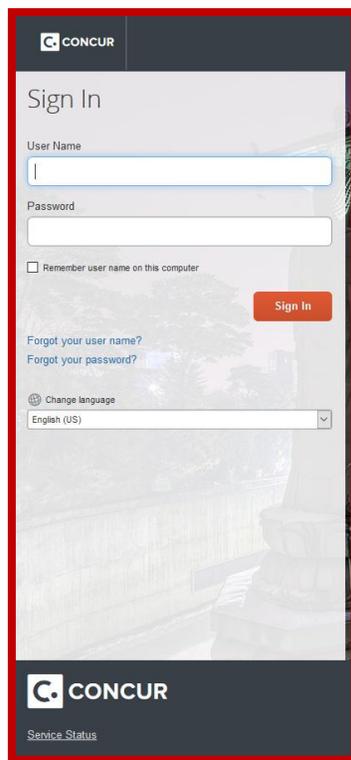


## Concur Booking Tool: Booking Airfare for a Guest

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>

A screenshot of the Concur Sign In page. The page has a dark grey header with the Concur logo and the word "CONCUR" in white. Below the header, the title "Sign In" is displayed. There are two input fields: "User Name" and "Password". Below the password field is a checkbox labeled "Remember user name on this computer". To the right of the password field is a red "Sign In" button. Below the sign in button are two links: "Forgot your user name?" and "Forgot your password?". At the bottom of the sign in section is a "Change language" dropdown menu currently set to "English (US)". The background of the page is a faded image of a building. At the bottom of the page, there is a dark grey footer with the Concur logo and the word "CONCUR" in white, and a small link for "Service Status" below it.

1. Once you have logged in you will be on the main Travel Booking home page:

The screenshot shows the Concur Travel interface. At the top, there is a navigation bar with 'CONCUR' logo, 'Travel' (selected), 'Reporting', and 'App Center'. On the right, there are links for 'Administration', 'Help', and 'Profile'. Below the navigation bar, there are tabs for 'Travel', 'Arrangers', 'Trip Library', and 'Templates'. The main content area is divided into two sections. The left section, titled 'Booking for myself | Book for a guest', contains a 'Flight Search' form with options for 'Round Trip', 'One Way', and 'Multi City'. The 'From' field is set to 'XNA - Northwest Arkansas Regional Airport - Bentonville, AR'. The 'To' field is empty. A red box highlights the 'Book for a guest' link and the flight search form. The right section, titled 'Welcome to Concur Travel for University of Arkansas!', contains a 'University Travel Policy' link, a 'Click here to: PRINT MY INVOICE' link, and a list of required information for booking: First Name, Last Name, and Invoice #, Record Locator, Ticket Number/Confirmation or last 4 digits of the credit card. Below this, there are 'Important Traveler Profile Notes' and 'Agent-assisted Support' information.

2. Select the link **Book for a Guest:**

This screenshot is similar to the first one, but with a red circle around the 'Book for a guest' link in the 'Booking for myself | Book for a guest' section. The rest of the interface, including the flight search form and the right-hand content area, is identical to the first screenshot.

3. Click on the airplane to begin searching for airline flights:

Booking for myself | [Book for a guest](#)

✈️ 🚗 🛏️ 🕒

### Flight Search

[Round Trip](#) [One Way](#) [Multi City](#)

From ?  
XNA - Northwest Arkansas Regional Airport - Bentonville, AR  
[Find an airport](#) | [Select multiple airports](#)

To ?  
Arrival city, airport or train station  
[Find an airport](#) | [Select multiple airports](#)

Depart ?  
[Calendar] depart [Morning] ± 3

Return ?  
[Calendar] depart [Afternoon] ± 3

Pick-up/Drop-off car at airport  
 Find a Hotel

Class ? Search by  
Economy class [Price]

Refundable only air fares

[Search](#)

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:

Depart ?  
[Calendar] 10/17/2017 depart [Morning] ± 3

Return ?  
[Calendar] 10/23/2017 depart [Afternoon] ± 3

**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:

BENTONVILLE, AR TO SALT LAKE CITY, UT  
TUE, OCT 17 - MON, OCT 23

Show as USD - ▾

[Hide matrix](#) [Print / Email](#)

