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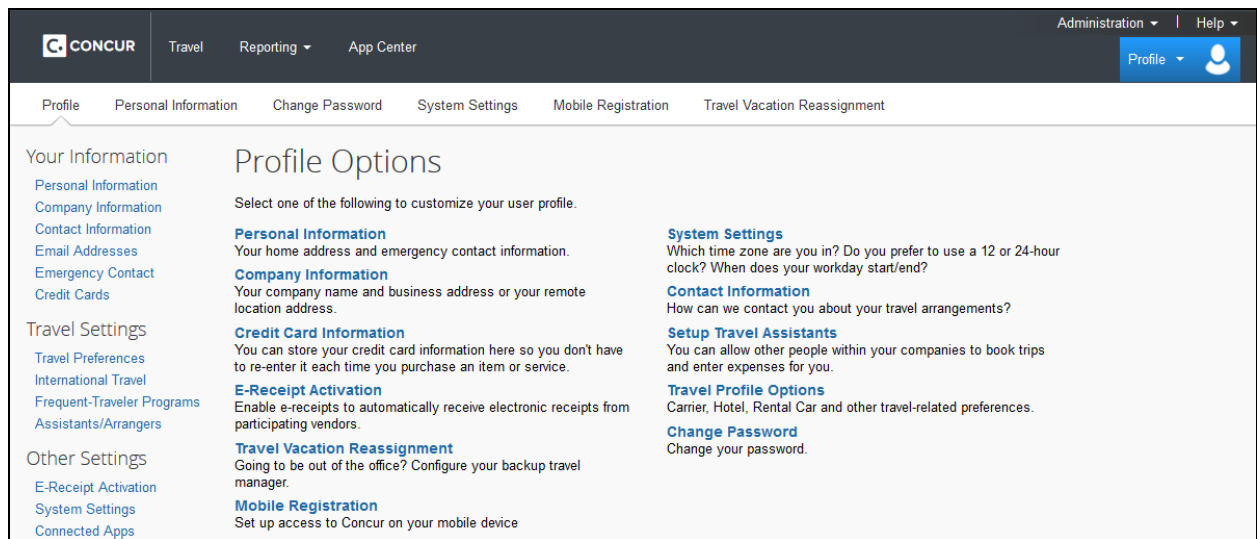
Accessing Your Concur Site

- a. Go to <https://www.concursolutions.com/nui/signin>
- b. Enter your Tulane email and click “next”
- c. Click “forgot password” link
- d. Verify the username/email address then click “send”
- e. Use the link sent to your Tulane email to create your password

Updating Your Travel Profile (You must do this before booking travel)

To access the profile information:

- Click **Profile > Profile Settings**. The **Profile Options** page appears.
- Select **Personal Information**.



Before you use Concur’s travel application for the first time, update your Travel profile. You must enter all required fields, including your credit card, prior to **saving** the changes to your profile.

Required profile fields that must be completed before you can book are:

- Check that your name is entered exactly as appears on your travel documents (passport, license)
- Cell phone number (work number is required, you can also enter a cell number in that box)
- Gender
- Date of birth
- When adding a credit card, you must check boxes - **Use this card as the default for air, hotel, and car.**

It is possible changes to your name can be overwritten during university data feeds. Make sure to check this prior to booking flights. Contact your school administration if you need help with permanent name changes.

TIPS:

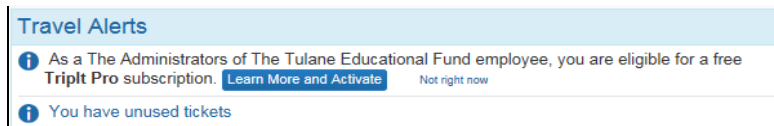
- You will need to complete the required fields and add a credit card to your profile before you will be able to book travel or use the **Mobile App**.
- If you need someone to receive copies of your travel itineraries, add their email information under the **Email Address** section of your Traveler Profile.
- When adding your credit card to your profile check boxes for **Use this card as the default for** air and hotel.

Reviewing the Home Page

When you sign into Concur for the first time you should activate your **TripIt Pro** subscription/account. Concur automatically uploads all booking made in the system into TripIt Pro. TripIt Pro will provide you with automatic updates for flight changes or cancellations, giving you an opportunity to get your flights rescheduled quickly.

