Concur User Guide
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Welcome to Concur

Covington is pleased to offer Concur, a full-featured online booking solution. Concur gives travelers access to airline, car, and hotel inventory, and includes automatic calendar updates, email, voice, and text messaging, and flight status updates through TripIt.

Since all Concur online bookings are routed through Covington, travelers are assured of compliance with travel policy, and all reservations are reflected in travel management reports.

Travelers and travel arrangers have the ability to book travel at their convenience, 24/7, using a secure internet based booking solution. Unused ticket information is tracked, highlighted and available to all travelers to view anytime.

In addition, reservations booked in Concur are accessible to Covington’s full service travel advisors, in case travelers require additional assistance.

Primary features of the Concur system:
  - Air, car, and hotel access; additional options are park ’n fly and airport taxi.
  - User friendly interface
  - Travel policy parameters for easy traveler reference
  - Reduced bookings fees
  - Ability to view and redeem unused tickets
  - Ability to make reservations anywhere, anytime

For a video demo overview of a Concur basic booking experience, go to: http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelReservation.htm

Tips to remember when using Concur:
  - Keep all components (air/car/hotel) pertaining to the same trip on one reservation to minimize any chance of incurring penalty charges in the event a trip must be cancelled.
  - Always read the airline/hotel rules and restrictions before confirming.
  - Utilize the help screens in Concur as needed.

How do I get set up as a Concur user?

Email Covington’s online support team with your name (as it appears on your photo I.D.) and your corporate email address to onlinebooking@covtrav.com. An activation email will be sent to you. If you have a completed profile already on file, your Concur activation will be sent to you the next business day after 10am ET.

I forgot my password and am unable to log in to Concur. How can I get a new password?

Click on Forgot your password, and an email will be sent to you with instructions on how to reset your password.
Upgrading Your Travel Profile

Before you use Concur for the first time, update your profile and change your password. You must save your profile before you first attempt to book a trip.

- On the Home page, select Profile from the menu at the top of the page.
- On the Profile sub-menu, click Change Password.
- In the Old Password field, enter your current (temporary) password.
- In the New Password field, enter your new password.
- Verify your new password by re-entering it in the Re-enter Password field.
- Enter a word or phrase in the Password Hint field to act as a reminder if you forget your password, and then click Submit.

The following information is required in your Concur profile before you can complete a booking:

- Name as it appears on your photo ID
- Date of birth
- Gender
- Either a work or home phone number
- Passport nationality
- A valid business email address

Note: You might also want to verify airline, car and hotel membership numbers.

Set Up a Travel Arranger or Assistant

- On the Home page, click Profile on the menu at the top of the page.
- On the Profile dropdown menu, click Personal Information.
- Click Assistants under the Travel Settings section in the box on the left hand side on the page.
- In the Assistants and Travel Arrangers section, click Add an Assistant to search for your assistant’s last name.
- In the Search Criteria field, enter the assistant’s name.
- Click Search.
- Click the Assistant dropdown arrow.
- Select the appropriate name from the dropdown list.
- Select Can book travel for me.
- Select Is my primary assistant for travel, if appropriate.
- Click Save.

Note: Your assistant must have an existing Concur Travel account before you can add him or her to your profile. If you do not want to allow arrangers access to your profile you will need to check the Refuse Self Assigning Assistants box. Please note that by choosing this option no one will be able to access your profile on your behalf to make travel arrangements.
Tips for Making Flight Reservations

Can I book my international reservation on Concur?
Concur is an excellent tool for international research, but due to international fare complexities, we recommend that you call to book your international reservations with one of our experienced international travel counselors.

How do I change the display to show me lower fare options?
- Change search option from Schedule to Price.
- Adjust Time Search window. (it defaults to +/- 3 hours)
- Adjust Time of Day option. (morning – 9am, afternoon – 1pm, evening – 6pm)
- Re-search updated options

How do I book a one-way trip or a trip that has multiple destinations?
On the Home page in your Flight Search info change your trip search option from Round Trip to either One Way or Multi-segment based on the type of trip you are booking.
I already know the flights that I want to book. How can I search for specific outbound and return flights?

On the Home page in your Flight Search information, change the departure and return times to reflect your preferred flight times, and choose Search Flights by: Schedule. It will display the outbound flight options in the first tab, and the return flight options in the following tab. Fares will be displayed after you choose your flights and click Price these options.

Can I search for a specific airline in Concur?

Yes. On the Home page in the Flight Search information, check the Specify Airline box then select the airline you would like to be searched a bit deeper. Concur will search this airline in addition to your company’s preferred airlines. Concur automatically searches airlines where you have frequent flyer numbers and you included ‘always search this airline’ in your profile. Please remember that not all airlines fly all routes. If you choose an airline and it does not appear on the results screen it may not fly between your selected cities.
How can I find the lowest fare options that are displayed in the matrix?
Under Airport Filters, check the boxes for sister airports in the same metropolitan area. It will automatically show you options from all cities selected. Please be aware when using this option that you may be flying out of one airport, and back into another, so read your schedule carefully before purchasing your ticket.

