

Creating a Reservation in Concur

STATEWIDE TRAVEL PROGRAM

DGS CALIFORNIA DEPARTMENT OF
GENERAL SERVICES

Table of Contents

Logging into Concur.....	2
1. Trip Search	3
1.1 Trip Search Criteria.....	3
1.2 Trip Search – Airline	4
1.3 Trip Search – Rental Car	5
1.4 Trip Search – Hotel	5
2. Trip Segments	6
2.1 Reserving a Flight	6
2.1.1 Flight Search Results	6
2.1.2 Flight Trip Summary	8
2.2 Reserving a Rental Car.....	11
2.2.1 Car Rental Search Results.....	11
2.2.2 Car Rental Trip Summary	12
2.3 Reserving a Hotel	13
2.3.1 Hotel Search Results	13
2.3.2 Hotel Room Details.....	15
2.3.3 Hotel Trip Summary.....	16
2.4 Finalizing the Reservation.....	18
3. Resources/ Additional Information	20

Logging into Concur

CONCUR IS FOR OFFICIAL BUSINESS USE ONLY

After registering for Concur, log in with your username and password. You will be required to enter an authentication code every time you log in. (If you have not set up two-factor authentication [2FA] or need help resetting 2FA, refer to the 2FA User Guide).


The image displays two sequential screenshots of the Concur login interface. The first screenshot, titled "Sign In", shows a form with a label "Username, verified email address, or SSO code" above a text input field containing "employee@dgs.ca.gov". Below the field is a blue "Next" button. Underneath, there is a "Remember me" toggle switch, and links for "Forgot username" and "Need help signing in". A footer link reads "Learn about SAP Concur for your business". The second screenshot, titled "< Sign In", shows the user "employee@dgs.ca.gov" is logged in. It prompts for "Two-factor Authentication" with the instruction "Enter the authentication code generated by the authenticator app on your mobile device or browser." Below this is an "Authentication Code" input field containing "674954" and a blue "Sign In" button. It also includes links for "Unable to enter authentication code" and "Need help signing in", and the same footer link.


1. Trip Search


1.1 Trip Search Criteria


Once you are logged in, look to the “Trip Search” section on the Concur home page. Select “**Show More**” to add your travel dates and the option to add a hotel and/or rental car, if needed. Keep in mind that each reservation has a service fee associated with it, so if you need a rental car and/or hotel for your trip, please select all options in the initial reservation, rather than making individual reservations for each component of the trip.


Trip Search

 Booking for myself | [Book for a guest](#)









Is your driver's license REAL ID compliant? A new form of identification will be required for air travel within the U.S. starting May 7, 2025.

Click [here](#) for more information on REAL ID.

Mixed Flight/Train Search

Round Trip
One Way
Multi City

From ?

Departure city, airport or train station

[Find an airport](#) | [Select multiple airports](#)

To ?

Arrival city, airport or train station

[Find an airport](#) | [Select multiple airports](#)

Search

Show More

1.2 Trip Search – Airline

Select one of the following options: **Round Trip**, **One Way** or **Multi City**.

Mixed Flight/Train Search

Round Trip

One Way

Multi City

In the “From” and “To” fields, enter the cities or airports from which you will be departing and to which you will be arriving. When you type in a city or airport name/code, it will automatically search for a match.

From

Departure city, airport or train station

Find an airport | Select multiple airports

To

Arrival city, airport or train station

Find an airport | Select multiple airports

Then select the dates you will be departing for and returning from your trip. You can also specify any preferences for time of day to help narrow your search.

Depart

03/05/2024

depart ▼

09:00 am ▼

± 3 ▼

▼

Return

03/08/2024

depart ▼

03:00 pm ▼

± 3 ▼

▼

If you select the blue drop-down arrow to the right of where you selected your departure and return times, you will see a graphical display that shows all the available flights matching the criteria you entered. This can help you adjust your reservation criteria, if necessary.

