Concur Booking Tool: Booking Airfare for a Guest

If you are responsible for bringing a guest to the University of Arkansas, you can book that guest ticket via the Concur Booking Tool. You may also book travel for guest for personal travel utilizing the booking tool using your personal credit card to purchase the trip.

**PLEASE NOTE:** If you are booking airfare for an employee BUT they do not have a profile in Concur, you need to have them self-register, OR you self-register for them in order to setup a profile. **DO NOT book them as a guest!**

You can access the booking tool by either going directly to [www.concursolutions.com](http://www.concursolutions.com) or by going the Travel Office website: [http://travel.uark.edu/travel-agencies.php](http://travel.uark.edu/travel-agencies.php)

1. Once you have logged in you will be on the main Travel Booking home page:
2. Select the link **Book for a Guest**:
3. Click on the airplane to begin searching for airline flights:

4. The Concur Tool will default to **Round Trip**, but **One Way** and **Multi City** selections are available.

5. After you have selected your departure and destination locations you will select your departure and return dates. **Please Note:** The Concur Tool allows you to select by a specific departure time if you choose, the tool also defaults to looking at flights +/- 3 hours of the times you have selected. This range may be modified by selecting the drop down menu:

![Search Menu Screenshot]

*Also note, the tool defaults to viewing airfare by Economy Class and PRICE, but you can modify by selecting the drop down menu and selecting by schedule instead.*

6. Once your search parameters have been chosen select the *Search Button*.

7. After the search is completed you will see a results matrix at the top of the page. This offers the ability to quickly filter and refine the results. **For example,** if I only wanted to look at flights with 1 stop, I can select that link and narrow my results. For this particular example there are 235 results for the trip information that
was entered:

8. Also notice that at any point I can choose to search by a specific flight number (if I already know the flight I am looking for) or I can change the search to search by schedule:
9. The left panel also offers other tools for refining or expanding your search:

a. Sliding the **Departure and Return** sliders allows you to limit flights departing and arriving between more specific windows:
b. Sliding the **Price** slider allows you to quickly capture the maximum fare amount you would like to see:

![Price slider](image)

Price $445.61 - $636.73


c. **Display Settings** provide further refinement for viewing only refundable fares, etc.

![Display Settings](image)

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

10. Once you have filtered your flights and have found one that you would like to review further you can select the button **View Fares**:

![View Fares](image)

08:00a XNA → 12:47p SLC    1 stop DFW    5h 47m
American Airlines

03:30p SLC → 11:22p XNA    1 stop DFW    6h 52m

1 American Airlines 3336 / 3340 operated by ENVOY AIR AS AMERICAN EAGLE

11. You will see the classification fare types available for this itinerary:

![Fare Options](image)

<table>
<thead>
<tr>
<th>Fare Options</th>
<th>Free Checked Bags</th>
<th>Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Cabin (G) / Main Cabin (G) / Main Cabin (N) / Main Cabin (N) Rules / Fare Details</td>
<td>0</td>
<td>No</td>
</tr>
<tr>
<td>Main Cabin Flexible (K) Rules / Fare Details</td>
<td>0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Notice that one of the fares has a green check mark, which if you select the green check you will see the following:
If you select the yellow caution sign you will see the following:

Note: You will not be prohibited from selecting this flight, **BUT** this flight will be provided to the Travel Office via a report, for further analysis and required documentation as to why you purchased a flight that was more expensive when there was the exact same flight in a different classification of service available.

12. Once you have selected the flight you will see the following:

**Please Note:** At this point you **MUST** enter all of the Traveler information **UNLESS** you have booked a flight for this guest using the Concur tool previously. If you have, then you can search by selecting the ‘Look up a previous guest by name’. 
13. You may also select your seat assignment by selecting the Select Seats button. **PLEASE NOTE:** If booking a Delta flight there are times when although you think you are going to be able to select your seat, you are unable to do so, BUT when you are finalizing the trip you have an opportunity to ‘change seats’. This is due to the way Delta chooses to allow seat assignments to be selected.
Once you have selected your seat you will see it displayed:
Press the Select Seat button at the top of the screen to complete the selection. Then press the Close button. 

PLEASE NOTE: If you are attempting to select a Preferential or Paid preferential, you must contact our Anthony Travel agents for them to process this seat request for you.

Complete this process until you have selected all of your seat assignments.
14. The Review Price Summary will show the total cost of your airfare NOT including the agency service fee. This will be reflected on the final invoice you will receive once the flight has been ticketed.

