

# Concur Travel QuickStart Guide



State of Rhode Island Version  
March 1, 2016

[www.ShortsTravel.com/RI](http://www.ShortsTravel.com/RI)

## Table of Contents

Table of Contents.....	2
Updating Your Travel Profile.....	3
Booking a Flight.....	4
Booking for a Guest.....	6
Step 1: Select the Type of Travel.....	6
Step 2: Select a flight.....	7
Step 3: Select a rental car .....	9
Step 4: Select a hotel .....	10
Step 5: Review the Travel Details page (itinerary).....	11
Step 6: Review the booking information .....	12
Booking a Car .....	14
Step 1: Use the Car  tab .....	14
Booking a Hotel.....	16
Step 1: Use the Hotel  tab.....	16

## Updating Your Travel Profile

Before you use Concur's travel application for the first time, update your Travel profile. Even if you make no changes, you must **save** your profile before you can book a trip in Travel.

The screenshot shows the 'My Profile' page for William Never. The navigation bar includes Home, My Profile, Trips, Reporting, Book A Trip, Travel Tools, and Info Center. The user's name is NEVER/WILLIAM. A list of profile sections is on the left: General Information, Business Contact, Personal Contact, Travel Preferences, Frequent Account Numbers, Forms Of Payment, Passport Information, Traveler Numbers, Itinerary Notifications, Travel Arrangers, and Email Subscriptions. The main content area is titled 'GENERAL INFORMATION' and contains a warning about Secure Flight data matching. Below this are fields for First Name (WILLIAM), Middle Name (TESTTWO), Last Name (NEVER), Suffix, Job Title (TEST USER SORI), Birth Date (February 13, 1965), Gender, and Email Address (kgoblirsch@shortstravel.com). There is a checkbox for 'Carbon copy personal email address on virtual invoices'. A 'LOGIN INFORMATION' section includes Username (WTTNEVER), Password, and Confirm Password fields. A 'Save >' button is at the bottom right.

Use the Travel profile options to set or change your personal Travel preferences and settings. They include:

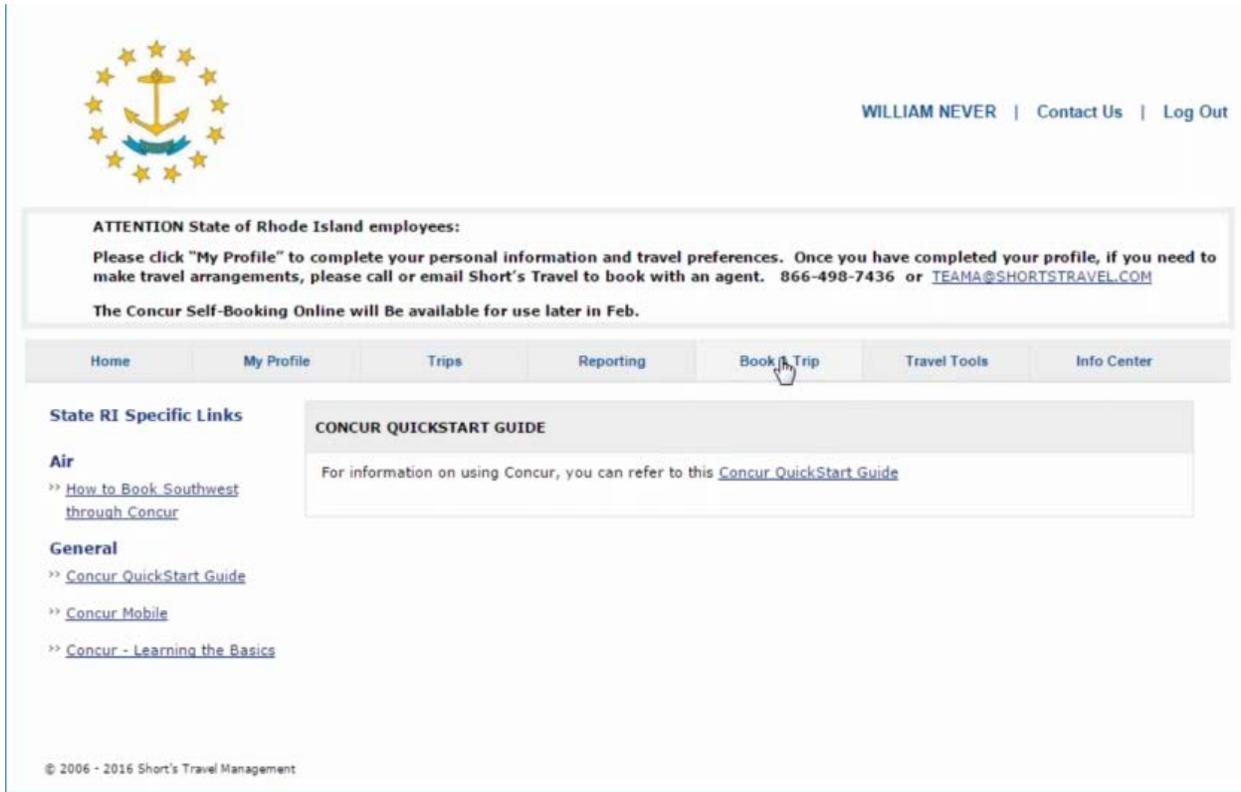
- Assistant or travel arranger
  - Alpha Code (for payment)
  - Email options
  - E-Receipts
  - Language
  - Password
  - Personal preferences (name, address, emergency contact, credit card)
  - Regional preferences (number format, date format, language)
  - Travel preferences (air, hotel, car rental, rail preferences)
- and
- Other preferences and settings (default home page, calendar, emails, accessibility mode)

For more detailed information regarding setting up your profile, please go to:

[http://controller.admin.ri.gov/documents/StateTravel/50\\_Short%20Portal%20User%20Guide.pdf](http://controller.admin.ri.gov/documents/StateTravel/50_Short%20Portal%20User%20Guide.pdf)

## Booking a Flight

To access the online booking tool, click “Book a Trip” from the main login page:



The screenshot shows the main login page with the following elements:

