Concur User Guide

Vision Travel Online Booking System

Version 3.2 - Updated 08 MAY 2019
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Chapter 1: Login to Concur

**Step 1: Log into Concur**

Click [here](#) to access Concur

You will be prompted to enter a username and password with the link above.

Your user name will be your business email address.

Your password will be the same as ProFILER Express.

**Step 2: Explore the My Concur Page**

You are now on your personal Concur homepage

From this page, you can submit or approve travel requests, search travel, update your profile, etc.

**IMPORTANT NOTE:** A Vision travel profile is required to use the Concur online booking tool.

The Company Notes section includes a link to the travel profile login website
Vision Travel Profile Tips:

The Travel Info section includes a link to Vision Travel's Profiler Express travel profile login

- New profile? Select “Create a New Account” from the main login page.
- Already have a profile? Login to review and update your profile. If you have forgotten login details, please click “Forgot Password”.

<table>
<thead>
<tr>
<th>COMPANY NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need to update your profile (credit card numbers, passport details, address, etc.)?</td>
</tr>
</tbody>
</table>

- Please click HERE.

For Profile and Concur Support:
- Email: onlinesupport@uniglobeom.com
- Call: 1-877-575-6868, during business hours (7:30am to 5:00pm PT)

TIP: If you encounter any technical challenges creating or accessing your Vision travel profile, please contact Vision Travel Online Support at 1-877-575-6868

IMPORTANT NOTE:
The Travel Arranger must have a Vision Travel profile before you may add them to your profile.

Step 3: Update Vision Travel Profile

Review and modify your settings and preferences for Concur Travel.

Profile Options

Select one of the following to customize your user profile.

- **Personal Information**
  - Your home address and emergency contact information.
- **Company Information**
  - Your company name and business address or your remote location address.
- **Credit Card Information**
  - You can store your credit card information here so you don’t have to re-enter it each time you purchase an item or service.
- **E-Receipt Activation**
  - Enable e-receipts to automatically receive electronic receipts from participating vendors.
- **Travel Vacation Reassignment**
  - Going to be out of the office? Configure your backup travel manager.
- **Mobile Registration**
  - Set up access to Concur on your mobile device.

- **System Settings**
  - Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/stop?
- **Contact Information**
  - How can we contact you about your travel arrangements?
- **Setup Travel Assistants**
  - You can allow other people within your company to book trips and enter expenses for you.
- **Travel Profile Options**
  - Carrier, Hotel, Rental Car and other travel-related preferences.
- **Change Password**
  - Change your password.
Step 4: Review any unused ticket credits

If there are unused ticket credits in your name, they will appear in several places throughout Concur. The first place is on the home page under ‘ALERTS’. Click to see what credits are available for you to use.

Unused ticket credits are listed by carrier and will show the amount of the credit available as well as the expiration date of each credit.

- To use an unused ticket credit, you will need to contact a Vision Travel advisor.
Chapter 2: Search Travel

Step 1: Search Travel

Select the Travel tab

Step 2: Search Flights

To search for flights, enter the city name or airport codes in the departure city and arrival city fields.

Select your travel dates from the calendar.

You can choose to search by either flight departure time or flight arrival time.

You can choose to narrow or widen the search ‘window’ by changing the amount of time in the +/- field.

If you know you will be booking a car and/or hotel, you can click in the box next to Pick-up/Drop-off car at airport and Find a Hotel fields.

**TIP:** If you click on the “?” a pop-up message will appear with quick, helpful tips for that particular item.
Step 3: Check for non-stop flights

Click on the chevron next to the time-frame for Concur to search and if there are non-stop flights, they will be displayed in the grid below the departure and return field.

Mouse-over the green bars in the grid to see detailed information about the non-stop flight.

Adjust the time and/or search window to ensure that you will see non-stop flight options, if applicable.

Step 4: Enter Air Canada Promotional Codes (if applicable)

If you received a special promotional code from Air Canada (i.e. seat sale by Air Canada), enter the applicable code in the box highlighted.

