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Travel Booking

The CSU has contracted with Christopherson Business Travel as our dedicated Travel Management Company. It is highly encouraged that travel segments (air, car rental, hotel) are booked in Concur to gain leverage in terms of contracted rates, consolidate spending systemwide, maintain compliant travel, and obtain travel related data that can assist with campus decision-making process.

Travel must be approved before travel segments are booked in Concur.

The traveler will receive a system-generated email alerting them when a request is approved. This is the traveler's cue to log into Concur and book transportation and lodging reservations as needed and approved for a given trip.

Once logged in, travel can be booked using the **"Trip Search"** section of the dashboard or by selecting the Travel menu and using the Trip Search functionality there.

The screenshot displays the SAP Concur interface for California State University. The top navigation bar includes 'Requests', 'Travel' (highlighted), 'Expense', 'Approvals', 'Reporting', and 'App Center'. The user's profile is visible in the top right. The main dashboard features several key sections:

- TRIP SEARCH:** A red box highlights this section, which includes a warning: "Don't book travel until your request is approved". It contains a "Mixed Flight/Train Search" form with fields for "From" (Departure city, airport or train station) and "To" (Arrival city, airport or train station), and a "Search" button.
- COMPANY NOTES:** A message reads: "Welcome to Concur Travel, the corporate online travel tool for California State University. Please take a moment to review your profile and ensure that your information is complete." A prominent warning states: "DON'T BOOK TRAVEL UNTIL YOUR REQUEST IS APPROVED. If you're booking in Concur, use Trip Search or the Travel tab."
- MY TASKS:** Three task cards are shown: "Required Approvals" (00), "Available Expenses" (00), and "Open Reports" (00). Each card indicates that the user currently has no approvals, expenses, or open reports.

Reservations can be made separately as trip details are finalized. For example, a flight can be booked once the trip is approved and a hotel can be booked later if a conference block is full, or a rental car can be booked if needed before a trip occurs.

Please note, if you choose to utilize the services of Christopherson Business Travel, take note of your request ID before calling to ask for assistance with booking reservations. The request ID can be located by opening the request associated with the trip. Open the request, select **Request Details**, then **Request Header**.

The screenshot shows the SAP Concur 'Manage Requests' interface. At the top, there are navigation tabs for 'Requests', 'Travel', 'Expense', and 'App Center'. Below the navigation, there is a 'Manage Requests' section with an 'Alerts: 2' notification. The main content area displays 'Request Example \$823.50' with a status of 'Approved' and 'Request ID: 4GGJ'. There are buttons for 'More Actions' and 'Create Expense Report'. A dropdown menu is open under 'Request Details', with 'Request Header' selected. Below this, a table of expenses is visible:

EXPENSES	Details	Date	Amount	Requested
n	Los Angeles, California	11/04/2020	\$425.00	\$425.00

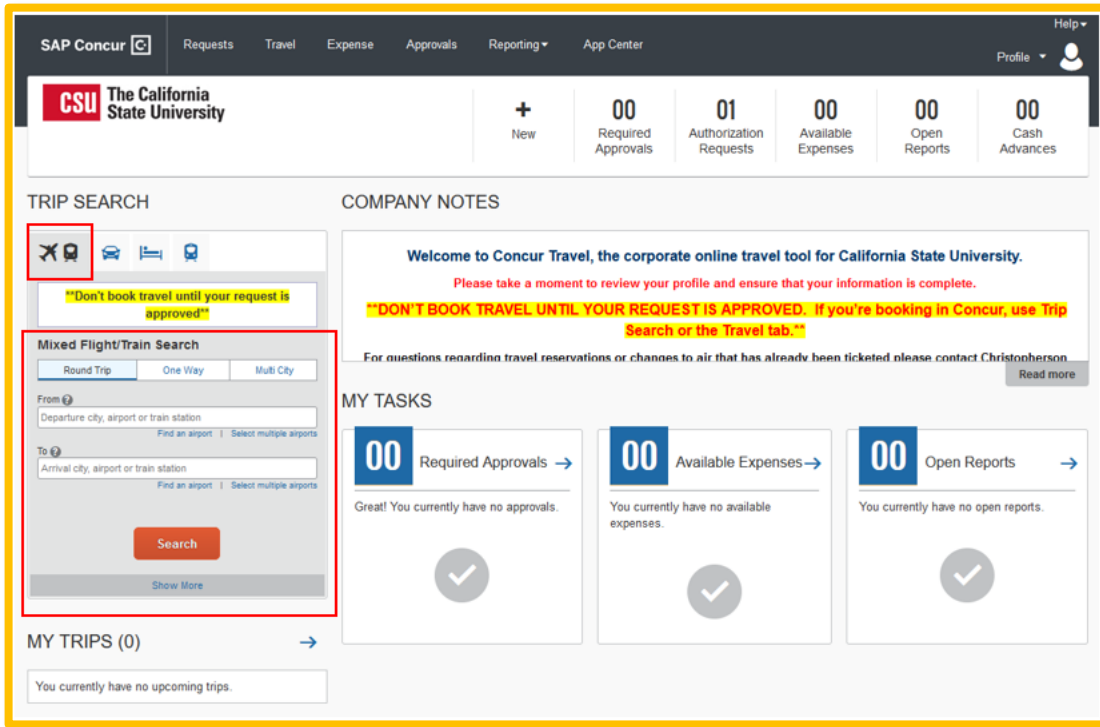
Note the **Request ID** for the related trip.

The screenshot shows the 'Edit Request Header' form in SAP Concur. The form is titled 'Edit Request Header' and includes a 'Cancel' button and a 'Save' button. The form fields are:

- Request Id: 4GGJ
- Request/Trip Name: Request Example
- Trip Type: 1-In-State

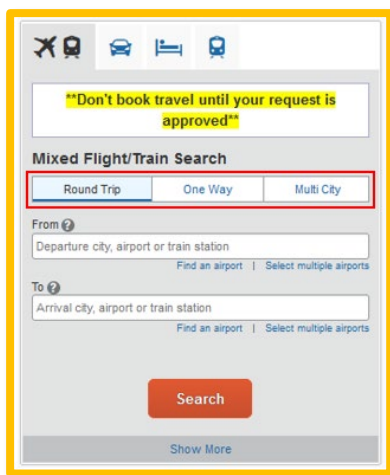
Booking a Flight

The **Mixed Flight/Train** tab is on the left side of the page.



