Booking Travel

Using the Concur Website or a 3rd Party website

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Overview

- An approved Request is required before making any travel reservations. Once the Request is approved, you will receive an encumbrance number via email. You may now utilize the Book feature in Manage Requests.

- If you do not book your travel from an approved Request and go straight to the Travel page, the system will not allow you to book the travel you selected and will prompt you to submit a Request.

Book Online Using the Concur website

Booking online using the Concur website is Rowan University's preferred method of booking travel.

Book Online Using the Concur website

Benefits to booking via Concur:

- The online booking tool is integrated within Concur creating one go-to place for Requests, Travel Booking, and Expense Reporting.

- All of your memberships, frequent flyer miles, etc. that are saved in your profile will be automatically applied to your booking.

- Some of the information from your travel booking will auto-populate into your Expense Report.

Book Online Using the Concur website

To book your trip in Concur:

1. From the Concur home page, select **Requests.**
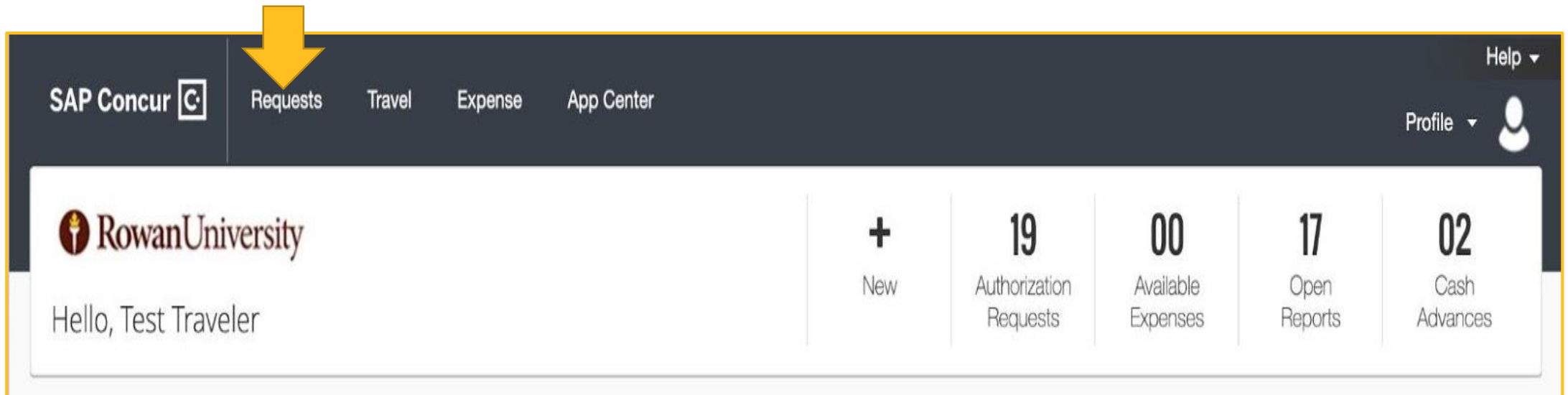
Book Online Using the Concur website

To book your trip in Concur:

2. This will bring you to the Manage Requests page which lists all of your active Requests. Locate the Request you want to book travel for.

Book Online Using the Concur website

To book your trip in Concur:

The Requests that have a status of **Pending on-line Booking** mean the Requests are approved and travel can be booked via Concur once you receive the approved Encumbrance #.

Book Online Using the Concur website

To book your trip in Concur:

3. Select the **Request Name** or select **Book** under the action heading for the Request.

☐	⚠	ATD Conference	3744	Pending on-line Booking		05/01/2020 05/06/2020	04/02/2020	$1,640.50	$0.00	$0.00	Book

Book Online Using the Concur website
To book your trip in Concur:

4. Your Travel Request will appear. Select **Book with Concur Travel.**

Book Online Using the Concur website
To book your trip in Concur:

5. Your itinerary will populate with the information you provided in the Segments section of your Request. You may have to enter more information regarding your travel.
    Select Proceed to Booking.

Booking Flights

1. If your Request included flights, the flight search results will populate.

Booking Flights

2. You can filter your search with the left menu.

- Change search – edit the information you included on the previous screen.

- Depart and return – use the sliders to narrow down the time you want to travel.

Booking Flights

2. You can filter your search with the left menu. *continued*

- Price – use the slider to narrow down the options by price.

- Display settings – check the boxes to hide certain options.

- Airport filters – nearby airports.