	 American Airlines	 United	 Delta	 Multiple	 Alaska Airlines
<b>All</b> 235 results					
<b>1 stop</b> 71 results	445.61 40 results	500.60 23 results	562.60 8 results	—	—
<b>2 stops</b> 164 results	449.71 62 results	581.71 46 results	536.71 29 results	814.70 19 results	2,339.80 8 results

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:

**Shop by Fares** [Shop by Schedule](#)

Flight Number Search   Sorted By:  ▾

Displaying: 235 out of 235 results.  
[Previous](#) | [Page: 1 of 24](#) | [Next](#) | [All](#)

9. The left panel also offers other tools for refining or expanding your search:

The screenshot shows a vertical sidebar for flight search filters. At the top is a 'Change Flight Search' dropdown. Below are sections for 'Depart - Tue, Oct 17' and 'Return - Mon, Oct 23', each with sliders for departure and arrival times. A 'Price' section has a single slider. 'Display Settings' includes checkboxes for 'Hide Non-refundable Fares', 'Hide Propeller Planes', and 'Depart/Return Same Airport Only'. 'Airport Filters' lists selected airports for departure, arrival, and return.

**Change Flight Search** ▾

**Depart - Tue, Oct 17** ▲

Depart 06:00 A - 11:25 A

Arrive 10:54 A - 10:25 P

**Return - Mon, Oct 23** ▲

Depart 12:00 P - 05:35 P

Arrive 07:33 P - 10:01 A

**Price** ▲

Price \$445.61 - \$2,767.70

**Display Settings** ▲

Hide Non-refundable Fares

Hide Propeller Planes

Depart/Return Same Airport Only

**Airport Filters** ▲

**Depart**

Departure

XNA - Bentonville, AR (\$445.61)

Arrival

SLC - Salt Lake City, UT (\$445.61)

**Return**

Departure

SLC - Salt Lake City, UT (\$445.61)

a. Sliding the **Departure and Return** sliders allows you to limit flights departing and arriving between more specific windows:

This close-up shows the sliders for 'Depart - Tue, Oct 17' and 'Return - Mon, Oct 23'. The departure sliders are adjusted to show a window from 08:00 A to 10:00 A, and the arrival window from 03:15 P to 10:25 P. The return sliders are adjusted to show a window from 12:31 P to 05:35 P, and the arrival window from 07:33 P to 09:10 A.

**Depart - Tue, Oct 17** ▲

Depart 08:00 A - 10:00 A

Arrive 03:15 P - 10:25 P

**Return - Mon, Oct 23** ▲

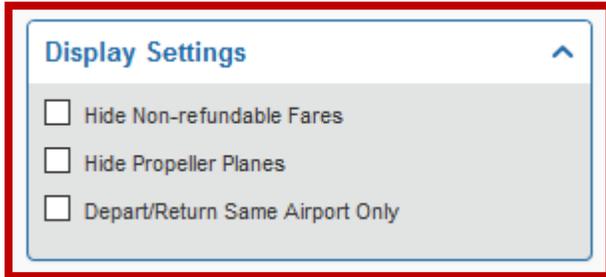
Depart 12:31 P - 05:35 P

Arrive 07:33 P - 09:10 A

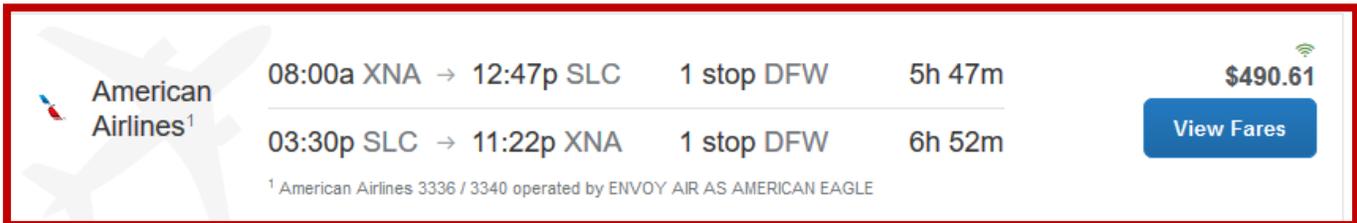
b. Sliding the **Price** slider allows you to quickly capture the maximum fare amount you would like to see:



