Creating a Reservation in Concur

STATEWIDE TRAVEL PROGRAM

DGS CALIFORNIA DEPARTMENT OF
GENERAL SERVICES

Table of Contents

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).

Sign In

Username, verified email address, or SSO code

employee@dgs.ca.gov

Next

Remember me

Forgot username

Need help signing in

Learn about SAP Concur for your business

‹ Sign In

employee@dgs.ca.gov

Two-factor Authentication

Enter the authentication code generated by the authenticator app on your mobile device or browser.

Authentication Code

674954

Sign In

Unable to enter authentication code

Need help signing in

Learn about SAP Concur for your business

1. Trip Search
1.1 Trip Seach 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.

1.2 Trip Search – Airline

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

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.

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.

1.3 Trip Search – Rental Car

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

1.4 Trip Search – Hotel

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

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.
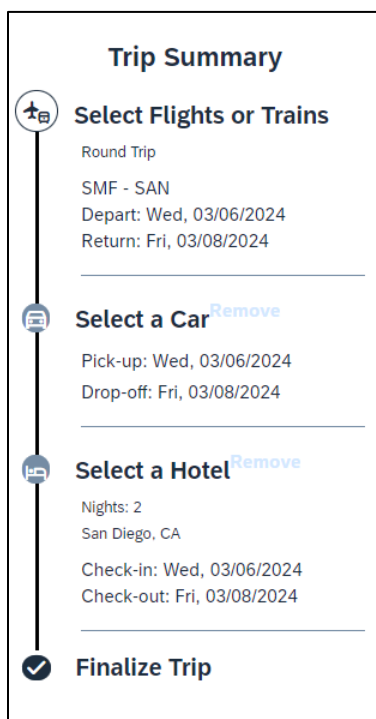
2. Trip Segments
2.1 Reserving a Flight
2.1.1 Flight Search Results

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.

Trip Summary

Select Flights or Trains

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

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.

Sacramento, CA To Los Angeles, CA
Tue, Apr 9 - Wed, Apr 10

Show as USD ˅

Hide matrix   Print / Email

All 118 results	Southwest Most Preferred	United Preferred	Multiple	Delta	Alaska Airlines	American Airlines	Multiple
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.

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.

Enter Traveler Information

Ensure all traveler information below is correct. ❓

ℹ️ **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
                                                    [No Program selected ▾]

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 ❓
🟦 Preferential ❓   ⬜ Preferential
🟦 Paid preferential ❓   ⬜ Paid preferential

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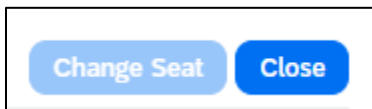
Once you have chosen your seat, select **"Close."** Under the section for selecting seats, you will be promoted to "Review Price Summary." Verify that this looks correct. Keep in mind that this is an estimation of cost and final charges will only show once the airline ticket is finalized.

Once you have reviewed all the information for your flight and are ready to move on, select **"Reserve Flight and Continue."**
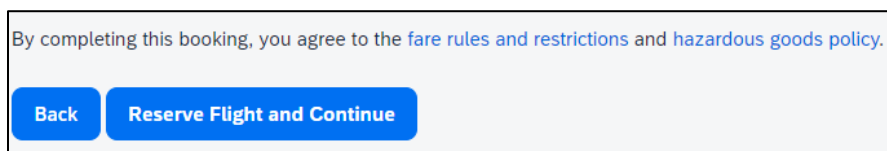
2.2 Reserving a Rental Car
2.2.1 Car Rental Search Results

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.

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.

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.

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."**
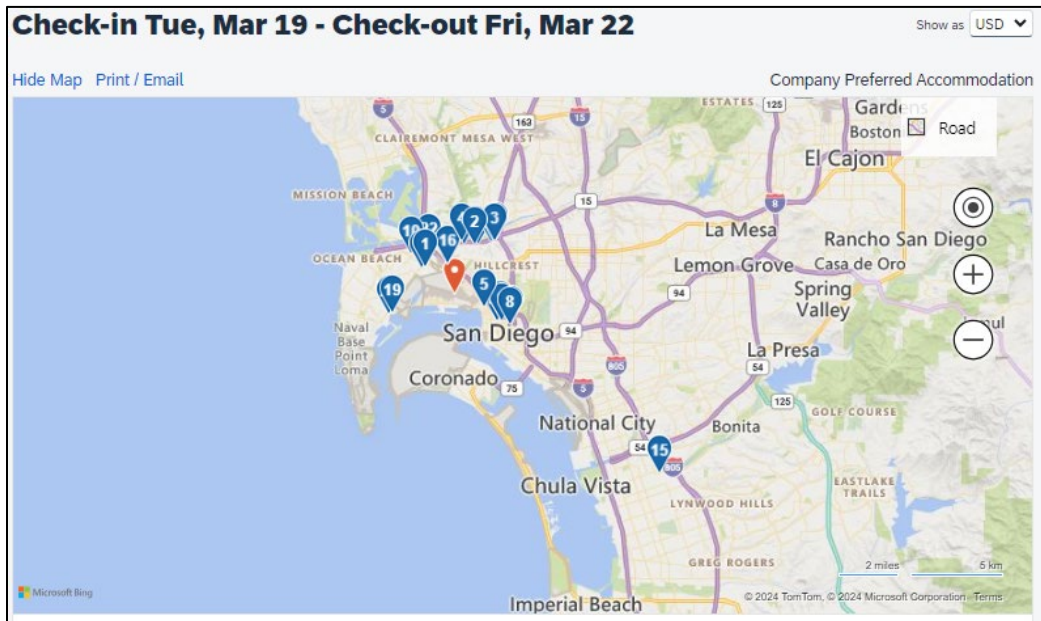
2.3 Reserving a Hotel
2.3.1 Hotel Search Results

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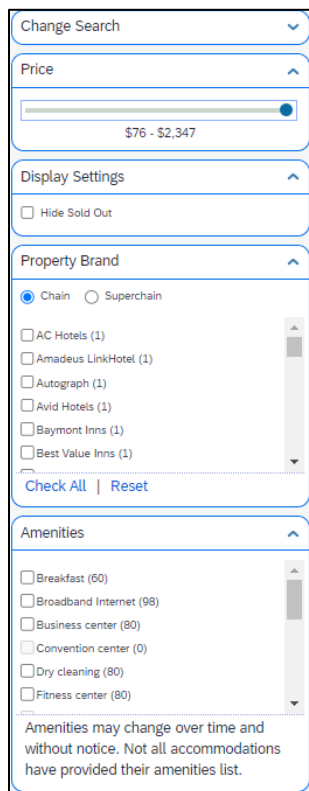
You can sort the list of hotels by preference, price, rating, policy, or distance. The default is to display the hotels from the lowest price to the highest price. You can also search for specific hotels using the "Name Search" field.

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.

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.
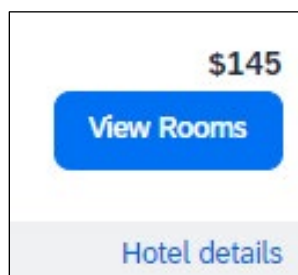
2.3.2 Hotel Room Details

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.

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.

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.

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.

