

QuickStart Guide  
Concur<sup>®</sup> Cliqbook Travel

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### **Concur® CliqbookTravel QuickStart Guide**

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## **Welcome to Concur® Cliqbook Travel**

Welcome to Concur CliqbookTravel, Concur's powerful employee travel management solution that enables you to create travel bookings online.

Concur's Cliqbook Travel feature enables you to:

- Search the same vendor inventory that your travel agency uses.
- Find, coordinate, and reserve your airline, rental car, hotel, rail, limo, or dining reservations for your business travel.
- Comply with your company's travel policy when booking your travel.

# Section 1: Log on to Concur Travel

## How to...

1. Log on to Concur Travel following your company's logon instructions.

## Additional Information

Your password is case sensitive.

If you are not sure how to log on, check with your company's administrator.

Welcome

**Concur™**

**Notice:**  
If you experience difficulty logging into the site, please click on the [Forgot your password?](#) link below.

Si vous éprouvez des difficultés à ouvrir une session dans ce site, veuillez cliquer sur le lien [Vous avez oublié votre mot de passe?](#) ci-dessous.

Cliqbook / Expense Login

User Name

Password

Login

[Forgot your user name?](#)  
[Forgot your password?](#)

Passwords are case sensitive.

## Section 2: Explore the My Concur Page

The **My Concur** page includes several sections that make it easy for you to navigate and find the information you need.

The screenshot displays the My Concur web application interface. At the top, the Concur logo is on the left, and the user's name 'Welcome, Sue Peterson' is on the right. Below the logo is a navigation menu with 'My Concur', 'Travel', 'Expense', 'Profile', 'Help', and 'Log Out'. A dropdown menu indicates 'You are administering Expense for Me'. The main content area is divided into several sections:

- Trip Search:** Includes tabs for Flight, Car, Hotel, and Flight Status. It has radio buttons for Round Trip, One Way, and Multi-Segment. Fields for Departure City and Arrival City are present. Departure and Return sections include dropdowns for 'depart', 'Morning', and 'Afternoon', and a '± 3' dropdown. There are checkboxes for 'Pick-up/Drop-off car at airport', 'Find a Hotel', and 'Refundable only air fares'. A 'Search flights by:' section has radio buttons for 'Price' and 'Schedule', and a 'Search' button.
- Active Reports:** Features a table with columns for Report Name, Status, Report Date, and Total. Two reports are listed: 'September Vendor Visits' (Total: \$1,266.94) and 'GlobalTech Sales Training' (Total: \$765.33).
- Alerts:** A message states 'You haven't signed up to receive e-receipts. Sign up here'.
- Travel Info:** Contains a 'Cliqbook Notice - Airtran System Maintenance' with a warning icon and a 'Book travel with the Cliqbook Travel Wizard' button.
- Expense Info:** A welcome message: 'Welcome to Concur Expense. Please click the Expense tab to start an expense report, view status of existing reports, and more.'
- Trip List:** A message: 'You have no upcoming trips. See trip library for complete list.'
- Trips Awaiting Approval:** A message: 'You have no trips to approve.'
- Weather:** A section titled 'Local Weather' with a placeholder for weather information and a prompt 'Please enter an airport.'

### How to...

Use the **Trip Search** section .

Explore the **Weather** section.

Look at the **Company Notes** and **Company News** sections.

### Additional Information

This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo, and dining.

***This section appears on My Concur only if your company uses Concur Travel.***

This section shows you the weather conditions at any selected airport.

Your company decides if these sections appear on My Concur. If so, they display information and links provided by your company.

## Section 2: Explore the My Concur Page (Continued)

How to...	Additional Information
Explore the <b>Trip List</b> section.	This section lists your outstanding trips. <i>This section appears on My Concur only if your company uses Concur Travel.</i>
Explore the <b>Trips Awaiting Approval</b> section.	This section lists the trips awaiting your approval. <i>This section appears on My Concur only if your company uses Concur Travel and if you are a travel approver.</i>

### Customize My Concur

You can move the panes around the **My Concur** page to better meet your needs. Click the top bar of a pane and drag it to a new position on the page.

