federal grant?** dropdown.

**NOTE:** There is no option to hold a trip before booking. Airfare is not ticketed upon booking, rather a UConn travel agent will send a follow-up email with a ticket number once a seat is confirmed on a flight.

7. Click **Next**. The **Trip Confirmation page displays with details.**

8. To complete booking, scroll down to click **Confirm Booking. Trip details are sent to an agent for ticketing.**

9. Click **Finish.**

💡 **TIP:** Shortly after travel is booked, Concur will send an email to the traveler (and their delegate(s), if applicable) confirming travel details. Within 24 hours, Key Travel/Anthony Travel will send a separate email confirming ticketing number, and respective flight information, if a flight was booked.

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**CANCELLING OR CHANGING AIRLINE, RENTAL CAR, OR HOTEL RESERVATION**

If an upcoming trip requires changes or cancellation, contact a UConn travel management agent for assistance.

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**ADDITIONAL SUPPORT**

For help with Concur, contact travel@uconn.edu.

For additional reference material, refer to the Concur Training Reference Material.