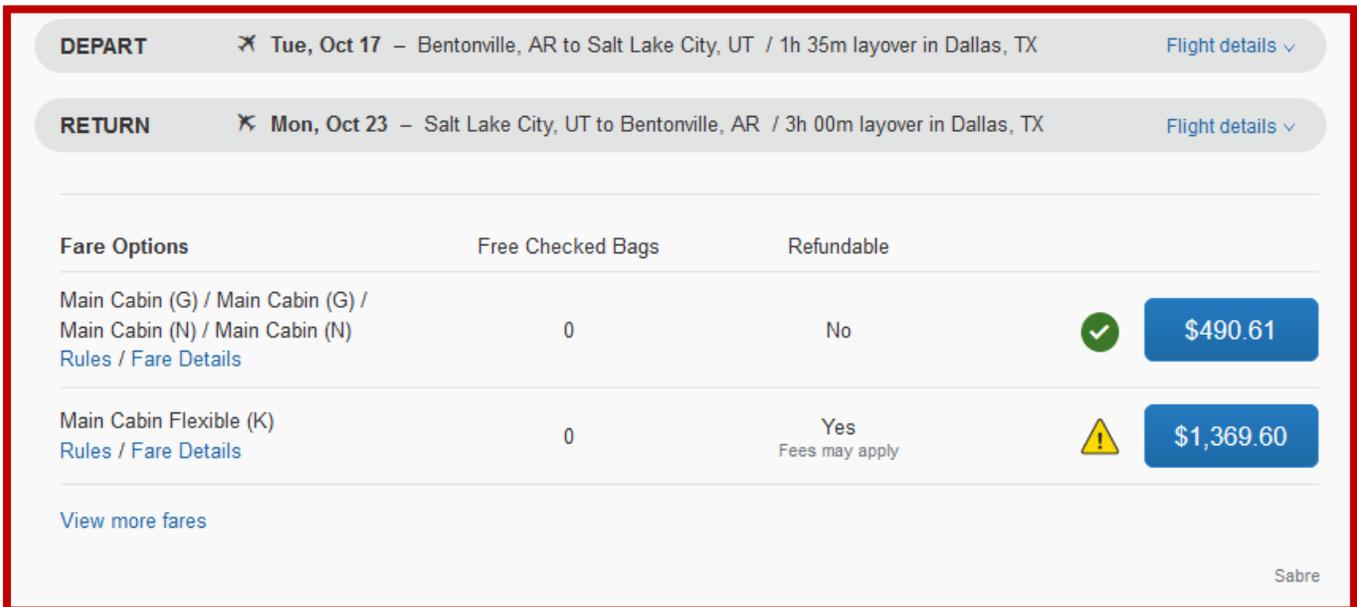
c. **Display Settings** provide further refinement for viewing only refundable fares, etc.



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**:



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



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

Free Checked Bags      Refundable

**In policy** ✕

✓ This trip conforms to your company travel rules. ✓ \$490.61

If you select the yellow caution sign you will see the following:

**Warning** ✕ ✓

This option breaks one or more company travel rules.  
We will log this choice if you choose to purchase it.

⚠ Air Fare is greater than the least cost logical airfare plus 200.00 dollars ⚠

**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:

## Review and Reserve Flight

### REVIEW FLIGHTS

DEPART	✕ Tue, Oct 17 – Bentonville, AR to Salt Lake City, UT / 1h 35m layover in Dallas, TX	<a href="#">Hide details ^</a>
Tue, Oct 17	08:00a XNA → 09:25a DFW      1h 25m      American Airlines 3336 Embraer E-175 Operated by ENVOY AIR AS AMERICAN EAGLE	
	<i>Layover in Dallas, TX</i> 1h 35m      Dallas Ft Worth Intl	
	11:00a DFW → 12:47p SLC      2h 47m      American Airlines 1597 <span style="color: green;">◆</span> Boeing 737-800	
RETURN	✕ Mon, Oct 23 – Salt Lake City, UT to Bentonville, AR / 3h 00m layover in Dallas, TX	<a href="#">Hide details ^</a>
Mon, Oct 23	03:30p SLC → 07:10p DFW      2h 40m      American Airlines 1178 <span style="color: green;">◆</span> Boeing 737-800	
	<i>Layover in Dallas, TX</i> 3h 00m      Dallas Ft Worth Intl	
	10:10p DFW → 11:22p XNA      1h 12m      American Airlines 3340 Embraer E-175 Operated by ENVOY AIR AS AMERICAN EAGLE	

**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'.

## ENTER TRAVELER INFORMATION

Enter the name of the guest traveler you're booking the trip for. The guest's trip will be subjected to the "Guest Class" policy, or in its absence, the policy which applies to you. Once the trip is booked, it will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler's name on the itinerary.

**Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport.** Due to increased airport security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

### Guest Traveler

Manual Entry    Look up a previous guest by name:

---

Title   Legal First Name   Middle Name (on ID)    No Middle Name   Legal Last Name

Gender   Date Of Birth

Known Traveler Number      DHS Redress No.  

Phone      Select      Email  

---

### Frequent Flyer Programs

For American Airlines

American Airlines

- 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.

## SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

Select Seats

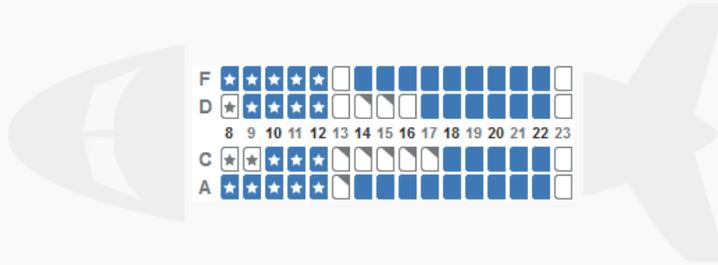
## Seat Map

Available flights

AA 3336 XNA-DFW

Select Seat

Close



American #3336, Embraer E-175, Northwest Arkansas Regional Airport (XNA) - Dallas Ft Worth Intl (DFW)  
Seat assignment is subject to change up until time of departure

- Available
- Occupied or Unavailable
- Selected
- Exit row
- No seating
- Preferential
- Preferential
- Paid preferential
- Paid preferential

Once you have selected your seat you will see it displayed:

### Seat Map

Available flights  
 AA 3336 XNA-DFW Select Seat Close

**18C**

American #3336, Embraer E-175, Northwest Arkansas Regional Airport (XNA) - Dallas Ft Worth Intl (DFW)  
 Seat assignment is subject to change up until time of departure

- Available
- Occupied or Unavailable
- Selected
- Exit row
- No seating ?
- Preferential ?
- Preferential
- Paid preferential ?
- Paid preferential

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.

### SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

Flight	Route	Seat*
American Airlines 3336	XNA: Northwest Arkansas Regional Airport DFW: Dallas Ft Worth Intl	<b>18C</b> <a href="#">Change</a>
American Airlines 1597	DFW: Dallas Ft Worth Intl SLC: Salt Lake City Intl Arpt	<a href="#">Choose</a>
American Airlines 1178	SLC: Salt Lake City Intl Arpt DFW: Dallas Ft Worth Intl	<a href="#">Choose</a>
American Airlines 3340	DFW: Dallas Ft Worth Intl XNA: Northwest Arkansas Regional Airport	<a href="#">Choose</a>

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.

REVIEW PRICE SUMMARY			
Description	Fare	Taxes and Fees	Charges
Airfare	\$413.96	\$76.65	\$490.61
<b>Total Estimated Cost:</b>			<b>\$490.61</b>
<b>Total Due Now:</b>			<b>\$490.61</b>

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 ADMN 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 reuse 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

**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.

The screenshot shows the 'Travel Details' page for a trip from Bentonville to Salt Lake City. The 'TRIP OVERVIEW' section includes the following information:

- Trip Name:** Trip from Bentonville to Salt Lake City ([Edit](#))
- Start Date:** October 17, 2017
- End Date:** October 23, 2017
- Created:** August 13, 2017, Donna Carter (Modified: August 13, 2017)
- Description:** (No Description Available) ([Edit](#))
- Agency Record Locator:** KJVCWB
- Passengers:** Donna Lee Carter
- Total Estimated Cost:** \$490.61 USD ([Details](#))

On the left side, there are links for 'Print Itinerary' and 'E-mail Itinerary'. On the right side, there is a section titled 'Add to your Itinerary' with options for 'Car', 'Hotel', and 'Wi-Fi'. A prominent notification at the bottom states: 'Airfare must be ticketed by: 08/14/2017 10:30 PM Central' with a link to 'Change frequent flyer program'.