The screenshot displays the My Concur interface with several panes. The **Trip Search** pane on the left includes filters for Flight, Car, and Hotel, with options for Round Trip, One Way, and Multi-Segment. It also has fields for Departure and Arrival Cities, and dropdowns for departure and return times. The **Company Notes** pane contains text about the Cliqbook Travel Wizard. The **Company News** pane has a link to the company T&E policy. The **Active Reports** pane shows a table of reports, and the **Approval Queue** pane shows a table of reports pending approval.

Report Name	Status	Date Created	Total
<a href="#">September Vendor Visits</a> LenDev and BTEngineering	Not Filed	10/10/2009	\$1,266.94
<a href="#">GlobalTech Sales Training</a> Work with new sales system	Not Filed	10/10/2009	\$765.33

Report Name	Status	Date Created	Total
<a href="#">Training Class</a> Learn about new training software	Submitted & Pending Approval - Brown, Chris	10/09/2007	\$1,500.00

# Section 3: Update Your Travel Profile

## Step 1: Change Your Password

Your company decides if you can change your password. If allowed, you will change your password on the Profile tab.

### How to...

1. On the **My Concur** page, select **Profile** from the menu at the top of the page.
2. On the **Profile** submenu, click **Change Password**.
3. Enter your new password, and then click **Save**.

### Additional Information

Before you use Concur Travel for the first time, update your Travel profile. You must save your profile before you first attempt to book a trip in Concur Travel.

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** dropdown menu (at the top of the **Profile** page).

To change your password, you need to know your old or temporary password.

The screenshot shows the Concur user interface. At the top, the Concur logo is on the left, and the user's name 'Welcome, Sue Peterson' is on the right. Below this is a navigation bar with tabs for 'My Concur', 'Travel', 'Expense', 'Administration', 'Profile', 'Help', and 'Log Out'. Underneath the navigation bar is a secondary menu with options: 'Personal Information', 'Change Password', 'System Settings', 'Travel Vacation Reassignment', and 'Change E-Mail Settings'. The 'Profile' tab is active, and the 'Change Password' option is selected in the secondary menu. On the left side, there is a 'My Profile' sidebar with three sections: 'Your Information' (Home Address, Company Address, Contact Information, Emergency Contact, Credit Cards), 'Travel Preferences' (Air Travel Preferences, Hotel Preferences, Car Rental Preferences, International Travel, Assistants/Arrangers), and 'Other Settings' (System Settings, Set-up Checklist, Change Password, Privacy Statement, System E-mail Settings, Travel Vacation Reassignment). The 'Change Password' option is highlighted in the 'Other Settings' section. The main content area is titled 'Change Password' and contains a text box with the message: 'This will change your password in both Cliqbook and the Concur Expense system.' Below this are three input fields: 'Old Password', 'New Password', and 'Re-enter New Password'. There is also a 'Password Hint (we will email this to you if you forget your password)' field. At the bottom of the form are 'Submit' and 'Cancel' buttons. A note above the form states: 'NOTE: Passwords are case sensitive.' A detailed password requirement note is also present: 'A password must be at least 6 characters. It must contain at least one character that is not a letter and may contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%\*@#). It cannot contain spaces. All fields are required.'

# Section 3: Update Your Travel Profile (Continued)

## Step 2: Change your Time Zone, Date Format, or Language

### How to...

4. On the **My Concur** page, click **Profile** on the menu at the top of the page.
5. On the **Profile** submenu, click **System Settings**.
6. On the **System Settings** page, update the appropriate information, and then click **Save**.

### Additional Information

You can change the system and regional settings (number, currently, date, and time format).