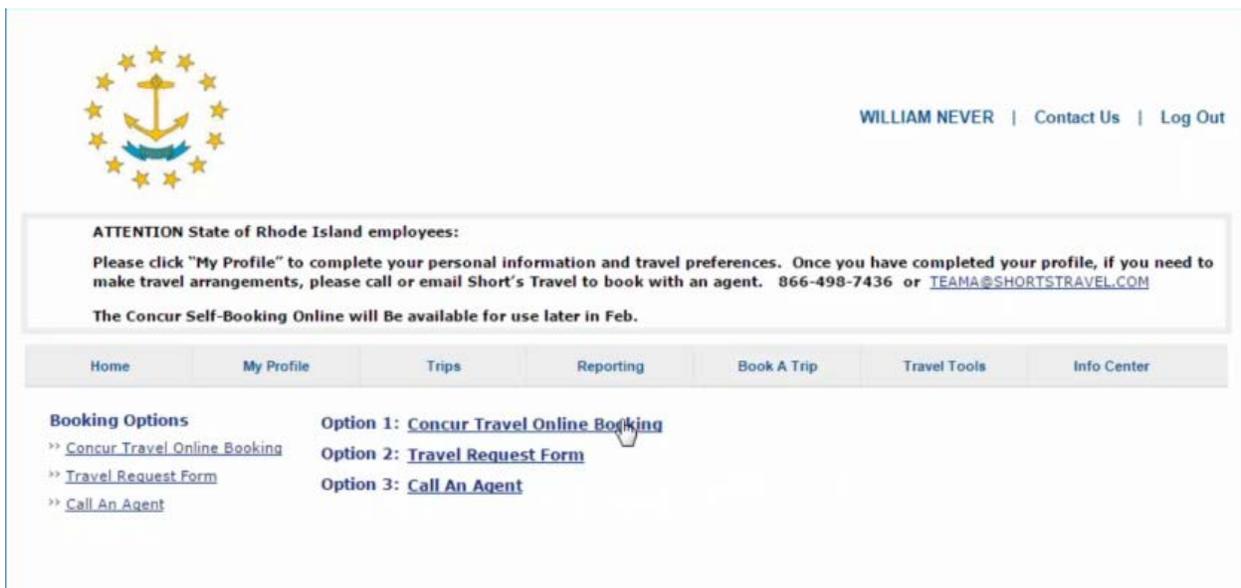
- Logo:** A circular logo featuring a yellow anchor in the center, surrounded by twelve yellow stars and a blue banner at the bottom.
- User Name:** WILLIAM NEVER | [Contact Us](#) | [Log Out](#)
- Attention State of Rhode Island employees:**

Please click “My Profile” to complete your personal information and travel preferences. Once you have completed your profile, if you need to make travel arrangements, please call or email Short’s Travel to book with an agent. 866-498-7436 or [TEAMA@SHORTSTRAVEL.COM](mailto:TEAMA@SHORTSTRAVEL.COM)

The Concur Self-Booking Online will Be available for use later in Feb.
- Navigation Menu:** Home | My Profile | Trips | Reporting | **Book a Trip** | Travel Tools | Info Center
- State RI Specific Links:**
  - Air**
    - >> [How to Book Southwest through Concur](#)
  - General**
    - >> [Concur QuickStart Guide](#)
    - >> [Concur Mobile](#)
    - >> [Concur - Learning the Basics](#)
- CONCUR QUICKSTART GUIDE:**

For information on using Concur, you can refer to this [Concur QuickStart Guide](#)
- Footer:** © 2006 - 2016 Short’s Travel Management

Click “Option 1: Concur Travel Online Booking”:



The screenshot shows the main login page with the following elements:

- Logo:** A circular logo featuring a yellow anchor in the center, surrounded by twelve yellow stars and a blue banner at the bottom.
- User Name:** WILLIAM NEVER | [Contact Us](#) | [Log Out](#)
- Attention State of Rhode Island employees:**

Please click “My Profile” to complete your personal information and travel preferences. Once you have completed your profile, if you need to make travel arrangements, please call or email Short’s Travel to book with an agent. 866-498-7436 or [TEAMA@SHORTSTRAVEL.COM](mailto:TEAMA@SHORTSTRAVEL.COM)

The Concur Self-Booking Online will Be available for use later in Feb.
- Navigation Menu:** Home | My Profile | Trips | Reporting | **Book A Trip** | Travel Tools | Info Center
- Booking Options:**
  - >> [Concur Travel Online Booking](#)
  - >> [Travel Request Form](#)
  - >> [Call An Agent](#)
- Option 1: [Concur Travel Online Booking](#)**
- Option 2: [Travel Request Form](#)**
- Option 3: [Call An Agent](#)**

Click "LOG INTO CONCUR TRAVEL":

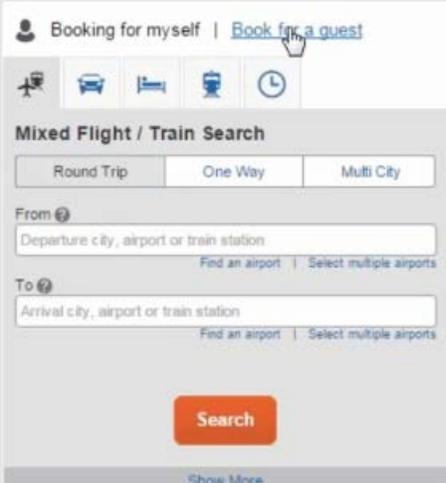
The screenshot shows the Concur Travel website interface. At the top left is the State of Rhode Island logo. To the right, the user name "WILLIAM NEVER" is displayed with links for "Contact Us" and "Log Out". A central message box contains the following text: "ATTENTION State of Rhode Island employees: Please click 'My Profile' to complete your personal information and travel preferences. Once you have completed your profile, if you need to make travel arrangements, please call or email Short's Travel to book with an agent. 866-498-7436 or [TEAMA@SHORTSTRAVEL.COM](mailto:TEAMA@SHORTSTRAVEL.COM) The Concur Self-Booking Online will Be available for use later in Feb." Below this is a navigation bar with tabs for Home, My Profile, Trips, Reporting, Book A Trip, Travel Tools, and Info Center. On the left, under "Booking Options", there are links for "Concur Travel Online Booking", "Travel Request Form", and "Call An Agent". The main content area is titled "CONCUR TRAVEL ONLINE BOOKING" and features the Concur logo with a hand cursor pointing to a "LOG INTO CONCUR TRAVEL" link.