How can I compare the lowest fare displayed with the refundable fare for the same schedule?
Click on Show Details to expand flight details then click View More Fares to see different fare options available for the same flight itinerary.
How can I look for seat assignments?

- On the **Flight Availability** page, click on the seat icon to the right of each flight. This will allow you to assign your seat before booking your flight.

- If you do not select a seat before clicking the **Reserve** button, Concur will automatically reserve seats for you, if available, based on your profile preference. If Concur is unable to assign seats, it will alert you in red text.

- On the **Travel Details** page, you have the option to change your seat by clicking on **Change Seat**.

- To change your seats after you’ve confirmed your trip, you will need to go to **Upcoming Trips** on the **Home** page, click on the particular trip. You will then see the **Change Seat** option on your displayed itinerary.
How can I accumulate miles on a frequent flyer program other than the airline on which I am flying?

After selecting your flights, on the Travel Details page, click on Change Frequent Flyer Program. In the pop-up window, you will be given the option to choose the program you would like to use, or even add a program at this time.

Please note: it will be your responsibility to verify that the two programs participate with each other.

How do I find out how much the baggage fees will be?

On the Flight Availability page, click on the Baggage Fee Policies link. This will show you the baggage fees for ALL airlines. You can click More Info for detailed information on a particular airline.
Making Travel Reservations for Other People

Can I book reservations for other people?

Note: The traveler must first designate you as a Travel Arranger or Assistant in order for you to be able to book reservations for them.

- On the Home page, you will see You are administering travel for:, and a drop down list.

- Choose the appropriate traveler.
- If the traveler you are looking for does not appear in this list, click on Search, and type in the last name of the traveler.
- Highlight the traveler’s name and click on OK to add them to your list.

- If you are still not seeing the name of the traveler, you will need to verify with the traveler whether they have an existing profile in the system, and request that they add you as an Arranger/Assistant.
- Once you see the traveler’s name in the You are administering travel for: box, you can proceed with booking the reservation on their behalf.

TIP: It is very important that you choose the person’s name from the drop down list. If you skip this step, you have actually booked a reservation for yourself. If you find you have completed a reservation under the incorrect name, call Covington’s Online Support Team immediately.
How can I book multiple people on the same flights?

- Complete the booking for the first traveler.
- Return to the Home page.
- Under Upcoming Trips, you will see the trip you just booked for the first traveler. Click on that trip.
- Your will see your Trip Overview. Under that you will be given several selections. Click on Clone Trip option.

- Select the next traveler from the drop-down list. If your traveler is not listed, use the Search function to find your traveler.

- Click Next for flight search, and follow the prompts to complete the booking.
- Repeat process until all travelers are booked.

If using the Multiple Traveler option, verify that all reservations are confirmed. If a fare is not available, Concur will send back a message that the flights have not been booked and you will need to search for the flights at the lowest available fare.

Note: This feature will not work on reservations that contain multiple destinations or multiple airlines.
Changes and Exchanges

I have an unused nonrefundable ticket that I want to use towards a new trip. Where do I find my ticket information?

On the Home page, under Travel Information, you will see You have unused tickets. If you click on the link, it will show you the details of any tickets you have available.

On the Flight Availability page, you will see the unused ticket referenced in several locations. See example below:

Note: Flight changes are available only for e-tickets that include a single carrier.
I need to make a change to a reservation I made in Concur. Can I do that online?

Simple changes can be made to Concur reservations online. For more complex changes, please contact one of Covington’s knowledgeable full-service counselors.

For simple changes:

- On the Home page, under Upcoming Trips, click on the trip that you want to change. A Trip Actions box will appear. Click on Change Trip.

The next page will display your completed flight itinerary.
- Under each air segment of your itinerary, you will see a link to Change This Leg.
- For the hotel and car segments, you will see Change Date or Cancel options.
- Click on the appropriate link, and follow the prompts in the Change Flight window.

Please see the link below for an interactive demonstration of changing a reservation:
http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_ChangeTrip.htm
Booking Train Reservations in Concur

How do I search for train schedules in Concur?

On the Home page click on the Rail tab to begin. Select round trip or one-way, enter your train stations, departure and return date and times. Then Search for schedules.

Select your desired choices from the options listed on the results page.

Tickets will be available for pickup at the departure train station through a Quik-Trak machine or from an Amtrak Ticket Clerk.