Step 5: Select & Find Hotel

If flight and a hotel are required, select Find a Hotel

You can search by hotels nearest the airport, a specific address, a Company location, reference point or a specific hotel.

See Hotel Reservation Tips for more information!
**Step 6: Search Common Company Locations**

If you choose to search by *Company Location*:

- **Flight tab**: any matching corporate locations to your arrival location will appear in the drop-down list.

- **Hotel tab**: you can complete a wildcard character search

**TIP**: Do you need to add a hotel to a one-way flight? Refer to [Add a Hotel/Car To a One-Way Flight](#). Do you need to book a hotel in a different city? Refer to [Book a Hotel Outside of Arrival City](#).

**Step 7: Search a Specific Hotel**

If you choose a specific hotel name, you will limit the results that are returned.

**TIP**: If you click on the “?” a pop-up message will appear with quick, helpful tips for that particular
Step 8: Flight Search Results

Concur offers multiple flight search results views, including Domestic Canada, domestic USA, International and Transborder (Canada-USA travel).

- Click HERE to view Domestic Canada
- Click HERE to view Domestic USA
- Click HERE to view Transborder (Canada-USA travel)
- Click HERE to view International

Domestic Canada Search Results

Sample screen shot of flight search results

Flight fares are noted as “Most Restricted”, “Restricted” or “Flexible”

Clicking on the Fare name reveals details about the flexibility regarding refunds, changes, checked bags, etc.

Step 8A: Outbound Flight Options

You will now see the flight options available for your requested itinerary.

You can select which outbound flight you would like by clicking the radio button of the desired flight.

TIP: For Air Canada flights, there are two different booking options:

Air Canada: Discounted fares. These flights are instant purchases upon reservation.

Sabre: Typically a higher fare. These flights can be

Discounted fare, instant purchase

Standard fares, generally higher

See Book Air Canada Online Flights for more information on fares and/or seat selection.
Step 8B: Return Flight Options

Once you have selected your outbound flight, you will be presented with the return flight options.

Now you can select your return flight option by clicking the radio button of the desired flight.

If you have unused ticket credits, they will appear in each flight option.

TIP: For Domestic Canada flights select an ‘outbound’ flight option and a ‘return’ flight option. Once selected, a total trip price will be provided.

Step 8C: Itinerary Review

Your selected itinerary will display at the top and you can click on the Reserve button to continue.

You are able to ‘remove’ flights and start again, if they are not suitable.
Step 8D: Fare Quote

Once you click Reserve, a Fare Quote window will pop up reviewing the fare details you have selected.

If you wish to proceed, you will click Reserve again.

Click HERE to skip other scenarios and continue the booking process.

Domestic USA Search Results

Please wait until the progress bar indicates that all results have been returned:

There are two ways to shop and book fares:

Shop by Fares

- Use this option if price is the most important factor for your journey.
- This will construct a complete itinerary with the least expensive options shown at the top of the display.
- Multiple options will be presented to allow the user to select an appropriate flight at the best price.
If your company has a most preferred relationship/discount with an airline, this will be indicated.

Mouse over airport codes (i.e. DFW) to find the full airport name.

Click on fare amount if you wish to book this option.

Click on 'show all details' to find full flight itinerary and pricing options.

Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.

To see other fare options for this selected itinerary, click on 'view more fares'.

If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner.)
• Additional fares are shown, but may be out of policy due to price
• If booking Southwest, this is where you’ll see the other fares, including Business Select.

**Shop by Schedule**

• Use this option if flight timing is the most important factor for your journey – you may not get the least expensive option based on the choices made.
• This will allow a user to select each leg of the flight that best suits their schedule.
• Once one leg is selected, Concur will automatically show flight options for the following leg of the journey.
• Once the flights have been selected, Concur will then get the best price for the flight options selected.
  - In rare instances Concur may not be able to price the selected options. When this occurs, please contact the Online Support helpdesk for assistance.

• Click on the airport code to de-code this information and get airport name

• Once priced the option to see all details will be provided.
• Clicking on ‘show all details’ will provide full routing information as well as details fare information
Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.