Booking site will appear as follows:

The screenshot shows the Concur Travel user dashboard. The top navigation bar includes the Concur logo, "Travel", "App Center", "Help", "Profile", and a user icon. Below the navigation bar, the user is greeted with "Hello, WILLIAM" and a "01 View Trips" indicator. The dashboard is divided into several sections: "TRIP SEARCH" with options for "Booking for myself" or "Book for a guest", and a "Mixed Flight / Train Search" form with fields for "From" and "To" and a "Search" button; "ALERTS" with a message about connecting to Triplt and a link to "Sign up here"; a promotional banner for the Concur App Center with an "Explore Now" button; and "MY TRIPS (1)" which lists a "Hotel Reservation at Logan Intl Arpt, Boston, MA" for "FEB 23-24".

## Booking for a Guest

If you are a travel arranger or booking for someone who is not a State employee and therefore does not have a State profile, please click “Book for a guest”:



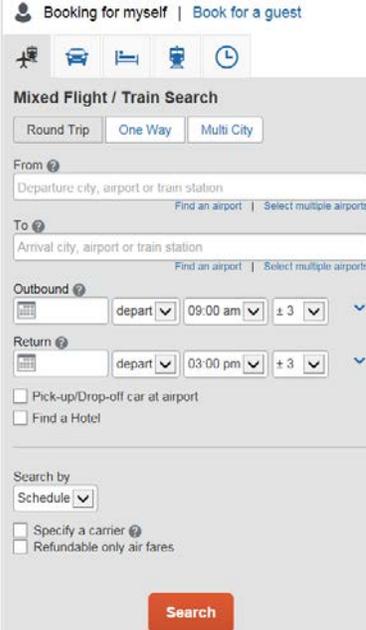
The screenshot shows the 'TRIP SEARCH' header. Below it, there are two links: 'Booking for myself' and 'Book for a guest', with a mouse cursor pointing to the latter. A row of icons for different travel modes (Flight, Car, Hotel, Rail, Clock) is visible. Below the icons, the 'Mixed Flight / Train Search' section contains three tabs: 'Round Trip', 'One Way', and 'Multi City'. There are two input fields for 'From' and 'To', each with a 'Find an airport' and 'Select multiple airports' link. A red 'Search' button is at the bottom, and a 'Show More' link is at the very bottom.

### Step 1: Select the Type of Travel

Use the Flight  tab to book a flight by itself or with car rental and/or hotel reservations. To book car and hotel reservations *without* a flight, use the **Hotel**  and **Car**  Search tabs. To book rail, use the **Rail**  tab.

To start the search:

1. Select one of the following types of flight options:
  - Round Trip
  - One Way
  - Multi-Segment (if available)
2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, Concur will automatically search for a match. **NOTE:** Use the **Find an airport** and **Select multiple airports** links as needed.
3. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the desired time range.
4. Click the  arrow to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights.



This screenshot shows the 'TRIP SEARCH' interface with more details. The 'Book for a guest' link is highlighted. The 'Mixed Flight / Train Search' section has 'Round Trip' selected. The 'From' and 'To' fields are empty. The 'Outbound' and 'Return' sections show date pickers and time windows. The 'Outbound' time window is set to '09:00 am' with a '± 3' range. The 'Return' time window is set to '03:00 pm' with a '+ 3' range. There are checkboxes for 'Pick-up/Drop-off car at airport' and 'Find a Hotel'. The 'Search by' dropdown is set to 'Schedule'. There are checkboxes for 'Specify a carrier' and 'Refundable only air fares'. A red 'Search' button is at the bottom.

**NOTES:**

- The graphical display is based on flight schedule data. It will not show any rail options, nor can it take refundability or class of service preferences into account.
  - Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
  - If you change locations or dates, click **refresh graph** for more data.
5. If you need a car, click the **Pick-up / Drop-off car at airport** check box.
  6. If you need an off-airport car or have other special requests, you can skip this step and add a car later from your itinerary.
  7. If you need a hotel, click the **Find a Hotel** check box. Additional fields appear.
    - Choose to search near an airport, near an address, near a company location, or near a reference point / zip code (a city or neighborhood).
  8. If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can add a hotel later in the booking process.
  9. For **Search flights by**, select either **Price** or **Schedule**.
  10. Click **Search**. The flight search results appear.

**Step 2: Select a flight**

On the Flight Search results page:

11. If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.

**PROVIDENCE, RI TO SALT LAKE CITY, UT**  
TUE, MAR 8 - THU, MAR 10

Print / Email  
Hide matrix

All 59 results	American Airlines	Multiple Carriers	Southwest	Delta	United
1 stop 6 results	--	564.20 1 results	620.00 4 results	--	644.20 1 results
2 stops 53 results	480.70 25 results	518.20 22 results	574.00 2 results	586.20 2 results	619.20 2 results

Baggage Fee Policies  
Show fare display legend

Shop by Fares | Shop by Schedule | Sorted By: Policy - Most Compliant

Displaying: 59 out of 59 results. << Previous 1 2 3 4 5 6 Next >> | All

American Airlines	08:05a PVD > 07:32p SLC 12:00p SLC > 11:51p PVD	2 CLT/PHX 2 LAX/PHL	13h 27m 9h 51m	<b>\$480.70</b> Select
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Hide details ^

Outbound flight: Providence, RI (PVD) - Salt Lake City, UT (SLC) Tue, Mar 8

American Airlines #1831	T F Green St Arprt (PVD) Depart: Tuesday, 08:05a Stops: 0 Duration: 2h 32m Economy: Q Airbus Industrie A321 293 lbs CO2	Charlotte Douglas Intl... (CLT) Arrive: Tuesday, 10:37a
American Airlines #628	Charlotte Douglas Intl... (CLT) Depart: Tuesday, 01:00p Stops: 0 Duration: 4h 44m Economy: Q Airbus Industrie A321 689 lbs CO2	Sky Harbor Intl Arprt (PHX) Arrive: Tuesday, 03:44p

**Trip Summary**

**Select Flights or Trains**  
Round Trip  
PVD - SLC  
Outbound: Tue, 03/08/2016  
Return: Thu, 03/10/2016

**Select a Car** Remove  
Pick-up: Tue, 03/08/2016  
Drop-off: Thu, 03/10/2016

**Select a Hotel** Remove  
Nights: 2  
Salt Lake City, UT  
Check-in: Tue, 03/08/2016  
Check-out: Thu, 03/10/2016

Finalize Trip

**Change Search**

From: PVD - T F Green St Arprt - Providence, RI  
To: SLC - Salt Lake City Intl Arprt - Salt Lake City, UT

