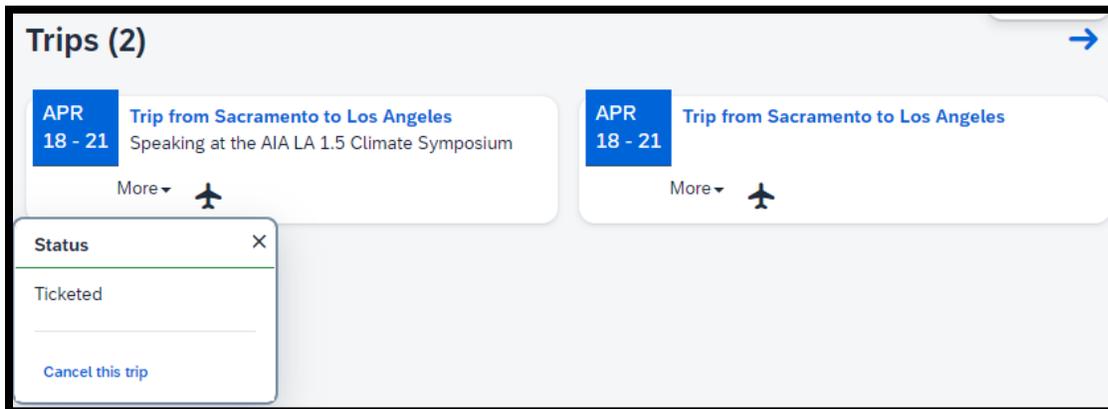
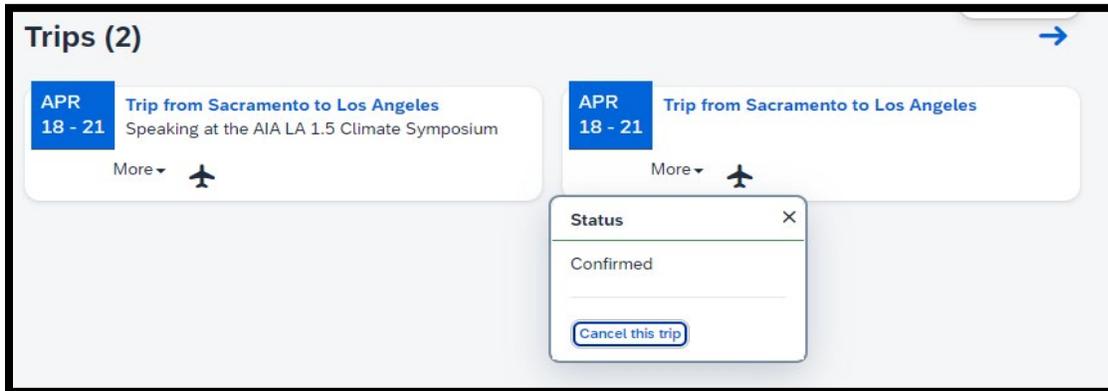


TROUBLESHOOTING GUIDE

Duplicate Concur Reservations

Travelers may notice what appears to be a duplicate booking. One of the bookings will show as "Confirmed" after being transferred into the CI Azumano Concur system, while the other one will show as "Ticketed", which will be the original ticket from CalTravelStore. **Please do not delete either of the bookings.**



Cannot Retrieve Itinerary

When attempting to cancel or modify an existing trip in Concur, you may receive an error message that there is no record of the itinerary when selecting an upcoming reservation. This may occur for reservations that were made with CalTravelStore. To cancel or make changes to reservations previously made with CalTravelStore, please call 877-454-8785 or email CI Azumano at caltravel@ciazumano.com.

Request Status/History **Travel Itinerary**

We could not retrieve your itinerary (record locator: SUOZZI).
 This is either due to a temporary problem with the reservation system or because the reservation system no longer has a record of this itinerary. Reservation systems only store itineraries for a short period of time after the trip has ended, however, we store historical information in our reporting tables.