To see other fare options for this selected itinerary, click on 'view more fares'.

If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner.

Additional fares are shown, but may be out of policy due to price.

If booking Southwest, this is where you'll see the other fares, including Business Select.

Click [HERE](#) to skip other scenarios and continue booking process.
Transborder (Canada – USA) search results

Please wait until the progress bar indicates that all result have been returned:

There are two ways to shop and book fares:

Shop by Fares

- Use this option if price is the most important factor for your journey.
- This will construct a complete itinerary with the least expensive options shown at the top of the display.
- Multiple options will be presented to allow the user to select an appropriate flight at the best price.
• If your company has a most preferred relationship/discount with an airline, this will be indicated
• Mouse over airport codes (i.e. DFW) to find the full airport name
• Click on fare amount if you wish to book this option
• Click on 'show all details' to find full flight itinerary and pricing options

<table>
<thead>
<tr>
<th>DEPART</th>
<th>Tue, Jan 24 – Calgary, AB, Canada to Houston, TX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues, Jan 24</td>
<td>10:25a YYC → 03:22p IAH</td>
</tr>
<tr>
<td>Boeing 737-700 (winglets)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RETURN</th>
<th>Wed, Jan 25 – Houston, TX to Calgary, AB, Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed, Jan 25</td>
<td>05:00p IAH → 08:19p YYC</td>
</tr>
<tr>
<td>Boeing 737-700 (winglets)</td>
<td></td>
</tr>
</tbody>
</table>

**Fare Options**

<table>
<thead>
<tr>
<th>Fare</th>
<th>Free Checked Bags</th>
<th>Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Econo (I)</td>
<td>0</td>
<td>No</td>
</tr>
<tr>
<td>Rules / Fare Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>$255.22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flex (L)</td>
<td>1</td>
<td>No</td>
</tr>
<tr>
<td>Rules / Fare Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>$589.46</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.
- To see other fare options for this selected itinerary, click on ‘view more fares’
- If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner)

**Additional fares are shown, but may be out of policy due to price**
- If booking Southwest, this is where you’ll see the other fares, including Business Select.
Shop by Schedule

- Use this option if flight timing is the most important factor for your journey – you may not get the least expensive option based on the choices made.
- This will allow a user to select each leg of the flight that best suits their schedule.
- Once one leg is selected, Concur will automatically show flight options for the following leg of the journey.
- Once the flights have been selected, Concur will then get the best price for the flight options selected.
  - In rare instances Concur may not be able to price the selected options. When this occurs, please contact the Online Support helpdesk for assistance.

- Click on the airport code to de-code this information and get airport name

- Once priced the option to see all details will be provided.
- Clicking on ‘show all details’ will provide full routing information as well as details fare information
Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.

To see other fare options for this selected itinerary, click on ‘view more fares’

If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner)

Additional fares are shown, but may be out of policy due to price

If booking Southwest, this is where you’ll see the other fares, including Business Select.

Click HERE to skip other scenarios and continue the booking process
International Search Results

Please wait until the progress bar indicates that all results have been returned:

There are two ways to shop and book fares:

**Shop by Fares**

- Use this option if price is the most important factor for your journey.
- This will construct a complete itinerary with the least expensive options shown at the top of the display.
- Multiple options will be presented to allow the user to select an appropriate flight at the best price.

- If your company has a most preferred relationship/discount with an airline, this will be indicated as 'most preferred'
- Mouse over airport codes (i.e. DFW) to find the full airport name
- Click on fare amount if you wish to book this option
- Click on 'show all details' to find full flight itinerary and pricing options
Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.

To see other fare options for this selected itinerary, click on 'view more fares'.

If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner)

Additional fares are shown, but may be out of policy due to price.

If booking Southwest, this is where you’ll see the other fares, including Business Select.

**Shop by Schedule**

Use this option if flight timing is the most important factor for your journey – you may not get the least expensive option based on the choices made.

This will allow a user to select each leg of the flight that best suits their schedule.

Once one leg is selected, Concur will automatically show flight options for the following leg of the journey.

Once the flights have been selected, Concur will then get the best price for the flight options selected.

In rare instances Concur may not be able to price the selected options. When this occurs, please contact the Online Support helpdesk for assistance.
- Click on the airport code to de-code this information and get airport name.

- Once priced the option to see all details will be provided.
- Clicking on 'show all details' will provide full routing information as well as details fare information.
- Concur provides a snapshot of main fare attributes, including checked bag fees and whether or not the fare is refundable.
- To see other fare options for this selected itinerary, click on 'view more fares'.
- If booking an Air Canada option, this is where the source of the content is provided (either ‘SABRE’ or ‘Air Canada’ on the bottom right-hand corner).

Additional fares are shown, but may be out of policy due to price.
- If booking Southwest, this is where you’ll see the other fares, including Business Select.

Click [HERE](#) to skip other scenarios and continue the booking process.
Step 9: Change Search Parameters

If you need to, you can change your search parameters by clicking on the arrow beside Change Flight Search to expand the section.

You can then change or modify anything you need to, and when you are finished, click on ‘search’ to submit your revised query.
Step 10: Itinerary Review

Your selected itinerary will display at the top and you can click on the Reserve button to continue.

You are able to ‘remove’ flights and start again, if they are not suitable.

Step 11: Fare Quote

Once you click Reserve, a Fare Quote window will pop up reviewing the fare details you have selected.

If you wish to proceed, you will click Reserve again.
Step 12: Review & Reserve

This screen provides the opportunity to review all the elements of your air booking. You will see a similar screen for a car rental and a hotel reservation.

If you are booking a guest traveller, you will enter the traveller’s name here.

If you have selected a non-Sabre choice (such as Air Canada, Southwest, Amtrak, or VIA Rail), once you click continue, your credit card will be charged by the vendor immediately.

You can select seats, if applicable (please contact Vision Travel to purchase seats for WestJet & Air Canada Standard-Sabre).

Be sure to carefully review the fare rules.

Click Reserve Flight and Continue.
Step 13: Car Rental Availability

In your initial search, if you selected to include car, you will now be taken to the car availability page. Any negotiated rates are loaded into the online booking tool.

Preferred vendors are identified.

You can select directly from the matrix.

TIP: Do you need to add a car to a one-way flight? Refer to Add a Hotel/Car To a One-Way Flight for more information!

Step 14: Car Rental Section & Cost Summary

Your selection will display below the matrix and then you can click Reserve on your desired selection.

Your total cost for the car rental is also displayed for your information. This includes all estimated taxes and fees, but excludes additional mileage if beyond the free mileage allowance.

Location Details will also provide information about shuttles, surcharges, insurance, and age restrictions.
Step 15: Car Rental Review & Continue

Rental arrangements are provided to allow you to review the details of the rental.

Pricing summary is provided, as well as a reminder that payment is made at the location.

Click Reserve Car and Continue

Review and Reserve Car

REVIEW RENTAL CAR
Enterprise Car Rental Location Details

<table>
<thead>
<tr>
<th>Type</th>
<th>Pickup</th>
<th>Location Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Car</td>
<td>Airport Terminal</td>
<td>YYZ: Toronto</td>
</tr>
<tr>
<td>Features</td>
<td></td>
<td>02:14 pm Wed, 19 Oct 2015</td>
</tr>
<tr>
<td></td>
<td>Drop-off</td>
<td>YYZ: Toronto</td>
</tr>
<tr>
<td></td>
<td></td>
<td>03:00 pm Thu, 19 Oct 2015</td>
</tr>
</tbody>
</table>

PROVIDE RENTAL CAR PREFERENCES
Your preferences and comments will be passed to the rental car agency.

Fleet of cars
- [ ] Large SUV
- [ ] Mid-size sedan
- [ ] Compact car
- [ ] Sedan

ENTER DRIVER INFORMATION
Ensure the name below matches the ID you will show you on the day of pick-up.

DRIVER
Name: William Chris Never Phone: 504-502-0459

Rental Car Agency Program: Add a Program
No program selected

REVIEW PRICE SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Daily Rate</th>
<th>Dates</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Car Rental</td>
<td>CAD 47.60</td>
<td>16 Sep - 17 Sep</td>
<td>CAD 47.60</td>
</tr>
</tbody>
</table>

Total Estimated Cost: CAD 94.99

Total Due Now: CAD 0.00

* Does not include additional fees associated with the rental such as fuel and taxes.

Back Reserve Car and Continue

Step 16: Estimated Cost Summary

As you book each part of your trip (air, car, hotel), a summary of your costs are provided to you in the upper-right-hand-corner of the page.

You will now be taken to the hotel search page, if you requested a hotel as well, otherwise you will skip to step 23.

Total Estimated Cost

<table>
<thead>
<tr>
<th></th>
<th>CAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>785.61</td>
</tr>
<tr>
<td>Car</td>
<td>84.99</td>
</tr>
<tr>
<td>Total</td>
<td>071.60</td>
</tr>
</tbody>
</table>
Step 17: Hotel Search

You will be presented with a map view of hotels and their relation to your requested search point.

You can click on the room rate to expand the rate offerings of a particular hotel. Any negotiated rates have been loaded into the online booking tool. The rate displayed beside each property is the least expensive rate available (starting from).

Filters are available on the left to narrow your search options (such as free wifi or a free breakfast).

Step 18: Hotel Selection

Select your desired rate and room type, and click on Reserve.
Step 19: Hotel Review & Reserve

If you selected a non-refundable hotel rate or one requiring a deposit, this would be indicated in the ‘total due now’.

Once you click on “reserve hotel and continue”, if a prepaid hotel is selected, your credit card will be charged immediately.

Be sure to click on ‘rate, rules, restriction, and cancellation policy to understand of this information.

Once you are ready to proceed, click the rates, restrictions and cancellation policy box and click Reserve Hotel and Continue.

Step 20: Almost Done!

On the Travel Details screen, which appears next, on the left-hand side, there is a progress bar, which indicates your progress through the reservation process.

There are three steps that need to be completed before the trip is finished and booked and sent for ticketing by Vision.

Please be sure to complete all the steps (you need to complete the ‘Submit Trip Confirmation’ page before you are completed).
Step 21: Travel Details

You will now be presented with the Travel Details page.

From this page, you can change, add, cancel, or modify your itinerary.

Scroll to the bottom and confirm that the trip details meet your needs. If okay click Next to continue.

Important Considerations:

Reservations are only held as long as the fare rules allow.

- Fares are not guaranteed until ticketed. Even if a reservation is held, the fare may change before the booking is complete.
- Airlines change fares throughout the day.
- Air Canada reservations (immediate ticketing, cannot be held) can only be cancelled within 24 hours.
- Deposit or non-refundable hotels may be cancelled, but the credit card will be charged without refund.

Important: Please review your itinerary carefully, including the ‘passenger name’.

Vista
A DIRECT TRAVEL COMPANY

Seeing Travel Your Way
visiontravel.ca
Step 22: Trip Booking Information

You are now presented with the Trip Booking Information page.

Add any required reporting information by your company or organization.

Step 23: Hold or Finish Trip

Once you have completed any optional and required reporting field information, you have two options:

- **Hold Trip** to have Concur hold the reservation until the ticketing deadline for air or for 24 hours for a car/hotel only reservation, if allowed by vendor rules.
- **Next** will take you to the final review page before completing your reservation and sending it to Vision for processing.

If Air Canada flights are booked, there is no option to hold.

**NOTE:** A ticketing deadline applies. The trip deadline will be noted on this screen (11pm MT same day). If it is not confirmed within that time, Concur will auto-cancel this reservation.

Step 24: Finally Done!

Trip Record Locator reference code is provided.