12. If you selected **Schedule** on the previous page, then the **Shop by Schedule** tab is initially active.

**Trip Summary**

**Select Flights or Trains**  
Round Trip  
PVD - SLC  
Outbound: Tue, 03/08/2016  
Return: Thu, 03/10/2016

**Select a Car** Remove  
Pick-up: Tue, 03/08/2016  
Drop-off: Thu, 03/10/2016

**Select a Hotel** Remove  
Nights: 2  
Salt Lake City, UT  
Check-in: Tue, 03/08/2016  
Check-out: Thu, 03/10/2016

**Finalize Trip**

**PROVIDENCE, RI TO SALT LAKE CITY, UT**  
TUE, MAR 8 - THU, MAR 10

Print / Email  
Hide matrix

All	Southwest	Delta	Multiple Carriers	American Airlines	United
126 results					
1 stop 12 results	2 results	2 results	7 results	--	1 results
2 stops 114 results	1 results	5 results	31 results	52 results	25 results

**Baggage Fee Policies** Show fare display legend

Shop by Fares Shop by Schedule Sorted By: Depart - Earliest

Outbound Return

**Providence, RI - Tue, Mar 8**  
Displaying: 126 out of 126 results

Carrier	Depart	Arrive	Stops	Class	Seat Map
Southwest #1687	PVD 06:00a → MDW	MDW 07:50a 0	0	Economy	
Southwest #2366	MDW 08:40a → SLC	SLC 11:20a 0	0	Economy	
7h 10m; 850 lbs CO <sub>2</sub> ; (Southwest)					
Delta #1263	PVD 06:00a → ATL	ATL 08:50a 0	0	Economy	
Delta #2822	ATL 10:35a → SLC	SLC 12:47p 0	0	Economy	
8h 47m; McDonnell Douglas MD-80, Boeing 757-300; (Apollo)					
American Airlines #4519	PVD 06:00a → DCA	DCA 07:47a 0	0	Economy	
Delta #2063	DCA 08:35a → MSP	MSP 10:29a 0	0	Economy	

Note: When selecting a flight, options in Green are within policy while option in Red are outside of policy and will require justification and travel administrator approval to book.

**Search**

Outbound - Tue, Mar 8  
Depart: 06:00 A - 11:30 A  
Arrive: 11:10 A - 10:45 P

Return - Thu, Mar 10  
Depart: 12:00 P - 05:45 P  
Arrive: 09:55 P - 09:39 A

Price: \$480.70 - \$1,165.00

Display Settings  
 Hide Non-refundable Fares  
 Hide Propeller Planes  
 Depart/Return Same Airport Only

Airport Filters  
Outbound Departure  
 PVD - Providence, RI (\$480.70)

**Delta - (Apollo)**  
Fare Rules  
**Ticket non-refundable - penalties may apply**  
Change fee: 200 USD

**United - (Apollo)**  
Fare Rules  
**Ticket non-refundable - penalties may apply**  
Change fee: 200 USD

No more fares available  
Your company credit card will be used to purchase this trip.  
**Select**  
Hide details

Shop by Fares Shop by Schedule Sorted By: Policy - Most Compliant

Displaying: 59 out of 60 results

American Airlines	08:05a PVD → 07:32p SLC	2 CLT/PHX	13h 27m	<b>\$480.70</b>
	12:00p SLC → 11:51p PVD	2 LAX/PHL	9h 51m	<b>Select</b>

Hide details

Outbound flight: Providence, RI (PVD) - Salt Lake City, UT (SLC) Tue, Mar 8

American Airlines #1831	T F Green St Arpt (PVD) Depart: Tuesday, 08:05a	Charlotte Douglas Intl... (CLT) Arrive: Tuesday, 10:37a
Stops: 0 Duration: 2h 32m Economy: Q Airbus Industrie A321 293 lbs CO <sub>2</sub>		
American Airlines #628	Charlotte Douglas Intl... (CLT) Depart: Tuesday, 01:00p	Sky Harbor Intl Arpt (PHX) Arrive: Tuesday, 03:44p
Stops: 0 Duration: 4h 44m Economy: Q Airbus Industrie A321 689 lbs CO <sub>2</sub>		
American Airlines	Sky Harbor Intl Arpt (PHX)	Salt Lake City Intl Ar... (SLC)

Once flight is selected, you will have a chance to review the flight information, price, alpha code and ticket terms (for example, non-refundable cancelation rules).

Click **“Reserve Flight and Continue”** to accept flight, price and ticket terms.

### Step 3: Select a rental car

If you requested a car on the **Flight Search** tab, the rental car search results appear.

**Trip Summary**

**Flights Reserved**  
Round Trip  
PVD - SLC  
Outbound: Tue, 03/08/2016  
Return: Thu, 03/10/2016

**Select a Car**  
Pick-up: Tue, 03/08/2016  
Drop-off: Thu, 03/10/2016

**Select a Hotel** Remove  
Nights: 2  
Salt Lake City, UT  
Check-in: Tue, 03/08/2016  
Check-out: Thu, 03/10/2016

**Finalize Trip**

**Total Estimated Cost**

Air	USD	564.20
	USD	564.20
<b>Total</b>		<b>564.20</b>

**PICK UP: (SLC) ON TUE, MAR 8 11:35 AM**  
**RETURN: THU, MAR 10 03:15 PM**

Print / Email  
Hide matrix

All 53 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car
	43.00	44.00	46.00	47.00	50.00	--	70.00
	44.00	45.00	47.00	48.00	51.00	61.00	--
	12.00	13.00	14.00	--	--	--	--
	24.00	24.00	26.00	35.00	35.00	--	--
	27.13	28.11	29.09	33.01	33.01	--	--
	27.68	28.68	29.68	33.68	33.68	--	--
	28.00	29.00	30.00	34.00	34.00	--	--
	29.00	34.00	--	--	--	--	--
	32.99	37.99	--	--	--	--	--
	46.64	47.54	49.34	53.60	55.60	72.90	80.19

Sorted By: Policy - Most Compliant

Displaying: 53 out of 53 results.

**Economy Car (Apollo)**

**\$43.00 per day** (Corporate rate)

Unlimited miles  
Pick-up: Terminal: SLC  
Automatic transmission

E-Receipt Enabled more info

**Note:** Enterprise and National Car Rental rates include full coverage insurance. No additional insurance is required at time of rental. In addition, these companies have direct bill accounts with the State which eliminates the needs for travelers to submit personal credit card information at time of rental.

**Matrix - Top right side of the page:** Use the grid to filter the results.

13. To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.
14. To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
15. To see cars of a particular size *and* a particular vendor, click the appropriate cell. The search results below will reflect that choice.
16. Below the matrix is the **Sorted By** list. Select the desired sort option.
17. Review the price and options.
18. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
19. Click **more info** for more information about the available options.
20. Click **Select**. (The color of the **Select** button reflects policy compliance. A green button indicates the car is within company policy. A red button indicates the car is not within company policy.)

Once car is selected, you will have a chance to review the pick-up and drop-off information, price and choose your alpha code. No charge is due at time of reservation.

**Click "Reserve Car and Continue" to accept car rental reservation and rate.**

## Step 4: Select a hotel

If you requested a hotel on the **Flight Search** tab, the hotel search results appear.

The screenshot shows the CONCUR Travel interface. At the top, there are navigation tabs for 'Travel', 'Trip Library', 'Templates', and 'Tools'. The 'Travel' tab is active. On the right, there are links for 'Profile' and 'Help'. Below the navigation, the trip details are displayed: 'CHECK-IN TUE, MAR 8 - CHECK-OUT THU, MAR 10'. A 'Trip Summary' sidebar on the left includes sections for 'Flights Reserved' (Round Trip PVD - SLC, Outbound: Tue, 03/08/2016, Return: Thu, 03/10/2016), 'Car Reserved' (Pick-up: Tue, 03/08/2016, Drop-off: Thu, 03/10/2016), 'Select a Hotel' (Nights: 2, Salt Lake City Intl Arpt, Salt Lake City, UT, Check-in: Tue, 03/08/2016, Check-out: Thu, 03/10/2016), and 'Finalize Trip'. A 'Total Estimated Cost' section is also visible. The main area features a map of Salt Lake City with several green balloons representing hotel search results. A legend below the map indicates 'Sorted By: Policy - Most Compliant' and 'With names containing:'. The map includes a scale bar for 2 miles and 2 km.

Review the hotel map. Click any green "balloon" to see specific hotel information. Click, zoom, and move the map as desired.

21. Use the slider in the **Price** area to narrow your search. In the **Hotel chain** area, select the desired hotels. In the **Hotel Amenities** area, select the desired options.
22. Below the map, select from the **Sorted By** list to sort the results. Enter hotel names, if desired.

The screenshot shows the hotel search results page. On the left, there are filters for 'Price' (range \$47 - \$297), 'Hotel chain' (Chain selected, Superchain unselected), and 'Hotel Amenities' (Breakfast, Broadband Internet, Business center, Convention center, Dry cleaning, Fitness center). The main area displays a list of hotels with the following details:

Hotel Name	Address	Distance	Rating	Price Range
1. Microtel Inn/Suites Salt Lake Ci...	61 N Tommy Thompson Rd Salt Lake City, UT 84116	1.63 miles   view map	3.5 stars	from \$47
2. Airport Inn	2333 W North Temple St Salt Lake City, UT 84116	1.76 miles   view map	3.5 stars	from \$67
3. La Quinta Inn & Suites Airport	4905 W Wiley Post Way Salt Lake City, UT 84116	1.99 miles   view map	4.0 stars	from \$85
4. Candlewood Suites Airport	2170 W North Temple Salt Lake City, UT 84116	1.88 miles   view map	3.5 stars	from \$95

A picture as well as the name, address, rating stars, and price range appears.

Click the picture to see more images.

23. Click **more info** to see contact information, street address, cancellation policy, and information about the facility.
24. Click **choose room** to see:
  - The available rates
  - Other amenities per room/rate
  - Rate details and cancellation policy
25. To compare hotels, click **compare** for the desired hotels. The selected hotels "float" to the top of the list for easy comparison. Click **remove** to move a hotel out of the comparison list.
26. Click **Select**. (Note that the color of the **Select** button reflects policy compliance. A green button indicates the room is within company policy. A red button indicates the room is not within company policy.)

Once hotel room is selected, you will have a chance to review the reservation information, price, enter your alpha code, and review any specific hotel information or cancellation policies. At this time, the room is held not paid.

**Note: State Hotel Cards are required at check in. Please make arrangements with your agency's finance office to pick up a State Hotel Card before leaving on your trip.**

**Note: Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter. Fees will likely apply.**

Click the box **"I agree to the hotel's rate rules, restrictions, and cancellation policy"**

Click **"Reserve Hotel and Continue"**.

## Step 5: Review the Travel Details page (itinerary)

The screenshot shows the CONCUR Travel interface. The main content area is titled "Travel Details" and features a "TRIP OVERVIEW" section. On the left, there is a "Trip Summary" sidebar with a "Finalize Trip" button and options to "Review Travel Details", "Enter Trip Information", and "Submit Trip Confirmation".

The "TRIP OVERVIEW" section includes the following information:

- I want to...:** [Print itinerary](#), [Email itinerary](#)
- Trip Name:** Trip from Providence to Salt Lake City ([Edit](#))
- Start Date:** March 08, 2016
- End Date:** March 10, 2016
- Created:** February 18, 2016, WILLIAM NEVER (Modified: February 18, 2016)
- Description:** (No Description Available) ([Edit](#))
- Agency Record Locator:** ZPQ9BG
- Passengers:** William Testtwo Never
- Total Estimated Cost:** \$976.80 USD ([Details](#))

Below the overview, there is a blue information box stating: "This trip requires approval. The deadline for approval is: 02/19/2016 9:00 PM Central".

At the bottom, there is a promotional banner for "GOGO WI-FI IS AVAILABLE ON SOME OF YOUR FLIGHTS" with a "gogo" logo. Below the banner is a table for "Type of pass" and "No. of Passes":

Type of pass	No. of Passes
All Day Pass \$16.00 each	1

Additional details for the GOGO Wi-Fi offer include:
 

- \$16.00 each (Retail price ranges up to \$49.95)
- 24-hours of continuous access on [domestic](#) Gogo equipped flights.

Review and change your itinerary, if necessary.

