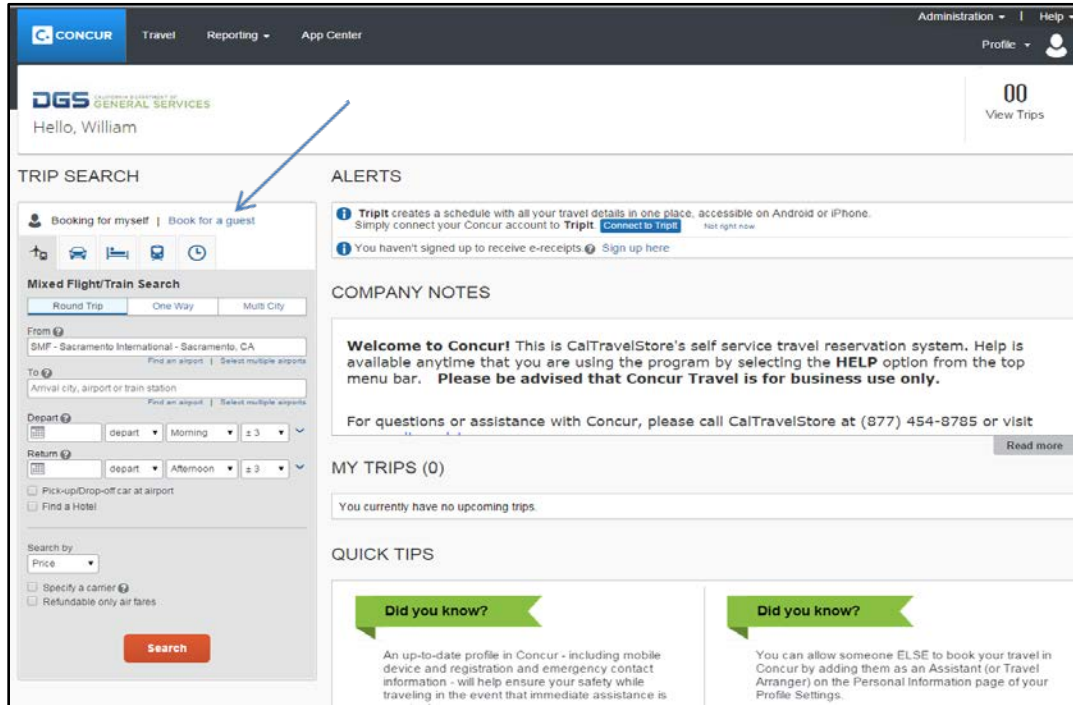


Concur User Guide

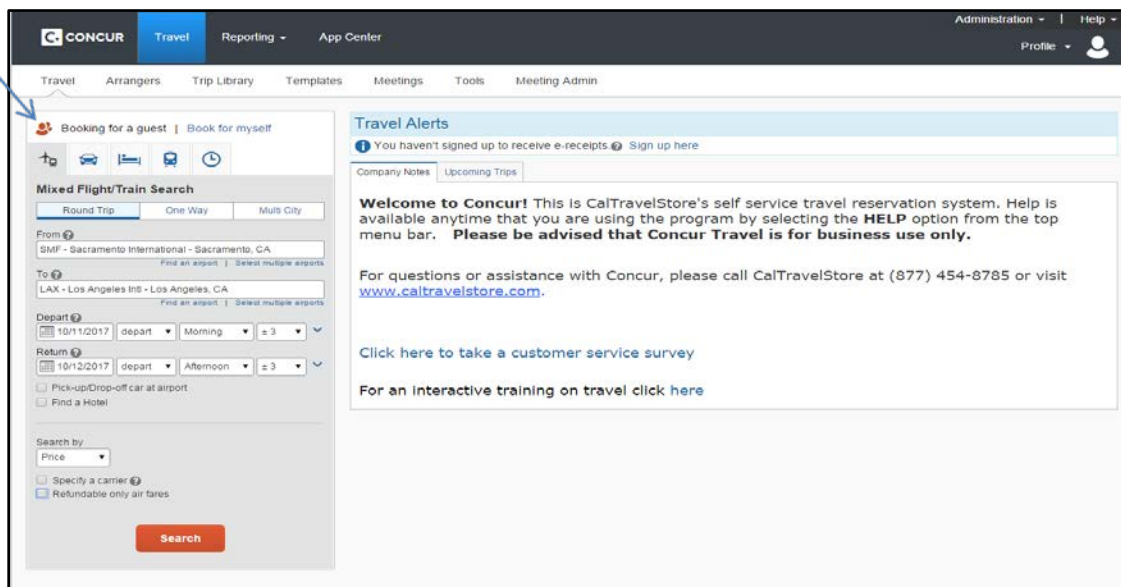
How to Book Travel for a Guest Traveler

Travel Arrangers must have the permission assigned to them to be able to book for a guest traveler. Please contact your department travel coordinator for this access. Once you have the permission, follow the steps below.