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

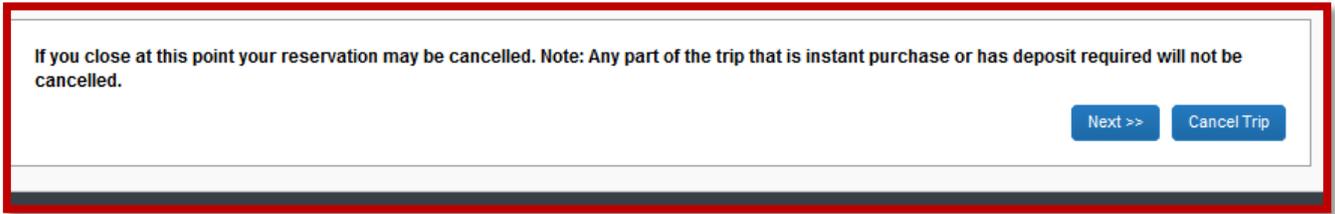
The screenshot shows the 'GOGO WI-FI IS AVAILABLE ON SOME OF YOUR FLIGHTS' page. It features the GOGO logo and a promotional banner that says 'Don't forget your internet! Save up to 42% when you buy now.' The page offers an 'All Day Pass \$16.00 each' with a quantity selector set to 2. The terms of the pass are:

- \$16.00 each (Retail price ranges up to \$49.95).
- 24-hours of continuous access on [domestic](#) Gogo equipped flights with any single [participating airline](#).
- Expires 1 year from purchase.

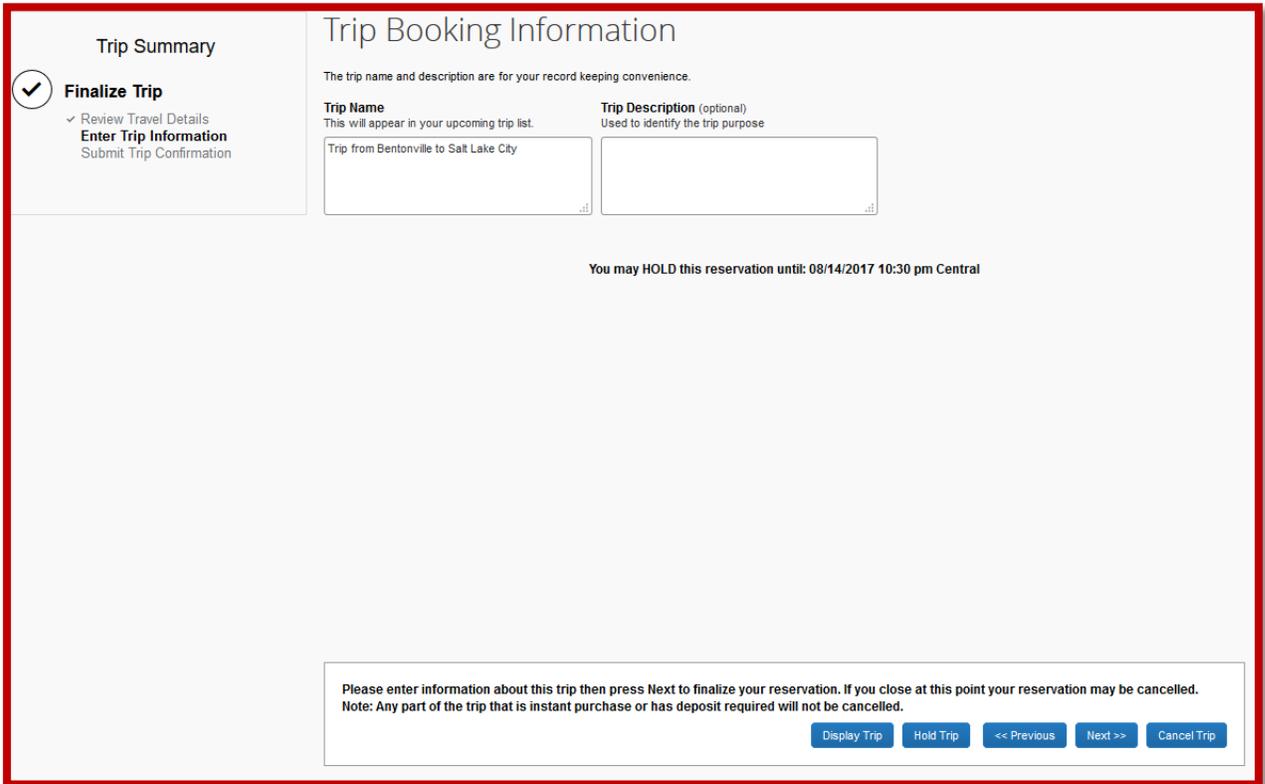
Below the terms, there is a section for payment: 'How would you like to pay?' with a dropdown menu set to 'Please choose a credit card.' and a link to 'Add credit card'. A blue button labeled 'Purchase Gogo Wi-Fi' is visible. At the bottom, there are links for 'Privacy & cookie policy', 'Terms of use', and 'Promotional code and gift card usage policy'. A footnote states: '\* Indicates credit card is a company card'.