1. In the **Trip Overview** section:
  - a. Review the information for accuracy.

- b. In the **I want to** section, print or email as appropriate.
  - c. In the **Add to your Itinerary** section, add a car, hotel, etc., as necessary.
  - d. **Total Estimated Cost** is the total cost for the entire trip including flight, hotel and any car rental booked.
  - e. **If any portion of the trip is out of policy, an information box will appear stating that your trip requires approval. Nothing will be ticketed until your trip is approved.**
2. In the **Flight** sections:
    - a. Verify the information for accuracy.
    - b. Click **Change Seat** to select a different seat (depending on the airline).
    - c. Click **Cancel all Air**, if necessary.
  3. Review the remaining sections as necessary, and make any appropriate changes.
  4. Review the **Total Estimated Cost** section. This section is broken down by flight, hotel and car.
  5. Click **Next**.

If you click cancel at this point, your entire trip will be canceled and you will need to start over. The **Trip Booking Information** page appears.

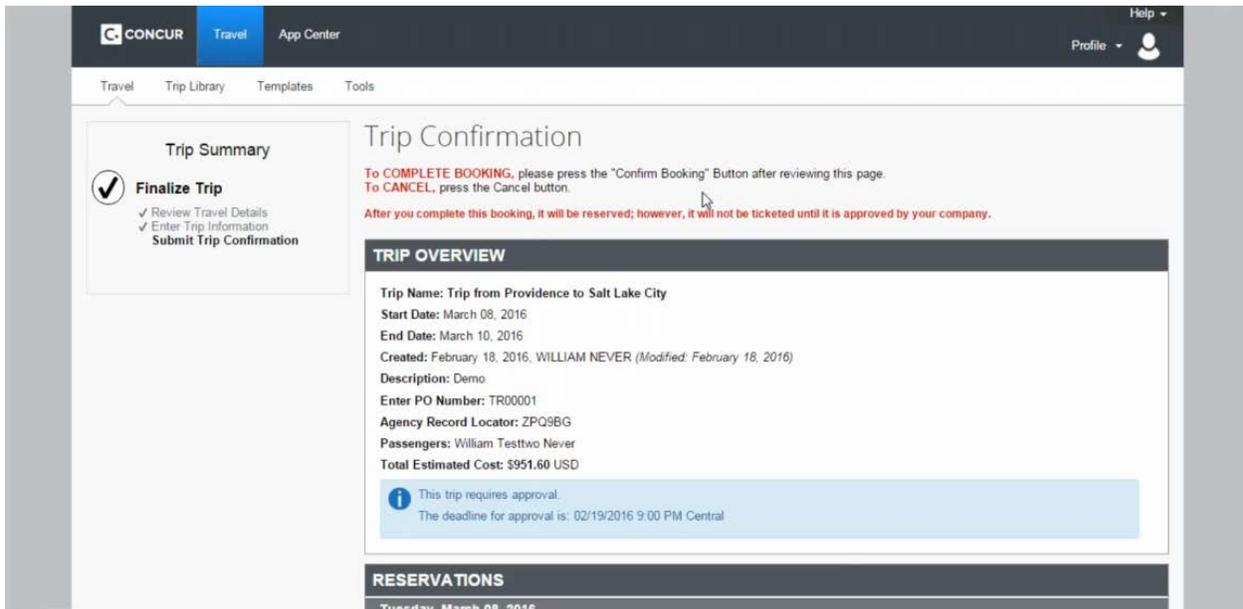
## Step 6: Review the booking information

Use the **Trip Booking Information** page to enter additional information about your trip.

1. Enter or modify your trip name. This is how the trip will appear on your itinerary and in the automated email from Concur.
2. Enter a trip description (optional).
3. Enter any credit or unused ticket you may have to apply.
4. Enter PO Number (required).
5. You may hold the reservation if you are not ready to book by clicking **Hold Trip**.

If you are ready to book, click **Next**.

The Trip Confirmation page appears.

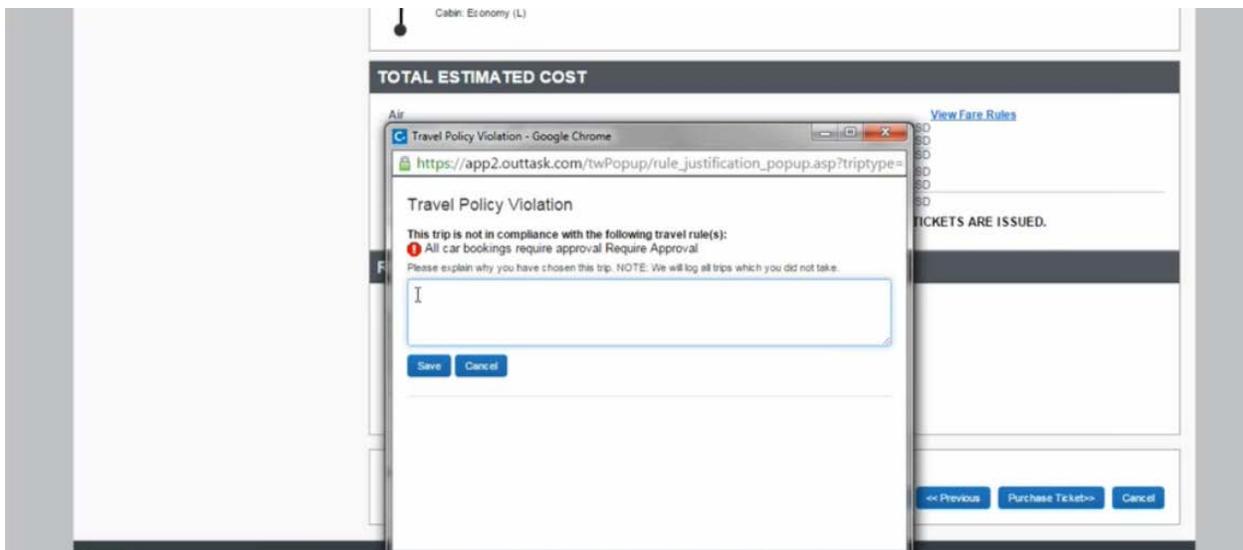


This screen gives you one last chance to review all your information.

When you are ready to book, at the bottom of the screen click **“Purchase Tickets”**.

If you need to cancel your trip at this point, at the bottom of the screen click **“Cancel”**.

**If your trip is out of policy, you will see the following screen:**



Enter an explanation for choosing an out of policy option and click **“Save”**.