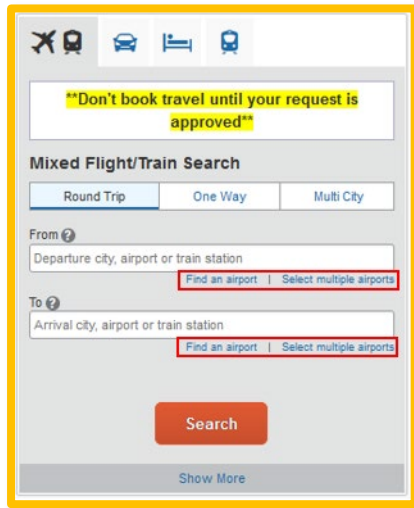
Start the Search

1. Select one of the following types of flight options:
 - Round Trip
 - One Way
 - Multi City



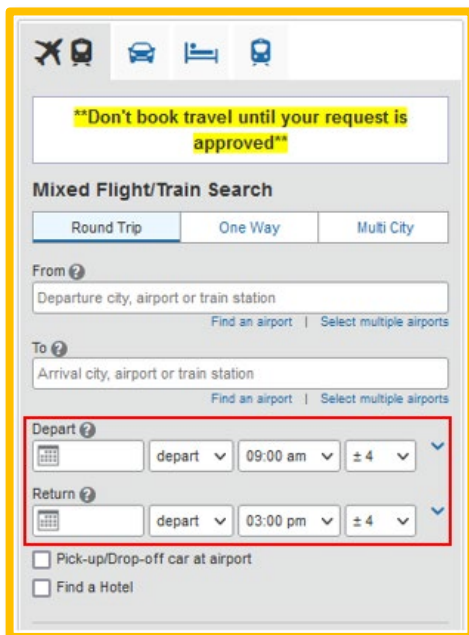
2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, SAP Concur will automatically search for a match.

Note: Use the **Find an airport** and **Select multiple airports** links as needed.



The screenshot shows the top portion of a search interface. At the top, there are icons for flight, car, train, and bus. Below them is a yellow warning box with the text: ****Don't book travel until your request is approved****. The main section is titled "Mixed Flight/Train Search" and has three tabs: "Round Trip" (selected), "One Way", and "Multi City". There are two input fields: "From" (Departure city, airport or train station) and "To" (Arrival city, airport or train station). Both fields have a red box around them containing the text "Find an airport | Select multiple airports". At the bottom of the form is a red "Search" button and a "Show More" link.

3. Click in the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.



This screenshot shows the same search form as above, but with the "Depart" and "Return" sections highlighted in red. The "Depart" section includes a calendar icon, a "depart" dropdown menu, a time field set to "09:00 am", and a time range dropdown set to "± 4". The "Return" section includes a calendar icon, a "depart" dropdown menu, a time field set to "03:00 pm", and a time range dropdown set to "± 4". Below these sections are two checkboxes: "Pick-up/Drop-off car at airport" and "Find a Hotel".

4. Click the down arrow to the right of the time window to see a graphical display of nonstop flights/trains available for the routing and date you have selected. This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights/trains.

Notes:

- The graphical display is based on flight schedule data. It will not show any rail options, nor can it take refundability or class of service preferences into account.
- Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
- If you change locations or dates, click **refresh graph** for more data.

5. For **Search flights/trains by**, select either **Price** or **Schedule**.

6. If necessary, uncheck the **Flight w/ no double connections** check box.
7. Click **Search**.

Search by

Price ▾

Include additional refundable air fares

Flights w/ no double connections

Search

Select a Flight

- On the Flight Search results page:
 - If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.
 - If you selected **Schedule** on the previous page, then the **Depart** tab is initially active.

In the following example, **Price** was selected on the previous page.

SAP Concur | Requests | **Travel** | Expense | Invoice | Approvals | App Center | Administration | Help

Travel | Trip Library | Templates | Tools

SEATTLE, WA TO ATLANTA, GA
MON, MAY 28 - THU, MAY 31

Show as USD ▾

Select Flights
Round Trip
SEA - ATL
Depart: Mon, 05/28/2018
Return: Thu, 05/31/2018

Finalize Trip

Change Flight Search ▾

Depart - Mon, May 28
Depart: 06:20 A - 11:28 A
Arrive: 02:01 P - 11:58 P

Return - Thu, May 31

Hide matrix | Print / Email

	spirit Spirit Airlines	jetBlue JetBlue	American Airlines	United	Alaska Airlines	Delta
All 76 results						
Nonstop 7 results	—	—	—	—	1,022.40 1 results	1,047.40 6 results
1 stop 69 results	568.59 1 results	880.63 2 results	928.10 58 results	961.60 8 results	—	—

Shop by Fares | Shop by Schedule

Flight Number Search 🔍 | Sorted By: Price - Low to High ▾

Displaying: 76 out of 76 results.
Previous | Page: 1 of 8 | Next | All

10:55a SEA → 09:08p ATL | 1 stop | 7h 13m

- On the **Shop by Fares** tab, to view additional details for the flights, click the **Show all details** dropdown arrow.
- To select a flight, click the fare button.

Selected Fare

American Airlines

06:05a SEA → 04:07p ATL | 1 stop DFW | 7h 02m

12:24p ATL → 05:42p SEA | 1 stop CLT | 8h 18m

Remove ✕

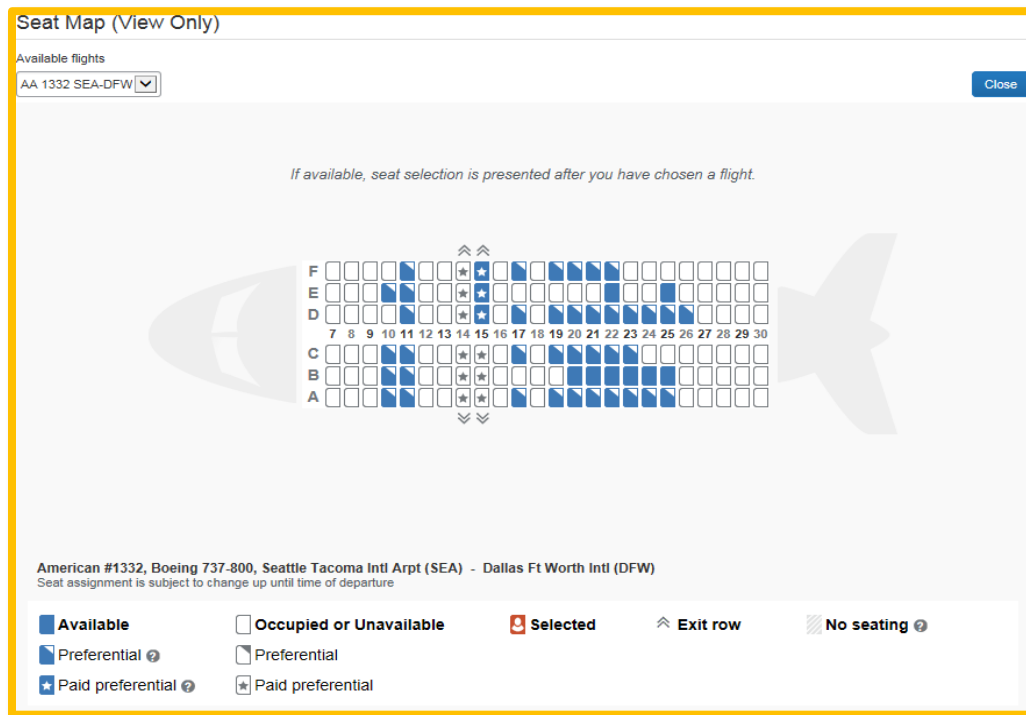
\$1,026.10

Show all details ▾

4. On the **Review and Reserve Flight** page, you can do the following:

- Review your flight details
- Enter your traveler information
- Select your frequent flyer programs
- Select your seat assignment
- Review the price summary
- Select your method of payment

Note: Depending on your airfare provider, you can click the **View seats map** link to select your seat on the flight. Select the appropriate **Available** seat from the **Seat Map**.