**NOTE** - If you do not get this message, your reservation has not been sent to Vision for processing. Either check under ‘upcoming trips’ on your home page to complete this reservation or call Vision for assistance.
Chapter 3: Booking Duplicate Trips for Multiple Travellers

**Step 1: Select Trip**

IMPORTANT NOTE:
This option only works for travel arrangers with at least one traveler that you coordinate travel for.

Select the trip to clone from the **Upcoming Trips** tab by clicking on the hyperlink.

**Step 2: Select Action**

Select **Clone Trip** from the **Trip Overview** action menu

**TIP:** If you are not a travel arranger, you can select **Share Trip** to email your trip to another Husky employee. The user can then access Concur to make the same reservation.

**Step 3: Select Traveller**

Select the traveller the new trip will be for from the drop-down menu.

**TIP:** This list will only include the travelers that have selected you as their travel arranger.
Step 4: Reserve Travel & Complete Booking

You have the option to:

- Search for the specific flights shown or do a ‘general’ search for available flights on the date specified.
- Change the travel dates
- Remove car by de-selecting the check-box for ‘car’
- Remove hotel by de-selecting the check-box for ‘hotel’

Click **Next** so Concur completes the booking for you.

If seats are not available, then Concur will do a general search to show you what seats are available.

*TIP:* Save time making travel arrangements if you are booking multiple travelers for the same business trip!
Chapter 4: Hotel Reservation Tips

Tip 1: Preferred Hotels

Search and select preferred hotels.

IMPORTANT NOTE:
Your Company’s preferred suppliers will be identified.

Tip 2: Rate Codes

There are several rate codes that may be listed when you search a hotel.

- **Company Name**: Your company name will be listed – these are specifically negotiated rates for your company.

- **Radius Travel**: Vision negotiated rate. May also be listed as ‘Radius Travel Consortia Rate’.

- **Best Available Rate**: best general public rate. May also be listed as ‘best flexible rate’.

- **ABC Global Services**: Vision or Direct Travel negotiated rate. May also be listed as ‘ABC Global Services Consortia Rate’

Vision – This is a unique Vision Travel negotiated rate. May also be listed as ‘Direct Travel’.

Others
**Tip 3: Check Rate Details**

If you are unsure what the rules are concerning a specific rate, click the radio button for the option of interest, and then click on **Rate details/ Cancellation policy** for more information.

Concur will retrieve information from the hotel about the specific rate selected.

**Tip 4: Hotel Ratings**

Hotel ratings are provided by an independent, third-party provider.

**Tip 5a: Override Default Arrival Points**

When needing a hotel that is not in the ‘arrival’ city – all you need to do is use the **Landmark/Postal Code** option to override the default arrival point for a hotel search.
Tip 5b: Search for Location

Concur will confirm the search location.

Tip 5c: Search Results

The results will show hotels for the alternate city (in this example, Vernon rather than Kelowna).
Chapter 5: Book Air Canada Online Flights

Step 1: Two Bookings Source Options

When booking Air Canada flights in Concur you will be presented with two booking source options:

- **Air Canada**: Air Canada’s online reservation system. Rates will show discounted rates as well as Tango fares.
- **Sabre**: Vision’s online reservation system as well as Tango fares.

For both options the transactions will occur within Concur (you will not leave Concur’s website to finish any part of the reservation) but the process is different.

Step 2: Consistent Booking Sources

If you select the **Air Canada** option, you will notice that any other flight type options (i.e. Sabre) will not be available for reservation.

Air Canada does not allow mixed booking sources. You must book **Air Canada** for the return journey. (Conversely, if you book a **Sabre** fare on the outbound you will need to select a **Sabre** fare for the return.)

You are able to book different carriers with Air Canada (e.g. WestJet with Air Canada).
Step 3: A La Carte Options

Once you have selected your flights, a pop-up will appear for “A La Carte” option selection.

Options will be listed for each flight segment, so some items may appear more than once.

Select each item you would like for each flight.

NOTE - These items will be charged to the credit card used to pay for the flights.

Step 4: Instant Purchase

Air Canada online bookings are ‘instant purchase’ which means that Air Canada will automatically issue the ticket once you confirm the booking.