## Booking a Car

### Step 1: Use the Car 🚗 tab

If you require a car **but not airfare**, request the car using the Car 🚗 tab instead of the Flight ✈️ tab. To do so:

1. Enter your pick-up and drop-off dates and times.
2. In the **Pick-up car at** section, select either:
  - **Airport Terminal** and then type the city or the Airport code OR
  - **Off-Airport** and then enter (or search for) the location
3. Select **Return car to another location**, if desired. Additional fields appear. Choose the desired location.
4. To see additional search preferences, click **More Search Options**.
5. Select the **Car Type**.  
**NOTE:** Hold the Ctrl key to select more than one type (up to 3).
6. Select smoking or non-smoking.
7. Click **Search**. The rental car search results appear.

**Trip Summary**  
**Select a Car**  
 Pick-up: Tue, 03/08/2016  
 Drop-off: Fri, 03/11/2016  
 Finalize Trip

**Change Car Search**

**Car Display Filters**

- Unlimited miles
- Air conditioning
- Hybrid
- Car Transmission**
- Automatic
- Manual

Please note - Enterprise and National Car Rental rates include full coverage insurance. No additional insurance is required at time of rental. In addition, these companies have direct bill accounts with the State which eliminates the need for travelers to submit personal credit card information at time of rental.

PICK UP: (PVD) ON TUE, MAR 8 12:00 PM  
 RETURN: FRI, MAR 11 12:00 PM

All 42 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car
<b>Enterprise</b>	48.00	49.00	51.00	52.00	55.00	65.00	--
<b>National</b>	49.00	50.00	52.00	53.00	56.00	66.00	--
<b>PARADE</b>	30.35	33.34	35.35	39.36	40.35	--	--
<b>Thrifty</b>	31.00	34.00	36.00	40.00	41.00	--	--
<b>Avis</b>	31.48	34.47	36.47	40.49	41.48	--	--
<b>Hertz</b>	39.50	40.35	45.27	49.77	49.77	65.70	68.98
<b>Budget</b>	47.00	47.00	53.00	--	--	--	--

Sorted By: Policy - Most Compliant

Displaying: 42 out of 42 results. << Previous 1 2 3 4 5 Next >> | All

**Note:** Enterprise and National Car Rental rates include full coverage insurance. No additional insurance is required at time of rental. In addition, these companies have direct bill accounts with the State which eliminates the needs for travelers to submit personal credit card information at time of rental.

**Matrix - Top right side of the page:** Use the grid to filter the results.

8. To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.

9. To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
10. To see cars of a particular size *and* a particular vendor, click the appropriate cell. The search results below will reflect that choice.
11. Below the matrix is the **Sorted By** list. Select the desired sort option.

Hybrid  
**Car Transmission**  
 Automatic  
 Manual

	31.48	34.47	36.47	40.49	41.48	--	--
	39.50	40.35	45.27	49.77	49.77	65.70	68.98
	47.00	47.00	53.00	--	--	--	--

Sorted By: Policy - Most Compliant

Displaying: 42 out of 42 results << Previous 1 2 3 4 5 Next >> | All

<b>Economy Car</b> (Apollo) <b>\$48.00 per day</b> (Corporate rate) <input type="button" value="Select"/>	Unlimited miles Pick-up: Terminal: PVD Automatic transmission Total cost <b>\$203.85*</b>	 
<b>Compact Car</b> (Apollo) <b>\$49.00 per day</b> (Corporate rate) <input type="button" value="Select"/>	Unlimited miles Pick-up: Terminal: PVD Automatic transmission Total cost <b>\$207.67*</b>	 
<b>Economy Car</b> (Apollo) <b>\$49.00 per day</b> (Corporate rate) <input type="button" value="Select"/>	Unlimited miles Pick-up: Terminal: PVD Automatic transmission Total cost <b>\$207.67*</b>	 
<b>Compact Car</b> (Apollo) <b>\$50.00 per day</b> (Corporate rate) <input type="button" value="Select"/>	Unlimited miles Pick-up: Terminal: PVD Automatic transmission Total cost <b>\$211.53*</b>	 

12. Review the price and options.
13. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
14. Click **more info** for more information about the available options.
15. Click **Select**. (The color of the **Select** button reflects policy compliance. A green button indicates the car is within company policy. A red button indicates the car is not within company policy.)

Once car is selected, you will have a chance to review the pick-up and drop-off information, price and choose your alpha code. No charge is due at time of reservation.

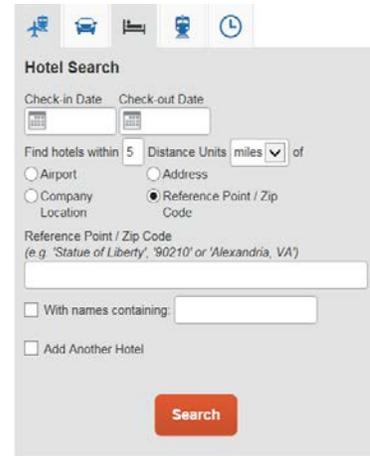
**Click “Reserve Car and Continue” to accept car rental reservation and rate.**

