

TIPS FOR USING YOUR TRAVEL CARD

How do I start booking a trip?

Always start the booking of a trip in Concur with a Request. Once the request is approved, click on the Book link under the Action column of the Manage Requests page. Make a note of the Request ID as it is needed to confirm a booking.

How do I access online help?

To access online Help, hover the mouse pointer over the **Help** menu (upper-right corner of the page) and then click the appropriate link from the menu that appears. Online help opens on its own tab. To return to Concur, close the help tab or click the Concur tab.

How can I access online training?

To access online training, hover the mouse pointer over the **Help** menu (upper-right corner of the page) and then click the appropriate link from the menu that appears. Online Training opens on its own tab. To return to Concur, close the Training tab or click the Concur tab.

What is the cost of booking travel?

- Booking your travel in Concur on-line cost \$9.00
- Calling Concur cost \$25.00
- Journey House transactions cost \$20.00
- University American Travel transactions cost \$20.00

How early should I arrive to the airport prior to my flights departure?

You are encouraged to arrive at the airport:

- Two hours prior to flight departure for domestic travel
- Three hours for international travel

This allows time for parking and shuttle transportation, airline check-in, obtaining a boarding pass, and going through the security screening process, which includes screening of your carry-on baggage. You are encouraged to contact your airline as times may vary depending on the airport and date of travel.

How do I enter Per Diem (Travel Allowance) in Concur?

Per diem, also known as travel allowance, is calculated by Concur based on trip information you provide.

How can I cancel an online booking?

- Select trip from Upcoming Trip List and choose Cancel Entire Trip from Action List.
- Most tickets issued within last 24 hours can be voided.
- Tickets outside that window, if non-refundable will be stored for future use; if refundable, a refund will be processed.

How Can I apply an FCM unused ticket on file?

- Tickets on file are displayed on the Concur homepage and on the air availability pages.
- At the end of the booking process (before purchase) you will be prompted to use a ticket on file.
- If you choose yes, your reservation will be sent to an online consultant for validation and processing (MUST be on the same carrier and certain rules and restrictions may apply). If you choose no, or leave the field blank, your unused ticket will not be used and will remain in your profile. If a ticket exchange is processed the transaction will incur the consultant assisted fee.

How often should I submit an expense report?

Preferred Time Frames:

- Mileage only claims should be filed no more often than monthly. When calculating mileage, you must use your work address not your home address, no matter where you leave from or return to.
- For all other trips, a separate expense report should be completed for each trip. Airfare and hotel deposits paid on your travel card will not be added to an expense report until the trip is complete.

Are there apps to help track my travel?

Yes, there are three:

- TripIt—This app puts all of your trip information in one place. The app will provide you with updates as you travel on things like gate changes, cancellations, etc.
- Concur Mobile—This app will allow you to manage trips and expenses. You can also collect data for an Expense report and submit it, or approve an employee's Expense report.
- ExpenseIt—This is a complementary app to Concur Mobile. While Concur Mobile will allow you to take pictures of your receipts, ExpenseIt has OCR capability that will allow it to match receipts with existing travel card transactions within Concur.