- Connecting Airport Filters – check the boxes based on your connecting airport preference.

Booking Flights

3. You can filter the results with the matrix at the top of the page by stops or by a specific carrier by selecting in the appropriate square.

	American Airlines	Southwest	United	Multiple
All 61 results				
1 stop 59 results	101.20 56 results	265.96 1 results	369.20 2 results	—
2 stops 2 results	—	265.96 1 results	—	1,161.20 1 results

PHILADELPHIA, PA TO BOSTON, MA
SAT, MAY 9 - SUN, MAY 10

Show as USD

Hide matrix   Print / Email

Booking Flights

4. Below the matrix, you will see the flight options.
   - The 'Shop by Fares' tab is selected, select the **Shop by Schedule** tab to see the results based on time.

   - Search for a flight by number or use the **Sorted By** dropdown to sort the results.

Booking Flights

5. Review the flight options. Select **Show all details** or **View Fares.**

American Airlines	10:00a PHL → 03:45p BOS	1 stop CLT	5h 45m	$101.20 **View Fares**
	03:00p BOS → 04:49p PHL	Nonstop	1h 49m	
Least Cost Logical Fare				Show all details ⌄
American Airlines	10:00a PHL → 03:45p BOS	1 stop CLT	5h 45m	$101.20 **View Fares**
	01:00p BOS → 02:38p PHL	Nonstop	1h 38m	
Least Cost Logical Fare				Show all details ⌄
American Airlines	10:00a PHL → 03:45p BOS	1 stop CLT	5h 45m	$101.20 **View Fares**
	05:00p BOS → 06:51p PHL	Nonstop	1h 51m	
Least Cost Logical Fare				Show all details ⌄

Booking Flights

- You will see fare options. Basic economy is the most restrictive fares. You cannot choose your seat and will pay for checked luggage.
- Select Rules or Benefits/Services for more information.

6. Select the **price** of the flight you would like to book.

Fare Options	Free Checked Bags	Refundable		
Basic Economy (B) Rules Benefits/Services	0	No	✓	$101.20
Main Cabin (N) Rules Benefits/Services	0	No	✓	$138.84

View more fares

Apollo

Booking Flights

7. The Review and Reserve Flights page will populate.

Booking Flights

8. Verify all the information regarding your flight is correct.
   - Add frequent flyer miles, if needed.

Booking Flights

9. Select a seat (if available). Concur will select seats for you if you leave this section blank.

10. A new window will appear with a map of the plane. Select the seat you would like to select (available seats are in blue). **Select Seat.**

Booking Flights

11. Review the price summary.

12. Select the method of payment by choosing from the drop-down.

13. Read the fare rules and restrictions regarding your flight.

14. Select **Reserve Flight and Continue.**

Booking a Car Rental

If your Request included a car rental and the rental was approved, the car search results will populate.

Trip Summary

🚗 **Select a Car**

Pick-up: Fri, 05/01/2020
Drop-off: Wed, 05/06/2020

✓ Finalize Trip

Change Car Search ⌄

Car Display Filters ⌃

☐ Unlimited miles
☐ Air conditioning
☐ Hybrid

Car Transmission
☐ Automatic
☐ Manual

Insurance should only be purchased for international rentals.

PICK UP: (SAN) ON FRI, MAY 1 12:00 PM
RETURN: WED, MAY 6 12:00 PM

Show as USD ▼

Hide matrix   Print / Email

All 87 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV	Stand.
National Most Preferred	268.23	268.23	274.94	281.05	288.67	389.99	453.83	449.97	--	
enterprise Most Preferred	299.02	299.02	305.75	311.85	319.47	420.79	484.64	480.78	480.39	48
ACE	169.59	170.82	171.98	173.20	235.98	--	--	361.70	251.57	30
Hertz	220.33	215.51	225.63	249.62	251.09	303.71	363.44	376.68	290.35	27
Budget	258.84	235.43	265.29	294.86	296.36	--	394.48	409.61	313.46	27
	--	--	--	--	--	--	--	274.25	--	
AVIS	296.43	295.20	282.24	363.49	330.62	329.98	400.03	426.25	316.79	31
SILVERCAR	--	--	334.08	334.08	334.08	334.08	334.08	--	432.66	
Alamo	439.42	340.84	348.84	352.85	355.06	384.24	427.20	409.26	344.98	36

◀ ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ ▶

Sorted By: Policy - Most Compliant ▼

Displaying: 87 out of 87 results.

Previous | Page: 1 of 9 | Next | All

National   **Economy Car - $34.50 per day** (Apollo)

Automatic transmission
Unlimited miles, Pick-up: Terminal: SAN
Adults: 2, Children: 2, Large bags: 1, Small bags: 1**
(Corporate rate)

Total cost*

⚠ **$268.23**

This rate requires approval

Booking a Car Rental

1. You can filter your search with the left menu.

   - Change car search – edit the information you included on the previous screen.

   - Car display filters – check the boxes filter out certain options.

Booking a Car Rental

2. You can filter the results with the matrix at the top of the page by company or type of car. The car sizes are listed in the top row and the car vendors are listed in the first column. The preferred companies are listed at the top of the matrix.

PICK UP: (PHL) ON SAT, MAY 9 12:00 PM
RETURN: SUN, MAY 10 12:00 PM

Show as USD

Hide matrix   Print / Email

All 78 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV	Stand.
National Most Preferred	46.50	55.51	58.02	61.45	60.50	64.14	99.07	92.86	55.51	
enterprise Most Preferred	64.44	64.44	66.00	70.04	70.04	89.01	101.46	98.04	94.33	94
PAYLESS CAR RENTAL	28.36	29.36	30.21	47.41	--	--	--	87.93	75.65	87
Alamo	29.99	30.18	30.18	31.42	32.65	34.64	47.33	53.55	33.64	34

Booking a Car Rental

3. Below the matrix, you will see the car rental options. Use the **Sorted By** dropdown to sort the results.

All 78 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV	Stand
National Most Preferred	46.50	55.51	58.02	61.45	60.50	64.14	99.07	92.86	55.51	
enterprise Most Preferred	64.44	64.44	66.00	70.04	70.04	89.01	101.46	98.04	94.33	94
PAYLESS CAR RENTAL	28.36	29.36	30.21	47.41	--	--	--	87.93	75.65	87
Alamo	29.99	30.18	30.18	31.42	32.65	34.64	47.33	53.55	33.64	34
Hertz	40.06	47.66	49.56	51.55	51.49	72.07	88.80	84.85	51.23	56
Budget	42.16	51.12	53.36	55.60	55.60	73.51	90.31	88.77	53.29	59
AVIS	42.35	50.19	52.43	55.79	54.67	72.59	89.39	126.72	66.99	70
Car Rental	60.11	61.33	68.68	--	84.61	--	--	121.01	--	

Sorted By: Policy - Most Compliant

Booking a Car Rental

4. Review the car rental options.

5. Select the **price** of the car you would like to book.

National
Economy Car - $29.33 per day (Apollo)

Automatic transmission
Unlimited miles, Pick-up: Terminal: PHL
Adults: 2, Children: 2, Large bags: 1, Small bags: 1**
(Corporate rate)

Total cost*
$46.50

Most Preferred Car Vendor for Rowan University / E-Receipt Enabled ⑦   Location details

enterprise
Economy Car - $43.75 per day (Apollo)

Automatic transmission
Unlimited miles, Pick-up: Terminal: PHL
Adults: 2, Children: 2, Large bags: 1, Small bags: 1**
(Corporate rate)

Total cost*
$64.44

Most Preferred Car Vendor for Rowan University / E-Receipt Enabled ⑦   Location details

Alamo
Economy Car - $16.06 per day (Apollo)

Automatic transmission
Unlimited miles, Pick-up: Terminal: PHL
Adults: 2, Children: 2, Large bags: 1, Small bags: 1**
(Corporate rate)

Total cost*
$29.99

Booking a Car Rental

6. A new window will appear. Use the drop-down to choose a reason for this travel option. Write an explanation in the text field below the drop-down.

Travel Rule Triggered ✕

This car is not in compliance with the following travel rule(s):

⚠ All car rentals require manager approval

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason -- ▼

Please explain why you have chosen this car. NOTE: We will log all cars which you did not take.

Save   Cancel

Booking a Car Rental

7. Select **Save.**

Travel Rule Triggered

This car is not in compliance with the following travel rule(s):

⚠ All car rentals require manager approval

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason -- ▼

Please explain why you have chosen this car. NOTE: We will log all cars which you did not take.

[Save] [Cancel]

The selected fare was: $34.50
The least cost logical fare was: $24.60

Chosen:

National $34.50 daily rate Quoted, not guaranteed
≋National
  • CorporateRate Economy Car Automatic transmission Air conditioning
  • Pick-up: In the terminal
  • Unlimited miles
  • Dropoff: Pick-up location only

No options complied with the rules, but the following were the best available:

Booking a Car Rental

8. The Review and Reserve Car page will populate.

9. Verify all the information regarding your car rental is correct.

10. Provide rental car preferences.

11. Add a rental car agency program if needed.

Booking a Car Rental

12. Select **Reserve Car and Continue.**

Booking a Hotel

If your Request included a hotel reservation, the hotel search results will populate.

Booking a Hotel

1. You can filter your search with the left menu.

   - Change search – edit the information you included on the previous screen.
   - Price – use the slider to narrow down the options by price.
   - Display settings – check 'hide sold out' to remove the sold-out hotels from the results.
   - Property Brand – select the checkboxes to indicate the hotel chain you prefer.

Booking a Hotel

Amenities

- Breakfast (33)
- Broadband Internet (53)
- Business center (42)
- Convention center (0)
- Dry cleaning (40)
- Fitness center (47)
- Game room (0)

Amenities may change over time and without notice. Not all accommodations have provided their amenities list.

1. You can filter your search with the left menu. *continued*

   - Amenities – select the checkboxes for the amenities you prefer.

Booking a Hotel

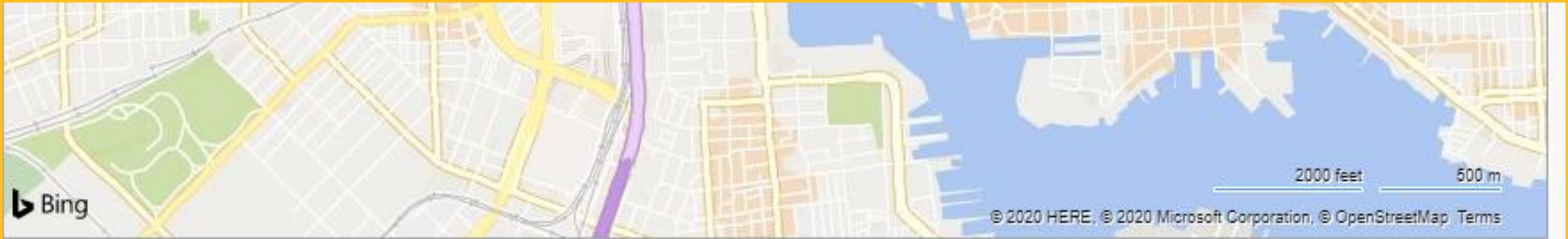2. You will see a map with the hotels near the location you selected.

- The red icon shows the location you selected.
- The numbered blue icons show the hotels in the mileage range you selected. Select any of the blue icons to see specific hotel information.
- Hover over road in the top right corner of the map to change the map view. Choose road, aerial, bird's eye, or street side.
- Select the **+** and **–** icons to zoom in and out of the map.
- Select and drag your mouse to move the map.
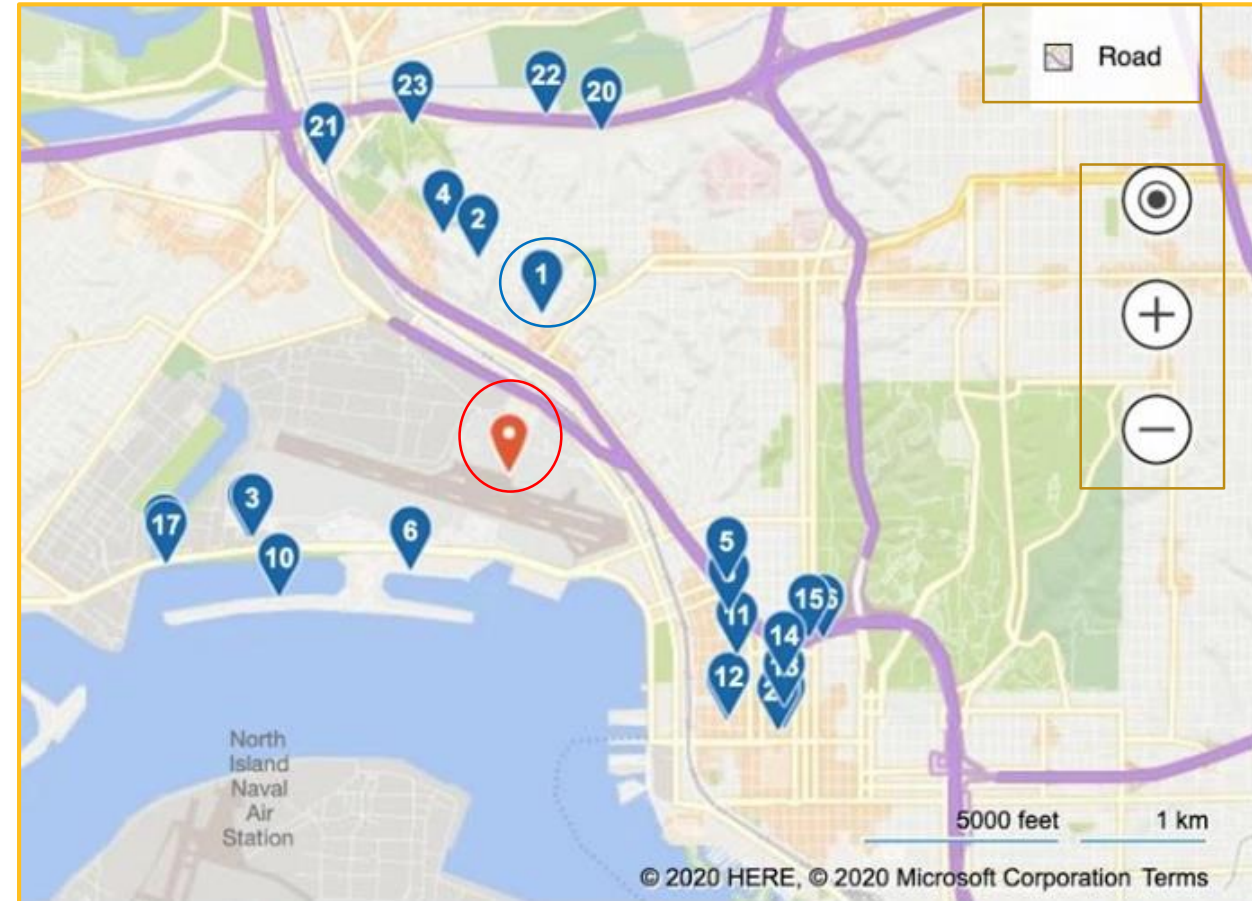
Booking a Hotel

3. Below the map, you can search for a hotel or use the **sorted by** dropdown to sort the results.

Booking a Hotel

4. Review the hotel options.
    - Select the **hotel picture** to see more images of the property.
    - Select **Hotel details** to see the hotel's address, phone number, amenities, and cancelation policy.

Booking a Hotel

5. Select **View Rooms** to see the available room options and rates.
    The rates shown are nightly rates.
    Some hotels have discount/loyalty programs. You can only book at that rate if you have the hotel's discount/loyalty program added to your profile.
    Direct Travel rates may also be listed.

Booking a Hotel

6. Select rules and cancelation policy to the left of the hotel price.

7. Select the price of the hotel you would like to book.

8. The Review and Reserve Hotel page will populate.

Booking a Hotel

9. Verify all the information regarding your hotel is correct.

10. Provide hotel room preferences.

11. Add a hotel program if needed.

Review and Reserve Hotel

Trip Summary

Hotel Selected

Nights: 5
San Diego Intl Airport, San Diego, CA

Check-in: Fri, 05/01/2020
Check-out: Wed, 05/06/2020

Finalize Trip

REVIEW HOTEL ROOM

Holiday Inn Express San Diego

Best Flexible Rate One Queen Bed Nonsmoking Experience Quality Amenities Like High Speed Internet Hot Bkfst

5 Nights | 1 Guest*

Check-in	Check-out	Address	Phone
Friday, May 01, 2020	Wednesday, May 06, 2020	1955 San Diego Ave San Diego, California 92110 United States	619-543-1130

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (30 character max)

Ex: Need early check-in (10am)

☐ Request foam pillows ☐ Request rollaway bed ☐ Request crib

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the I.D. shown on the day of check-in. ⓘ