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

The screenshot shows the 'My Profile' page in the My Concur system. The user is Sue Peterson. The 'Profile' tab is selected in the top navigation bar. The 'System Settings' sub-tab is active. The page is divided into several sections:

- Regional Settings and Language:** Includes dropdowns for Default Language (English (United States)), Number Format (1,000.00), Placement of Currency Symbol (Before the amount), Negative Number Format (-100), Negative Currency Format (-100), mile/km (mile), Date Format (mm/dd/yyyy), Time Format (h:mm AM/PM), Hour/Minute Separator (:), and Time zone (local time) ((GMT-12:00) Eniwetok, Kwajalein).
- Calendar Settings:** Includes dropdowns for Start week on (Sunday), Start Day View At (8:00 AM), End Day View At (8:00 PM), and Default View (month).
- Other Preferences:** Includes Home Page (My Concur) and Rows per page (25).
- Travel Settings:** Includes three checked checkboxes: 'Send an email every time something is put in or removed from my approval queue', 'Send a daily summary of items in my queue', and 'Let me know when one of my requests is approved or denied'.

At the bottom of the page are buttons for 'Save', 'Reset', and 'Close'. A notification at the top of the settings area states: 'You've been designated as an assistant for one or more people. If you'd like to edit their profiles instead of yours, select a name from the list to the right.' with a dropdown menu showing 'Me'.

# Section 3: Update Your Travel Profile (Continued)

## Step 3: Update Your Personal Information

### How to...

7. On the **My Concur** page, click **Profile** on the menu at the top of the page.
8. On the **Profile** submenu, click **Personal Information**.
9. On the **My Profile** page, update the appropriate information, and then click **Save**.

### Additional Information

The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.

Complete these sections of your travel profile:

- Name & Airport Security
- Home Address
- Work Address
- Contact Information
- Emergency contact
- Travel Preferences
- Credit Cards

You must complete all fields marked **Required** (in orange) to save your profile.

Verify that the first and last name fields match the ID used at the airport.

If you cannot edit these fields, contact your travel agency or travel manager to make changes.

The country you select in the work address fields will determine the default map that appears on the **Concur Travel Map** tab.

There are several **Save** buttons on the profile page. You only need to save once as every **Save** button saves the entire profile.

The screenshot shows the 'My Profile' page with a navigation menu on the left and a main content area. The navigation menu includes sections for 'Your Information', 'Travel Settings', 'Expense Settings', and 'Other Settings'. The main content area has a top navigation bar with links for 'Home Address', 'Work Address', 'Contact Info', 'Emergency Contact', 'Travel Preferences', 'Assistants', and 'Credit Cards'. Below this, there is a section for 'Your Information' with a dropdown menu set to 'Me'. A message states: 'You've been designated as an assistant for one or more people. If you'd like to edit their profiles instead of yours, select a name from the list to the right.' Below this, there is a note: 'Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.' and a 'Change Picture' link next to a placeholder image. The 'Your Name and Airport Security' section contains a red warning: 'Your Name and Airport Security: Please make certain that the first and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.' Below this are input fields for 'Title', 'First Name' (containing 'Sue'), 'Middle Name', 'Nickname', 'Last Name' (containing 'Peterson'), and 'Suffix'. The 'Company Information' section includes fields for 'Employee ID' (containing '003006'), 'Manager' (containing 'Terry Brown'), 'Position/Title', and 'Org. Unit/Division'.

## Section 3: Update Your Travel Profile (Continued)

### Step 4: Set Up a Travel Arranger or Assistant

#### How to...

10. On the **My Concur** page, click **Profile** on the menu at the top of the page.
11. On the **Profile** submenu, click **Personal Information**.
12. Click **Assistants** at the top of the page.
13. Click **Add an Assistant** to search for your assistant's last name.

#### Additional Information

Use **Assistants & Travel Arrangers** to give other Concur Travel users the ability to view and modify your profile or book travel and trips for you.

**Important:** Your assistant must have an existing Concur Travel account before you can add him or her to your profile.

**Hint:** When searching, use the following format: *LastName,FirstName* (no spaces).

For example: Smith,June

**Assistants and Travel Arrangers** [Go to top](#)

Please select the individuals within your organization that you would like to give permission to perform travel or expense functions for you.

**Refuse Self Assigning Assistants**

**Your Assistants and Travel Arrangers** [+ Add an Assistant](#)

You currently have no assistants defined.

