State of Rhode Island
Concur Online Instructions For
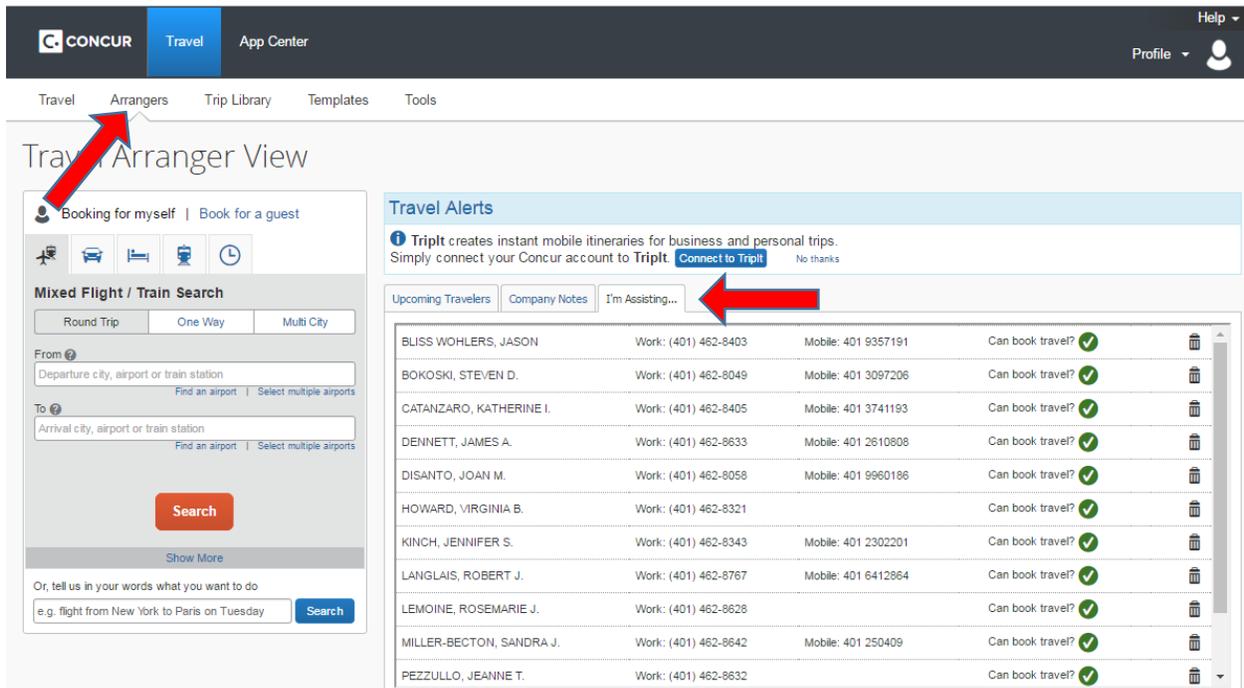# Travel Arrangers
www.shortstravel.com/ri

The Short's Online Travel Portal provides travelers and travel arrangers with instant access to travel information, online booking, itineraries, invoices, real time flight tracking, weather information, and online check-in. As a designated Travel Arranger, the portal will also give you access to assist in booking and monitoring trips for others. You may access the Online Travel Portal and Concur Booking tool, 24/7 from any computer with internet access

TRAVEL ARRANGERS
- Travel Arrangers can book for other profiled travelers.
- Travel Arrangers can book for non-employee guest travelers.
- A traveler can have more than one arranger assigned.
- An arranger can book for more than one traveler.