Hotel Guest   Edit | Review all

Name: Test Traveler Traveler **Phone:** 856-2464115   testtraveler@rowan.edu ▼

Hotel Program Add a Program

No Program selected ▼

Booking a Hotel

12. Review the price summary.

13. Select the method of payment by choosing from the drop-down.

14. Read the Accept Rate Details and Cancellation Policy. Check the box stating "I agree to the hotel's rate rules, restrictions, and cancellation policy.
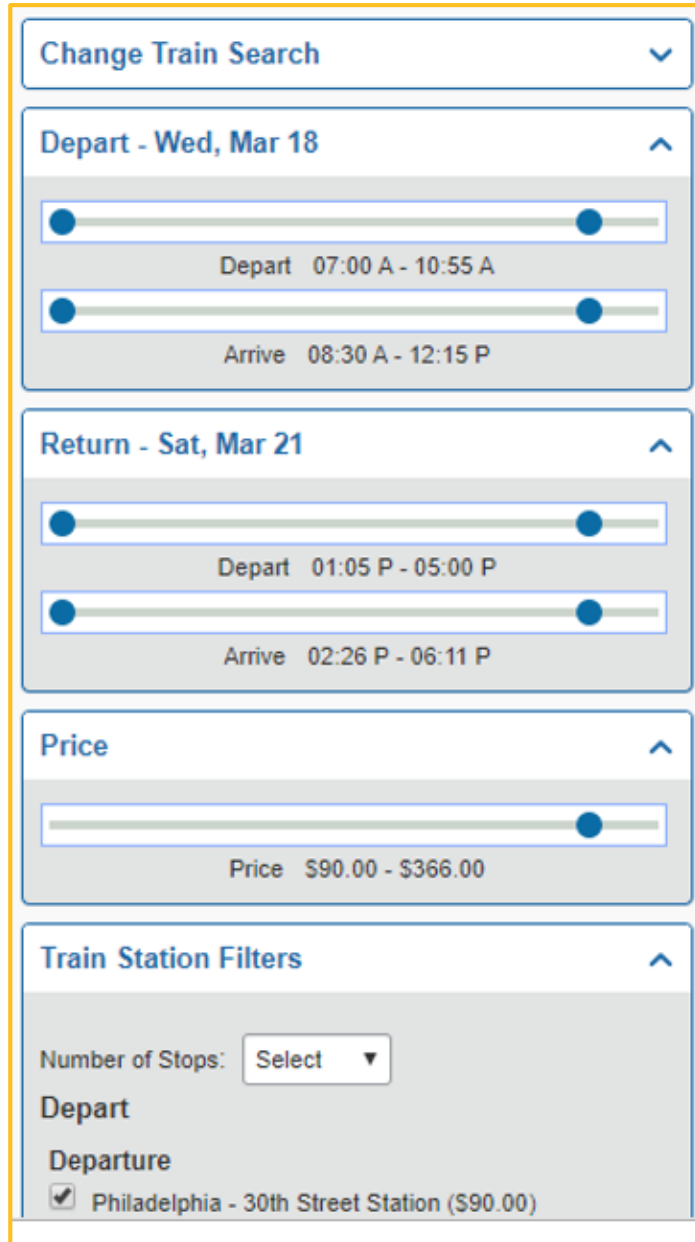
15. Select **Reserve Hotel and Continue.**

Booking a Train Ticket

If your Request included a train ticket, the train search results will populate.

Booking a Train Ticket

1. You can filter your search with the left menu.

   - Change search – edit the information you included on the previous screen.
   - Depart and return – use the sliders to narrow down the time you want to travel.
   - Price – use the slider to narrow down the options by price.
   - Train station filters – use the drop-down to select the number or stops.

Booking a Train Ticket

2. You can filter the results with the matrix at the top of the page.

3. Below the matrix, you will see the train options.
   - The 'shop by fares' tab is selected, select the 'shop by schedule' tab to see the trains based on time.
   - Search for a train by number or use the **Sorted By** dropdown to sort the results.

Booking a Train Ticket

4. Review the train tickets which are under the matrix. Select **view fares** or **show all details** for more information.

5. Once you have chosen your train, select the price of the train you would like to book.
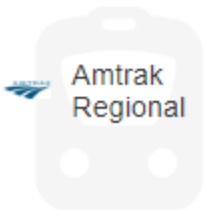
Booking a Train Ticket

6. The Review and Reserve Train page will populate.

Booking a Train Ticket

7. Select **Reserve Train and Continue.**

Travel Details

Once you have gone through the booking process, the travel details page will populate. Review the information for accuracy.

Travel Details

- Trip overview – Review the information for accuracy. Under the "I want to" section you can print or email the itinerary.

- Reservations – shows a detailed outline of all the reservations you have made for this trip. You can change or cancel your air, car, hotel, and train from this page.

Travel Details

- Total Estimated Cost – shows the breakdown of all the trip costs and the total at the bottom. Review the total estimated cost to ensure it is below the amount encumbered.

- Select Next >> at the bottom of the screen.

Trip Booking Information

- Enter additional information about your trip. Enter or modify the trip name, add comments to the travel agent, enter email addresses for anyone that needs trip information.

- You *must* include the Encumbrance Approval Number (E#) and the Encumbrance Amount.

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Trip Booking Information

- You can put the trip on hold but fares are not guaranteed until purchased. Therefore, the price may rise. It is *not* suggested to put the trip on hold.

- Select **Next >>** at the bottom of the screen.

Trip Confirmation & Finished Booking

- Verify that all information is correct.

Trip Confirmation & Finished Booking

- To complete the booking, select **Confirm Booking>>** at the bottom of the screen. This will send your trip information to the travel agent.

Almost done... Please confirm this itinerary.

Display Trip | << Previous | Confirm Booking>> | Cancel Trip
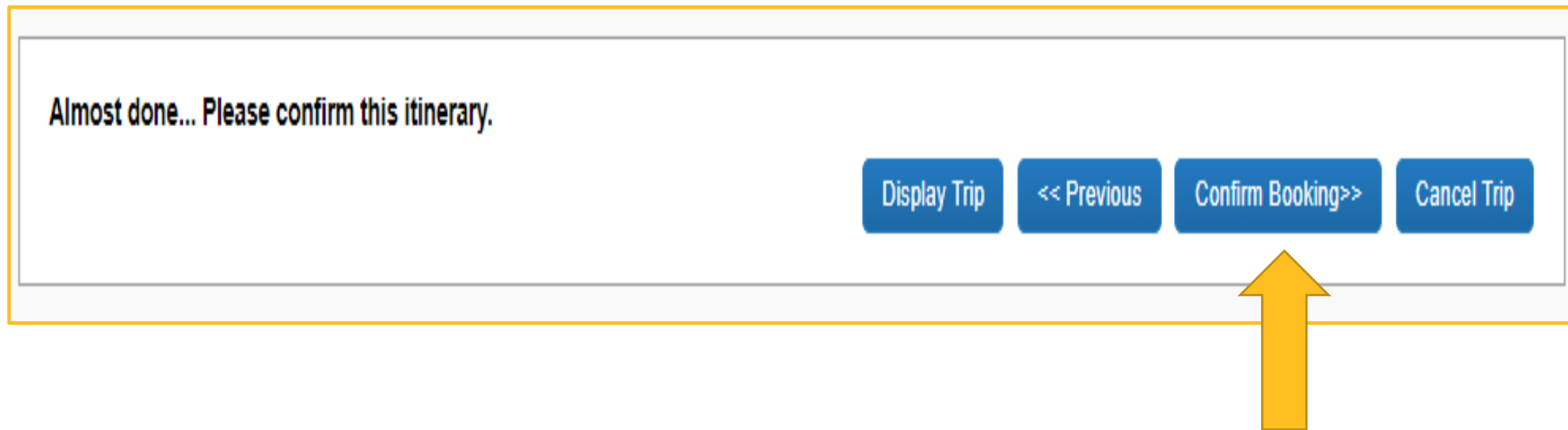
Trip Confirmation & Finished Booking

Finished Booking
You have successfully booked your trip when you see **Finished** at the top of the screen with a trip record number below.

You can select **Print Itinerary**, **E-mail Itinerary**, or **Return to Travel Center**.

Book by Calling a Direct Travel Agent

You can book your travel by calling a Direct Travel agent for a small nominal fee.

Calling an agent is suggested when your travel includes multiple cities and hotels. Call 866-228-3916.
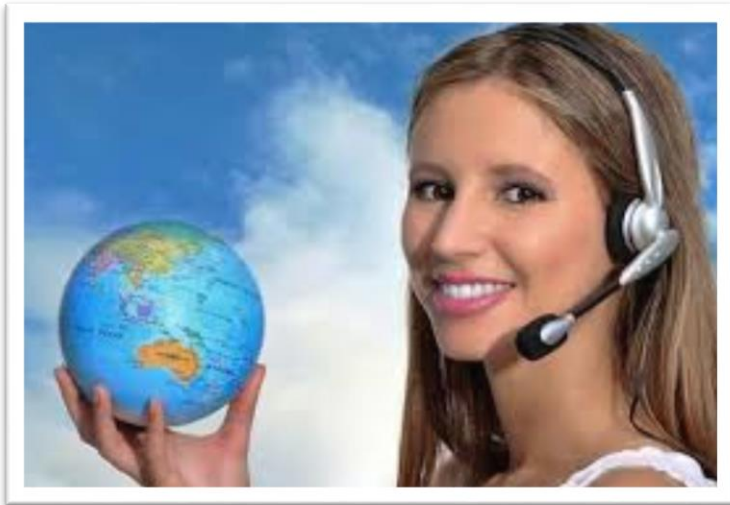
Book using a Third Party (Outside Source)

Although booking through the Concur website is highly recommended because the information from Travel will auto-populate into your Expense Report, you can book using a third party system.

