

# CONCUR: BOOKING WITH THE TRAVEL TEAM

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Business Development Manager

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Systems Support Manager



THE TRAVEL TEAM

 **University at Buffalo** The State University of New York

# AGENDA:

Benefits of Booking with Concur & TTT

- For UB/Organizational
- For Users & Admins

Unused Tickets

Useful Tools in Concur

From Travel → Expense

Questions?

# Organizational Benefits

## Reporting & Industry Guidance

- Negotiated Rates & Agreements

## Cost Controls

- University & Agency Discounts
- Unused Ticket Tracking

## Policy Compliance Support

## Duty of Care

- Concur Locate & Alert

## Centralized Billing

- Agency fees are billed to UB



# Traveler and Admin Benefits

Comprehensive Travel Profile

Every major airline at your fingertips

- Southwest – “Wanna Get Away” fares

Unused Ticket Tracking

Concur Travel User Support Team

Dedicated International Team

- Visa & Passport assistance




# Traveler and Admin Benefits Cont'd

Risk Alerts

24/7 Travel Support

Concur e-receipt Program








 **University at Buffalo**  
The State University of New York

Hello, William

+	+	+	00	00	00
Start a Report	Enter Reservation	Upload Receipts	View Trips	Available Expenses	Open Reports

### TRIP SEARCH




For assistance with online bookings, please call The Travel Team at 716-332-6507 or Toll Free 877-313-4362.


For agent assistance as it relates to International travel, exchanges, or other agent needs, please call the University at Buffalo Team at 716-332-6500 or Toll Free 1-877-633-6782.

#### Mixed Flight/Train Search

Round TripOne WayMulti City

From 


Find an airport | Select multiple airports

To 

Find an airport | Select multiple airports

Search

### ALERTS

- i **Triplt** creates a schedule with all your travel details in one place, accessible on Android or iPhone. Simply connect your Concur account to **Triplt**. [Connect to Triplt](#) Not right now
- i You haven't signed up to receive e-receipts.  [Sign up here](#)

### COMPANY NOTES

**\*\*\* Concur Travel Status - Click here to check if Concur is experiencing any performance issues \*\*\***

**Welcome** to The Travel Team's robust, online booking service. This site has been configured based upon the travel policies of the **University at Buffalo**.

We ask all Travel Team business travelers to access their profile online and add or modify their travel information and preferences. These updates will be synchronized with the Travel Team reservation system within minutes. This will allow our counselors immediate access to your most up-to-date information, ensuring you receive the very best in travel selections and services.

Read more

### MY TRIPS (0)

You currently have no upcoming trips.



# Making the travel buying process easier:

Indicates preferred suppliers







Policy reminders

Offers alternative options



Southwest “Wanna’ Get Away” fares

BUFFALO, NY TO LOS ANGELES, CA  
TUE, APR 18 - FRI, APR 21 Show as USD ▾

Hide matrix Print

	 JetBlue <span style="border: 1px solid green; padding: 2px;">Preferred</span>	 American Airlines	 Multiple	 Delta	 Southwest	 United
All 313 results						
1 stop 296 results	426.00 78 results	328.60 33 results	358.10 70 results	363.60 101 results	413.90 12 results	496.60 2 results
2 stops 17 results	526.68 17 results	—	—	—	—	—

**Selected Fare**

 **JetBlue** 05:35a BUF → 12:23p LAX  
 **United** 07:00a LAX → 06:00a LAX

**Warning** ✕


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

⚠ Please select a reason for not booking the lowest airfare

Remove ✕

\$730.89

[Show all details ▾](#)

 **JetBlue**

Preferred Airline for UB


05:35a BUF → 01:23p LAX    1 stop JFK    10h 48m

10:00p LAX    🌙 05:43a BUF    Nonstop    4h 43m

\$426.00

[Show all details ▾](#)

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 **JetBlue**

Preferred Airline for UB

04:20p BUF → 10:49p LAX    1 stop JFK    9h 29m

10:00p LAX    🌙 05:43a BUF    Nonstop    4h 43m

\$426.00

[Show all details ▾](#)

<u>Wanna Get Away</u>	<a href="#">Visit Southwest</a>	<b>\$126.95</b> 🔄
Anytime	<a href="#">Visit Southwest</a>	<b>\$584.55</b> 🔄
Business Select	<a href="#">Visit Southwest</a>	<b>\$612.55</b> 🔄



# Track and apply Unused Tickets:

Available in tool or with agents

Option to apply on the *Trip Booking Information* page

BUFFALO, NY TO CHICAGO, IL  
TUE, MAY 16

Hide matrix Print

Carrier	Ticket Number	Credit	Expiration Date	Notes
 UNITED	7183129360	\$907.10		undefined
 DELTA	7190017116	\$495.80		undefined

118 results

Unused tickets available	2 tickets	—	1 tickets	—	1 t
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### Trip Booking Information

For assistance with online bookings or agent assistance, please call The Travel Team at .

If you are looking to purchase a preferred seat after your airline reservation has already been ticketed, you must call The Travel Team or go to the airline website in order to confirm the purchase of the seat.

Please note: Seat prices can range from \$2.00 to \$350.00 or more per seat based on the length of the flight.

The trip name and description are for your record keeping convenience.

**Trip Name**  
This will appear in your upcoming trip list.  
Trip from San Francisco to Los Angeles

**Trip Description (optional)**  
Used to identify the trip purpose

Would you like to apply an unused ticket credit to this reservation? [Required]

Yes  
Yes  
No



# Useful Tools in Concur

Templates

Clone Trip

Share Trip

## Travel Details

### TRIP OVERVIEW

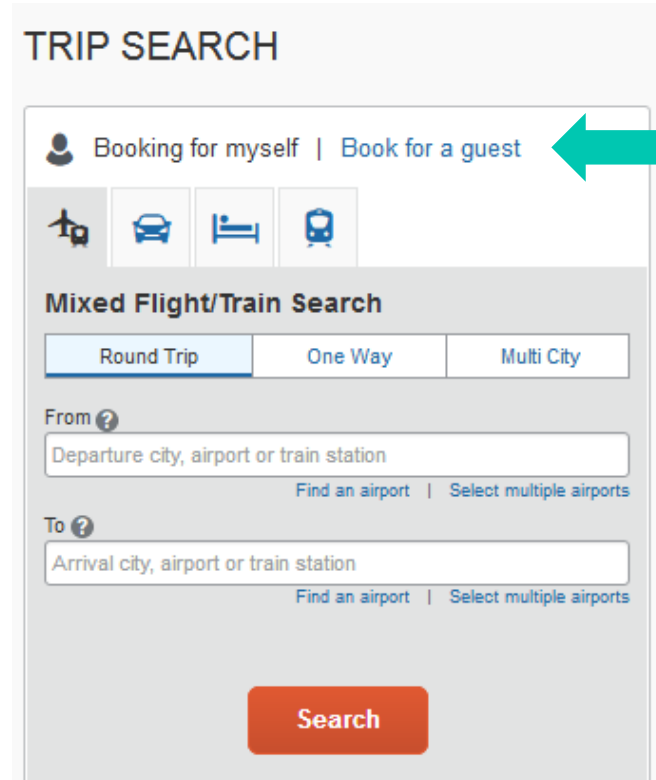
<b>I want to...</b> <a href="#">Print Itinerary</a> <a href="#">E-mail Itinerary</a> <a href="#">Open in Outlook</a> <a href="#">View Trip History</a> <a href="#">Create Template</a> <a href="#">Clone Trip</a> <a href="#">Share Trip</a> <a href="#">Cancel Entire Trip</a>	<b>Trip Name:</b> Trip from Los Angeles to Las Vegas <a href="#">(Edit)</a> <b>Start Date:</b> March 15, 2017 <b>End Date:</b> March 15, 2017 <b>Created:</b> January 13, 2017, Sandy Landen <i>(Modified: January 26, 2017)</i> <b>Description:</b> (No Description Available) <a href="#">(Edit)</a> <b>Agency Record Locator:</b> AXZVDA <b>Ticket Number(s):</b> 5262478790091, 5262479624782 <b>Passengers:</b> Chynna Chavez <b>Total Estimated Cost:</b> \$48.94 USD <a href="#">(Details)</a>
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# Booking Guest Travel

## Non-profiled Travelers

- Candidates
- Guest Speakers
- Students
- Etc.



TRIP SEARCH

Booking for myself | **Book for a guest**

✈️ 🚗 🛏️ 🚆

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From ?  
Departure city, airport or train station  
Find an airport | Select multiple airports

To ?  
Arrival city, airport or train station  
Find an airport | Select multiple airports

**Search**

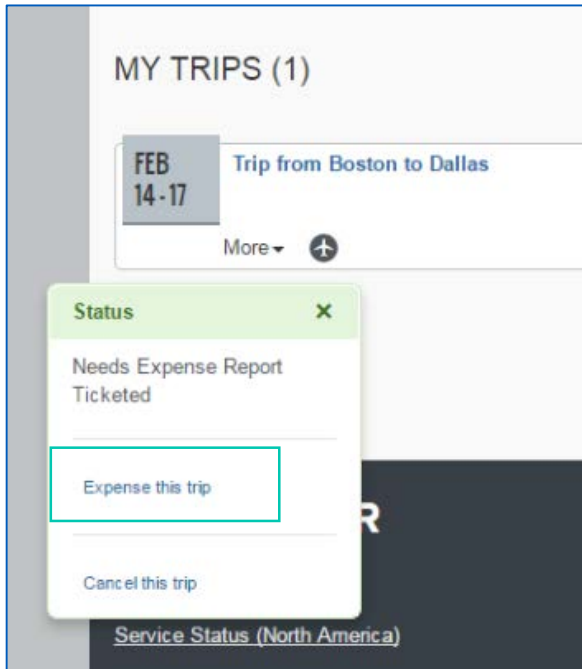
Contact Mary Ellen (Meg) Mitchell for permission


Email: [memcdole@buffalo.edu](mailto:memcdole@buffalo.edu)

Phone: 716.645.4535

# From Travel to Expense

Seamlessly expense the trip

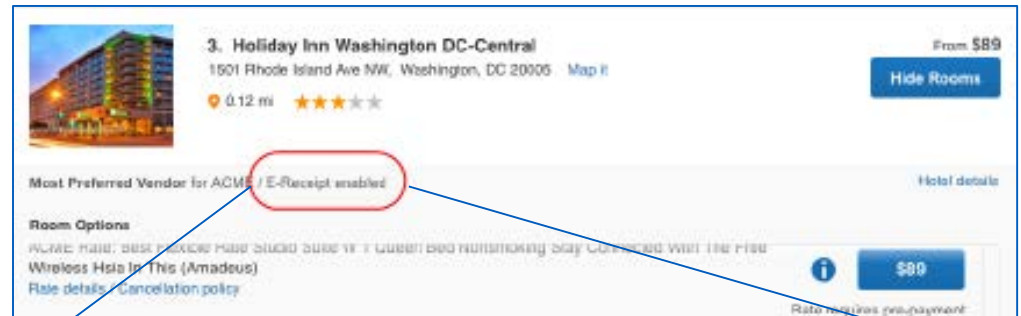


**MY TRIPS (1)**  
**FEB 14-17** Trip from Boston to Dallas  
 More 

**Status** ✕  
 Needs Expense Report  
 Ticketed

[Service Status \(North America\)](#)

## e-Receipts Program

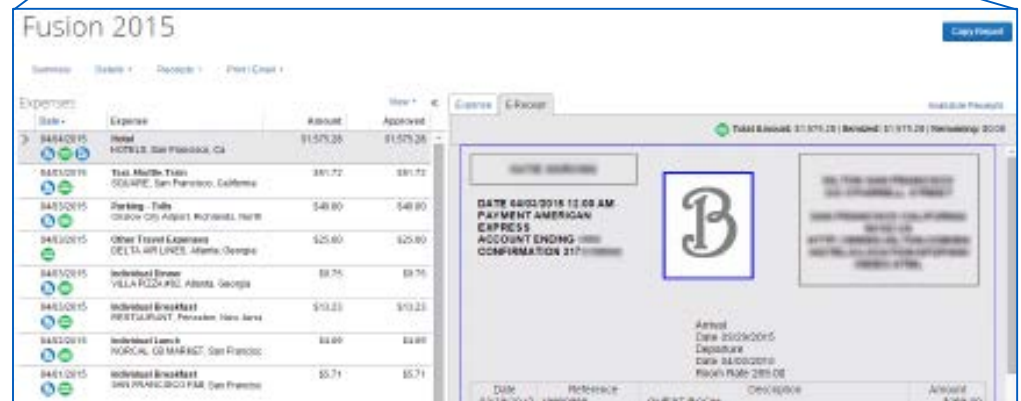


**3. Holiday Inn Washington DC-Central**  
 1501 Rhode Island Ave NW, Washington, DC 20005 [Map it](#)  
 0.12 mi ★★★★★

From \$89

Most Preferred Vendor for ACME / E-Receipt enabled Hotel details

**Room Options**  
 Wireless Hotel In This (Amadeus)  
 Rate details / Cancellation policy \$80

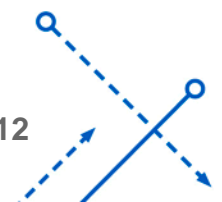
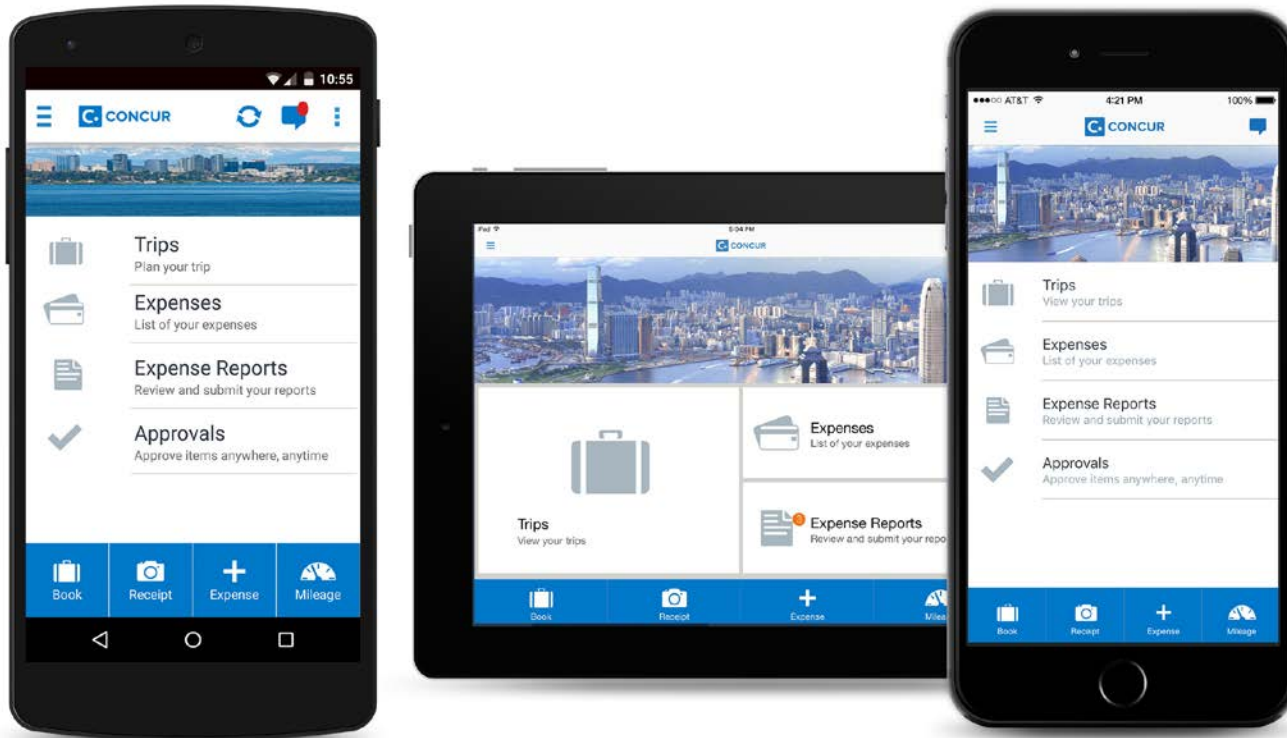


**Fusion 2015**

Date	Expense	Amount	Approved
3/24/2015	Hotel HOTELS, San Francisco, CA	\$1,575.28	\$1,575.28
3/23/2015	Taxi Multi-Trip SEABE, San Francisco, California	\$91.72	\$91.72
3/23/2015	Parking - Taxi SEABE, San Francisco, California	\$48.80	\$48.80
3/23/2015	Other Travel Equipment DELTA AIRLINES, Atlanta, Georgia	\$25.80	\$25.80
3/23/2015	Individual Expense VILLA PIZZAPPE, Atlanta, Georgia	\$8.75	\$8.75
3/23/2015	Individual Breakfast RESTAURANT, Pasadena, New Jersey	\$10.23	\$10.23
3/23/2015	Individual Lunch MORRAL, CO MARKET, San Francisco	\$4.80	\$4.80
3/23/2015	Individual Breakfast SUN FRANCISCO PARK, San Francisco	\$5.71	\$5.71

DATE 20150323 11:05 AM  
 PAYMENT AMERICAN EXPRESS  
 ACCOUNT ENDING 0000  
 CONFIRMATION 317

# All This, on Mobile



## Contacting The Travel Team

### Help with Travel Reservations

- Agent Expertise
- Domestic and International

Phone: 716.332.6500 – Prompt 1 (Dom) 2 (Intl)

Email: [clientresponse@thetravelteam.com](mailto:clientresponse@thetravelteam.com)

### Help with Concur Travel

- Profile Assistance
- Navigational Support

Phone: 716.332.6500 – Prompt 6

Email: [online@thetravelteam.com](mailto:online@thetravelteam.com)



# QUESTIONS?

# THANK YOU!

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Business Development Manager

Stephanie Petrie  
Business Systems Manager

Sharon Guariglia  
Account Manager  
716.332.6578 – [sguariglia@thetravelteam.com](mailto:sguariglia@thetravelteam.com)