## Section 4: Make a Travel Reservation

### Step 1: Make a Flight Reservation

#### How to...

14. On the **My Concur** page, click the **Flight** tab at the left side of the page under the **Trip Search** section.
15. Select one of the following types of flight options:
  - Round Trip
  - One Way
  - Multi-Segment
16. In the **Departure City** and **Arrival City** fields, enter the cities for your travel.
17. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.
18. If you need a car, select the **Pick-up/Drop-off car at Airport** checkbox.
19. If you need a hotel, select the **Find a Hotel** checkbox.
20. If also booking for a companion, from **the Number of Adults** dropdown menu, select the number of adults traveling.

#### Additional Information

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

When you type in a city, airport name, or airport code, Concur Travel will automatically search for a match.

You can also select the appropriate **Departure** and **Return** times and date range. Concur Travel searches before and after the time you select.

Depending on your company's configuration, you can automatically reserve a car, allowing you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.

If you need an off-airport car or have other special requests, you can skip this step and add a car from the **Itinerary** page.

You can choose to search for the hotel by:

- Airport
- Address
- Company Location
- Reference Point / Zip Code (a city or neighborhood)

If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the **Itinerary** page.

Your company decides if this field appears in the Trip Search section. When displayed, if a companion is selected, the payment screen will provide the option to use the credit card from the companion's profile.

## Step 1: Make a Flight Reservation (Continued)

### How to...

21. In the **Search flights by** section, select either **Price** or **Schedule**.

22. Click **Search**.

### Additional Information

Select **Price** to find fares in Coach/Economy.

Select **Schedule** to locate flights in fare classes other than Coach/Economy. When you search by schedule, a list of outbound and return flights will appear.

To search only fully refundable fares, select the **Refundable only** checkbox.

To filter the results, select a column, row, or cell in the grid directly above the list of flights. The results will then show flights with the number of stops, airline, or both.

The screenshot shows the Concur Trip Search interface. At the top, the Concur logo is displayed with the text "Welcome, Sue Peterson". Below the logo is a navigation bar with tabs for "My Concur", "Travel", "Expense", "Profile", and "Help". The main content area is titled "Trip Search" and contains several sections:

- Search Options:** A row of tabs for "Flight", "Car", "Hotel", "Limo", "Rail", "Flight Status", and "Dining". Below this are radio buttons for "Round Trip" (selected), "One Way", and "Multi-Segment".
- Departure City:** A text input field with a search icon and a gear icon.
- Arrival City:** A text input field with a search icon.
- Departure:** A section with a text input field, a "depart" dropdown, a "Morning" dropdown, and a "± 3" dropdown.
- Return:** A section with a text input field, a "depart" dropdown, an "Afternoon" dropdown, and a "± 3" dropdown.
- Checkboxes:** Three checkboxes are present: "Pick-up/Drop-off car at airport", "Find a Hotel", and "Refundable only".
- Search Flights by:** Radio buttons for "Price" and "Schedule" (selected).
- Search Button:** A "Search" button at the bottom.

