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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 spend 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 login to 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 shows the SAP Concur dashboard for a user named Melissa. The 'Travel' menu is highlighted in the top navigation bar. The dashboard includes a header with the CSU logo, a greeting, and several key metrics: New (00), Required Approvals (01), Authorization Requests (01), Available Expenses (00), and Open Reports (01). The 'TRIP SEARCH' section is highlighted with a blue box and contains a 'Mixed Flight/Train Search' form with fields for 'From' and 'To' and buttons for 'Round Trip', 'One Way', and 'Multi City'. The 'COMPANY NOTES' section contains an important message: '\*\*\*DON'T BOOK TRAVEL UNTIL YOUR REQUEST IS APPROVED. If you're booking in Concur, use Trip Search or the Travel tab.' Below this is a welcome message and another warning: '\*\*\*DON'T BOOK TRAVEL UNTIL YOUR REQUEST IS APPROVED. If you're booking in Concur, use Trip Search or the Travel tab.' The 'MY TASKS' section is also visible.

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 'Request Example' page in SAP Concur. The page title is 'Request Example \$823.50' and it is marked as 'Approved | Request ID: 4GGJ'. There are buttons for 'More Actions' and 'Create Expense Report'. A dropdown menu is open under 'Request Details', showing options: 'Request Header', 'Request Timeline', and 'Audit Trail'. The 'Request Header' option is highlighted with a red box. Below the dropdown is a table with columns: 'Request', 'Details', 'Date', 'Amount', and 'Requested'. The table contains one row with the following data:

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

Note the Request ID for the related trip.

SAP Concur | Requests | Travel | Expense | App Center | Profile | Help

Manage Requests

### Edit Request Header

Request Example | Request ID: 4GGJ

Cancel Save

Request Id: 4GGJ

Request/Trip Name: Request Example

Trip Type: 1-In-State

Travel Start Date

## Booking a Flight



Flight 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](#)

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

#### 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 by**, select either **Price** or **Schedule**.

Search by  
 Schedule ▾

Refundable only air fares  
 Flights w/ no double connections

**Search**

6. To search only for refundable flights, click the **Refundable only air fares** check box.
7. If necessary, uncheck the **Flight w/ no double connections** check box.
8. Click **Search**.

### Select a flight

1. 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.

The screenshot shows the SAP Concur Travel interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel' (active), 'Expense', 'Invoice', 'Approvals', and 'App Center'. The main content area is titled 'SEATTLE, WA TO ATLANTA, GA MON, MAY 28 - THU, MAY 31'. It features a 'Trip Summary' sidebar on the left with 'Select Flights' and 'Finalize Trip' options. The main search results area shows a table of flight options by airline and stop type. The 'Shop by Fares' tab is active, and the results are sorted by 'Price - Low to High'. A flight from American Airlines is highlighted.

	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	—	—

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

The 'Selected Fare' section displays the details for the chosen flight. It shows the American Airlines logo, the flight itinerary (06:05a SEA → 04:07p ATL, 1 stop DFW, 7h 02m), and the total price of \$1,026.10. A 'Remove' button is visible next to the price. A 'Show all details' dropdown arrow is located at the bottom right of the fare card.

4. On the **Review and Reserve Flight** page, review the flight details for your trip.
5. 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**.

Seat Map (View Only)

Available flights  
AA 1332 SEA-DFW Close

*If available, seat selection is presented after you have chosen a flight.*

American #1332, Boeing 737-800, Seattle Tacoma Intl Arpt (SEA) - Dallas Ft Worth Intl (DFW)  
Seat assignment is subject to change up until time of departure

Available   
  Occupied or Unavailable   
  Selected   
  Exit row   
  No seating ⓘ

Preferential ⓘ   
  Preferential

Paid preferential ⓘ   
  Paid preferential

6. 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 section. If only booking flight will finalize transaction by purchasing the ticket.
7. If you need to book hotel or car rental, choose the related icon and enter reservation details. If only need to book 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/National and 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. Booking through Concur will require payment in person. If you would like to have the rental directly billed, then you will need to book outside of Concur. Please call Accounts Payable & Travel (916-278-6476) to obtain the contract and direct bill number.

### Search for your Car

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

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.
4. 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.
3. To see additional search preferences, click **More Search Options**.
4. Select the **Car Type**.  
**Tip:** Hold the Ctrl key to select more than one type.
5. Select all of 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.

#### To filter your results using the Change Car Search area

2. Select the **Use my default credit card** check box, if needed.  
This is the credit card that you set up as your default in your profile.
3. 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.
4. Click **Search**.  
The new search results display.

#### To 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

### Trip Summary

**Select a Car**

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

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

**Finalize Trip**

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
<b>AVIS</b> Most Preferred	198.98	203.99	210.99	216.99	216.99	228.99
National	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
Alamo	<b>020 NO RATES AVAILABLE FOR ONE WAY #ZR#</b>					
Hertz	<b>020 UNABLE TO PRICE - NO RATE QUALIFIES #ZE#</b>					

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](#)

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.
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.  
The **Review and Reserve Car** page appears.
2. 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

**Note:** Conference hotel rates do not show in Concur, you must book directly through the conference source.

### Search for a Hotel

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.
4. If you will be using more than one hotel on your trip, select the **Add Another Hotel** check box.  
Additional fields will appear. The **Check-in Date** field for the second hotel is automatically populated with the check-out date of the first hotel. Change the date as necessary.
5. 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**.

Travel displays the new results.

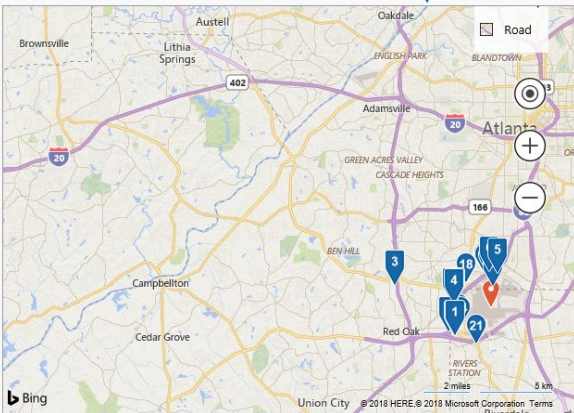
2. Use the slider in the **Price** area to narrow your search.
3. In the **Hotel chain** area, select the appropriate hotels.
4. In the **Hotel Amenities** area, select the appropriate options.

### Review the hotel map

1. Review the hotel map.

CHECK-IN SUN, MAY 27 - CHECK-OUT WED, MAY 30 Show as USD

[Hide Map](#) [Print / Email](#) Company Preferred Hotel



Hotel Name Search  Sorted By: Policy - Most Compliant

Displaying: 71 out of 71 results.  
[Previous](#) [1](#) [2](#) [3](#) [Next](#) | [All](#)

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





## Sort the search results (as needed)

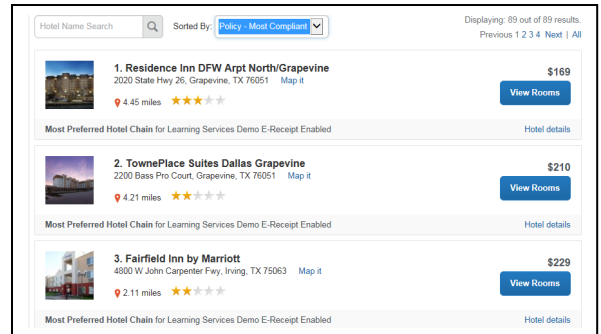
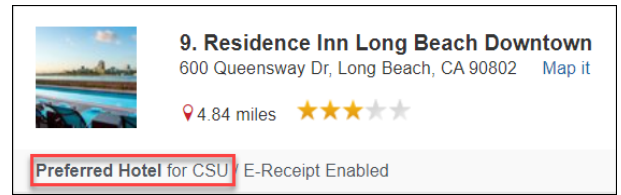
- Below the map, use the **Hotel Name Search** and **Sorted By** fields to sort the results.