To verify which travelers have assigned you as their Travel Arranger
1. From the Arranger View Screen
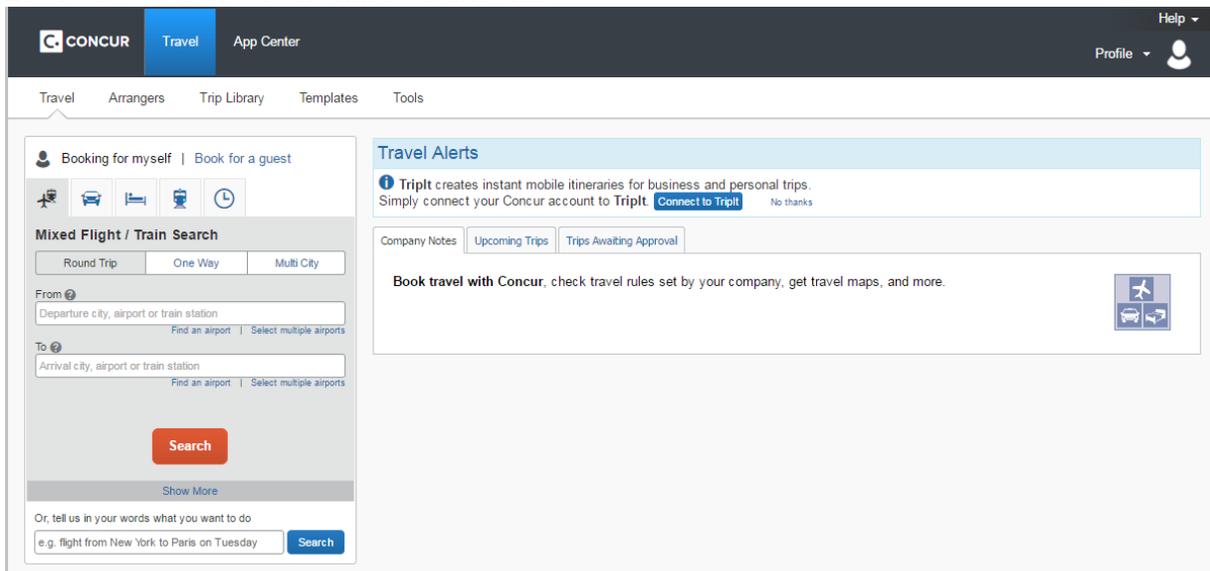2. Select "I'm Assisting" Tab to see list of "your" assigned Travelers

MAKING RESERVATIONS FOR OTHER EMPLOYEES
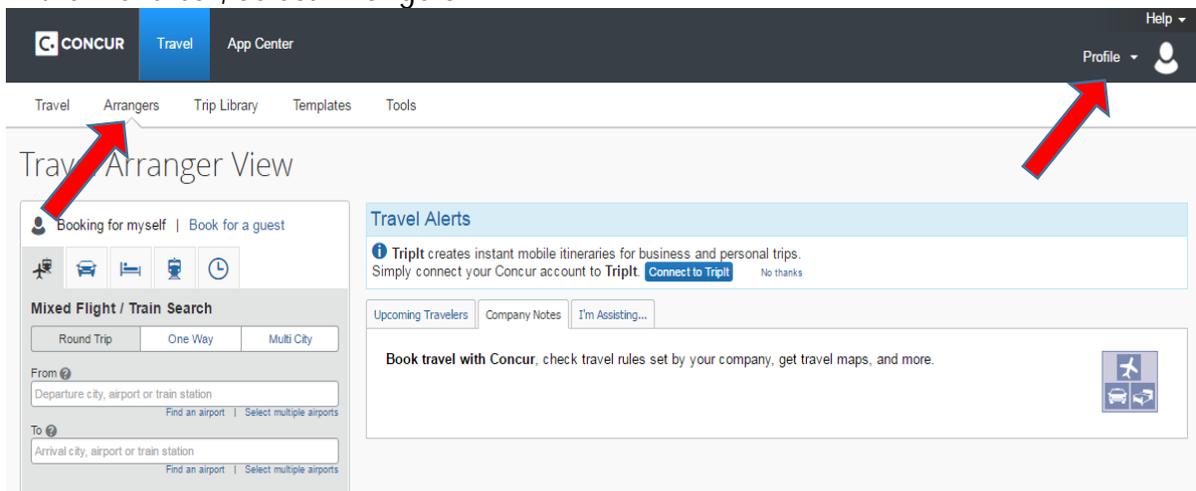
Log Onto the State of Rhode Island Travel Portal