# Step 1: Make a Flight Reservation (Continued)

## How to...

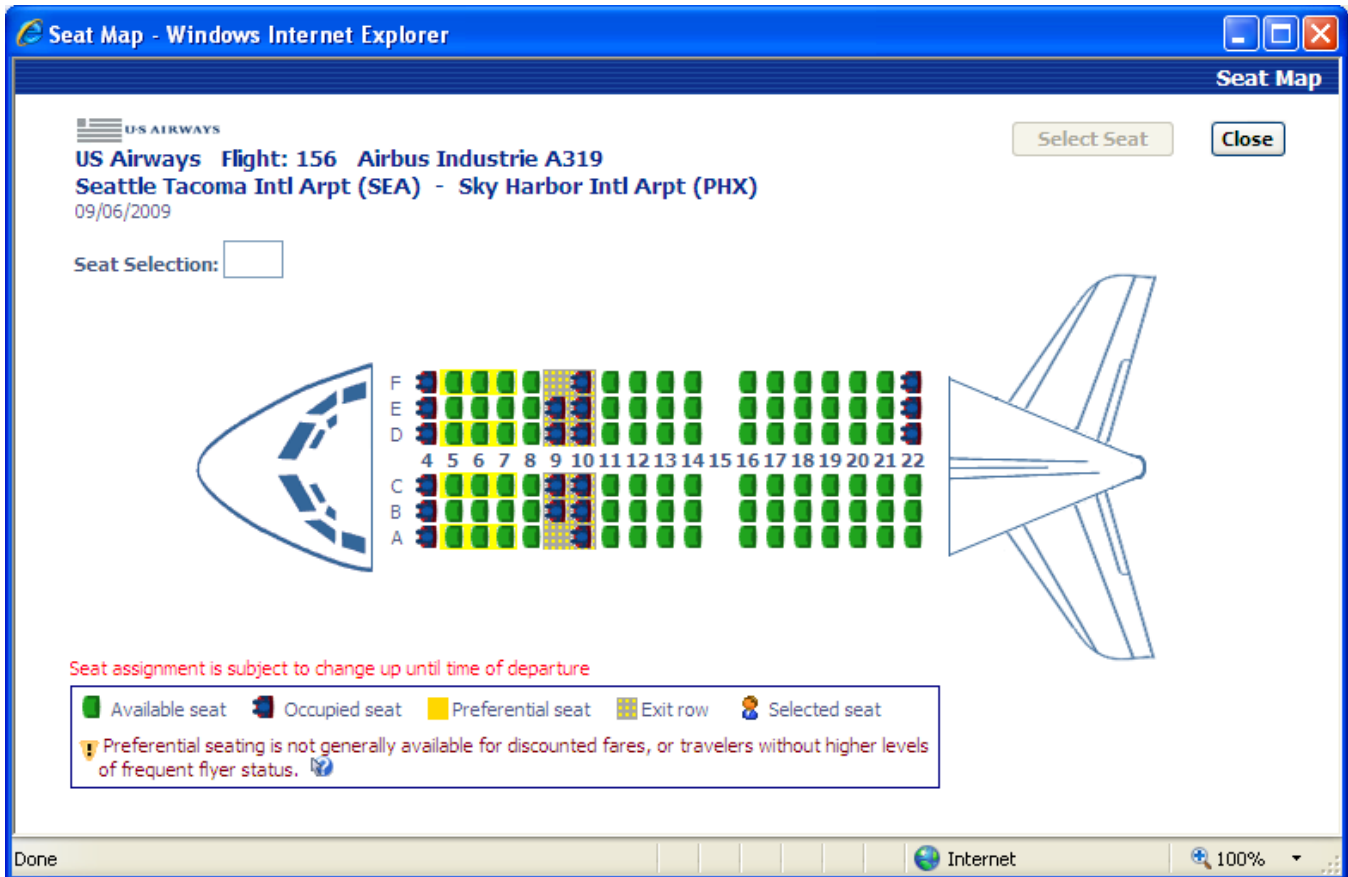
- 23. After you choose your flight, click the **View Seatmap** button next to the flight.
  
- 24. Select any green (unoccupied) seat and position the cursor over a seat to see the seat number.

## Additional Information

A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. The bottom right corner shows the number of available seats by class of service for this flight.

Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Concur Travel profile. If you select a preferential seat and this information is not in Concur Travel, your seat request might not be honored.

Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.



## Step 1: Make a Flight Reservation (Continued)

### How to...

25. Click the appropriate seat to select it, and then click **Select Seat**.

26. Click **Reserve** to select your airfare.

### Additional Information

To change your seat, click the seat you prefer. Point to a seat to view the seat number.

After you select your seat for a flight, you can either click **Change Seat** or select the next flight in your reservation. Concur Travel will prompt you to save your new seat selection.

Policy information appears next to the **Reserve** button. The **Reserve** buttons are color coded as:

- A *green* **Reserve** button indicates the fare is within policy.
- A *yellow* **Reserve** indicates the fare is outside of policy. If you select this fare, you must enter additional information.
- A *red* **Reserve** button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved by a manager.

When you click **Reserve** to select a fare, Concur Travel automatically selects the corresponding frequent flier program, if available. You can also select a different program from the list at the bottom of the screen.