## Review the results

**Note:** CSU contracted vendors are indicated as Preferred Hotel for CSU.

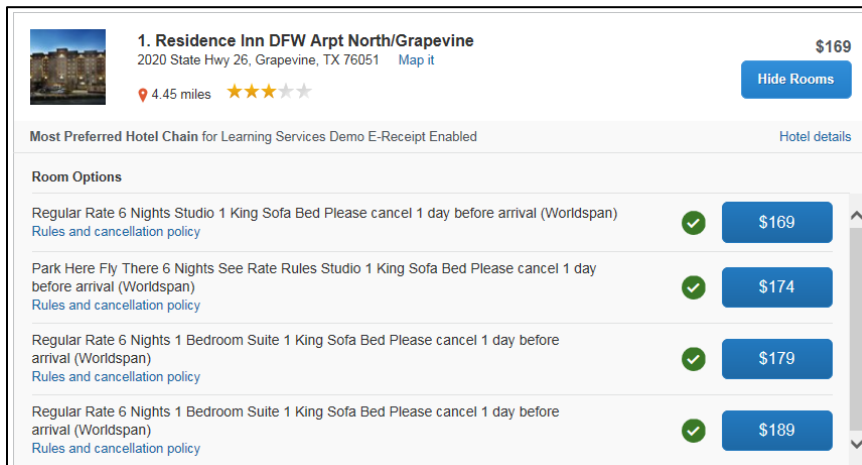
A picture as well as the name, address, rating stars, and price range appears.

- Click the picture to see more images.
- Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.
- Click **View Rooms** to see:
  - The available room options and rates
  - Other amenities per room/rate
  - Rules and cancellation policy



## Select the hotel room

- 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.

The **Review and Reserve Hotel** page appears. Navigate through the page and:

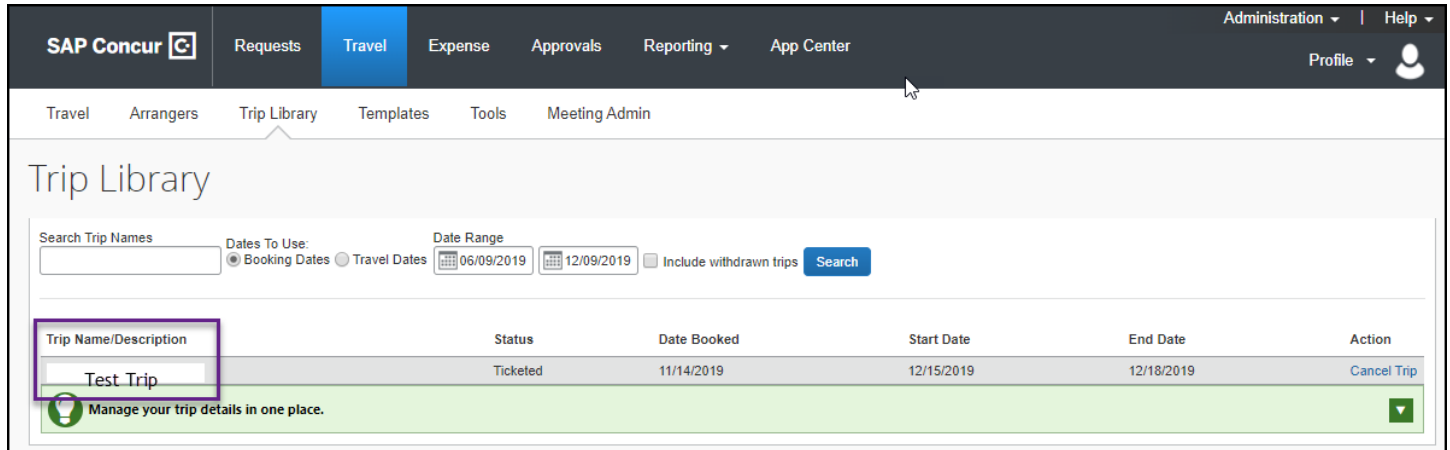
- Review or modify the room preferences.
  - Verify or modify the guest and program information.
  - Review the price summary.
  - Select a method of payment, if available, as defined by your company's configuration.
  - Review and accept the rate details and cancellation policy.
- Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
- 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