Before you can continue, you must confirm that you have read and understand the conditions. Once you confirm your Tango flight by selecting the checkbox I understand and I wish to proceed, the ticket is issued.

TIP: Other fare types (i.e. Sabre) are not confirmed and ticketed until the end of the booking process.

IMPORTANT NOTE: If you need to cancel a Standard/Air Canada booking due to an error, contact VISION before the end of the day, so that they can cancel it directly with Air Canada.
Step 5: Confirm Purchase

Once you have confirmed that you want this reservation, select **Next**.

![Concur User Guide](image)

Step 6: Travel Details

The **Travel Details** page will show your ticketed flights.

The ticket number is listed at the top, followed by the details for each flight.

Within the details you will see the **Status**: *Booked directly in Air Canada*.

Other flight types (i.e. Sabre) will indicate a status of *Confirmed*.

You can now select (and pay for, if applicable) your seat on Air Canada. Click **Select Seat** to proceed.

![Concur User Guide](image)
Step 7: Select Seats

Click on any green (available) seat, then click Select Seat, and finally click Close.

Step 8: Travel Details

Once you have selected seats, you will be returned to the Travel Details page.

Scroll to the bottom of the page and click Next to continue.

You must complete the entire Concur booking process to successfully complete your booking. See Book Travel.

IMPORTANT NOTE:
Remember that Air Canada online reservations can only be cancelled by contacting Vision.
Chapter 6: Add a Hotel/Car to a One-way Flight

Important Note:

If you select **One Way** on the flight search, you will notice that the option to book a car and/or hotel in conjunction with that flight disappears.

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**Step 1: Book Flight, Then Add to Itinerary**

Book your flight. See [Book Travel](#).

When you arrive at the Travel Details page, you can then select to add a car and/or hotel as needed.

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**Step 2: Select the Trip Leg**

Once you select **Car** or **Hotel**, you will have a drop-down menu to select whether to add reservation to an existing trip arrival location or a new location.
Step 3: Car Rental Search

Specify the pick-up location, pick-up and drop-off dates as well as other preferences.

Step 4: Hotel Search

Specify the location, check-in and check-out dates as well as other preferences.
Frequently Asked Questions (FAQ)

Concur FAQ

Why should I use Concur?
The Concur Online Tool provides an end-to-end travel request and booking solution that will:

- Reduce costs
- Save time
- Eliminate paper

Can Personal Travel be booked using the Concur Online Tool?
At this time only corporate trips should be booked on Concur, unless your company/organization has specifically allowed this feature.

Do I need a Travel profile to use the Concur Online Tool?
Yes, all travellers using this system require a personal travel profile.

Do employees need to upload corporate discount codes into the Concur system?
No, corporate discounts are pre-loaded into the system. Promotions that are not part of a company’s corporate discounts will need to be added by the user.

NOTE: Individuals can enter their personal promotional and discount codes for Air Canada or a car rental when booking their travel through Concur.

In Concur, what flights can be put on hold and which flights are instant purchases?
When booking directly from the airline (ex. Air Canada or Southwest) flights are instant purchases when the booking is completed. When booking through “Sabre” these flights can be placed on hold until the date/time indicated by Concur.

What is a travel credit?
A travel credit is issued to your company when a ticket is cancelled and held for future purchases.

How are travel credits used?
Users must call Vision Travel in order to use a credit. Credits cannot be actioned on Concur as they are managed by Vision Travel’s database. If your company/organization has signed up for Vision Travel’s ‘Assured Credit Usage’ program, then Vision Travel will automatically use an available credit when applicable.

When I reserve a trip will I receive an email?
No, only when a ticket or invoice is issued by Vision.

When the ticket is issued will I receive an email?
You will receive an itinerary and invoice.

If you do not receive an email from Vision Travel, please contact the online support team for assistance.

Profile and Concur Online Travel Booking Support:

- Email: onlinesupport@visiontravel.ca
- Toll Free: 877-575-6868