The screenshot displays the Concur Travel interface. At the top, it says "Welcome, Sue Peterson" and has navigation tabs for "Travel", "Reports", "Administration", "Profile", "Help", and "Log Out". Below this is a secondary navigation bar with "Home", "Trip Library", "Templates", "Meetings", "Meeting Admin", "Policy", "Profile", "Tools", and "Cliqbook XA".

The main content area shows a search filter summary: "Click on a column, row, or cell in the grid below to filter your results." It includes a table with columns for "All", "Nonstop", "1 stop", and "2 stops", and rows for "17 results", "2 results", "12 results", and "3 results".

Below the filter summary is a table of flight results. The table has columns for "Carrier", "Depart", "Arrive", "Duration", and "Class". The results are for United flights from Seattle, WA (SEA) to San Francisco, CA (SFO) and Phoenix, AZ (PHX).

At the bottom of the flight results, there is a "Reserve" button for a flight priced at \$277.40. A warning message states: "Ticket non-refundable - penalties may apply; Change fee applies (plus fare difference); NONREF/CHGFEEPLUSFAREDIF/CXL BY FLT DATE OR NOVALUE; E-Ticketing Available; (Sabre) Fare Rules".

On the right side of the interface, there is a "Change Flight Search" panel. It shows the search criteria: "From: SEA - Seattle Tacoma Intl Arpt - Seattle, WA" and "To: PHX - Sky Harbor Intl Arpt - Phoenix, AZ". It also shows the departure date and time (07/06/2009, 9:00am) and the return date and time (07/07/2009, 3:00pm). There are options to filter by "Refundable only air fares" and "Class of service: Economy class".

Below the search panel, there are "Display Settings" (Compress Display, Show Airport Names) and "Airport Filters" (SEA - Seattle, WA (\$277.4), PHX - Phoenix, AZ (\$277.4)).

# Section 4: Make a Travel Reservation (Continued)

## Step 2: Select a Car

### How to...

- If you specified that you need a car on the **Flight** tab, you will see car results for the car search.
- Select the appropriate rental car, and then click **Reserve**.

### Additional Information

If you choose to automatically reserve a car, Concur Travel will add your car and then display your hotel results.

If you selected **Automatically reserve this car**, Concur Travel will add the car without showing you the flight results.

You can sort the car results to help find your selection.

Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically.

**Car Availability**  
 Picking up the car at: (PHX) on 09/06/20 12:00 PM [Print / E-mail](#)  
 Returning on 09/07/2009 3:00 PM

All 10 results	Intermediate Car
<b>Hertz</b>	** DIRECT CONNECT AVAILABILITY - HERTZ RESPONSE ** INVALID /CD- NUMBER
<b>Thrifty</b>	18.35
<b>Enterprise</b>	19.89
<b>FOX</b>	29.48
<b>PAYLESS CAR RENTAL</b>	39.00
<b>enterprise</b>	47.00
<b>Alamo</b>	62.93
<b>Alamo</b>	68.40
<b>Budget</b>	78.99
<b>National</b>	86.00
<b>AVIS</b>	104.99

Displaying: 10 out of 10 results.

Sort options:  Policy  Best price  Vendor

**Thrifty Intermediate Car (Sabre)** [Info](#)

**Reserve** \$18.35 per day Total cost \$66.19\*  
 Unlimited miles  
 Automatic transmission

Use the following Car Program: [Add a Program](#)

\$19.89 per day Total cost \$69.46\* [Skip Car](#) [Previous](#) [Cancel](#)

**Change Car Search**  
 Pick-up date: 09/06/2009 12:00pm Drop-off date: 09/07/20 3:00pm  
 Pick-up car at:  Airport Terminal  Off-Airport  
 Please enter an airport: PHX - Sky Harbor Intl Arpt - Phoenix, AZ  
 Return car to another location  
[More Search Options](#) [Search](#)