5. Click **Reserve Flight and Continue**. If you had entered other segments on your travel request, you will be prompted to complete those reservations as referenced in the Booking a Car or Booking a Hotel guides. If only booking flight, transaction is finalized by purchasing the ticket.

6. If you need to book hotel or car rental, choose the related icon and enter reservation details. If you only need to book a flight, follow final steps below.

Purchase the Ticket

1. Click **Confirm Booking** to send your request to your travel agent and to your manager for approval.
2. Click **Finish**. The **Finished!** screen shows your confirmation number and information to contact the travel agent.
3. Click **Return to Travel Center**.

Booking a Car

Note: The CSU has a contract with Enterprise and National. Travelers are required to use these two carriers for all rental car needs. Exceptions are only made if either carrier are not available at a destination or car inventory cannot accommodate a request.

Search for Your Car

Most of the items below will feed over from the data entered at the time the travel request was populated.

The image shows a 'Car Search' form with a yellow border. At the top, there are icons for airplane, train, car, hotel, and bus. The form contains the following fields and options:

- Pick-up date:** A date selector and a time dropdown set to '12:00 pm'.
- Drop-off date:** A date selector and a time dropdown set to '12:00 pm'.
- Pick-up car at:** Two radio buttons: 'Airport Terminal' (selected) and 'Off-Airport'.
- Please enter an airport:** A text input field.
- Return car to another location:** An unchecked checkbox.
- More Search Options:** A blue button with a right-pointing arrow.

1. Enter your **pick-up** and **drop-off dates** and **times**.
2. In the **Pick-up car at** section, select either:
 - **Airport Terminal**, and then type the city or the Airport code.
 - **Off-Airport**, and then enter (or search for) the location.
3. Select the **Return car to another location** check box, as needed.

If you want to return the car to another location, additional fields will appear. Select either **Airport Terminal** or **Off-Airport**, and then enter the appropriate location.

4. To see additional search preferences, click **More Search Options**.
5. Select the **Car Type** (Tip: Hold the Ctrl key to select more than one type).
6. Select all your preferences, and then click **Search**.

Filter the Results

There are two sets of filters: The matrix at the top of the page, and the **Change Car Search** area on the left side of the page.

Filter your results using the Change Car Search area.

1. On the left side of the page, use the up and down arrows to show and hide search.
2. In the **Change Car Search** area:
 - Change your pick-up and drop-off dates and times, and your pick-up and drop-off locations.
 - Click **More Search Options** to select additional options such as a car type, and vendors.

3. Click **Search**. The new search results display.

Filter your results using the Matrix at the top of the page.

1. Use the grid to filter the results.
 - Preferred vendors will show in the left column.
 - To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.
 - To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
 - To see cars of a particular size and a particular vendor, click the appropriate cell. The search results below will reflect that choice.

Sort the Results

If you want to sort your results, click the **Sorted by** dropdown arrow, and then select the appropriate option.

Review the Results

1. Review the price and options.
2. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.

Trip Summary

Select a Car

Pick-up: Sun, 05/27/2018
SEA - Terminal

Drop-off: Wed, 05/30/2018
ATL - Terminal

Finalize Trip

Use my default credit card: 'Corporate Card'.

Change Car Search

Pick-up date: 05/27/2018 12:00 pm

Drop-off date: 05/30/2018 12:00 pm

Pick-up car at:

Airport Terminal Off-Airport

Please enter an airport:
SEA - Seattle-Tacoma Intl Airport - Seattle, WA

Return car to another location

Drop-off car at:

Airport Terminal Off-Airport

Please enter an airport:
ATL - Atlanta Hartsfield-Jackson Intl Airport - Atlant

PICK UP: (SEA) ON SUN, MAY 27 12:00 PM
DROP OFF: (ATL) ON WED, MAY 30 12:00 PM

Show as USD

Hide matrix Print / Email

All	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car
20 results						
AVIS	198.98	203.99	210.99	216.99	216.99	228.99
Most Preferred						
Enterprise	195.00	195.00	211.25	227.50	243.75	260.00
Enterprise	195.00	195.00	211.25	227.50	243.75	258.64
Enterprise	020 NO RATES AVAILABLE FOR ONE WAY #ZR#					
Hertz	020 UNABLE TO PRICE - NO RATE QUALIFIES #ZE#					

Sorted By: Policy - Most Compliant

Displaying: 20 out of 20 results. Previous 1 2 Next | All

AVIS **Economy Car - \$198.98 per day** (Worldspan)

Automatic transmission
Unlimited miles, Pick-up: Terminal: SEA
Adults: 2, Children: 2, Large bags: 1, Small bags: 1

Total cost*
\$806.56

Most Preferred Car Vendor for Learning Services Demo / E-Receipt Enabled [Location details](#)

3. Click **Location details** for more information about the available options.

Select the Rental Car

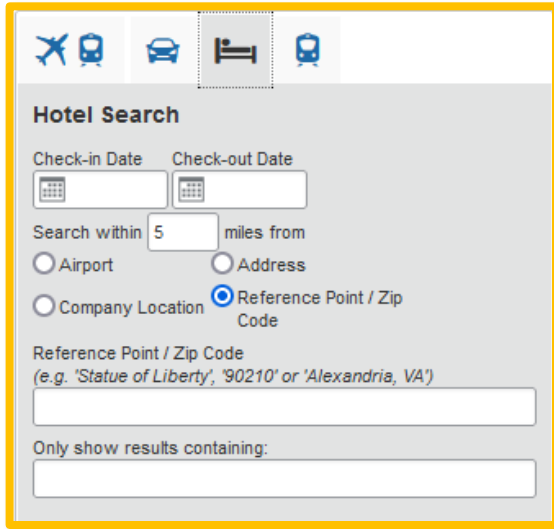
1. Click the **Total cost** button. Note that the color of the Total cost button reflects policy compliance.
2. The **Review and Reserve Car** page appears. Review the details for accuracy.
3. Select a rental car program, as needed.
4. Select a method of payment, if necessary.
5. Click **Reserve Car and Continue**.

Booking a Hotel

Search for a Hotel

Most of the items below will feed over from the data entered at the time the travel request was populated.

1. Enter the **Check-in** and **Check-out Dates** (or click in the fields to use the calendar).
2. Enter the search radius.
3. Choose to search near an **Airport, Address, Company Location,** or **Reference point / Zip Code**, and then enter the appropriate information in the available fields.

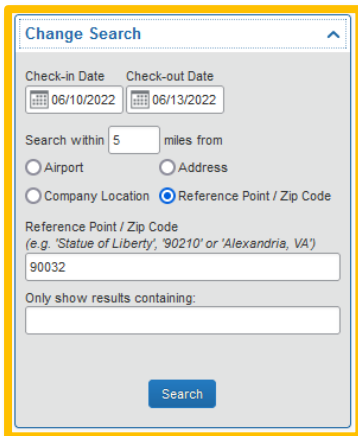


The screenshot shows a 'Hotel Search' form with a navigation bar at the top containing icons for airplane, train, car, hotel, and bus. The form includes fields for 'Check-in Date' and 'Check-out Date', a 'Search within' field set to '5 miles from', and radio buttons for 'Airport', 'Address', 'Company Location', and 'Reference Point / Zip Code'. The 'Reference Point / Zip Code' option is selected. Below these is a text input field with the placeholder '(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')' and an empty field. At the bottom, there is a label 'Only show results containing:' followed by another empty text input field.

4. Click **Search**.

Change and Filter Search

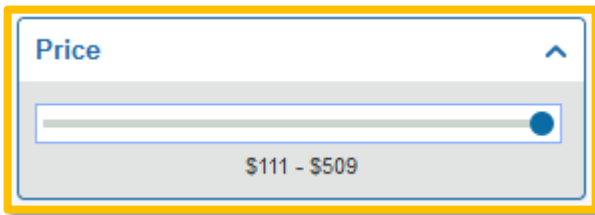
1. In the **Change search** area:
 - Change your check-in and check-out dates, and your hotel location.
 - Click **Search**.



The screenshot shows a 'Change Search' form with a title bar and a close button. It contains the same fields as the previous form, but with pre-filled data: 'Check-in Date' is 06/10/2022, 'Check-out Date' is 06/13/2022, and the 'Reference Point / Zip Code' field contains '90032'. A blue 'Search' button is located at the bottom center of the form.

Travel displays the new results.

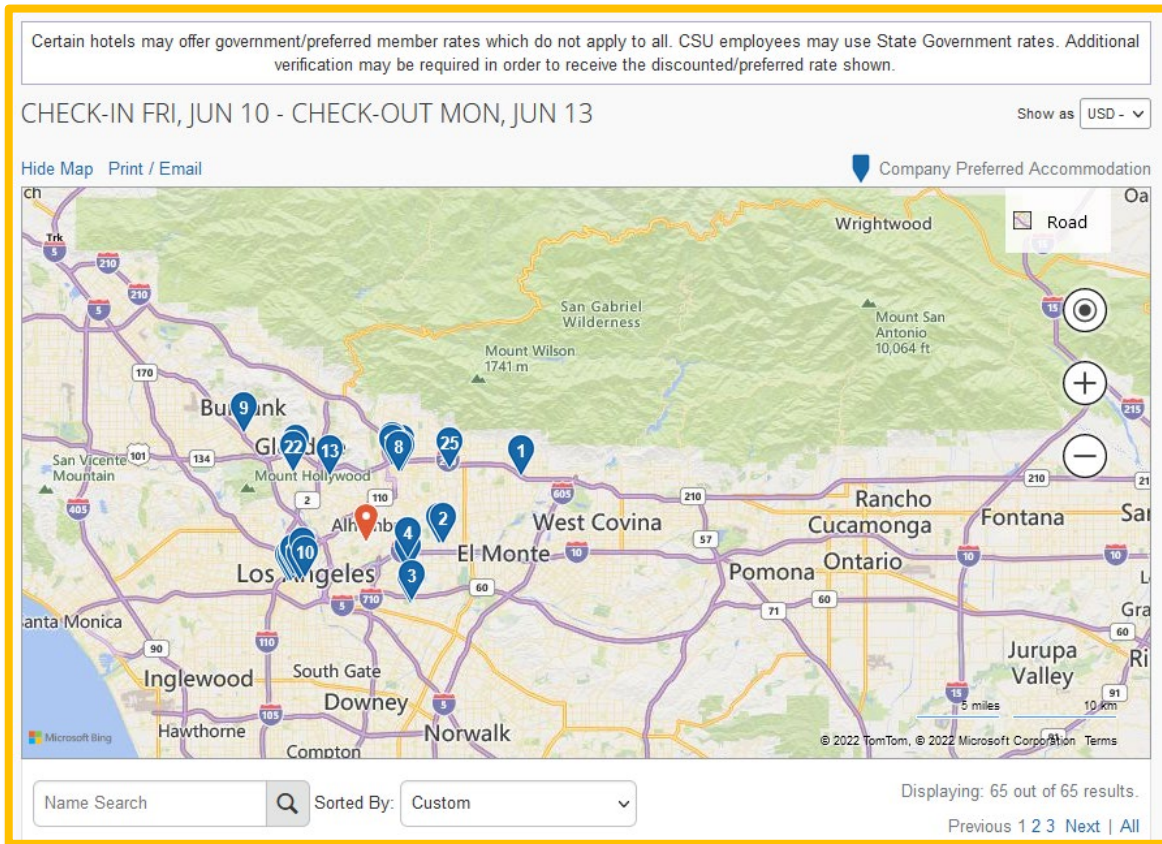
2. Use the slider in the **Price** area to narrow your search.





3. In the **Hotel chain** area, select the appropriate hotels.
4. In the **Hotel Amenities** area, select the appropriate options.

Review the Hotel Map

1. Review the hotel map.

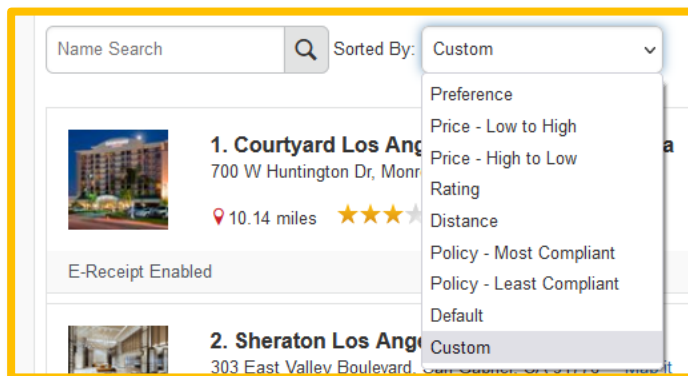


2. Click any blue icon to see specific hotel information. Use your mouse to zoom, and move the map, as needed.

The red  icon indicates your reference point, and the blue  icon shows your company's preferred hotels.

Sort the Search Results (as needed)

- Below the map, use the **Hotel Name Search** and **Sorted By** fields to sort the results.



Review the Results

A picture as well as the name, address, rating stars, and price range appears.

Name Search Sorted By: Policy - Most Compliant Displaying: 65 out of 65 results. Previous 1 2 3 Next | All

1. Comfort Inn Monterey Park - East LA \$183
588 S Atlantic Blvd, Monterey Park, CA 91754 [Map it](#)
2.91 miles ★★☆☆☆ [View Rooms](#)

E-Receipt Enabled [Hotel details](#)

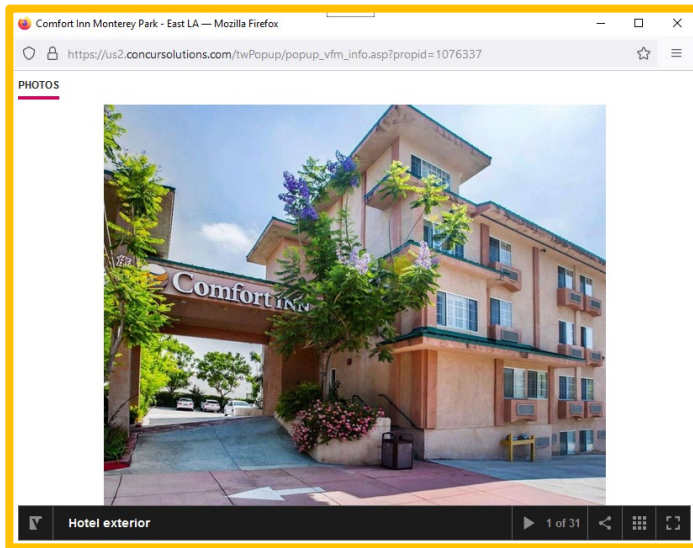
2. Courtyard Los Angeles Pasadena/Monrovia \$120
700 W Huntington Dr, Monrovia, CA 91016 [Map it](#)
10.14 miles ★★☆☆☆ [View Rooms](#)

E-Receipt Enabled [Hotel details](#)

3. Sheraton Los Angeles San Gabriel \$120
303 East Valley Boulevard, San Gabriel, CA 91776 [Map it](#)
4.56 miles ★★☆☆☆ [View Rooms](#)

E-Receipt Enabled [Hotel details](#)

1. Click the picture to see more images.




2. Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.

1. Comfort Inn Monterey Park - East LA \$183
588 S Atlantic Blvd, Monterey Park, CA 91754 [Map it](#)
2.91 miles ★★☆☆☆ [View Rooms](#)

E-Receipt Enabled [Hotel details](#)

3. A pop-up window will appear with the Hotel details.

SAP Concur 

Hotel Detail

COMFORT INN MONTEREY PARK LOS Comfort INN

STREET ADDRESS
588 S ATLANTIC BLVD
MONTEREY PARK CA 91754 91754

PHONE NUMBER
LOCAL 1-626-308-9600
FAX 1-626-308-1980


Hotel Policy
-FAMILY POLICY
CHILDREN STAY FREE - Y
MAX AGE TO RECEIVE CHILD RATE - 18
-PET POLICY
PETS ALLOWED - N
-MAX OCCUPANCY VARIES BY ROOMTYPE.
-PLEASE SEE INDIVIDUAL ROOM DESCRIPTIONS.
-COMMISSION PROGRAM
TRAVEL AGENT COMMISSION SETTLEMENT
COMMISSIONS SETTLED THROUGH HCC - Y
-SEE GUARANTEE REQUIREMENT
-PLEASE REFER TO COMPLETE ACCESS PLUS FOR THE
MOST ACCURATE GUARANTEE CANCEL AND DEPOSIT POLICY.
-CANCELLATION POLICY
-CANCEL POLICY MAY VARY BY DAY OF WEEK AND
SEASON. THE MOST ACCURATE CANCEL POLICY IS ADVISED
-OUR SYSTEM ACKNOWLEDGES ALL PROPERLY CANCELED
RESERVATIONS BY RETURNING A CANCELLATION
NUMBER. DO NOT ASSUME YOUR RESERVATION IS
CANCELED IF YOU HAVE NOT RECEIVED A CANCELLATION
NUMBER IN YOUR PNR OR BOOKING FILE.
-ONE NIGHT CHARGE IF NOT CANCELLED BEFORE HOTEL
DEADLINE ON ALL GUARANTEED RESERVATIONS.
-DEPOSIT POLICY
A DEPOSIT FOR HOTELS WITHIN THE UNITED STATES MUST
REACH THE HOTEL 5 DAYS PRIOR TO THE ARRIVAL DATE. A
DEPOSIT FOR ALL INTERNATIONAL HOTELS MUST REACH THE
HOTEL 10 DAYS PRIOR TO THE ARRIVAL DATE. IN CASE OF A
NO-SHOW THE CREDIT CARD WILL BE CHARGED ONE NIGHT STAY.
-FOR MORE POLICY INFORMATION SEE AIS PAGES
-SEE GUARANTEE REQUIREMENT.
-MINIMUM AND MAXIMUM STAY POLICY
-NO MINIMUM STAY REQUIRED-SUBJECT TO CHANGE
-RATES ARE BASED ON THE NUMBER OF NIGHTS AND

Credit Cards Accepted
-CREDIT CARDS ACCEPTED FOR PAYMENT
-AMERICAN EXPRESS
-CARTE BLANCHE
-DINERS CLUB
-DISCOVER CARD
-JCB
-MASTERCARD
-VISA
-SEE POLICIES FOR MORE INFORMATION

Facilities
- 50 ROOMS - 3 FLOORS
- INTERIOR CORRIDORS
-ADDITIONAL FACILITIES
-- MULTILINGUAL STAFF
RECREATION FACILITIES ONSITE
-CHARGES MAY APPLY FOR SOME RECREATION FACILITIES.
CONTACT HOTEL FOR INFORMATION
-CHARGES MAY APPLY FOR SOME FACILITIES

4. Click **View Rooms** to see:

- The available room options and rates
- Other amenities per room/rate
- Rules and cancellation policy



1. Comfort Inn Monterey Park - East LA

588 S Atlantic Blvd, Monterey Park, CA 91754 [Map it](#)


📍 2.91 miles ★ ★ ★ ★ ★

\$183

View Rooms

E-Receipt Enabled

[Hotel details](#)



1. Comfort Inn Monterey Park - East LA
 588 S Atlantic Blvd, Monterey Park, CA 91754 [Map it](#)

📍 2.91 miles ⭐⭐⭐☆☆

\$183

[Hide Rooms](#)

E-Receipt Enabled

[Hotel details](#)

Room Options

California State University 1 Queen Bed-nonsmoking-free Hi-spd Wireless-refrigerator-coffeemaker In-room- Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$183</div> </div>
California State University 1 King Bed-nonsmoking-refrigerator- Coffeemaker In-room-curved Shower Rod-clock Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$186</div> </div>
California State University 2 Queen Beds-nonsmoking-refrigerator- Coffeemaker In-room-clock Radio-am-fm-free Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$191</div> </div>
Corporate Rate 1 Queen Bed-nonsmoking-free Hi-spd Wireless-refrigerator-coffeemaker In-room- Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$206</div> </div>
BCD Travel 1 Queen Bed-nonsmoking-free Hi-spd Wireless-refrigerator-coffeemaker In-room- Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$206</div> </div>

Select the Hotel Room


1. Click the **Cost** button next to the room that you want to reserve. Only select state rates if noted, not governmental that will require Federal credentials.

Name Search

Sorted By: Custom

Displaying: 65 out of 65 results.

[Previous](#) [1](#) [2](#) [3](#) [Next](#) | [All](#)



1. Courtyard Los Angeles Pasadena/Monrovia
 700 W Huntington Dr, Monrovia, CA 91016 [Map it](#)

📍 10.14 miles ⭐⭐⭐☆☆

\$120

[Hide Rooms](#)

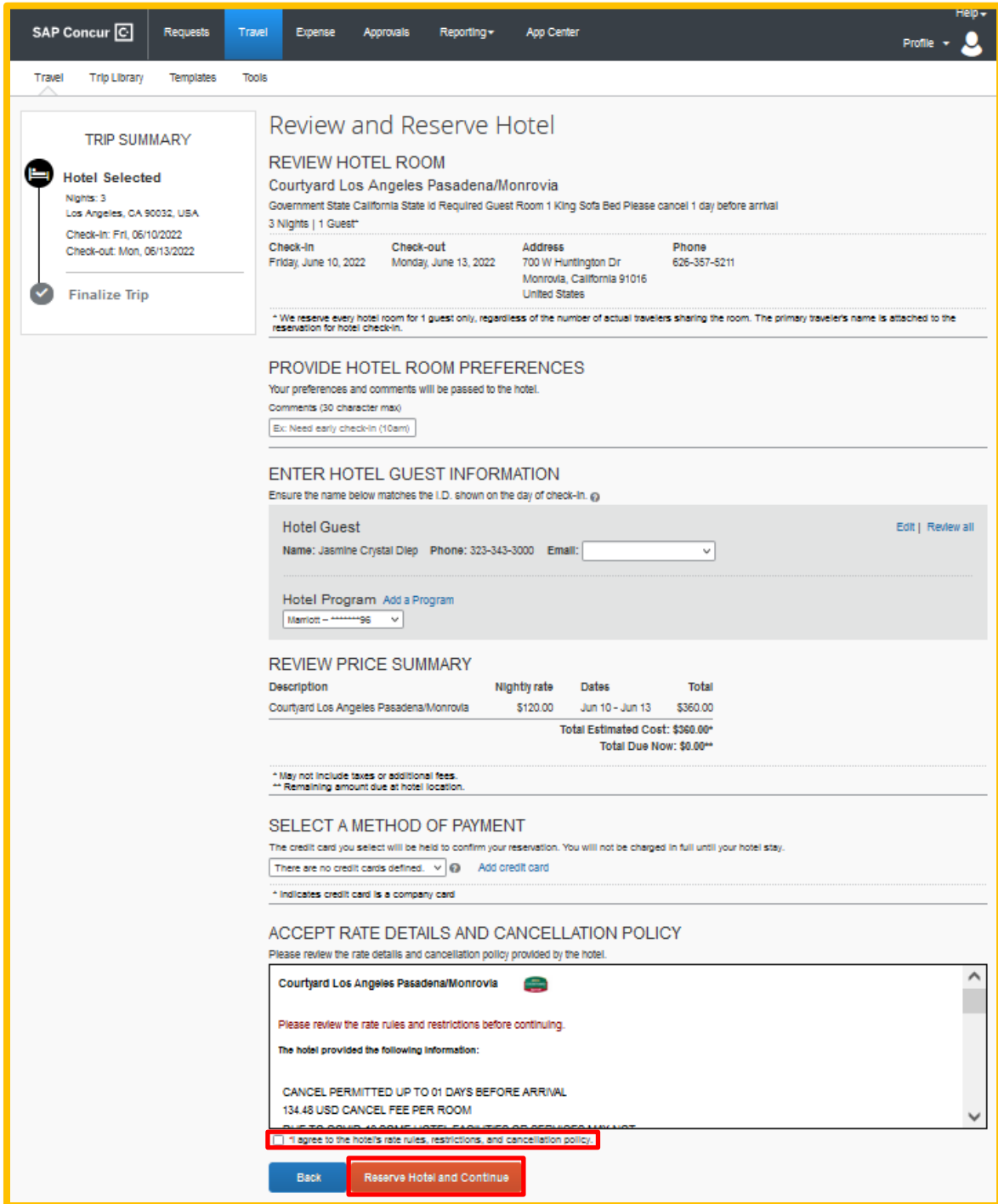
E-Receipt Enabled

[Hotel details](#)

Room Options

Government State California State Id Required Guest Room 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> ✓ <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$120</div> </div>
Government State California State Id Required Guest Room 2 Queen-s- Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> ✓ <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$120</div> </div>
Govt Military Government Military Rate W Breakfast Guest Room 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$181</div> </div>
Govt Military Government Military Rate W Breakfast Guest Room 2 Queen-s- Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$181</div> </div>
Stay More And Save Guest Room 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan) Rules and cancellation policy	<div style="display: flex; align-items: center; gap: 10px;"> i <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 5px;">\$188</div> </div>

2. The **Review and Reserve Hotel** page appears. Navigate through the page and:
 - Review or modify the room preferences.
 - Verify or modify the guest and program information.
 - Review the price summary.
 - Select a method of payment, if available, as defined by your company's configuration.
 - Review and accept the rate details and cancellation policy.
3. Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
4. Click **Reserve Hotel and Continue**.

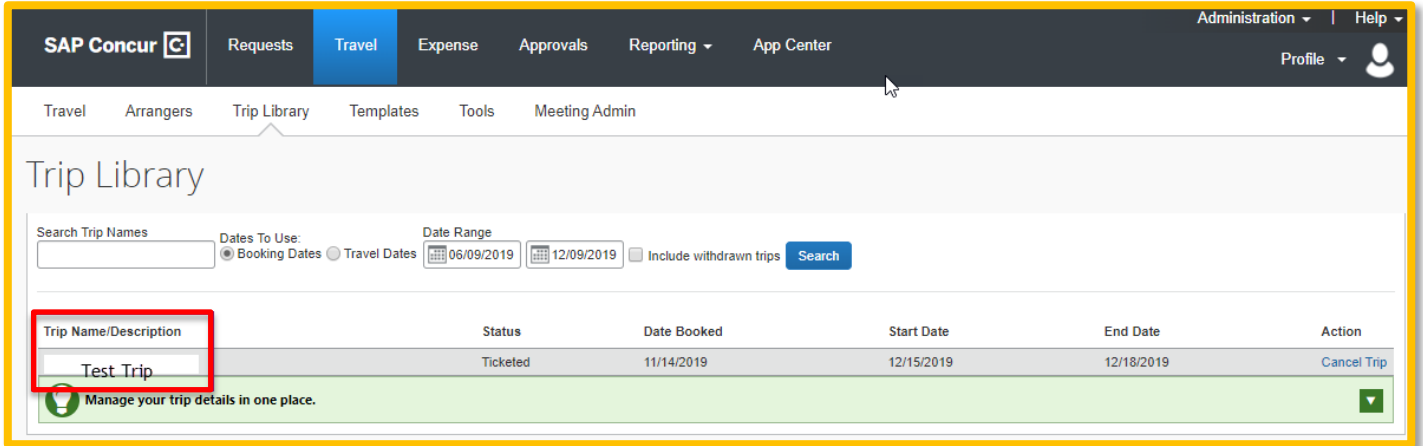


Review Travel Itinerary/Trip Details

Trip details can be reviewed at a later date as needed or in the case where reservations need to be cancelled.