## Booking a Hotel

### Step 1: Use the Hotel tab

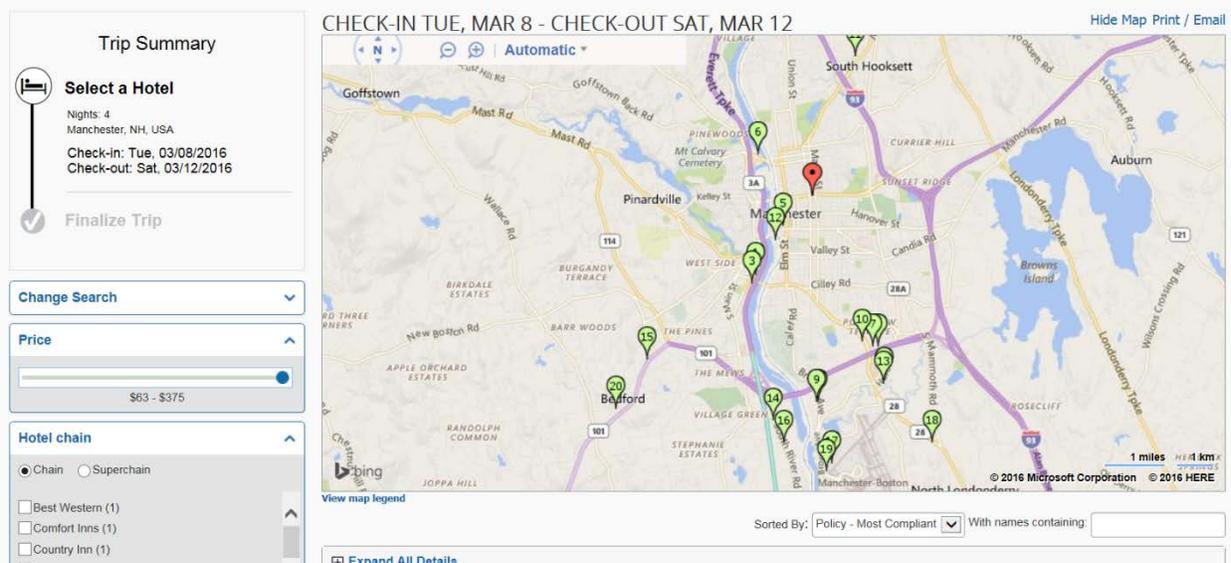
If you require a hotel *but not airfare*, use the Hotel  tab. To do so:

1. Enter the check-in and check-out dates (or click each field and use the calendar).
2. Enter the search radius and choose either miles or kilometers.
3. Choose to search near an airport, near an address, near a company location, or near a reference point / zip code (a city or neighborhood).
4. If you will be using more than one hotel on your trip, select the **Add Another Hotel** check box. Additional fields appear. The **Check-in Date** field for the second hotel is automatically populated with the check-out date of the first hotel. Change as necessary.
5. Click **Search**. The hotel search results appear.



The screenshot shows a 'Hotel Search' form with the following fields and options:

- Check-in Date: [Calendar icon]
- Check-out Date: [Calendar icon]
- Find hotels within: 5 Distance Units: miles (dropdown) of
- Location options:  Airport,  Address,  Company Location,  Reference Point / Zip Code
- Reference Point / Zip Code: (e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')
- With names containing: [Text input]
- Add Another Hotel:
- Search: [Red button]



The screenshot shows the search results page for a trip from Tuesday, March 8 to Saturday, March 12. On the left is a 'Trip Summary' sidebar with 'Select a Hotel' (4 nights, Manchester, NH, USA), 'Finalize Trip', 'Change Search', 'Price' (\$83 - \$375), and 'Hotel chain' (Chain selected, Superchain unselected). The main area is a map of Manchester, NH, with green balloons indicating hotel locations. Below the map, there is a 'Sorted By' dropdown set to 'Policy - Most Compliant' and a 'With names containing' text input. An 'Expand All Details' link is at the bottom left.

Review the hotel map. Click any green "balloon" to see specific hotel information. Click, zoom, and move the map as desired.

6. Use the slider in the **Price** area to narrow your search. In the **Hotel chain** area, select the desired hotels. In the **Hotel Amenities** area, select the desired options.
7. Below the map, select from the **Sorted By** list to sort the results. Enter hotel names, if desired.

Sorted By: Rating [v] With names containing: [ ]

**Expand All Details**  
 Displaying 20 out of 20 results.

<input type="checkbox"/> Best Western (1) <input type="checkbox"/> Comfort Inns (1) <input type="checkbox"/> Country Inn (1) <input type="checkbox"/> Courtyard (1) <input type="checkbox"/> Econo Lodge (1) <input type="checkbox"/> Fairfield Inns (2) <input type="checkbox"/> Hampton Inns (1) <input type="checkbox"/> Hilton Garden Inn (1) <a href="#">Check All</a>   <a href="#">Reset</a>	<p><b>1. Radisson Manchester Downtown</b></p>  <p>700 Elm St Manchester, NH 03101 0.7 miles   <a href="#">view map</a></p> <p>★★★★☆ rate this hotel</p> <p>from <b>\$95</b></p> <p><a href="#">more info</a>   <a href="#">compare</a>   <a href="#">choose room</a></p>
<input type="checkbox"/> Breakfast (15) <input type="checkbox"/> Broadband Internet (20) <input type="checkbox"/> Business center (17) <input type="checkbox"/> Convention center (0) <input type="checkbox"/> Dry cleaning (18) <input type="checkbox"/> Fitness center (15) <input type="checkbox"/> Game room (0) <p>Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.</p>	<p><b>2. Bedford Village Inn &amp; Restau...</b></p>  <p>2 Olde Bedford Way Bedford, NH 03110 3.88 miles   <a href="#">view map</a></p> <p>★★★★☆ rate this hotel</p> <p><a href="#">View rates</a></p> <p><a href="#">more info</a>   <a href="#">compare</a></p>
	<p><b>3. Hilton Garden Inn Manchester Dow...</b></p>  <p>101 South Commercial St Manchester, NH 03101 0.97 miles   <a href="#">view map</a></p> <p>★★★★☆ rate this hotel</p> <p>from <b>\$159</b></p> <p><a href="#">more info</a>   <a href="#">compare</a>   <a href="#">choose room</a></p>
	<p><b>4. La Quinta Inn &amp; Suites</b></p>  <p>24 Front St</p> <p>★★★★☆ rate this hotel</p> <p>from</p>

A picture as well as the name, address, rating stars, and price range appears.

Click the picture to see more images.

8. Click **more info** to see contact information, street address, cancellation policy, and information about the facility.

9. Click **choose room** to see:

- The available rates
- Other amenities per room/rate
- Rate details and cancellation policy

10. To compare hotels, click **compare** for the desired hotels. The selected hotels "float" to the top of the list for easy comparison. Click **remove** to move a hotel out of the comparison list.

11. Click **Select**. (Note that the color of the **Select** button reflects policy compliance. A green button indicates the room is within company policy. A red button indicates the room is not within company policy.)

Once hotel room is selected, you will have a chance to review the reservation information, price, enter your alpha code, and review any specific hotel information or cancellation policies. At this time, the room is held not paid.

**Note: State Hotel Cards are required at check in. Please make arrangements with your agency's finance office to pick up a State Hotel Card before leaving on your trip.**

**Note: Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter. Fees will likely apply.**

Click the box **"I agree to the hotel's rate rules, restrictions, and cancellation policy"**

Click **"Reserve Hotel and Continue"**.