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.
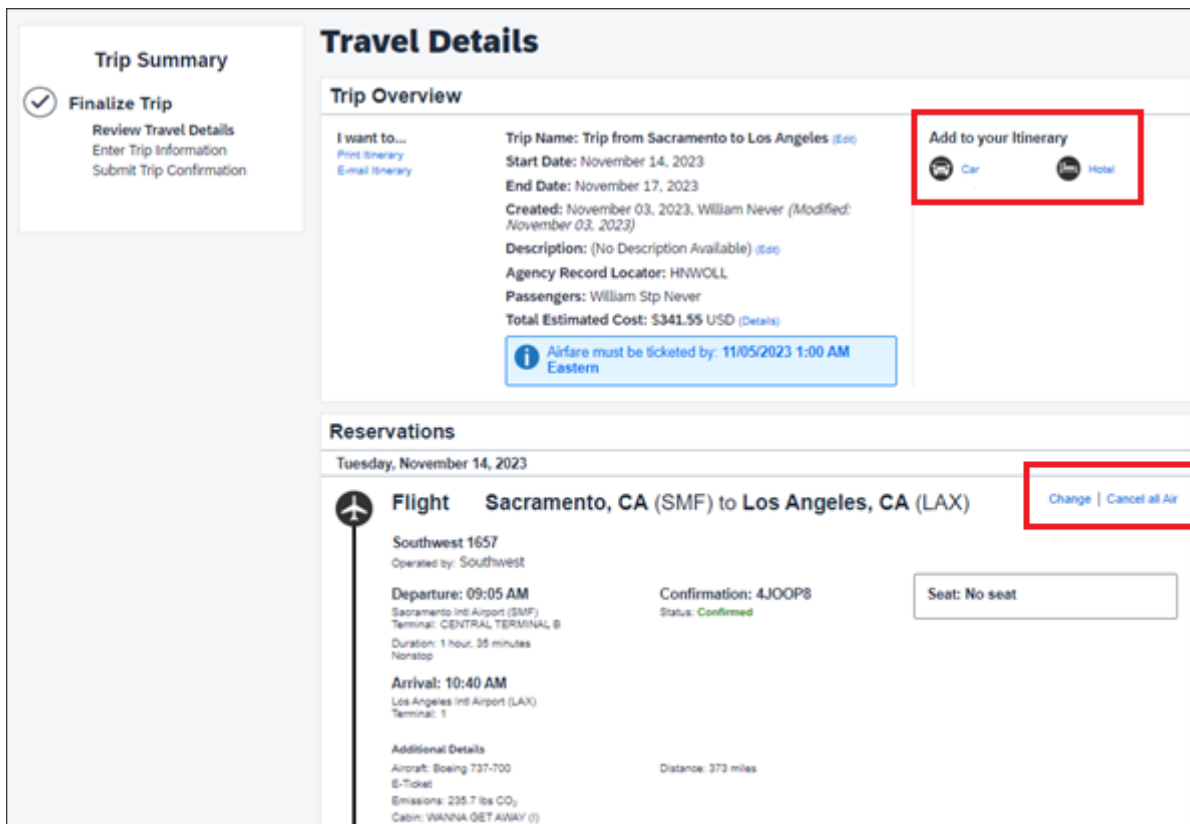
Under the "Trip Booking Information" section, you can add/modify a trip name and trip description to help identify the reservation in the future.
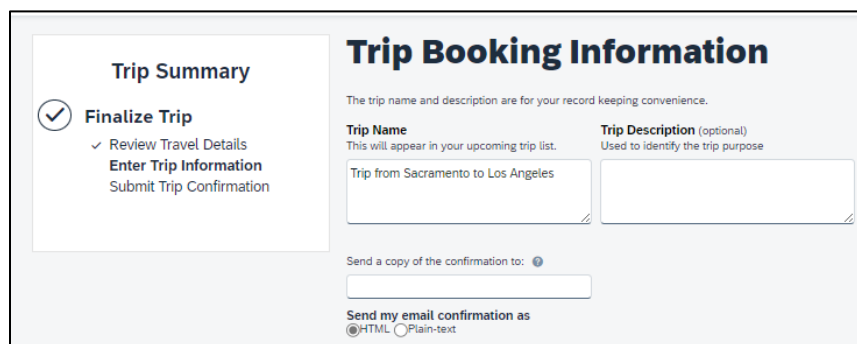
If your agency has customized Concur to capture departmental accounting or billing codes, you will enter them in this section. The coding may be a drop-down menu or a fillable form field. If you do not know the appropriate codes to enter, please contact your travel coordinator.

Index	PCA

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.