CONCUR: BOOKING WITH THE TRAVEL TEAM

Leanne Hutt
Online Team Leader

Stephen Russell
Director of Customer Experience

Paula Detran
Account 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
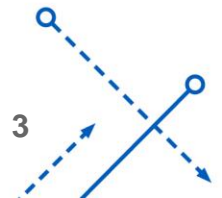
- Negotiated Rates & Agreements

Cost Controls

- University & Agency Discounts
- Unused Ticket Tracking

Policy Compliance Support

Duty of Care

Centralized Billing

- Agency fees are billed to UB

Traveler and Admin Benefits
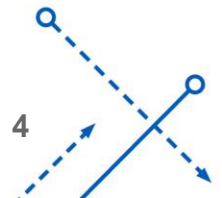
Comprehensive Travel Profile

One Stop Shopping

Unused Ticket Tracking

Concur Travel User Support Team

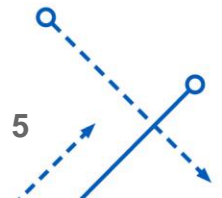Dedicated International Team

- 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

University at Buffalo
The State University of New York

+	00
Enter Reservation	View Trips

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

Show More

Alerts

ⓘ As an employee of SUNY - University at Buffalo, you are eligible for a free **TripIt Pro** subscription. **Learn More and Activate** Not right now

ⓘ You haven't signed up to receive e-receipts.ⓘ Sign up here

Company Notes

The Travel Team is University at Buffalo's travel management partner providing support services for all of your travel needs. If you'd like to speak to someone, please use the information below:

For personalized Concur Travel functionality and/or profile assistance:

877-592-3555

online@thetravelteam.com

For personalized assistance with International and complex Do reservations:

877-592-3555 - Available 24/7

clientresponse@thetravelteam.com

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

Track and apply Unused Tickets:

Available in tool or with agents

Option to apply on the *Trip Booking Information* page

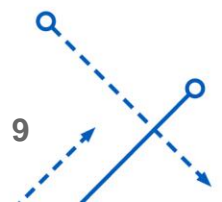# Useful Tools in Concur

Templates

Clone Trip
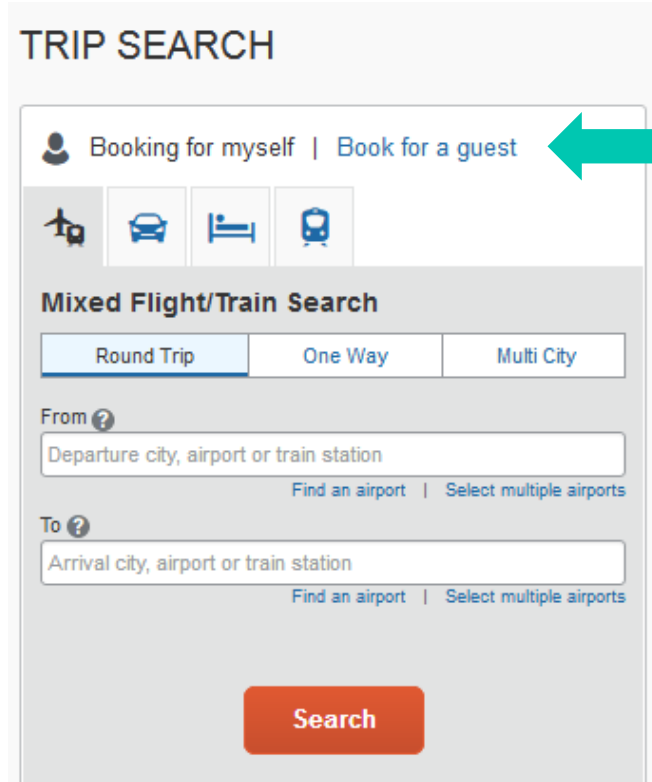
Share Trip

Travel Details

TRIP OVERVIEW

I want to...
Print Itinerary
E-mail Itinerary
Open in Outlook
View Trip History
Create Template
Clone Trip
Share Trip
Cancel Entire Trip

Trip Name: Trip from Los Angeles to Las Vegas (Edit)

Start Date: March 15, 2017

End Date: March 15, 2017

Created: January 13, 2017, Sandy Landen *(Modified: January 26, 2017)*

Description: (No Description Available) (Edit)

Agency Record Locator: AXZVDA

Ticket Number(s): 5262478790091, 5262479624782

Passengers: Chynna Chavez

Total Estimated Cost: $48.94 USD (Details)

Booking Guest Travel

Non-profiled Travelers
- Candidates
- Guest Speakers
- Students
- Etc.

Contact Mary Ellen (Meg) Mitchell for permission
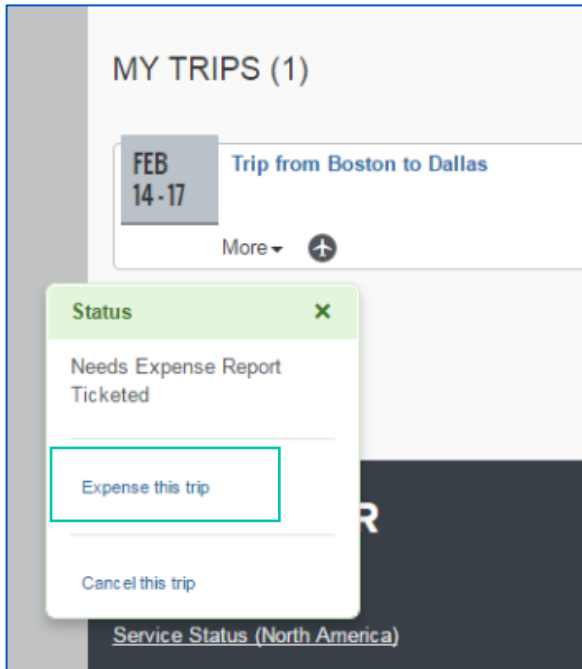
Email: memcdole@buffalo.edu   Phone: 716.645.4535

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
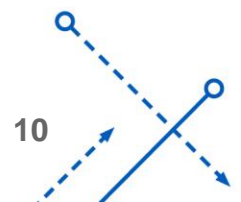Find an airport | Select multiple airports

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

Search

From Travel to Expense

e-Receipts Program

Seamlessly expense the trip

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

Help with Concur Travel
- Profile Assistance
- Navigational Support

Phone: 716.332.6500 – Prompt 6
Email: online@thetravelteam.com

QUESTIONS?

THANK YOU!

Leanne Hutt
Online Team Leader

Stephen Russell
Director of Customer Experience

Paula Detran
Account Manager
716-507-
8514 pdetran@thetravelteam.com