**Car Filters**  
 Air conditioning  
 Manual transmission  
 Automatic transmission

## Section 4: Make a Travel Reservation (Continued)

### Step 3: Select a Hotel

#### How to...

29. In the hotel results, click **Next** to access more hotel information.
  
30. To filter by hotel chain, click the **Hotel Chain** link, and then select the chains you want to view.
31. To filter by hotel amenities, click the **Hotel Amenities** link, and then select the appropriate amenity options.
32. Click the **Map of Hotels** link in the upper-right corner of the page to view a map of the location you selected and the nearby hotels.
33. Click the **Info** link for a specific hotel to find more detailed information for the hotel.
34. When you are ready to reserve your hotel room, click **Reserve** for the appropriate rate and hotel.
  
35. Review the information on the **Rate details/Cancellation policy** pop-up window, and then click **Continue**.

#### Additional Information

If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results are displayed after you choose your rental car.

You can sort the list of hotels by **Preference, Price, Chain, Rating, Distance** and **Policy**.

If you book a roundtrip overnight stay without a hotel, you will be prompted to provide the hotel information.

You can also choose **Show All** or **Hide All** and sort the list of hotels by **Preference, Price, Chain, Rating, Distance** and **Policy**.

Your company's preferred hotels are displayed as pink dots.

Next to each **Reserve** button, a description, rate details, and cancellation policy is available. The **Reserve** buttons are color coded as follows:

- A *green* **Reserve** button indicates the hotel rate is within policy.
- A *yellow* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information.
- A *red* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved.

You will see a notification if a hotel is outside of policy. You can view the type of rate and room, as well as other information that is available from the agency system.

A *grey* or *yellow* diamond indicates that the hotel property is company preferred.

After clicking the **Reserve** button, the Hotel confirmation page appears.

## Step 3: Select a Hotel (Continued)

**Concur™** Welcome, **Sue Peterson**

Travel | Reports | Administration | Profile | Help | Log Out

Home | Trip Library | Templates | Meetings | Meeting Admin | Policy | Profile | Tools | Cliqbook XA

Check-in Sun, Sep 6 - Check-out Mon, Sep 7

Hotels located 5 miles from Phoenix, AZ. [Change search](#) [Map of hotels](#) [Print / E-mail](#)

Filter by [Hotel chain](#) | [Hotel Amenities](#) | With names containing:

Displaying: 48 out of 48 results. <<Previous 1 2 3 4 5 Next>> | All

Sort:  Preference  Price ▲  Chain  Rating  Distance  Policy

**Super 8 Phoenix Az** [Info](#)

965 East Van Buren  
Phoenix, Arizona 85006  
602 252-6823  
[View on Map](#) Not rated 0.97 miles

<a href="#">Reserve</a>	\$53.99 <a href="#">Compare</a>	Must Be On Official Government - 1 King Bed / Non-smoking /27inch Tv W/cable 70 Channels/Desk/table.chairs/am Fm Alarm Clocks (Rate Code: NK1SGV) <a href="#">Rate details / Cancellation policy</a> <input checked="" type="checkbox"/> Hotel rate is less than or equal to \$251.00
<a href="#">Reserve</a>	\$53.99 <a href="#">Compare</a>	Must Be On Official Government - 1 King Bed / Smoking /27inch Tv W/cable 70 Channels/Desk/table.chair/am Fm Alarm Clock (Rate Code: K11SGV) <a href="#">Rate details / Cancellation policy</a> <input checked="" type="checkbox"/> Hotel rate is less than or equal to \$251.00
		Discount Rate For Truckers - 1 King Bed / Non-smoking /27inch Tv W/cable 70 Channels/Desk/table.chairs/am

Use the following Hotel Program:  [Add a Program](#)  Use my default credit card: 'Corporate Card'.

[Start Over](#) [Change search](#)

## Step 4: Complete the Reservation

### How to...

36. Review the details of the reservation on the **Trip Details** page, and then click **Next**.
37. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.
38. Click **Next**.
39. Click **Purchase Ticket** to finalize your trip.

### Additional Information

From the **Trip Details** page, you can add or make changes to the car, hotel as well as change the dates of the flight.

