

# CONCUR: BOOKING WITH THE TRAVEL TEAM

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Online Team Leader

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Director of Customer Experience

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Account Manager



**THE TRAVEL TEAM**

# 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

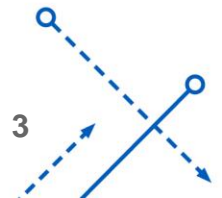
- University & Agency Discounts
- Unused Ticket Tracking

## Policy Compliance Support

## Duty of Care

## Centralized Billing

- Agency fees are billed to UB



# Traveler and Admin Benefits

Comprehensive Travel Profile

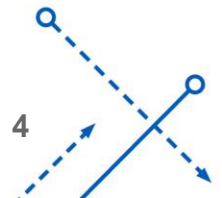
One Stop Shopping

Unused Ticket Tracking

Concur Travel User Support Team

Dedicated International Team

- Visa & Passport assistance



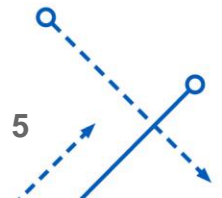
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# Traveler and Admin Benefits Cont'd

Risk Alerts

24/7 Travel Support

Concur e-receipt Program



+  
Enter  
Reservation

00  
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 **Tript 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](mailto:online@thetravelteam.com)

For personalized assistance with International and complex Do reservations:

877-592-3555 - Available 24/7

[clientresponse@thetravelteam.com](mailto: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

BUFFALO, NY TO LOS ANGELES, CA  
TUE, APR 18 - FRI, APR 21

Show as USD

Hide matrix Print

	jetBlue JetBlue	American Airlines	Multiple	Delta	Southwest	United
All 313 results	Preferred					
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 JetBlue	05:35a BUF → 12:00p LAX	1 stop JFK	10h 48m	\$426.00
United	07:00a LAX → 06:00p LAX	Nonstop	4h 43m	\$426.00

**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

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jetBlue JetBlue	05:35a BUF → 01:23p LAX	1 stop JFK	10h 48m	\$426.00
	10:00p LAX → 05:43a BUF	Nonstop	4h 43m	
Preferred Airline for UB				

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jetBlue JetBlue	04:20p BUF → 10:49p LAX	1 stop JFK	9h 29m	\$426.00
	10:00p LAX → 05:43a BUF	Nonstop	4h 43m	
Preferred Airline for UB				

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Wanna Get Away	Visit Southwest	\$126.95
Anytime	Visit Southwest	\$584.55
Business Select	Visit Southwest	\$612.55



# 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	—	1 tickets	—	1 t
2 tickets				

### Trip Booking Information

**Seat selection fees are reimbursable only with a receipt and justification. Upgrade seat selection fees (e.g., business, first class) are not reimbursable.**

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

**Trip Name**  
 This will appear in your upcoming trip list.  
 Trip from Buffalo to Chicago

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

Would you like to apply an unused ticket credit to this reservation? Southwest does not apply (Required)

No  
 Yes

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.



# Useful Tools in Concur

Templates

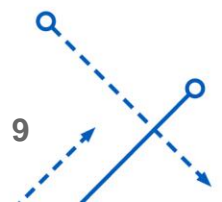
Clone Trip

Share Trip

## Travel Details

### TRIP OVERVIEW

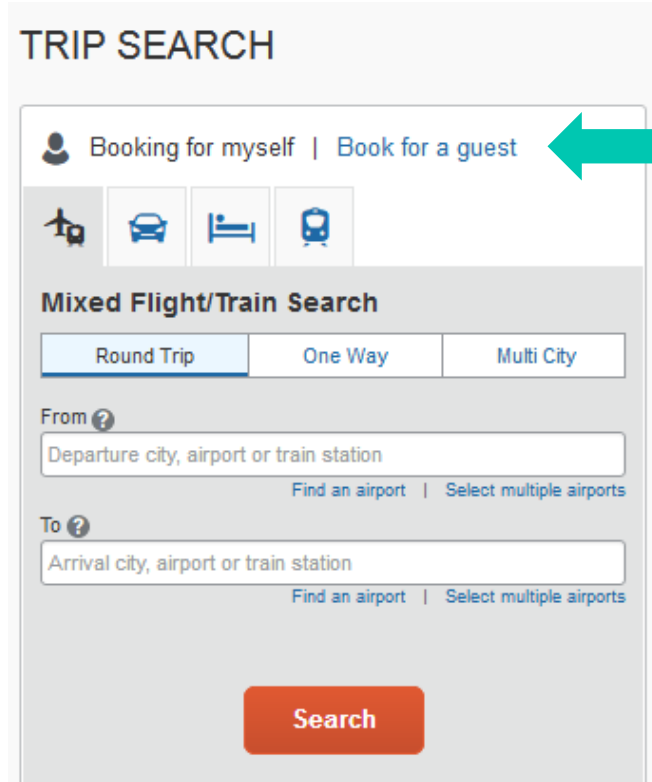
<b>I want to...</b> <a href="#">Print Itinerary</a> <a href="#">E-mail Itinerary</a> <a href="#">Open in Outlook</a> <a href="#">View Trip History</a> <a href="#">Create Template</a> <a href="#">Clone Trip</a> <a href="#">Share Trip</a> <a href="#">Cancel Entire Trip</a>	<b>Trip Name:</b> Trip from Los 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**

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**Mixed Flight/Train Search**

Round Trip | One Way | Multi City

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

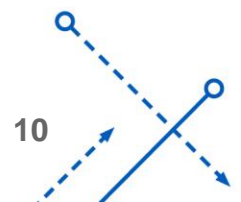
To ?  
Arrival city, airport or train station  
Find an airport | Select multiple airports

**Search**

Contact Mary Ellen (Meg) Mitchell for permission

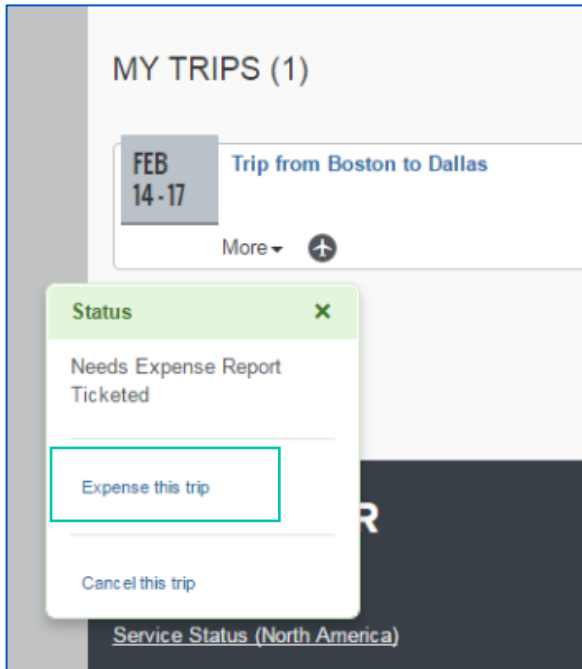
Email: [memcdole@buffalo.edu](mailto:memcdole@buffalo.edu)

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** ✕

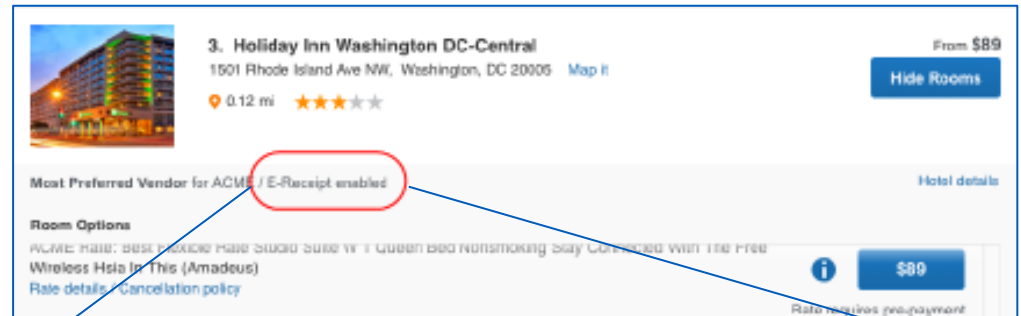
Needs Expense Report  
Ticketed

Expense this trip

Cancel this trip

Service Status (North America)

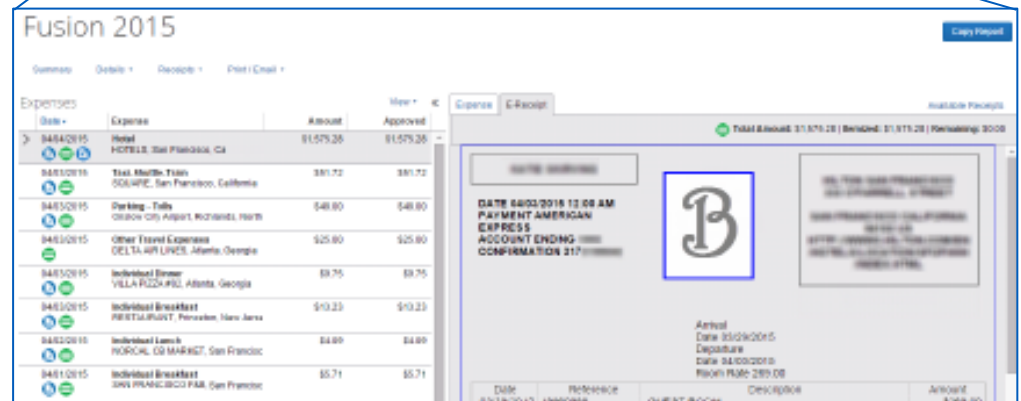
## e-Receipts Program



**3. Holiday Inn Washington DC-Central**  
 1501 Rhode Island Ave NW, Washington, DC 20005 [Map It](#) From \$89  
Hide Rooms

E-Receipt enabled
Hotel details


**Room Options**  
 Rate details / Cancellation policy \$89



**Fusion 2015** Copy Report

Date	Expense	Amount	Approved
3/4/2015	Hotel HOTELS, San Francisco, CA	\$1,575.35	\$1,575.35
3/4/2015	Taxi, North Twin SQUARE, San Francisco, California	\$91.72	\$91.72
3/4/2015	Parking - Taxi OAKLAND AIRPORT, OAKLAND, NORTH	\$48.80	\$48.80
3/4/2015	Other Travel Expense DELTA AIR LINES, Atlanta, Georgia	\$25.80	\$25.80
3/4/2015	Individual Dinner VILLA RICCA P&L, Atlanta, Georgia	\$9.75	\$9.75
3/4/2015	Individual Breakfast RESTAURANT, Princeton, New Jersey	\$10.23	\$10.23
3/4/2015	Individual Lunch MORICAL CO MARKET, San Francisco	\$4.89	\$4.89
3/4/2015	Individual Breakfast SAN FRANCISCO PALM, San Francisco	\$5.71	\$5.71

DATE 3/4/2015 12:00 AM  
PAYMENT AMERICAN EXPRESS  
ACCOUNT ENDING 1000  
CONFIRMATION 317



Annual Date 3/31/2015  
Deposit Date 3/4/2015  
Room Rate \$89.00

## 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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Stephen Russell  
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Paula Detran  
Account Manager  
716-507-  
8514 [pdetran@thetravelteam.com](mailto:pdetran@thetravelteam.com)