***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.***

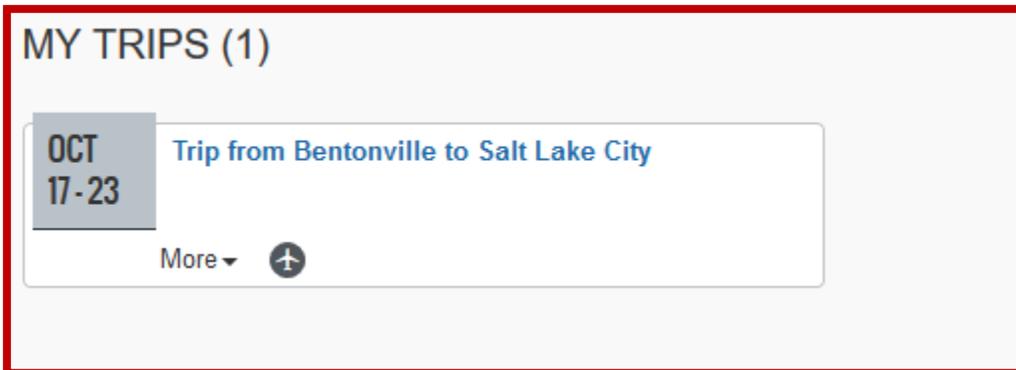
21. Once you have scrolled to the bottom of the page and reviewed the itinerary you will have the option to either press the Next button to continue with the booking, OR to cancel the trip.



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:

## Trip Confirmation

To **COMPLETE BOOKING**, please press the "Purchase Ticket" Button after reviewing this page.  
To **CANCEL**, press the Cancel button.

### TRIP OVERVIEW

**Trip Name:** Trip from Bentonville to Salt Lake City  
**Start Date:** October 17, 2017  
**End Date:** October 23, 2017  
**Created:** August 13, 2017, Donna Carter (Modified: August 13, 2017)  
**Description:** (No Description Available)  
**Agency Record Locator:** KJVCWB  
**Itinerary Confirmation**  
**Passengers:** Donna Lee Carter  
**Total Estimated Cost:** \$490.61 USD

 This trip is on hold. The last time to send it to your agency is: 08/14/2017 10:30 PM Central

**Agency Name:** Anthony Travel (University of Arkansas)  
**Daytime Phone:** 479-431-4680 or 888-667-2955  
**Nighttime Phone:** 800-342-9008

**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:

Almost done... Please confirm this itinerary.

Display Trip

<< Previous

Purchase Ticket->>

Cancel Trip

25. The following page will be displayed:

Trip Summary



Finished!

## Finished!

You have successfully booked your trip!

**Trip Record Locator : KJVCWB**

This trip complies with your travel policy.

Your itinerary has been saved. Anthony Travel (University of Arkansas) will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.  
Airfare must be ticketed by: 08/14/2017 10:30 pm Central ( 8/14/2017 11:30:00 PM Eastern ).

**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:

Company Notes		Upcoming Trips			
Trip Name/Description	Status	Start Date	End Date	Action	
Trip from Bentonville to Salt Lake City (KJVCWB)	Confirmed	10/17/2017	10/23/2017	Cancel Trip	

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 : KJVCWB

[Void ticket and cancel trip](#) [Return to Travel Center](#)

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

**Your trip has been successfully cancelled.**

Ticket 0018645353641 for CARTER/DONNA LEE (USD 490.61) voided by Cliqbook



Your trip has been cancelled

[Return to Travel Center](#)

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