Book using a Third Party (Outside Source)

Once you have booked your travel, email your plans to plans@tripit.com.

TripIt will extract the travel details from the emails and add the travel plans to Concur. The plans will be added to existing trips or used to create new trips, depending on whether the emailed plans share dates with an existing trip.

Concur will accept emailed plans for air, hotel, car, rail, and ground transportation. You will receive a confirmation email from Concur letting them know if your travel plans were successfully imported, which includes a link to view the itinerary in Concur.

Book using a Third Party (Outside Source)

Note: If you chose to book travel "Online with Concur Travel" in your Request but then decide to book all your travel outside of Concur, you must recall the Request and indicate "Third Party (Outside Source)" for the same question and resubmit.

View Upcoming Travel

All travel booked through the online booking tool or a Direct Travel Agent will load under My Trips on the Concur Homepage.

MY TRIPS (0) →
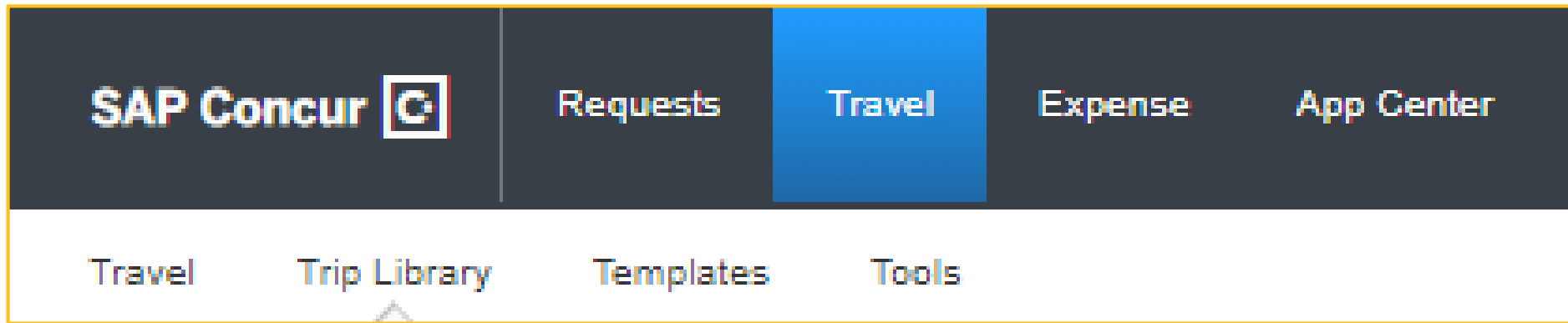
You currently have no upcoming trips.

View Upcoming Travel

You can also view your trips in the Trip library.

1. From the Concur homepage, select Travel from the menu at the top of the screen.
2. Select Trip Library.

View Upcoming Travel

3. Lists all of the trips you have booked.
4. Select a trip that you are taking. You can see the overview of the trip.
   - Create a template – helpful feature if you travel to the same location often.
   - Clone trip – used if an arranger needs to create this trip for other travelers.
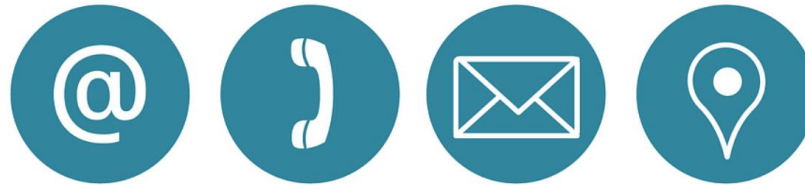   - Share trip – used if a coworker is going with you on this trip.

Contact Us

Accounts Payable: www.rowan.edu/accountspayable

856-256-4115

Direct Travel

rowantravel@dt.com

Travel/Concur Questions: asktravel@rowan.edu

Individual Questions can be sent to:

Miranda Salvatore: salvatoremi@rowan.edu

Debbie DiPietroantonio: dipietrod2@rowan.edu

Keri Fearon: fearon@rowan.edu