Review Itinerary

1. Navigate to the Travel menu, select Trip Library and open the trip itinerary that you want to review.

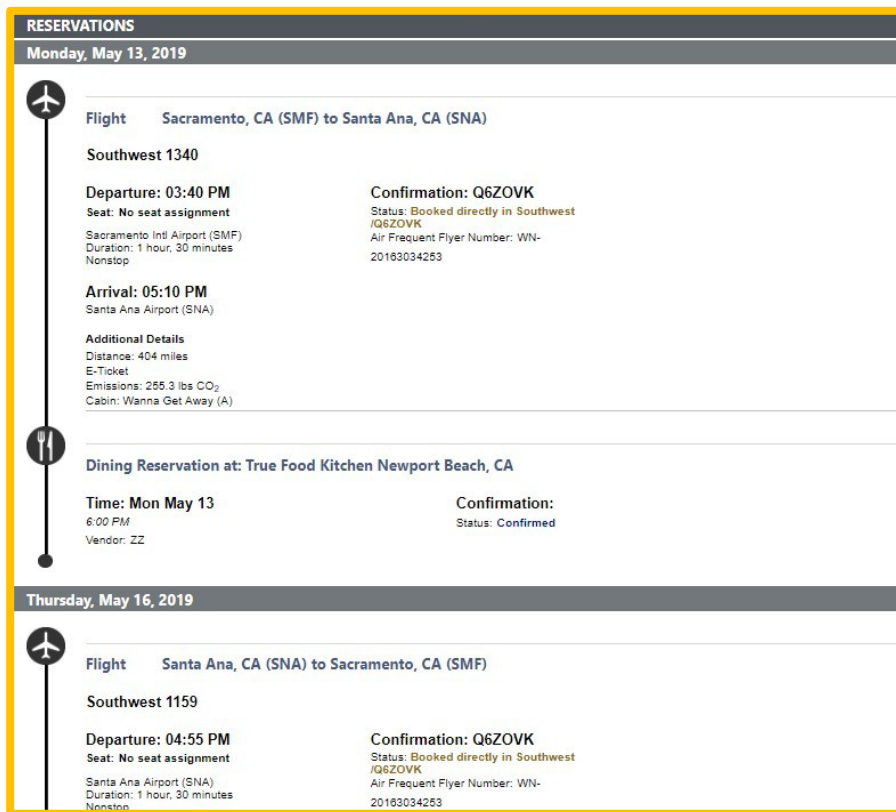


The screenshot shows the SAP Concur interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel' (highlighted), 'Expense', 'Approvals', 'Reporting', and 'App Center'. Below this, a secondary navigation bar has 'Travel', 'Arrangers', 'Trip Library' (highlighted), 'Templates', 'Tools', and 'Meeting Admin'. The main content area is titled 'Trip Library' and features a search bar with 'Search Trip Names', 'Dates To Use' (radio buttons for 'Booking Dates' and 'Travel Dates'), 'Date Range' (calendars for '06/09/2019' and '12/09/2019'), and an 'Include withdrawn trips' checkbox. A table below displays trip information:

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Test Trip	Ticketed	11/14/2019	12/15/2019	12/18/2019	Cancel Trip

A red box highlights the 'Trip Name/Description' column header and the 'Test Trip' row. Below the table is a green banner with a lightbulb icon and the text 'Manage your trip details in one place.' and a dropdown arrow.

2. Reservation details will be displayed in a separate window.

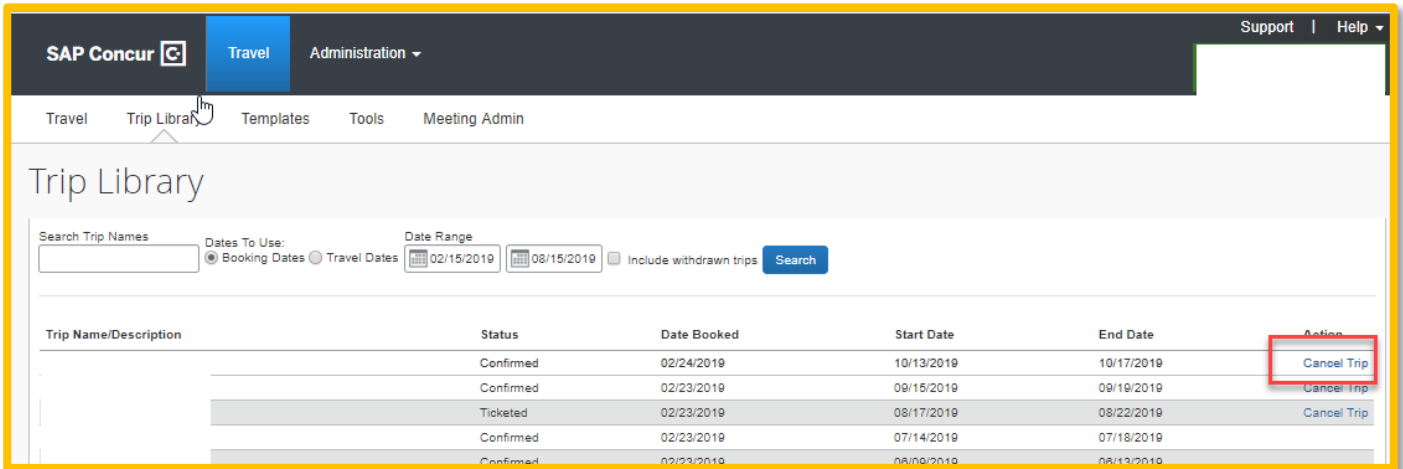


The screenshot shows a 'RESERVATIONS' window for 'Monday, May 13, 2019'. It details a flight from Sacramento, CA (SMF) to Santa Ana, CA (SNA) on Southwest 1340. The departure is at 03:40 PM with 'No seat assignment'. The arrival is at 05:10 PM at Santa Ana Airport (SNA). Confirmation: Q6ZOVK. Status: Booked directly in Southwest. Air Frequent Flyer Number: WN-20183034253. Additional details include Distance: 404 miles, E-Ticket, Emissions: 255.3 lbs CO₂, and Cabin: Wanna Get Away (A). Below the flight is a dining reservation at True Food Kitchen Newport Beach, CA, for Monday, May 13, 6:00 PM, with confirmation Q6ZOVK and status Confirmed. The window also shows a flight for 'Thursday, May 16, 2019' from Santa Ana, CA (SNA) to Sacramento, CA (SMF) on Southwest 1159, departing at 04:55 PM, with the same confirmation and status.

Cancel Reservation

This step can be done by traveler or delegate. The entire trip can be canceled or certain segments can be canceled as needed.

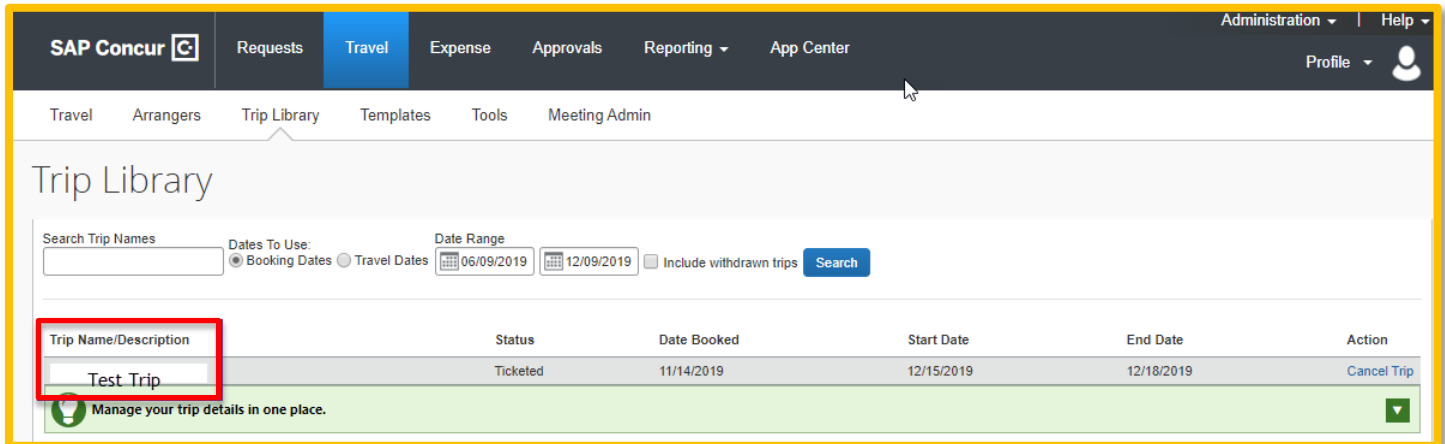
1. Select the **Travel** tab, then select **Trip Library**.
2. Select **“Cancel Trip”** hyperlink for the appropriate trip. Follow prompts to fully cancel reservations and close the travel element of the previously booked trip.



Change Reservation

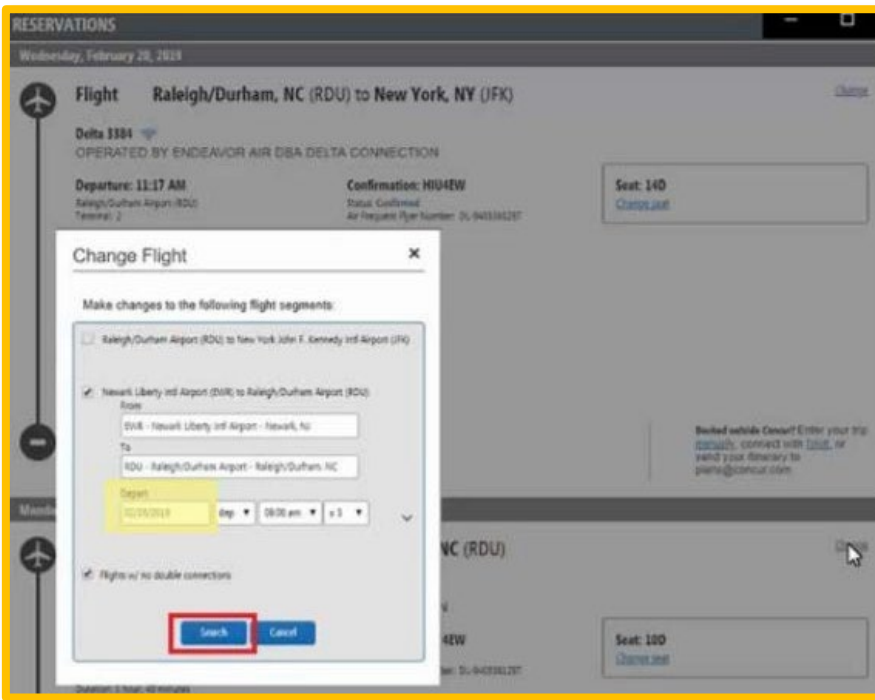
There may be a need to alter reservations previously booked in Concur.

1. Open the particular trip to see itinerary.

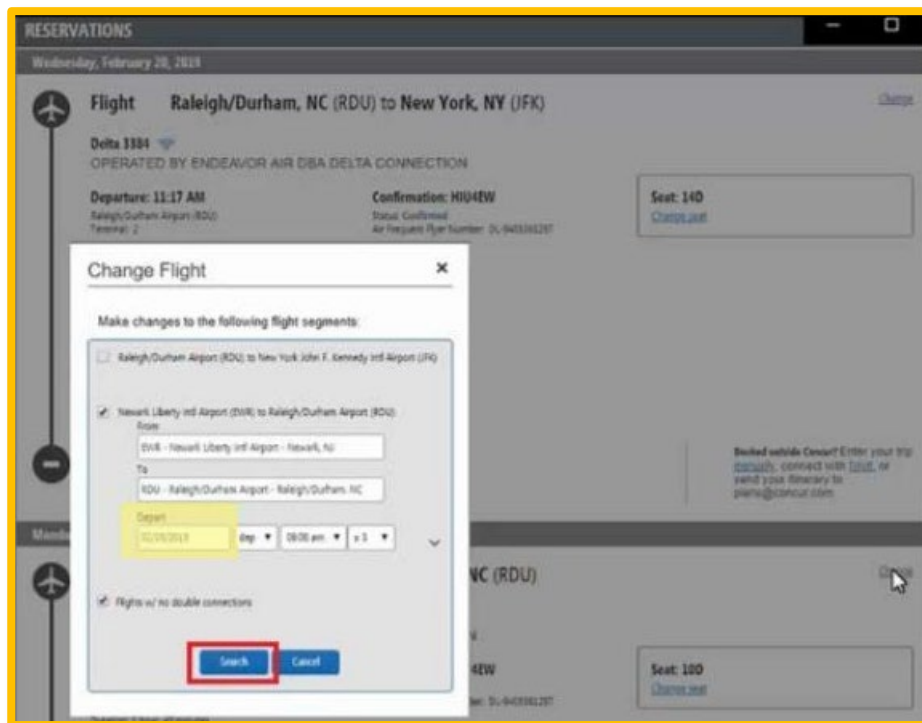


2. Select the **Change** hyperlink (on the right-hand side near the segment) and alter as needed.
Example of changing a previously booked flight.

- Changing departure date should flow through to other reservations (i.e. car or hotel booked for the trip, which can be overwritten if needed)



- Flight information will be summarized to show the difference between previous reservation and new reservation.



- If changing carriers you will need to cancel the previously booked flight and reserve a new flight with an alternate carrier.