Step 1: Select “Book for a Guest” in the Trip Search.



Step 2: Once you have clicked “Book for a Guest”, you will see “Booking for a Guest” on the left hand side to let you know you are now booking for a guest. Enter the search criteria for the guest traveler and click “Search”.



Step 3: After the search is complete, you will see the results displayed at the top of the page. Click on “View Fares”. This will allow you to compare fares and benefits, side by side, and select the airfare that best suits your guests travel needs. When you’ve found a flight, select the blue button displaying the price for that flight.

The screenshot displays the SAP Concur Travel interface. At the top, the navigation bar includes 'SAP Concur', 'Travel', 'Reporting', and 'App Center'. The main header shows the trip details: 'SACRAMENTO, CA TO LOS ANGELES, CA' and 'FRI, MAY 3 - SAT, MAY 4'. A sidebar on the left contains a 'Trip Summary' section with 'Select Flights or Trains' and 'Finalize Trip' buttons, along with search filters for 'Change Search', 'Depart - Fri, May 3', 'Return - Sat, May 4', 'Price', and 'Display Settings'. The main content area features a 'Hide matrix' table with columns for 'All', 'Delta', 'Southwest', 'Alaska Airlines', 'Multiple', 'United', and 'American Airlines'. Below the table, there are 'Shop by Fares' and 'Shop by Schedule' tabs, a search bar, and a 'Sorted By' dropdown. The results section shows two Delta flight options, each with a 'View Fares' button. A blue arrow points to the 'View Fares' button for the first flight option.

	Delta	Southwest	Alaska Airlines	Multiple	United	American Airlines
All 411 results	Preferred	Preferred	Preferred			
Nonstop 15 results	258.61 4 results	407.97 9 results	—	—	406.60 2 results	—
1 stop 147 results	439.31 42 results	—	583.99 25 results	—	415.30 51 results	1,020.30 29 results
2 stops 249 results	424.00 26 results	—	588.19 85 results	118.00 6 results	745.01 119 results	658.01 13 results

Flight details for the selected Delta flight:

- Delta¹ 10:06a SMF → 11:55a LAX Nonstop 1h 49m \$258.61
- Delta¹ 03:25p LAX → 04:51p SMF Nonstop 1h 26m

¹ Delta 5801 / 5681 operated by COMPASS DBA DELTA CONNECTION

Preferred Airline for General Services Show all details v


Flight details for the second Delta flight:

- Delta¹ 10:06a SMF → 11:55a LAX Nonstop 1h 49m \$258.61
- Delta¹ 12:44p LAX → 02:17p SMF Nonstop 1h 33m

¹ Delta 5801 / 5740 operated by COMPASS DBA DELTA CONNECTION

Shop by Fares | Shop by Schedule

Flight/Train Number Search Sorted By: Policy - Most Compliant Displaying: 72 out of 633 results. Previous | Page: 1 of 8 | Next | All



10:06a SMF → 11:55a LAX Nonstop 1h 49m **\$258.61**

03:25p LAX → 04:51p SMF Nonstop 1h 26m

¹ Delta 5801 / 5681 operated by COMPASS DBA DELTA CONNECTION

Preferred Airline for General Services Hide all details

DEPART ✈️ Fri, May 3 – Sacramento, CA to Los Angeles, CA Flight details

RETURN ✈️ Sat, May 4 – Los Angeles, CA to Sacramento, CA Flight details

Fare Options	Free Checked Bags	Refundable	
Main Cabin (L) Rules Benefits/Services	0	Yes Fees may apply	<input checked="" type="checkbox"/> <input type="button" value="\$258.61"/>
Main Cabin (K) Rules Benefits/Services	0	No	<input checked="" type="checkbox"/> <input type="button" value="\$416.61"/>

[View more fares](#)
Sabre

Step 4: You will now review the flight information and verify that your selection meets the guest's needs.

SAP Concur Travel Reporting App Center Administration Help

Profile

Travel Arrangers Trip Library Templates Tools

Trip Summary

Flights Selected

Round Trip
LAX - SMF
Depart: Wed, 06/20/2018
Return: Thu, 06/21/2018

Review and Reserve Flight

REVIEW FLIGHTS

DEPART ✈️ Wed, Jun 20 – Los Angeles, CA to Sacramento, CA Hide Details

Wed, Jun 20 08:40a LAX → 10:16a SMF 1h 36m Delta 5845
Embraer E-175
Operated by COMPASS DBA DELTA CONNECTION

RETURN ✈️ Thu, Jun 21 – Sacramento, CA to Los Angeles, CA Hide Details

Thu, Jun 21 05:30p SMF → 07:01p LAX 1h 31m Delta 5813
Embraer E-175
Operated by COMPASS DBA DELTA CONNECTION

Step 5: You will then be prompted to enter the guest's information. With increased attention to security and data privacy, you will not be able to look up a previous guest by name when booking for guests.

Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport. Due to increased airport

security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

When completing these fields, the email address entered here is the one receiving the final itinerary. To ensure the final itinerary is sent to you, when booking for a guest traveler, enter your email address and then forward it to the guest traveler.