NOTE: In some instances an electronic ticket will not be possible and a paper ticket will have to be issued. The paper ticket will be sent from Amtrak under the following guidelines:

- More than 15 days before travel date: via US Mail
- Between 6 and 15 days before travel date: via Express Mail ***a charge applies for this service.

If booking less than 6 days prior to departure and a paper ticket is required, please contact Covington for options.
Booking Cars In Concur

Is there a way to narrow down my car search in Concur?

On the initial search page, after entering your pick-up and drop-off information click the More Search Options link at the bottom of the page. This will allow you to specify car type (up to three), smoking preference and select car vendors to search.

How can I send a request to a car vendor?

On the Car Availability page, users are given an option to request in-car GPS systems as well as send a free-form message of up to 30 characters to the car vendor. From this section they can also add mileage programs and filter their car search further.
Booking Hotels in Concur

Is there a way to show the locations of the hotels I am searching for?

On the Hotel Availability page you will find a map that will display the locations of all of the hotels listed on that page of availability. If you select the hotel from the map it will bring the rates up in Concur so you can close the map and immediately select your rate at your preferred hotel.

Hotel Booking Tip: Always check the cancellation policy when booking hotels. Some hotels have nonrefundable rates, and others have policies that require cancellation ranging from the same day to several days or weeks in advance. Concur requires that you agree to the hotel cancellation before you continue with your booking. Please make note of that cancellation policy before you continue your reservation.

Is there a way to display AAA/AARP rates in Concur?

AAA and AARP rates are only available to travelers that are members of those organizations. If you qualify for these rates, go to the Personal Information section in your Profile. Under the Travel Preferences section check the boxes for any rates which you may be eligible for.

Note: You may be required to present proof of membership when you check-in at your hotel.
The hotel I am looking for did not come up in the hotel availability display. How can I narrow my search?

During the initial search, hotels will be displayed based on your company’s policy. If the hotel you are looking for does not display you can use the following options to narrow your search:

- By using the Sort drop down menu you can change how the availability is displayed based on Preference, Price, Chain, Rating, Distance and Policy.
- Search for hotels With names containing a specific word.
- Change your search and update the distance that the system will search for hotels
- Search by Airport, Address, Reference Point/Zip Code or Company Location (if applicable)
- Filter your choices by Hotel Chain, Neighborhood and Hotel Amenities.
E-mailing Itineraries

How do I get a copy of my Concur itinerary?

On the Trip Confirmation page, click on the E-mail Itinerary link.

In the pop-up window, the e-mail that is entered in your profile will display along with the name of the trip. You can add additional e-mail addresses, change the subject, and add any additional comments. When complete click on the Send Mail link.

If you already have a completed booking you can access it on the Home page, under Upcoming Trips. Click on the trip that you would like to e-mail. Under Trip Actions, click on Email Itinerary. A pop-up window will appear. Follow instructions above.
How do I send copies of my itinerary to a group of other people at my company so that they can book the same trip?

On the Home page, under Upcoming Trips click on the trip that you would like to send. Under Trip Actions, click on the Share Trip link.

In the pop-up window, you will have a list of employees to whom you have previously sent trips. You can also use the Search function to find the names of other employees you wish to e-mail. After finding the appropriate name, click on the Share Trip link.
Concur Mobile Assistant

Concur Mobile can help you manage business travel itineraries and expense transactions from the convenience of your smartphone, giving you freedom and flexibility on the go.

Getting started is easy. Simply follow these three steps:

- Make sure your Concur user profile includes a valid credit card number, billing address, home address and mobile phone number.
- Download Concur Mobile
  - BlackBerry® users can download the application from BlackBerry App World.
  - Android users can get Concur Mobile from Google Play.
  - iPhone users can download the application from the App Store.
- Set up a Mobile PIN

View these same simple steps on the Concur Mobile Registration page under the Profile tab.

To log into Concur Mobile, enter your User Name and Mobile PIN

You can use Concur Mobile to:
- View your itinerary
- Complete online check-in
- Check your flight status
- Change your return flight (time or day)
- Search flight schedules
- View seat availability
- Search (GPS-supported), book, and cancel:
  - Hotel
  - Rental car
- View vendor details
- Check weather conditions
- Call:
  - Travel agent
  - Hotel
  - Rental car
- Map locations for:
  - Hotel
  - Car rental
- Obtain driving directions
## Concur Action Buttons and Icons

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<td>Indicates a company preferred vendor</td>
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<td>🛫</td>
<td>Click to view the flight seat map</td>
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<td>Reserve</td>
<td>Reserves the selected trip details</td>
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<td>🗔️</td>
<td>Indicates your airline booking information</td>
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<td>🚗️</td>
<td>Indicates your car rental information</td>
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<td>Indicates your lodging information</td>
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<td>🚄</td>
<td>Indicates your rail booking information</td>
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