www.shortstravel.com/ri

Enter **your** Username (SORI email address) and Password

1. From your HOME Screen, select "Log Into Concur Travel".
2. Your Concur screen will look like this


3. In the Menu bar, select Arrangers

4. On the top right of the screen you will see "Profile". Click the arrow and a box will appear "Acting as other user". You can begin typing the name or click the arrow to display a pull down list of travelers names
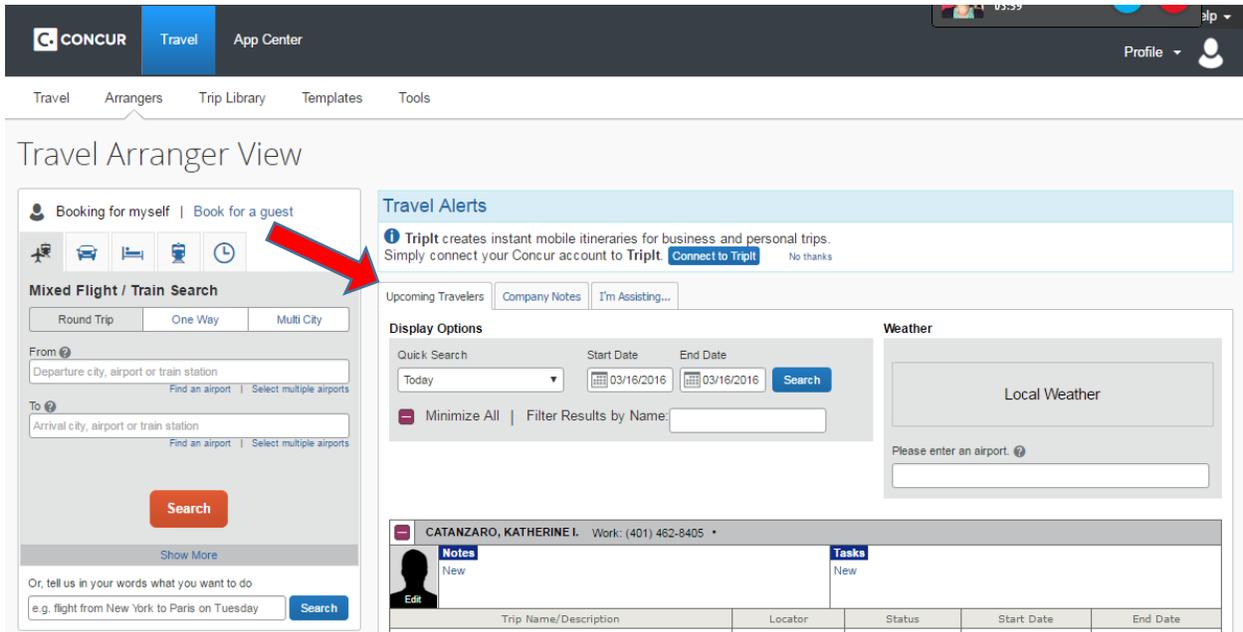
   NOTE: The traveler must select you as a travel arranger in their portal profile for you to see their name in this list.
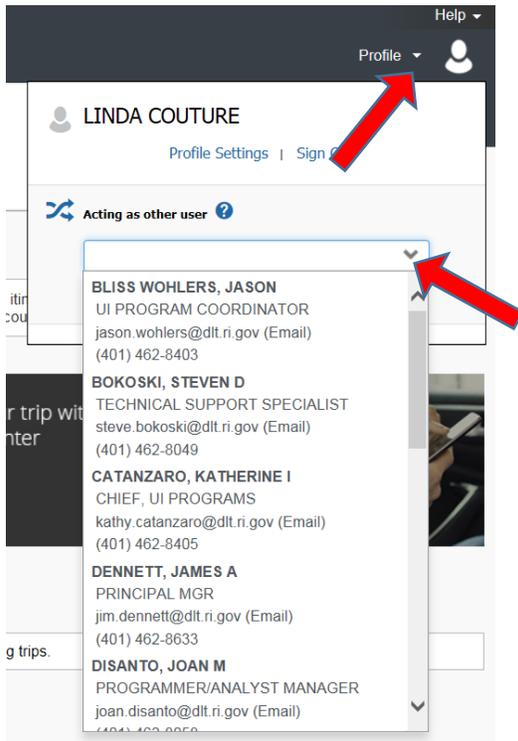
5. Be sure to select the name of the traveler you are wanting to book for and then select Start Session.
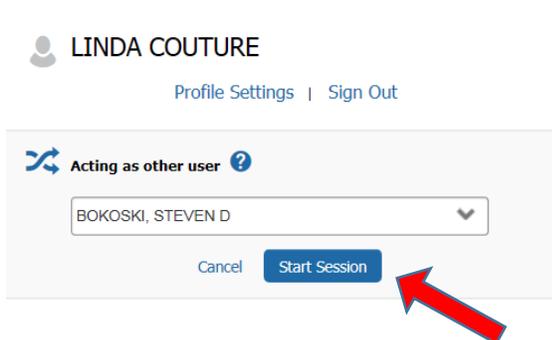
6. The travelers profile and all their preferences will automatically pre-populate as you go through the booking process.
7. Follow normal Concur process for booking flights, hotels, and rental cars.
8. After completion of Concur booking, the travel reservation can then be found under the "Arrangers" section within your profile, under **"Upcoming Travelers"** tab in the center of your page.

BOOKING A GUEST TRAVELER

Log in to your profile:

1. Select 'Book for Guest' from the top of the Flight Search box on left side of main screen.
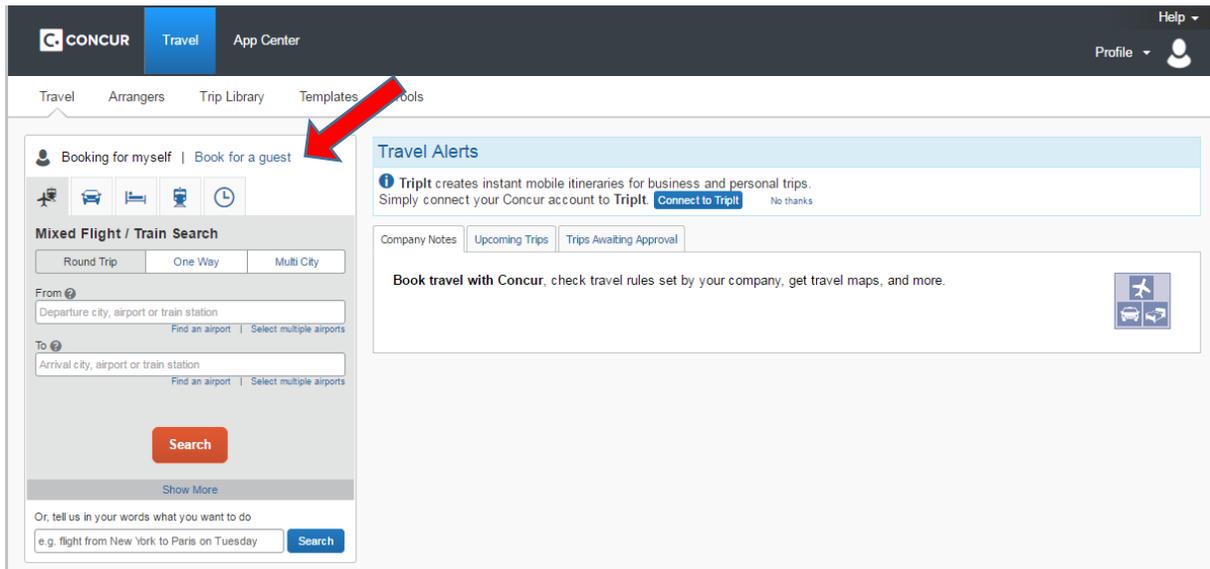
2. Enter data in the flight search area.
3. Select desired flights.
4. Enter guest name and details after booking flights.

5. Add Hotel or Car requests if needed
6. Follow prompts to enter payment (credit card) info, etc.
7. Proceed to the Trip booking Information Screen, Enter PO
8. Click Next to Purchase Page or Click Hold Trip to finish later

CHANGE OR CANCEL A BOOKING

Changes to flights booked on Concur can only be completed prior to ticket issue.
For post-ticket flight changes or changes to reservations that you have booked over the
phone, **please contact Short's Travel at 866-498-7436**

1. Select the traveler's name from the pull down menu on the upper right of the screen.
2. If you have an un-ticketed trip and wish to make a change, select a Trip Name from the 'Upcoming Travelers' tab. This will activate the 'Trip Actions' menu.
3. Choose 'Change Trip' or 'Cancel Trip' from the Trip Actions menu. The Concur travel wizard will open the trip so you can make changes.
4. Trip cancellations can be completed online.

CLONE AND/OR SHARE TRIP FEATURE

Clone Trip (definition): To create a new trip for Traveler B that duplicates the exact trip that is already booked for Traveler A.

Traveler Arranger may choose to 'Clone a Trip' for a second traveler by:

1. Selecting 'Clone Trip' from Traveler A's reservation.
2. Once selected, the arranger simply selects the name of the second traveler (Traveler B) and the trip is created based on the choices selected.

MY TEMPLATES

A 'Trip Template' is a record of a trip that you can use at a later date to make travel reservations for the same trip and travel cities, speeding up the reservation process. This is especially handy if you book for several employees traveling to the same location or you have employees that take the same trip repeatedly.

You can use any prior trip that you've arranged for yourself or others to create a template.

To create a 'Personal Travel Template'

1. Click on the 'Add New Template' link. New templates can be created from an empty template or by using an existing trip.

1. To use a trip template, select 'Templates' from the Concur navigation bar.
2. Select a trip from the list of Personal Travel Templates that you've set up
3. Click on the 'Book' link next to the template you wish to use. Enter new dates. Concur will use your pre-defined details to book your trip.
4. Click on the 'Edit' link next to the template if you wish to change some of the pre-defined information (e.g., Time of travel).