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

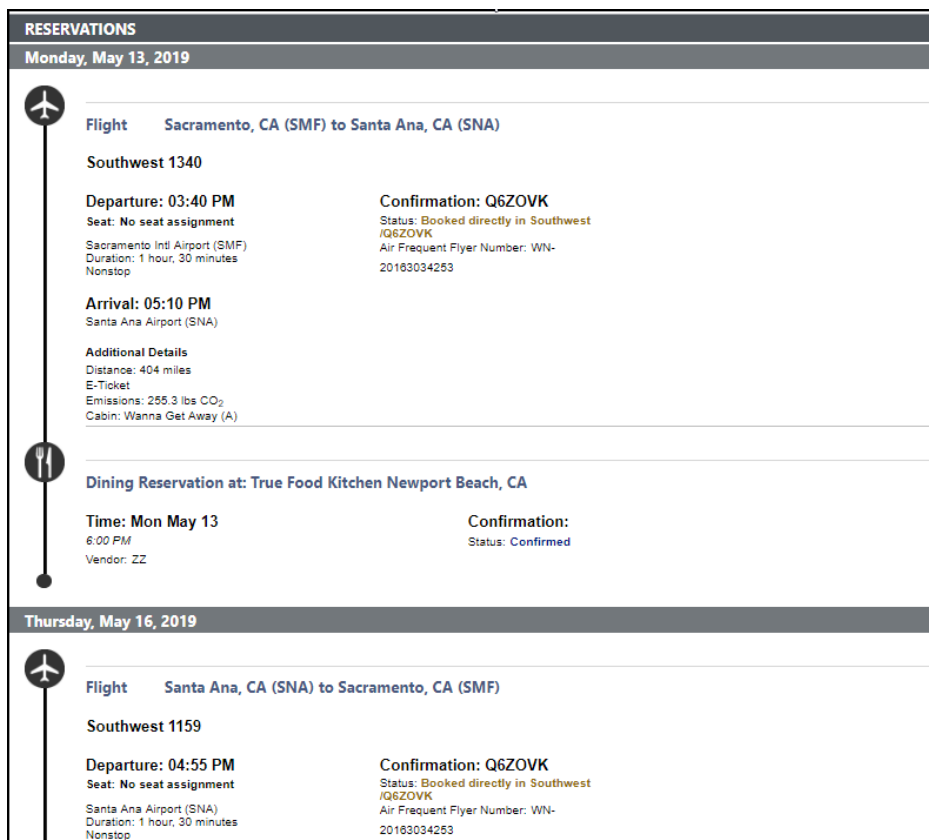


The screenshot shows the SAP Concur interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel' (highlighted), 'Expense', 'Approvals', 'Reporting', and 'App Center'. Below this, there are sub-navigation options: 'Travel', 'Arrangers', 'Trip Library' (selected), 'Templates', 'Tools', and 'Meeting Admin'. The main content area is titled 'Trip Library' and contains a search bar with fields for '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 'Search' button is present. Below the search bar is a table with the following data:

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

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.

Reservation details will be displayed in a separate window.

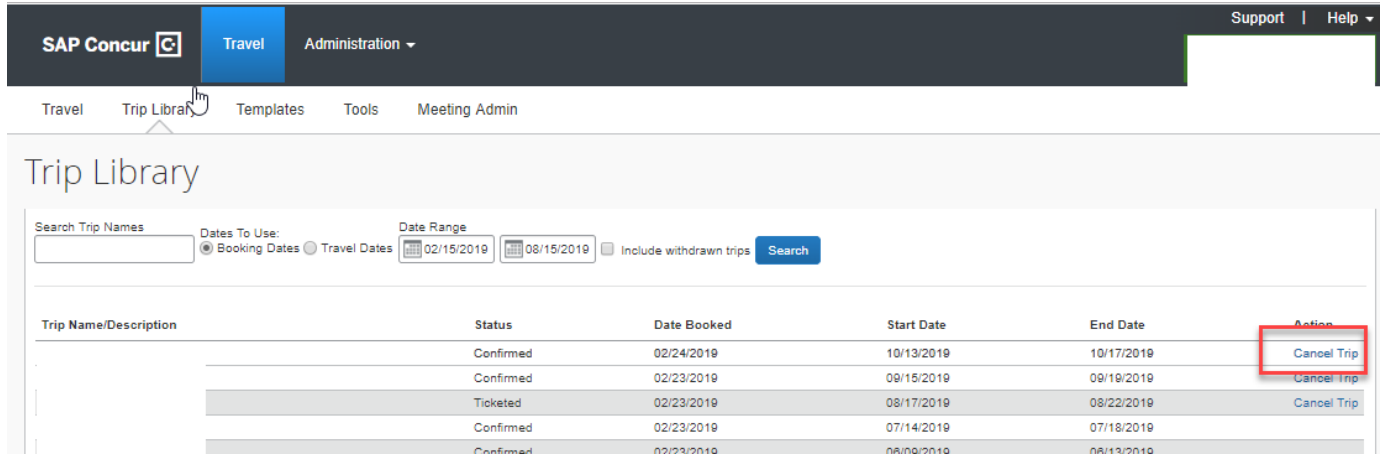


The screenshot shows a 'RESERVATIONS' window for 'Monday, May 13, 2019'. It features a vertical timeline with icons for a flight and dining. The flight reservation is for Southwest 1340 from Sacramento, CA (SMF) to Santa Ana, CA (SNA). The departure is at 03:40 PM and the arrival is at 05:10 PM. The confirmation number is Q6ZOVK. The dining reservation is at True Food Kitchen Newport Beach, CA, on Monday, May 13, at 6:00 PM. The confirmation number is Q6ZOVK. Below this, the window shows 'Thursday, May 16, 2019' with a flight reservation for Southwest 1159 from Santa Ana, CA (SNA) to Sacramento, CA (SMF). The departure is at 04:55 PM and the arrival is at 06:30 PM. The confirmation number is Q6ZOVK.

## 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.

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

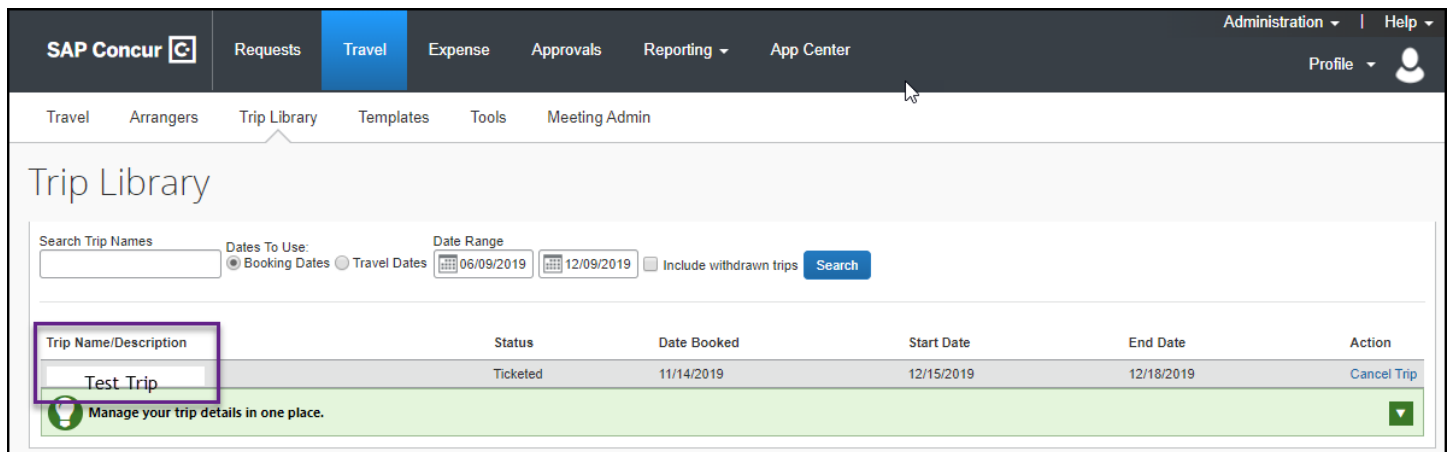


The screenshot shows the SAP Concur interface with the 'Travel' tab selected. The 'Trip Library' section is active, displaying a search bar and a table of trips. The 'Action' column for each trip contains a 'Cancel Trip' link, which is highlighted with a red box in the image.

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
	Confirmed	02/24/2019	10/13/2019	10/17/2019	Cancel Trip
	Confirmed	02/23/2019	09/15/2019	09/19/2019	Cancel Trip
	Ticketed	02/23/2019	08/17/2019	08/22/2019	Cancel Trip
	Confirmed	02/23/2019	07/14/2019	07/18/2019	
	Confirmed	02/23/2019	08/09/2019	08/13/2019	

## Change Reservation

There may be a need to alter reservations previously booked in Concur. Open the particular trip to see itinerary.



The screenshot shows the SAP Concur interface with the 'Travel' tab selected. The 'Trip Library' section is active, displaying a search bar and a table of trips. The 'Test Trip' entry is highlighted with a purple box, and a green banner below it says 'Manage your trip details in one place.' with a dropdown arrow.

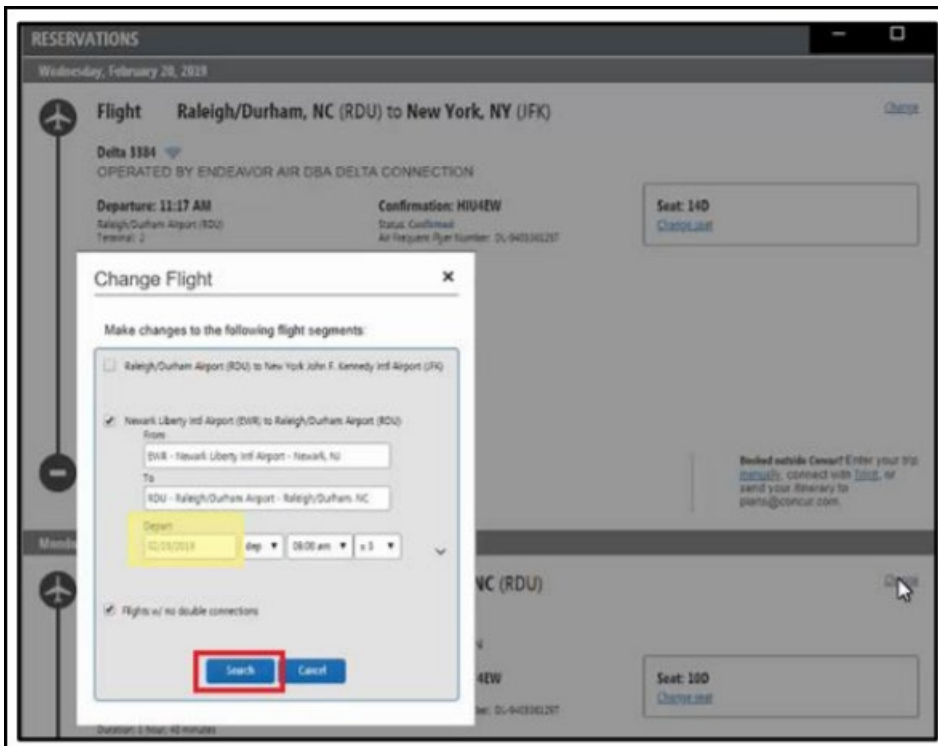
Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Test Trip	Ticketed	11/14/2019	12/15/2019	12/18/2019	Cancel Trip

Select the Change hyperlink (on the right hand side near the segment) and alter as needed.

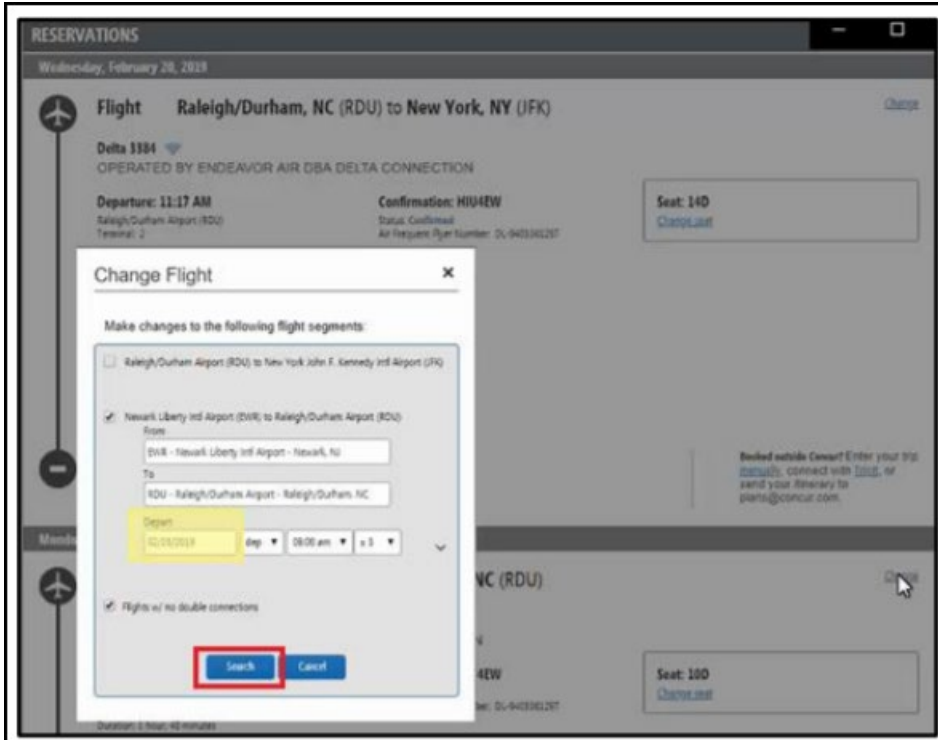
Example of changing a previously booked flight.



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.