Depart ⓘ
03/05/2024 depart 09:00 am ± 3
24 hour range refresh graph
12:00 am Noon 11:59 pm

Return ⓘ
03/08/2024 depart 03:00 pm ± 3
24 hour range refresh graph
12:00 am Noon 11:59 pm

1.3 Trip Search – Rental Car

To book a rental car, select the **“Pick-up/Drop-off car at airport”** checkbox.

Pick-up/Drop-off car at airport

1.4 Trip Search – Hotel

To book a hotel for your reservation, select the **“Find a Hotel”** checkbox.

Find a Hotel

You can choose to search for the hotel by an airport, address, company location or reference point/ZIP code. You can also narrow your search by adjusting the miles for your search radius. Then in the “Search by” field, select how you wish to review the airfare results, either by “Price” or “Schedule.” Then select the blue **“Search”** button.

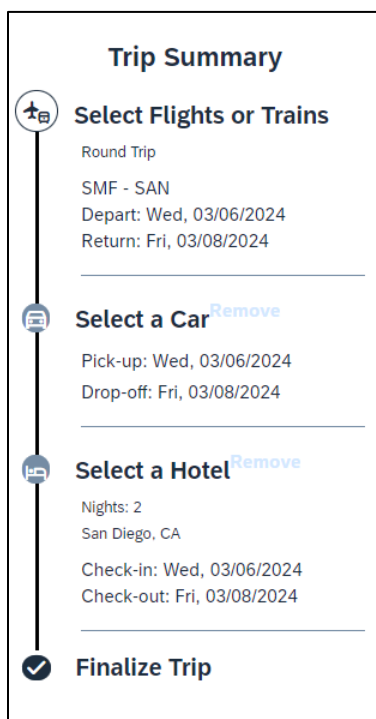
Search by
Price
 Specify a carrier ⓘ
Search

2. Trip Segments

2.1 Reserving a Flight

2.1.1 Flight Search Results

On the left-hand side of the page, you will see a “Trip Summary,” which will assist you in following the necessary steps when booking your trip.










A grid (matrix) summarizing your airfare search results will appear at the top of the page, with all the results appearing within the grid. If you are preparing a cost estimate for your trip, remember to account for any baggage fees that might be assessed. “Most Preferred” and “Preferred” indicate the airline carrier is contracted with the state of California.

CREATING A RESERVATION IN CONCUR

Sacramento, CA To Los Angeles, CA Show as USD ▾
Tue, Apr 9 - Wed, Apr 10

Hide matrix [Print / Email](#)

All 118 results	 Southwest	 United	 Multiple	 Delta	 Alaska Airlines	 American Airlines	 Multiple
	Most Preferred	Preferred					
Nonstop 20 results	221.87 4 results	—	—	215.20 9 results	488.19 2 results	426.20 2 results	496.19 3 results
1 stop 62 results	230.89 54 results	389.15 3 results	108.00 3 results	—	—	435.70 2 results	—
2 stops 34 results	235.89 8 results	—	104.00 24 results	—	334.21 2 results	—	—
3 stops 2 results	248.50 2 results	—	—	—	—	—	—

Use the grid at the top of the page to filter your results. If you need to change your flight search or further filter your results, use the filters and toggle bars on the left side of the page.

Change Search
▾

Depart - Fri, Mar 29
▾

Return - Sat, Mar 30
▾

Price
▾

Display Settings
▾

Airport Filters
▾

Connecting Airport Filters
▾

To view the available fares, select “**View Fares**” next to the flight for which you want to see options. Contact your travel coordinator if you have questions about which fares are allowed.