<table>
<thead>
<tr>
<th>Description</th>
<th>Fare</th>
<th>Taxes and Fees</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare</td>
<td>$413.96</td>
<td>$76.65</td>
<td>$490.61</td>
</tr>
</tbody>
</table>

**Total Estimated Cost:** $490.61  
**Total Due Now:** $490.61

15. The Select a Method of Payment Section is where you will define how this airfare is going to be paid. You have the option of selecting from a list of credit cards (if you have entered credit card information in your profile, OR of adding a credit card by selecting the link:

**SELECT A METHOD OF PAYMENT**

How would you like to pay?

- Please choose a credit card:  
- Add credit card

* Indicates credit card is a company card

Please Note: You will not be able to save this itinerary or even hold it, without having a method of payment selected.

16. Below is an example where the drop down selection has been utilized to select the method of payment:

**SELECT A METHOD OF PAYMENT**

How would you like to pay?

- ELENA Admin TCard (…0669)  
- Edit | Add credit card

* Indicates credit card is a company card

17. The booking tool will also display the class of service again for this ticket. In this example the ticket is a non-refundable ticket:

**This is a Non-Refundable Ticket**

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reissue these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

18. You may now either go back or press the **Reserve Flight and Continue** Button

![Reserve Flight and Continue Button]

Note: Your flight is ONLY reserved and will not be ticketed until you complete the booking process.
19. The Travel Details page allows you to review this itinerary one last time to ensure its accuracy. You also have the option of printing the itinerary or emailing the itinerary. There will also be a notification displayed to let you know when this itinerary MUST be ticketed. If you do not finalize and ticket this reservation prior to that date, the itinerary will be canceled. You will also notice that you can continue to add to this itinerary by adding a car and a hotel.

![Travel Details Page]

20. If any portion of your flight includes internet capability, you will see the following GoGo internet available for purchase:

![GoGo Wi-Fi Information]

In order to utilize this service, you must enter a personal credit card. If this purchase of internet service will be utilized for business purposes, this will be eligible for reimbursement with your travel claim. You will receive a separate receipt for this purchase. If you scroll down the review page a small wifi logo will be displayed next to the flight if the flight is internet capable.
21. Once you have scrolled to the bottom of the page and reviewed the itinerary you will have the option to either press the Next button to continue with the booking, OR to cancel the trip.

22. By pressing the Next button you will see the following:

This allows you to name your trip, for example if you are attending a conference in Salt Lake you could name this trip the name of the conference. At this point you can choose to hold the trip if you want to just hold the reservation (remember in most instances you have 24 hours to complete the booking) If this trip is held it will be listed under your Upcoming Trips on the next page for you to select at any point to finalize.

23. If though you want to go and finalize this booking select the Next button and you will see the Trip Confirmation page:
Please Note: This page also displays the Daytime Phone numbers and After hours phone number. If you require nighttime help, an additional $10.00 charge will be assessed by Anthony Travel.

24. Once you have reviewed the itinerary and are ready to purchase the ticket, you can select the Purchase Ticket button at the bottom of the screen:

25. The following page will be displayed:

IMPORTANT: Although you have purchased the ticket, this ticket will route to an Anthony Travel agent for quality control assurance. You will receive an email once the itinerary has been actually ‘ticketed’. If you do not receive an email within 2 hours please contact our Anthony Travel agents and/or the Travel Office.

You also have 24 hours to still cancel this flight. IF the itinerary has been ticketed by Anthony Travel and you decide you need to cancel the trip, please contact an Anthony Travel agent.
26. Once you have finished the booking if you view the trip from the home page you will see the following:

<table>
<thead>
<tr>
<th>Trip Name/Description</th>
<th>Status</th>
<th>Start Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip from Bentonville to Salt Lake City (KVCWFW)</td>
<td>Confirmed</td>
<td>10/17/2017</td>
<td>10/23/2017</td>
<td>Cancel Trip</td>
</tr>
</tbody>
</table>

Notice that the Status is Confirmed. Once Anthony Travel has reviewed and ticketed this itinerary the status will say Ticketed.

27. You will have the ability of selecting the Cancel Trip link IF you are within 24 hours of purchase. If you select that link and process the cancellation you will see the following:

This trip has been ticketed, but the tickets are within the void deadline, which means you can cancel them for no airline costs or penalties (an agency fee may still apply). To cancel the trip and void the tickets, click the Void ticket and cancel trip button.

Ticket 0018645353641 for CARTER/DONNA LEE (USD 490.61)
Trip Record Locator: KVCWFB

28. Once you press the Void ticket and cancel trip button you will see the following:

You will also receive an email notification that your trip has been canceled.