The trip name and description data are for your record keeping. If you have any special requests for the travel agent, please enter them into the agent comments section. Some request may result in higher fees.

The name and itinerary is displayed along with the quoted airfare amount.

# Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

## How to...

40. On the **Upcoming Trips** tab, click the name of the trip you want to cancel or change.
41. Select **Change Trip** from the dropdown menu.
42. On the **Itinerary** page, select the portion of the trip you want to change.
  
43. To cancel your trip, click the name of the trip on the **Upcoming Trips** tab, and then select **Cancel** from the dropdown menu.

## Additional Information

Contact the appropriate Website or vendor directly if you did not book your trip using Concur Cliqbook Travel.

From the **Itinerary** page, you can:

- Email your itinerary
- Change frequent flyer program
- Change seat
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel car rental
- Add, change, or cancel hotel

If the status changes to **Ticketed**, the **Cancel** link will not be displayed. After a flight is ticketed, you cannot cancel a trip.

If the status is **Confirmed**, you can attempt to cancel. If you get an error message and are unable to cancel the trip in Concur Cliqbook Travel, contact your agent or administrator.








The screenshot shows the Concur web application interface. At the top, it says "Welcome, Sue Peterson". Below that is a navigation bar with "Travel" selected, and other options like "Reports", "Administration", "Profile", "Help", and "Log Out". A secondary navigation bar includes "Home", "Trip Library", "Templates", "Meetings", "Meeting Admin", "Policy", "Profile", "Tools", and "Cliqbook XA".

On the left side, there are search filters for "Flight", "Car", "Hotel", "Ride", "Rail", "Flight Status", and "Dining". Under "Flight", "Round Trip" is selected. The "Departure City" is set to "DAL - Love Field - Dallas, TX". The "Arrival City" is empty. The "Departure" time is "9:00am" and the "Return" time is "5:00pm". There are checkboxes for "Pick-up/Drop-off car at airport", "Automatically reserve this car", "Find a Hotel", and "Refundable only". The "Number of adults" is set to "1". The search is set to "Price" and there is a "Search" button.

On the right side, there is a "Travel Information" section with a message: "You have unused tickets". Below that is a table with the following data:

Trip Name/Description	Locator	Status	Start Date	End Date
Trip from Seattle to Phoenix	POAZSB	Confirmed	09/06/2009	09/07/2009

## Section 6: Concur Cliqbook Travel Action Buttons and Icons

Button/Icon Description	
	<b>Tooltip:</b> Click the tooltip icon to view the associated field-related help.
	<b>Yellow Diamond:</b> Indicates a company preferred vendor.
	<b>Seat map:</b> Click to view the flight seat map.
	<b>Airfare:</b> Click to view your airfare booking information.
	<b>Rail:</b> Click to view your rail booking information.
	<b>Lodging:</b> Click to view your lodging booking information.
	<b>Car Rental:</b> Click to view booking information for your car rental.

Assistants & Travel Arrangers .....	10	Completing .....	18
Cancel a Reservation .....	19	Flight.....	11
Car Reservation .....	15	Hotel .....	16
Change a Reservation .....	19	Reserve buttons	
Flight Reservation .....	11	Flight.....	14
Flight tab.....	11	Hotel .....	16
Hotel Reservation .....	16	Seats, selecting.....	13
Itinerary page.....	19	System Settings.....	8
Log on.....	4	Travel Arranger .....	10
My Concur.....	5	Travel Assistant .....	10
Company News section .....	5	Travel Profile .....	7
Company Notes section .....	5	Changing password.....	7
Customizing.....	6	Date Format .....	8
Trip List section.....	6	Language .....	8
Trip Search section .....	5, 11	Time Zone.....	8
Trips Awaiting Approval section .....	6	Travel Assistant .....	10
Weather section .....	5	Updating Personal Information.....	9
Password.....	4, 7	Travel Reservation.....	11
Personal Information .....	9	Trip Booking Information page .....	18
Reservation		Trip Details page .....	18
Cancelling.....	19	Upcoming Trips tab.....	19
Car .....	15	You are Administering Travel For dropdown menu	7
Changing .....	19		