CREATING A RESERVATION IN CONCUR

Southwest

06:00a SMF → 07:30a SAN Nonstop 1h 30m

05:15p SAN → 06:55p SMF Nonstop 1h 40m

\$407.12

[Hide Fares](#)

Most Preferred Airline for Prison Industry Authority [Hide all details ^](#)

DEPART ✕ **Fri, Mar 29** – Sacramento, CA to San Diego, CA [Flight details v](#)

RETURN ✕ **Sat, Mar 30** – San Diego, CA to Sacramento, CA [Flight details v](#)

Fare Options	Free Checked Bags	Refundable		
Wanna Get Away (Z, Y) Rules Benefits/Services	2	No	✔	\$407.12
Anytime (Z, Y) Rules Benefits/Services	2	Yes Fees may apply	⚠	\$454.62
Business Select (B, L) Rules Benefits/Services	2	Yes Fees may apply	✕	\$540.13 Not Allowed

[View more fares](#)

Once you are ready to reserve the airfare, select the blue button corresponding with the desired/approved fare price.

2.1.2 Flight Trip Summary

You will then be taken to a "Review and Reserve Flight" page. On this page, verify the flight you have chosen, dates, times and the name on the reservation. You will also select seats for your flight, if applicable.

Trip Summary

Flights Selected

Round Trip
 SMF - SAN
 Depart: Wed, 03/06/2024
 Return: Fri, 03/08/2024

Select a Car [Remove](#)

Pick-up: Wed, 03/06/2024
 Drop-off: Fri, 03/08/2024

Select a Hotel [Remove](#)

Nights: 2
 San Diego, CA
 Check-in: Wed, 03/06/2024
 Check-out: Fri, 03/08/2024

Finalize Trip

Review and Reserve Flight

Review Flights

DEPART ✕ **Wed, Mar 6** – Sacramento, CA to San Diego, CA / 1h 27m layover in San Francisco, CA [Hide details ^](#)

Wed, Mar 6	06:00a SMF → 07:11a SFO	1h 11m	United 5491 Canadair Regional Jet 700 Operated by SKYWEST DBA UNITED EXPRESS
	<i>Layover in San Francisco, CA</i>	<i>1h 27m</i>	<i>San Francisco Airport</i>
	08:38a SFO → 10:18a SAN	1h 40m	United 1041 Boeing 737-800

RETURN ✕ **Fri, Mar 8** – San Diego, CA to Sacramento, CA / 3h 50m layover in San Francisco, CA [Hide details ^](#)

Fri, Mar 8	05:14p SAN → 07:00p SFO	1h 46m	United 2110 Boeing 737-900
	<i>Layover in San Francisco, CA</i>	<i>3h 50m</i>	<i>San Francisco Airport</i>
	10:50p SFO → 11:50p SMF	1h 00m	United 5638 E7W Operated by SKYWEST DBA UNITED EXPRESS

Page 8 of 20

CREATING A RESERVATION IN CONCUR

Enter Traveler Information

Ensure all traveler information below is correct. ⓘ

Remember Your Passport Your international travel will require passport or other government-issued identification. Remember to bring your identification with you on your day of travel.

Primary Traveler Edit | Review all

Name: William STP Never **Phone:** 9165555555 **Email:**

Frequent Flyer Programs [Add a Program](#)

For United

Under the “Select Seats” section, you will have the option to select your seat if offered by the airline. Click “**Select a Seat**” to choose your seats. You will then see a seat map with the option to select seats. Available seats are noted in blue. Once you select a seat, the selected seat will change to a passenger symbol .

Select Seats

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

Flight	Seat
UA 5491 Economy Fully Refundable (V)	Select a seat
UA 1041 Economy Fully Refundable (V)	Select a seat
UA 2110 Economy Fully Refundable (V)	Select a seat
UA 5638 Economy Fully Refundable (V)	Select a seat

Seat Map

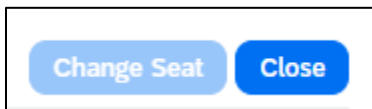
Available flights
UA 2110 SAN-SFO [Select Seat](#) [Close](#)

United #2110, Boeing 737-900, San Diego Intl Airport (SAN) - San Francisco Airport (SFO)
Seat assignment is subject to change up until time of departure