ENTER TRAVELER INFORMATION

Enter the name of the guest traveler you're booking the trip for. The guest's trip will be subjected to the "Guest Class" policy, or in its absence, the policy which applies to you. Once the trip is booked, it will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler's name on the itinerary.

Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport. Due to increased airport security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

Guest Traveler

Title Legal First Name Middle Name (on ID) No Middle Name Legal Last Name

Gender Date Of Birth

Known Traveler Number DHS Redress No.

Phone Email

Frequent Flyer Programs

For Delta

SELECT SEATS

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
DL 5845 Main Cabin (L)	Select a seat
DL 5813 Main Cabin (L)	Select a seat

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$213.96	\$44.45	\$258.41
Total Estimated Cost: \$258.41			
Total Due Now: \$258.41			

SELECT A METHOD OF PAYMENT

How would you like to pay?

Choose a credit card

* Indicates credit card is a company card

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).

Step 6: Once you have clicked “**Reserve Flight and Continue**”, proceed with the car and/or hotel reservation, if necessary, and then review the Travel Details page. Once you have verified all information and you are ready to complete the booking, click “**Next**” at the bottom of the page.

Trip Summary

Finalize Trip

Review Travel Details
[Enter Trip Information](#)
[Submit Trip Confirmation](#)

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[Email Itinerary](#)

Trip Name: Trip from Sacramento to Los Angeles (For Joe T Smith) [Edit](#)

Start Date: October 11, 2017

End Date: October 12, 2017

Created: May 16, 2017, William Never (Modified: May 16, 2017)

Description: (No Description Available) [Edit](#)

Agency Record Locator: HHSMWV

Passengers: Joe T Smith

Total Estimated Cost: \$258.40 USD [Details](#)

i
Airfare must be ticketed by: 05/18/2017 2:00 AM Eastern

[Change frequent flyer program](#)

Add to your Itinerary

[Car](#)

[Hotel](#)

RESERVATIONS

Wednesday, October 11, 2017

✈

Flight Sacramento, CA (SMF) to Los Angeles, CA (LAX) [Change](#) | [Cancel all Air](#)

Delta 5705

Departure: 08:30 AM
 Seat: 12C (Confirmed) / [Change Seat](#)
 Sacramento International (SMF)
 Terminal: A
 Duration: 1 hour, 37 minutes
 Nonstop

Arrival: 10:07 AM
 Los Angeles Intl (LAX)
 Terminal: 2

Additional Details
 Aircraft: E-175
 E-Ticket
 Emissions: 235.7 lbs CO₂
 Cabin: MAIN CABIN (L)

Confirmation: H58WWX
 Status: Confirmed

Distance: 373 miles
 Meal: No Meal Served

[+ Add to your Itinerary](#)

Thursday, October 12, 2017

✈

Flight Los Angeles, CA (LAX) to Sacramento, CA (SMF) [Change](#) | [Cancel all Air](#)

Delta 5775

Departure: 05:40 PM
 Seat: 14B (Confirmed) / [Change Seat](#)
 Los Angeles Intl (LAX)
 Terminal: 2
 Duration: 1 hour, 26 minutes
 Nonstop

Arrival: 07:06 PM
 Sacramento International (SMF)
 Terminal: A

Additional Details
 Aircraft: E-175
 E-Ticket
 Emissions: 235.7 lbs CO₂
 Cabin: MAIN CABIN (L)

Confirmation: H58WWX
 Status: Confirmed

Distance: 373 miles
 Meal: No Meal Served

[+ Add to your Itinerary](#)

TOTAL ESTIMATED COST

Air	View Fare Rules
Airfare quoted amount:	\$213.36 USD
Taxes and fees:	\$44.44 USD
Total Estimated Cost:	\$258.40 USD

TICKET NOT YET IS SUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

Step 7: You can name your trip or add a description. If requested by your agency or department, enter a billing code/cost center/Fi\$Cal number for the guest traveler in the appropriate field(s). Select **“Next”** to complete the booking.

Step 8: After selecting “Next” you will have one last time to review all your selections and entries. Verify that all of the details are accurate, and then scroll to the bottom and select “Purchase Ticket”.

TOTAL ESTIMATED COST		
Air		
Airfare quoted amount:	\$213.96 USD	View Fare Rules
Taxes and fees:	\$44.44 USD	
Total Estimated Cost:	\$258.40 USD	

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT WWW.SURVEYMONKEY.COM/S/HQHJ8PF
CALTRAVELSTORE PHONE NUMBER 877 454-8785

Almost done... Please confirm this itinerary.

Step 9: You will then be redirected to a confirmation page with a “Finished” message.

Step 10: After you have completed the booking process, the trip will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler’s name on the itinerary.

If you have additional questions regarding booking for guest travelers, please call the DGS Statewide Travel Program at (916) 376-3974 or via STP email (statewidetravelprogram@dgs.ca.gov).