- If you already have TripIt, when you activate your free TripIt Pro account in Concur it will merge your two accounts. You can merge the two accounts in your profile under Connected Apps signing in with your existing TripIt password.
- If you do not have TripIt, open a new account, 30-day free trial, and once connected to Concur you will not be charged any fees after 30 days.

Under **Travel Alerts**, you will find notification if you have any unused tickets in your profile. You can click this link to find the exact information on the tickets listed in your profile. When you rebook in Concur with this airline the ticket will be automatically applied to your next fare. It is best practice to working with an agent when using credits, they will apply fee waivers if applicable.



You can view your **Upcoming Trips** from the Home Page. You can access your trip if you need to cancel the reservation or if you need to add additional air or hotel segments. It is recommended that you always try and keep all segments of a trip on one itinerary.

Tulane Travel Site and Policy

Under Company Notes a link has been provided to your **Tulane Travel Management** site at <https://procure.tulane.edu/content/travel-management>. This site provides the information you will need regarding travel, COVID update, helpful links, and instructions to set up Airbnb for Work.

Company Notes (Concur Travel Homepage)

The **Company Notes** section is where you will find contact information for World Travel Service, the after-hours emergency assistance phone number, the contact information for your dedicated team of Tulane agents and Concur Travel support information.

For **reservations or ticket changes**, contact reservations@worldtrav.com or call (800) 514-5160. The subject line should include **Tulane Summer Program** (enter location & abbreviated program title here)

After hours emergency assistance is available 24 Hours a day for your convenience at the numbers below. Refer to code: **A-1B4T** when calling. (800) 514-5160 **Domestic** / (865) 777-1600 **International** (collect calls accepted). **There is a \$20 call fee for afterhours, weekends, and holidays (use for emergencies only).**

For **Concur Travel** technical support email online@worldtrav.com (Monday – Friday, 8:00am – 5:00pm ET). Please include a description of your issue and any screen shots of error messages you received.

Click here to join National Emerald Club and enjoy the benefits of counter by-pass and much more!

Students: To book car rentals, use the links below to access the student rental program.

[Enterprise / National](#)

[Avis / Budget](#)

ONLINE TUTORIALS – Click [HERE](#) to access tutorials which provide general information about navigating Concur Travel, updating your travel profile and making a travel reservation. These tutorials are interactive and provide audio.

For **Visa and Passport** assistance through World Travel Service, call (800) 514-5160. Additional fees apply.

Mobile Registration (highly recommended)

The Concur mobile app is a companion to Travel and Expense. Following is a list of the many different features and benefits it has to offer:

Concur Travel

- View your itinerary
- Complete online check-in
- Check your flight status
- Search flight schedules & seat availability
- Book & cancel air and hotel
- Check weather conditions
- Capture policy violations
- Contact: travel agent, hotel, taxi, car rental
- Map locations for hotel & car rental

Concur Expense





- Create/submit/delete expense reports
- Add/edit/delete out-of-pocket expenses
- Capture & upload receipt images
- View your expense report status & details
- View expense entries
- Approve or reject expense reports (if you are a report approver)
- View & Import corporate card charges into a report

Before downloading the Concur Mobile App, you should have already activated your TripIt Pro Account and/or linked Concur and TripIt in your Profile under Connected Apps.

Downloading the Concur Mobile App


- Under Other Settings on your Profile page, click the Mobile Registration link to download the Concur Mobile App and create a mobile pin. Single sign on is not available on the app.
- If you have trouble creating a mobile pin for the first time, click on Forgot Mobile Password (Pin), under Other Settings in your profile. Once you create a four-digit Pin, this is what you will use to sign into your Concur Mobile App.
- Send the Download App link to your email address.
- Open the email on your mobile device and follow the instructions provided.
 - If you do not have the TripIt app downloaded to your phone, from your Concur Mobile App click the top left download menu and click TripIt.
 - This will prompt you to download the app.
 - You will sign in with your full email address and your **TripIt** password.


Booking a Flight, Hotel


Use the Flight   tab to book a flight/train by itself or with car rental and/or hotel reservations. To book car and hotel reservations *without* a flight, use the **Hotel**  and **Car**  **Search** tabs.


Mixed Flight/Train Search

Round Trip One Way Multi City

From 
Find an airport | Select multiple airports

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

Depart  depart 09:00 am ± 4

Return  depart 03:00 pm ± 4

Step 1: Use the Flight (or Air / Rail) tab

To start the search:

1. Select one of the following types of flight options:
 - Round Trip
 - One Way
 - Multi-Segment (if available)
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, Concur will automatically search for a match.
3. Click in the **Departure** and **Return** date fields, then select the appropriate dates from the calendar. Use the remaining fields in this section to define the desired time range.
NOTE: Site is set to search flights based on +/-4 hours, but this can be changed based on your preference.
4. **You can search by price or by schedule.**

5. **To add a hotel**, click the Find a Hotel check box. Additional fields appear.

- Choose to search near an airport, near an address, near a company location, or near a reference point / zip code (a city or neighborhood).

Find a Hotel

Find hotels within Distance Units of

Airport Address

Company Location Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

With names containing:

- **Conference rate hotels**, you can either contact an agent and have them book it for you or book it yourself through the conference/hotel website. If the agent books it, they will automatically load it onto the travelers travel page and enroll the booking with Global Rescue. If you book direct, please send the confirmation to plans@concur.com this will upload the information to your existing flight itinerary. If it is international and you book yourself, you will need to enroll the booking manually with Global Rescue.

NOTE: Before booking, canceling, or changing hotel reservations verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter, fees may apply.

6. If you do not need or are not ready to book a hotel, continue to flight options.

7. You may search by a specific airline.

You can only search one vendor at a time and this will override the preferred airline searches normally done for all of the frequent flyer number carriers.

If you click the **Specify airline** check box, a list of carriers appears that are color coded:

- The first (yellow) will be their frequent flyer carriers.
 - The second (gray/khaki) are the most requested airlines.
 - The remaining airlines are in alphabetical order.
8. To search only for refundable flights, click the **Refundable only air fares** check box.
9. For **Search flights by**, select either **Price** or **Schedule**. You may also change the preference on the flight search results page.
10. If necessary, uncheck the **Flight w/no double connections** check box (**recommended for international flights**).
11. Click **Search**. The flight search results appear.

Step 2: Select a flight

On the Flight Search results page:

- If you selected **Price** on the previous page, the **Shop by Fares** tab is initially active.
- If you selected **Schedule** on the previous page, the **Shop by Schedule** tab is initially active. This option requires you to enter your departure and return flights prior to showing the price.

IMPORTANT NOTE: when booking itineraries with several legs (**international travel**), finding your itinerary and price on a site like Expedia prior to booking in Concur is advised. Then use that itinerary to enter each leg of your trip in “Shop by Schedule.” This saves time searching each leg because you will have the price and desired itinerary upfront. Concur “Shop by Price” does not choose the best schedule options for complexed international travel.

Trip Summary

Select Flights or Trains

Round Trip
ATL - MSY
Depart: Tue, 09/27/2016
Return: Wed, 09/28/2016

Select a Car Remove

Pick-up: Tue, 09/27/2016
Drop-off: Wed, 09/28/2016

Select a Hotel Remove

Nights: 1
New Orleans, LA
Check-in: Tue, 09/27/2016
Check-out: Wed, 09/28/2016

Finalize Trip

ATLANTA, GA TO NEW ORLEANS, LA
TUE, SEP 27 - WED, SEP 28 Print

[Hide matrix](#)

All 129 results	Southwest	American Airlines	Delta	Multiple
Nonstop 50 results	248.00 2 results	—	577.20 48 results	—
1 stop 79 results	287.00 33 results	524.20 44 results	—	585.70 2 results
Unused tickets available 1 tickets	—	—	1 tickets	—

Shop by Fares Shop by Schedule Sorted By: Price - Low to High

Displaying: 129 out of 129 results. Previous | Page: 1 of 13 | Next | All

	09:30a ATL → 09:55a MSY Southwest	Nonstop	1h 25m	\$248.00
	12:45p MSY → 03:10p ATL Southwest	Nonstop	1h 25m	View Fares

NOTE: If airfare is chosen that is \$150 over the lowest logical airfare for domestic and \$200 for international flights, it will show out of policy. An arrow as shown below will appear, but you will still be allowed to book. You will be prompted to give a reason and then continue booking. These policies are in place for travel fully Tulane funded by Tulane.

	07:55a ATL → 08:20a MSY Delta	Nonstop	1h 25m	
	12:15p MSY → 02:47p ATL Delta	Nonstop	1h 32m	\$577.20

[Show all details](#)

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Step 3: Review and Reserve Flight

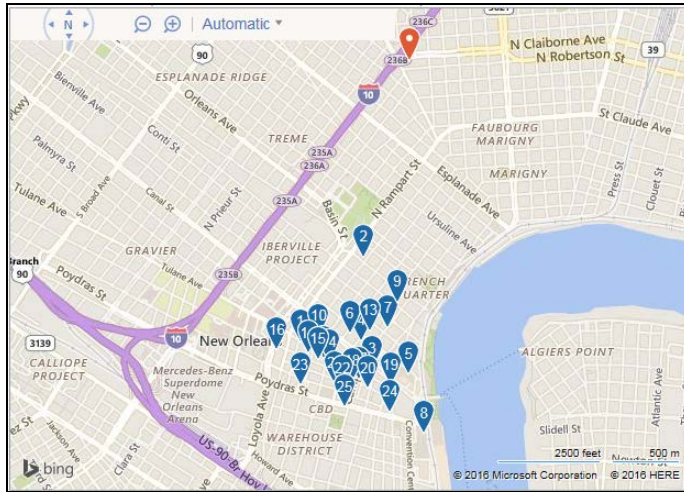
Once you have selected your preferred flight you can:

- review the flight information
- add a frequent flyer number if one was not already listed in your profile
- add seats if they were not already assigned based on preferences listed in your profile
- verify form of payment or change if desired
- then reserve your flight.

Step 4: Select a hotel

If you requested a hotel on the **Flight Search** tab, the hotel search results appear. You have the option to change your hotel search on the left side of the screen.

Review the hotel map. Click any "balloon" to see specific hotel information. Click, zoom and move the map as desired.



Below the map, select from the **Sorted By** list to sort the results. Enter hotel names, if desired.

Sorted By: With names containing:

A picture as well as the name, address, rating stars and price range appears. Click the picture to see more images.

Click **more info** to see contact information, street address, cancellation policy and information about the facility.

Click **View Rooms** to see:

- The available rates
- Other amenities per room/rate
- **Rate details and cancellation policy** (always review this prior to booking your hotel, rates may change during the duration of your stay!)

1. Click the **hotel rate** when you have found the hotel and rate you are ready to book.

Before booking be sure that you click the Rules and cancellation policy and verify that you are not booking a non-changeable or differently priced rates.

Rules and cancellation policy

INDULGE IN FRENCH-INSPIRED LUXURY WHILE AT THE HOTEL. FROM THE POLISHED FLOORS AND ELEGANT WELCOME OF THE LOBBY CHECK-IN AREA TO OUR COMFORTABLE BEDS AND OVERSTUFFED ARMCHAIRS THE HOTEL OFFERS A LUXURIOUS RETREAT FROM YOUR BUSY DAY. ORDER ROOM SERVICE WHEN YOUR ENERGY IS SPENT FROM WORK OR JOIN US FOR A MEAL AT OUR ON-SITE RESTAURANT.

ADDRESS - 739 CANAL ST. BOURBON NEW ORLEANS US 70130 LA
PHONE - 1-504-9620500
FAX - 1-504-9620503

DEPOSIT METHOD ACCEPTED CREDIT CARDS
ENTIRE STAY NONREFUNDABLE DPST DUE AT BKNG
CC ACCEPTED AX DC JC VI DS CA CB BE

2. The **Review and Reserve Hotel** page appears. Navigate through the page and:
 - Add room requests. (requests are not guaranteed)
 - Add a reward number if one is not already listed in your profile.
 - Select a form of payment, if available, as defined by your company's configuration.
 - Review the rate and cancellation information! Rate may change during your stay; this is very important!
 3. Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
 4. Click **Reserve Hotel and Continue**.
- Your **Travel Details** page (itinerary) displays.

Step 5: Travel Details page (itinerary)

Trip Summary

Finalize Trip

Review Travel Details
Enter Trip Information
Submit Trip Confirmation

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Atlanta to New Orleans [\(Edit\)](#)
Start Date: September 27, 2016
End Date: September 28, 2016
Created: September 19, 2016, William Never
(Modified: September 19, 2016)
Description: (No Description Available) [\(Edit\)](#)
Agency Record Locator: 2P6YSU
Passengers: William.Jay Never
Total Estimated Cost: \$906.40 USD [\(Details\)](#)

Add to your Itinerary

[Car](#) [Hotel](#)
 [Parking](#)

Booked outside Concur? Enter your trip [manually](#), connect with [TripIt](#), or send your itinerary to plans@concur.com.

Airfare must be ticketed by:
09/20/2016 11:00 PM Eastern

Review and change your itinerary, if necessary.

5. In the **Trip Overview** section:
 - a. Review the information for accuracy.
 - b. In the **I want to** section, print or email as appropriate.

- c. In the **Add to your Itinerary** section, add a car, hotel and parking, as necessary.
6. In the **Flight** section:
 - a. Verify the information for accuracy.
 - b. Click **Change Seat** to select a difference seat (depending on the airline).
 - c. Click **Cancel all Air**, if necessary.
7. Review the remaining sections and make the appropriate changes.
8. Review the **Total Estimated Cost** section.
9. Click **Next**.

The **Trip Booking Information** page appears.

Step 6: Trip booking information

Trip Summary

Finalize Trip

Review Travel Details

Enter Trip Information

Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.

Trip Description (optional)
Used to identify the trip purpose

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Send a copy of the confirmation to: ?

Send my email confirmation as

HTML Plain-text

With my email confirmation...

Please add your Trip Purpose

Use the **Trip Booking Information** page to enter additional information about your trip.

1. Enter or modify your trip name. This is how the trip will appear on your itinerary and in the automated email from Concur.
2. Enter a trip description.
3. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas.
 - If you book the trip, you will automatically receive the email.
 - If you book as an arranger, you will also receive the email.
4. Enter your TRIP PURPOSE
5. Click **Next**. Concur displays your itinerary on the **Trip Confirmation** page. This itinerary will include any messages about ticketing policies.

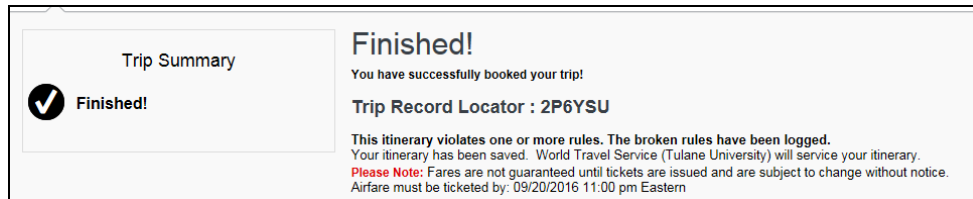
NOTE: Completing these fields is not required, but can be helpful to you, especially if you book a lot of travel.

Step 7 : Trip Confirmation (final review page, you are not finished!)

1. Review your trip again for accuracy.
2. When you are ready to purchase, click the PURCHASE TICKET button at the bottom of the page.

Step 8 : FINISHED!

1. **When you see the word FINISHED!** At the top of your page your reservation has been Completed, you may either sign out or return to the Home Page.



Agent Fees

- Full-Service Agent Transaction fee per ticketed air and train transaction \$19.00
- Agent Assist Transaction fee per air and train ticketed transaction \$ 8.50 (any time an agent must stop an online transaction and contact the airline directly or address a note from traveler)
- Concur Online Transaction fee per air and train ticketed transaction \$4.50
- Groups of 10 or more, same itinerary, per air and train transaction \$14.00
- Air Charter Transaction fee, per passenger provided on final manifest \$14.00
- Calls made to the 800 afterhours emergency number will incur an additional \$20 call fee

International Travel & Global Rescue

If you use the Concur Travel online booking tool or book directly with an agent, all international itineraries will be automatically enrolled with Global Rescue. If you book your lodging accommodations outside of the university's travel management company, you are required to send your itinerary to plans@concur.com, this will automatically upload your travel plans to Concur Travel and Expense. Your email must be verified in your Concur profile to use this feature.

NOTE: Travelers with international or complex itineraries are urged to contact the travel agency for assistance (there will be an upcharge for agent assisted bookings for air only). Many times, an experienced international agent can "break" fares and issue multiple tickets for the exact same or similar itinerary, saving hundreds and sometimes thousands of dollars. There is no online tool that will tell you it is cheaper to issue multiple tickets. If the itinerary is simple (New Orleans - London and back) the fare will most likely be the same online as an agent can get. There is no obligation to purchase and no fee for an agent to research this for you.

Please contact Tulane's Travel Program Manager, Laney Armstrong at larmstro@tulane.edu, if you need assistance.