Available
 Occupied or Unavailable
 Selected
 Exit row
 No seating ⓘ

CREATING A RESERVATION IN CONCUR

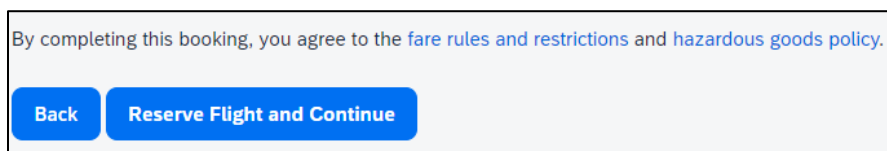
Click the **“Select Seat”** option in the upper-right corner of the seat map. This will save your selection and switch the text from “Select Seat” to “Change Seat.”



Once you have chosen your seat, select **“Close.”** Under the section for selecting seats, you will be promoted to “Review Price Summary.” Verify that this looks correct. Keep in mind that this is an estimation of cost and final charges will only show once the airline ticket is finalized.

Review Price Summary			
Description	Fare	Taxes and Fees	Charges
Airfare	\$451.88	\$83.09	\$534.97
Total Estimated Cost: \$534.97			
Total Due Now: \$534.97			
Method of payment			
This purchase will be charged to your company directly.			

Once you have reviewed all the information for your flight and are ready to move on, select **“Reserve Flight and Continue.”**



2.2 Reserving a Rental Car

2.2.1 Car Rental Search Results

If you checked “Pick-up/Drop-off car at airport” at the beginning of your trip search, a rental car search will be loaded after you select your flight. Like the flight search, a grid (matrix) summarizing your rental car search results will appear at the top of the page. Please refer to your travel coordinator for guidance on which vehicle class is allowed for your reservation. You can use the grid at the top of the page to filter your results based on your preferences.

Pick up: (SAN) on Tue, Mar 19 08:00 AM Show as USD ▼
Return: Fri, Mar 22 06:00 PM

[Hide matrix](#) [Print / Email](#)

All 48 results	Compact	Intermediate	Standard	Full-size	Premium	Luxury	Mini
Enterprise	240.39	242.00	248.46	251.96	334.36	415.29	336.24
Preferred							
Scion	240.39	242.00	248.46	251.96	335.48	415.29	336.24
Preferred							

If you need to change your rental car search or filter your results, use the filters and toggle bars on the left side of the page.

Change Car Search ▼

Car Display Filters ▲

Unlimited miles

Air conditioning

Hybrid

Car Transmission

Automatic

Manual

Under the blue price button, you will see a link that says, “**Location Details.**” Select this option to view the address, hours and contact details for the car rental location. Once you are ready to select a rental car, select the blue price button showing the price of the rental car.

Compact Car - \$40.54 per day (Sabre)

Automatic transmission
 Unlimited miles, Pick-up: Terminal: SAN
 Adults: 2, Children: 2, Large bags: 1, Small bags: 2
 (Corporate rate)

Total cost ⓘ

\$240.39

Preferred Car Vendor for General Services

[Location details](#)

2.2.2 Car Rental Trip Summary

The next page will be a confirmation page like the one shown for your flight reservation. Verify the driver and vehicle information, and then select **“Reserve Car and Continue.”**

Trip Summary

- ✈️

Flights Reserved

Round Trip

SMF - SAN

Depart: Tue, 03/19/2024

Return: Fri, 03/22/2024
- 🚗

Car Selected

Pick-up: Tue, 03/19/2024

Drop-off: Fri, 03/22/2024
- 🏨

Select a Hotel [Remove](#)

Nights: 3

San Diego, CA

Check-in: Tue, 03/19/2024

Check-out: Fri, 03/22/2024
- ✅

Finalize Trip

Review and Reserve Car

Review Rental Car

National Car Rental [Location Details](#)

Type	Pick-up	Drop-off
Compact Car	Airport Terminal	Airport Terminal
Features	SAN: San Diego	SAN: San Diego
	08:00 am Tue, 03/19/2024	06:00 pm Fri, 03/22/2024

Provide Rental Car Preferences

Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)

Ex: Need early pick-up (10am) Include in-car GPS system Include ski rack

Enter Driver Information

Ensure the name below matches the I.D. you have with you on the day of pick-up. ⓘ

Driver [Edit](#) | [Review all](#)

Name: Test User Phone: 9165555555 Email: mm21-07reporting@dgs.ca.gov

Rental Car Agency Program [Add a Program](#)

No Program selected ▼

Review Price Summary

Description	Daily Rate	Dates	Total
National Car Rental	\$40.54	Mar 19 - Mar 22	\$240.39*
Total Estimated Cost: \$240.39			
Total Due Now: \$0.00**			

* Rental provider's estimated amount. Exact fees unknown. Does not include additional fees incurred during time of travel.
** Remaining amount due at rental location.

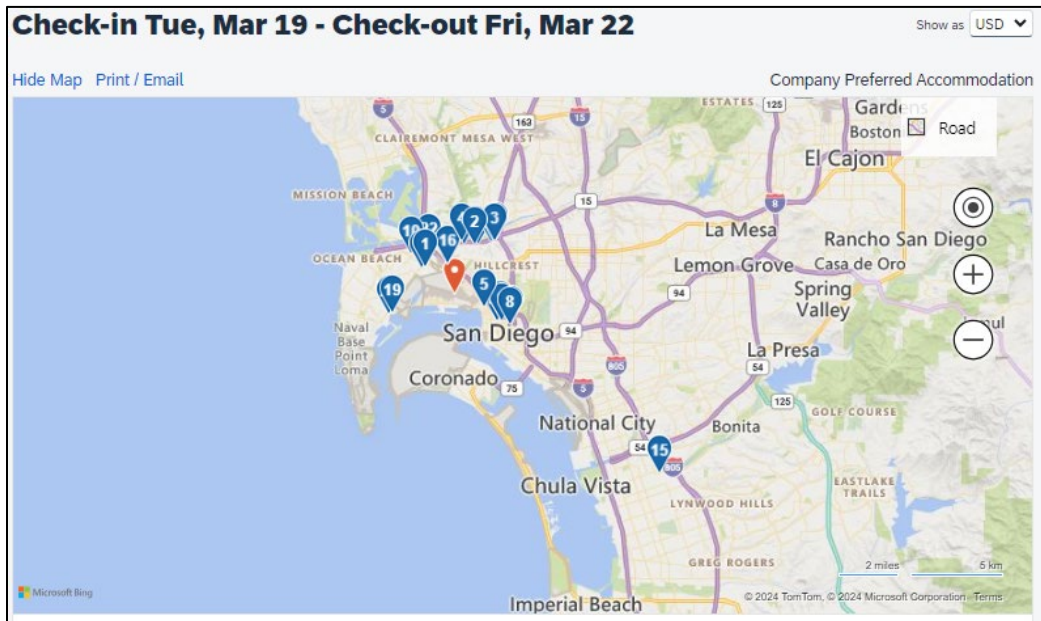
Back
Reserve Car and Continue

2.3 Reserving a Hotel

2.3.1 Hotel Search Results

If you checked “Find a Hotel” at the beginning of your trip search, upon confirming your rental car, you will be brought to the hotel search results.

A map will display the first 25 search results in relation to the location you selected as part of your search criteria.

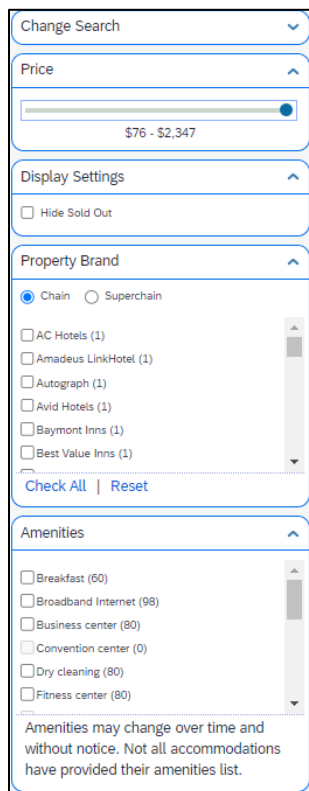


You can sort the list of hotels by preference, price, rating, policy, or distance. The default is to display the hotels from the lowest price to the highest price. You can also search for specific hotels using the “Name Search” field.



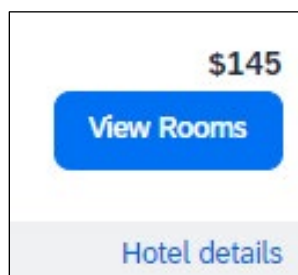
CREATING A RESERVATION IN CONCUR

If you need to change your hotel search or filter your results, use the filters, and toggle bars on the left side of the page.




The image shows a vertical sidebar of search filters. At the top is a 'Change Search' dropdown. Below it is a 'Price' section with a horizontal slider bar and the text '\$76 - \$2,347'. The next section is 'Display Settings' with a 'Hide Sold Out' checkbox. The 'Property Brand' section has radio buttons for 'Chain' (selected) and 'Superchain', followed by a list of brands with checkboxes: AC Hotels (1), Amadeus LinkHotel (1), Autograph (1), Avid Hotels (1), Baymont Inns (1), and Best Value Inns (1). Below this list are 'Check All' and 'Reset' links. The 'Amenities' section has a list of amenities with checkboxes: Breakfast (60), Broadband Internet (98), Business center (80), Convention center (0), Dry cleaning (80), and Fitness center (80). At the bottom of the sidebar is a disclaimer: 'Amenities may change over time and without notice. Not all accommodations have provided their amenities list.'

Select “**Hotel details**” for information on the hotel, such as directions, attractions, amenities, cancellation policy and other important information you would normally find on the hotel’s website.



2.3.2 Hotel Room Details

Select “**View Rooms**” for a specific hotel to find more detailed information, including room types and room rates. You can also click on the image to view images of the hotel.



14. Residence Inn Sacramento Airport Natomas
 2618 Gateway Oaks Drive, Sacramento, CA 95833 [Map it](#)


📍 2.4 miles ★★★★★

\$145

[View Rooms](#)

[Hotel details](#)

When you are ready to reserve the hotel room, select the blue price button for the appropriate hotel and room option. Keep in mind that if your agency doesn't participate in the virtual card program, you will need a credit card on file to reserve the hotel room. For more information on this, please reach out to your travel coordinator.



14. Residence Inn Sacramento Airport Natomas
 2618 Gateway Oaks Drive, Sacramento, CA 95833 [Map it](#)

📍 2.4 miles ★★★★★

\$145

[Hide Rooms](#)

[Hotel details](#)

Room Options

Government-state - Government-state, For Business Travel Only State Government Id Required, Studio Suite, Studio, 1 Queen-s-, Sofa Bed (Sabre) Rules and cancellation policy	<input checked="" type="checkbox"/>	\$145
California State Govt - California State Govt, Studio Suite, Studio, 1 Queen-s-, Sofa Bed (Sabre) Rules and cancellation policy	<input checked="" type="checkbox"/>	\$145
Govt/military - Govt/military, For Business Travel Only Federal Government Id Required, Studio Suite, Studio, 1 Queen-s-, Sofa Bed (Sabre) Rules and cancellation policy	<input checked="" type="checkbox"/>	\$145

2.3.3 Hotel Trip Summary

Once you select the room rate, you will be taken to the confirmation page for the hotel reservation. Confirm the room details, location you have selected, and the guest information.

Review and Reserve Hotel

Review Hotel Room

Residence Inn Sacramento Airport Natomas
Government-state - Government-state, For Business Travel Only State Government Id Required, Studio Suite, Studio, 1 Queen-s-, Sofa Bed
 1 Night | 1 Guest*

Check-in	Check-out	Address	Phone
Wednesday, March 27, 2024	Thursday, March 28, 2024	2618 Gateway Oaks Drive Sacramento, California 95833 United States	916-649-1300

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

Provide Hotel Room Preferences

Your preferences and comments will be passed to the hotel.
 Comments (30 character max)
Ex: Need early check-in (10am)

Request foam pillows
 Request rollaway bed
 Request crib

Enter Hotel Guest Information

Ensure the name below matches the I.D. shown on the day of check-in. ⓘ

Hotel Guest [Edit](#) | [Review all](#)

Name: William STP Never Phone: 9163763974 Email:

Hotel Program [Add a Program](#)

Review Price Summary

Description	Nightly rate	Dates	Total
Residence Inn Sacramento Airport Natomas	\$145.00	Mar 27 - Mar 28	\$145.00
Total Estimated Cost: \$145.00*			
Total Due Now: \$0.00**			

* May not include taxes or additional fees.
 ** Remaining amount due at hotel location.


Method of payment

This purchase will be charged to your company directly.

At the bottom of the page, you will see the hotel's rate details and cancellation policy. There will be a checkbox to agree to the hotel's rate rules, restrictions and cancellation policy. Select the checkbox, then select **“Reserve Hotel and Continue”** to proceed.

Accept Rate Details and Cancellation Policy

Please review the rate details and cancellation policy provided by the hotel.

Residence Inn Sacramento Airport Natomas 

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

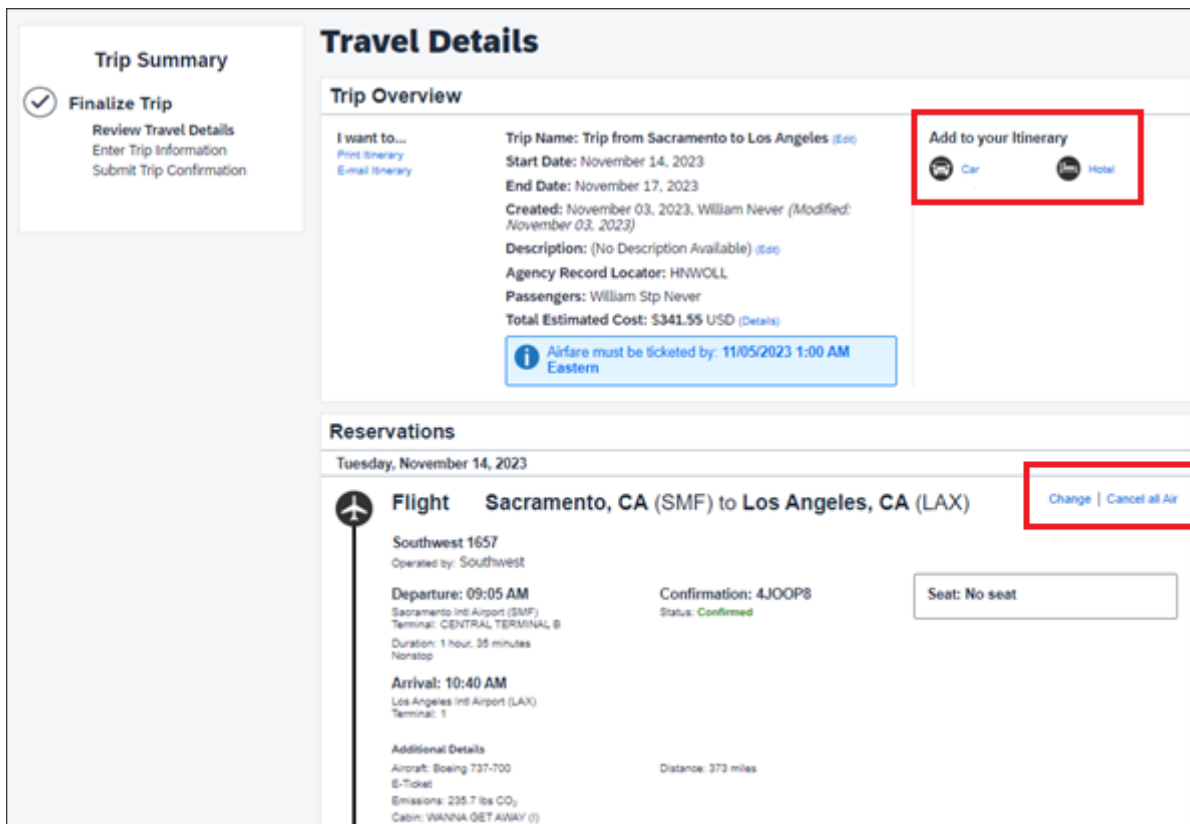
RATE: USD 145.00
TOTAL RATE: 167.03 USD
EXTRA PERSON: 0.00 USD - Extra adult charge

1 agree to the hotel's rate rules, restrictions, and cancellation policy.

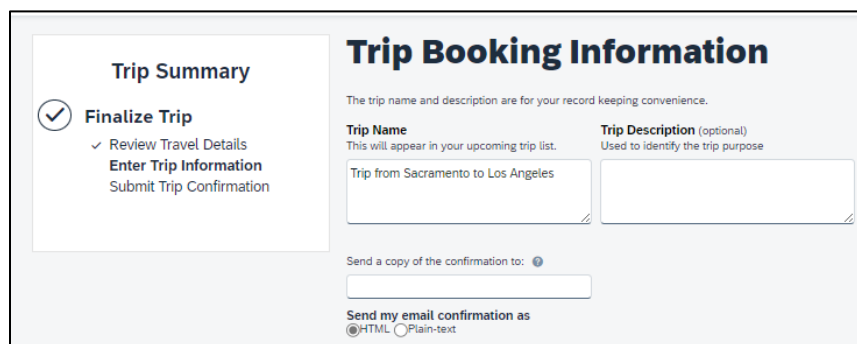
[Back](#) [Reserve Hotel and Continue](#)

2.4 Finalizing the Reservation

Once you have selected your flight, rental car, and hotel, you will be brought to a reservation confirmation page titled “Travel Details.” Review the details of your reservation. If necessary, change any element of your trip by selecting the appropriate “**Change**” or “**Cancel**” link along the right side of the page. You can also add other trip components to your itinerary before finalizing the reservation.



Under the “Trip Booking Information” section, you can add/modify a trip name and trip description to help identify the reservation in the future.



CREATING A RESERVATION IN CONCUR

If your agency has customized Concur to capture departmental accounting or billing codes, you will enter them in this section. The coding may be a drop-down menu or a fillable form field. If you do not know the appropriate codes to enter, please contact your travel coordinator.

Index	PCA
<input type="text"/>	<input type="text"/>

Once you have added the necessary information, select the **“Next”** button to submit your trip.

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 Trip](#)


Your itinerary will appear again, with the trip information you just entered. Scroll all the way to the bottom and select **“Purchase Ticket.”**

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Purchase Ticket>>](#) [Cancel Trip](#)

Once you select “Purchase Ticket,” you will be shown your itinerary, with a blue “Finished” message. The trip is not finalized until you get this message.

Trip Summary

 **Finished!**

3. Resources/ Additional Information

Rental car and hotel changes/cancellations can be made online. Airline cancellations can be made online; one-time airline changes can be made online. If you need to make additional changes to your flight, you must call the travel agency, CI Azumano, at (877) 454-8785. If you have questions on how to book travel in Concur, please contact your travel coordinator. If you do not know who your travel coordinator is, email StatewideTravelProgram@dgs.ca.gov.

For additional Concur user guides and videos, please visit the Statewide Travel Program website's [resources page](#).