Concur Questions from 2/25/15

Q. How do I go about booking for someone who does not have a profile in Concur?

1. You can choose to book for a guest—you will find this option right under TRIP SEARCH on your Concur homepage.

Q. How do I give someone permission to book travel for me?

1. You can assign someone to book your travel.
   * Click the Profile dropdown 🡪 select Profile Settings 🡪 select Personal Information 🡪 scroll down to Assistants and Travel Arrangers 🡪 select on the right hand side [+] Add an Assistant.

Q. Will Concur search for Southwest and Frontier flights?

1. Yes, it will—you will see when looking through the flights, for Southwest it will also show the “Wanna Get Away Fares.”

Q. Can I apply my frequent flyer number on the site?

1. Yes—you will enter in all of your frequent flyer numbers once and it will automatically apply each time.

Q. When looking at the different flight options, why are there diamonds next to some of them?

1. The diamonds indicate that Creighton has a special agreement with these airlines
   * The more that you use these flights, the more points you will receive, which can lead to things such as free upgrades.

Q. Will the diamonds still show up when I’m booking personal travel? If yes, can I use those points towards personal travel?

1. Yes, they will still show up. You can apply those points to either your Creighton travel or your personal travel.

Q. Can I sort/filter the flight options?

1. Yes—in the matrix on the left side, you can select All, Nonstop, 1 Stop, or 2 Stop flights to view only. Also, under the matrix on the right side, you can change how to sort the flights.

Q. Can I book two people at one time on two separate credit cards?

A. The procedure is to make 1 reservation, then clone the trip and change the credit card number for the cloned trip.

* To clone a trip, you will go to the trip overview and then on the left hand side, select Clone Trip.
* There is no maximum for # of trips you can clone.
* Clone doesn’t mean that you have to book the trip.

Q. When I clone a trip, and the flight changes, does it change both reservations?

1. Not always—but Travel and Transport’s Operations team will call you regarding the flight change and then you can ask about the other flight(s) as well.

Q. Where can I view the baggage fees?

1. When you are looking through the different flight options, towards the top of the page you will see a link for Baggage Fee Policies. When you click this, it will display the baggage fees for all airlines in the matrix.

Q. Can I pay the baggage fee directly on the Concur website?

1. No—however, when you are in the popup for Baggage Fee Policies, there is a link to visit that airlines website. You can click this and it will take you to the site where you will be able to pay the fee.

Q. Can I make a change to my reservation after purchasing?

1. Yes—you can either make the change on the Concur site or you can call an agent at Travel and Transport.
   * You can make changes/cancel on Concur until the passenger boards.

Q. How will I know if I am booking out of the University travel policy?

1. When booking air, car, and hotel, the Select button will either be in green, yellow, red, or totally grayed out.
   * Green = in policy
   * Yellow = “soft” policy, but can still be selected—an explanation will be required.
   * Red = highly not recommended, yet again, can still be selected—will require explanation.
   * Totally grayed out = No option to select.

Q. Can I use my frequent traveler coupons directly on the site?

1. No—it requires you to call to get them applied

Q. What should I do if I’m within a 2 hour flight time for a flight that I am trying to book but Concur won’t let me book it?

1. In this situation, you can call Travel and Transport and they will book the flight.

Q. Does the webpage time out if there is no activity for a while?

1. Yes, if there is no activity for 30 minutes there will be a warning that will ask you if you need more time.
   * This warning pops up on your main computer screen.
   * If you are timed out, when you log back in, it will indicate on the home page that, “you orphaned a booking”. Click on it and go right back to the reservation you were creating.

Q. If I put a reservation on hold, how long will it hold for?

1. Usually for 1 business day.
   * You will receive an email saying that you have a reservation on hold and that it will be cancelled soon.

Q. Will the fare change when a reservation is on hold?

1. Yes, fares can change when reservations are on hold.
   * However, sometimes Travel and Transport can reach out to the airline and receive a waiver for the increased cost.

Q. If someone left the company, would we be able to use their unused tickets for a different traveler?

1. Sometimes this can be done, but not always.

Q. Why should I book with Concur when I can find cheaper flights somewhere else on my own?

1. Most of the time when you are finding lower fares, it isn’t comparing apples to apples. The prices on Concur should be about the same as booking through other methods. However, if/when you do find lower prices; please send them to Joe Zaborowski in the purchasing department so that he can alert Travel and Transport to look into it.