[View trip summary report](#)

We're Sorry...

 We encountered an issue that prevented us from completing your request.

We have encountered an internal error and are unable to complete this request. Please contact your company administrator to report this error, and contact your travel agency if you need immediate assistance with this reservation.

Abandoned Trips

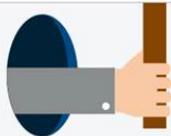
Travelers may notice the booking status “Error Sending to Agency”. This error indicates the booking is not finished due to a possible connection problem with Southwest Airlines. Please contact CI Azumano to finish the ticketing process.

Trip Request Status	Cliqbook GDS Status	Booking Source
Ticketed/Reserved	Error Sending to Agency	Concur

Something Went Wrong Error

Sorry, something went wrong.

We have encountered a problem with your travel profile. Please contact your travel agent for immediate booking and contact your Company Administrator or Help Desk for support.



The U.S. Bank CTA is currently the default payment method for air, rail, and rental car reservations. However, if the air (plane) and rail boxes are checked in the traveler's Concur profile, an error message may be displayed when attempting to book travel.

To prevent this error, kindly ask your travelers to uncheck the box(es), save the updated credit card information, and then save all changes within the profile. This will ensure that the error is avoided, and bookings can be made smoothly.

Airline Not Allowed

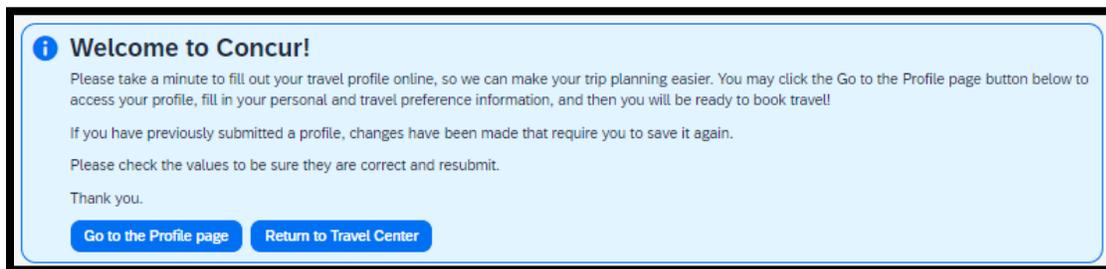
Users with an unused ticket credit (UTC) may receive a "Not Allowed" error message when attempting to book a flight online. This is due to the car/hotel only rule class preventing travelers from booking flights online.



Note: Do not call CI Azumano to apply a UTC. Instead, have your travelers purchase a new flight in Concur. CI Azumano's mid-office will automatically apply the UTC if one is available and applicable to the trip.

Profile Synchronization

On your first reservation attempt with CI Azumano, you will need to review and save your profile. If you try to make a reservation before synchronizing your profile, a pop-up message "Welcome to Concur!" will appear, requiring you to finalize your profile synchronization before booking travel.



Select "Go to the Profile page" and review your profile to ensure your information is accurate. Once you have confirmed all your information is up to date, navigate to the "Company Information" section, select "YES" from the drop-down, and then click Save.

Company Information

Employee ID

Manager Org. Unit/Division Employee Position/Title

I've confirmed my profile is up to date and accurate **[Required]**

CustomProfile1 **[Required]**

Add a Credit Card

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction. * Required

Display Name (e.g., My Corporate Card) * Your name as it appears on this card *

Card Type * Credit Card Number * Expiration Date *

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations

Billing Address
 Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate. Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street * Tip: If you complete your personal profile, we'll fill in this address information for you each time you add a new card.

City * State * Zip/Postal Code *

Country/Region *

Edit Credit Card

* Required

i For security, your credit card number is not displayed. If you think your credit card number is wrong, delete this credit card record and insert a new one with the correct information.

Edit your credit card information as necessary and click **Save** when finished.

Display Name (e.g., My Corporate Card) * Your name as it appears on this card *

Card Type Credit Card Number Expiration Date *

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations