

How to Finalize a Concur Reservation to Avoid Trip Cancellation

Completing Your Reservation...

1. Once you reach the draft itinerary page you will see sections on your travel details, total estimated costs, and comments. Although you will see confirmation numbers on this screen, you are not finished. After reviewing all three sections of information on this screen you will need to scroll all the way to the bottom of the page until you see the **NEXT** button.

****WARNING: If you do not scroll to the bottom of this page and click "Next" your reservation will be canceled.**

The screenshot displays the Concur reservation interface. On the left, the 'Trip Summary' box contains a 'Finalize Trip' button with a checkmark icon, and a 'Review Travel Details' button with a right-pointing arrow. Below this, a red-bordered box contains a note. The main content area is titled 'Travel Details' and includes a 'Trip Overview' section with flight information, an 'Add to your Itinerary' button, and a 'Reservations' section listing two flights: Sacramento, CA (SMF) to San Francisco, CA (SFO) on Thursday, March 26, 2015, and San Francisco, CA (SFO) to Sacramento, CA (SMF) on Friday, March 27, 2015.

NOTE: The Trip Summary box above shows the 3 steps for finalizing your reservation. As shown in bold, you are on the first step, "Review Travel Details". You will have 2 additional steps.

The 'Total Estimated Cost' section shows a breakdown of costs. The 'Air' section lists 'Airfare quoted amount' at \$424.18 USD and 'Taxes and fees' at \$77.02 USD, with a 'View Fare Rules' link. The 'Total Estimated Cost' is \$501.20 USD. Below this, the 'Restrictions' section shows a quote of '-REFUNDABLE-' and a note: '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

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.

[Next >>](#) [Cancel](#)

2. The next page is the Trip Booking Information Page. Enter any required accounting codes, if your department requires them. To continue with your reservation, scroll to the bottom of the page and click “NEXT”.

NOTE: The Trip Summary box shows in bold you are on step 2 of 3 - Enter your trip 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.

Trip Name
This will appear in your upcoming trip list.
Trip from Sacramento to Burbank

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

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.

[Display Trip](#) [Hold Trip](#) [<< Previous](#) [Next >>](#) [Cancel](#)

- The final page shows your itinerary again, with the trip information for final review. To finalize your trip, scroll to the bottom of the page and click **“Purchase Ticket”** if your reservation includes an airline ticket or **“Confirm Booking”** for car or hotel only reservations.

NOTE: The Trip Summary box shows in bold you are on step 3 of 3 - Submit Trip Confirmation.

The screenshot displays the 'Trip Confirmation' page. On the left, a 'Trip Summary' box shows a 'Finalize Trip' step with a checkmark and a list of tasks: 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. A red arrow points from the 'Submit Trip Confirmation' text to the 'Submit Trip Confirmation' button. The main content area is titled 'Trip Confirmation' and includes a warning: 'To COMPLETE BOOKING, please press the "Purchase Ticket" Button after reviewing this page. To CANCEL, press the Cancel button.' Below this is a 'Trip Overview' section with details: Trip Name: Trip from Sacramento to Los Angeles; Start Date: Feb 24, 2015; End Date: Feb 25, 2015; Created: Feb 13, 2015, Tasha Wilson (Modified: Feb 13, 2015); Description: (No Description Available); Agency Record Locator: HROSBA; Passengers: Tasha Larae Wilson; Total Estimated Cost: \$258.20 USD. A note states: 'Airfare must be ticketed by an agent by: 02/22/2015 10:10 AM Pacific'. The 'Reservations' section shows a flight on Tuesday, February 24, 2015: Delta 4711 from Sacramento, CA (SMF) to Los Angeles, CA (LAX). Departure: 10:10 AM, Arrival: 11:35 AM. Confirmation: G2HDC6, Status: Confirmed. Additional details include Aircraft: Canadair 900, E-Ticket, Emissions: 235.7 lbs CO2, Cabin: Economy (L), and Distance: 373 miles. At the bottom, there are two panels. The top panel says 'Almost done... Please confirm this itinerary.' and has buttons for 'Display Trip', '<< Previous', 'Purchase Ticket>>', and 'Cancel'. A red arrow points from the 'Purchase Ticket' button to a callout box. The bottom panel also says 'Almost done... Please confirm this itinerary.' and has buttons for 'Display Trip', '<< Previous', 'Confirm Booking>>', and 'Cancel'. A red arrow points from the 'Confirm Booking' button to the same callout box.

Click “Purchase Ticket” or “Confirm Booking” depending upon the type of reservation.

- Once you click **Purchase Ticket** or **Confirm Booking** (depending on your reservation), your itinerary will appear one last time, now with a blue **“Finished!”** message in the upper left corner.

The screenshot shows the 'Trip Summary' box with a blue checkmark icon and the text **Finished!**

NOTE: Make sure you scroll to the bottom of every page clicking Next until you have received the “Finished!” message. If you close before hitting “Purchase Ticket” or “Confirm Booking”, your reservation will be canceled.