Booking Travel for UD Employees

Booking travel for yourself or another UD employee
Booking Travel in Concur for UD Employees

• This guide will illustrate:
  – How to book business travel in Concur for yourself
  – How to book travel for another UD employee who has named you as their Travel Arranger or Travel Assistant

• To begin, log into udel.edu/concur using your UD credentials
To book travel for yourself in Concur:

- On the left side of the Concur home page, locate the Trip Search portal.
  - The default setting is “Booking for myself”.
  - You will use the “Booking for myself” setting to arrange your own travel in Concur.
To book travel for another UD employee as a Travel Arranger or Assistant:

- Select “Act on behalf of another user”, then select them in the “Choose a user” menu.
- On the left side of the Concur home page, locate the Trip Search portal.
  - The default setting is “Booking for myself”.
  - You will use the “Booking for myself” setting to arrange their travel when you are acting on behalf of them in Concur.
• Complete the search information for your trip.
• Click “Search”.
• Note: Concur offers a mixed Flight/Rail search.
  • While your search may return rail results in addition to flight results, it is not recommended to book domestic rail through Concur.
  • Instead, go directly to Amtrak.com to book domestic rail travel.
Note: If you wish to view any non-stop flights prior to viewing all of your search results, click the down arrow/carat.
• Hover over any green bar to view the flight information for any non-stop flights available during your travel time range.

New Travel Workflow!
The Concur Travel Request and booking workflow for the University of Delaware has been updated! Please click Read more to learn how to manage travel requested prior to 6/21/19 or going forward.
• Choose the Traveler Type and Trip Purpose from the dropdown menus.
• Click “Next”.

Welcome to Concur!
We need a little more information to start booking your trip. Please take a moment to fill out the following fields and click Next.
Thank you.

Travel Type [Required]  
STAFF/GRAD STUDENT

Trip Purpose [Required]  
CONFERENCE PROFESSIONAL DEVELOP
• You will first select your flights.
• You can shop flights by fares or by schedule.
• You can view a summary of flights that match your search requirements in the matrix at the top of the screen.
• You can select results from the matrix at the top of the page to filter your search and you can also sort your results by various criteria.
Note:

- If you have questions while booking travel, you may call UD’s designated World Travel agent team at 855-215-8312.
- You may also engage an agent for help via chat by clicking the “Live Help Online” button.
- There is no fee associated with using these methods of contact to ask questions, however, if the World Travel agent books your travel for you, the $30 agent booking fee will apply.
• You can view available seats before selecting your flights.
• Once you have selected your departing flight, it will be listed at the top of your flight results.
• Your return flight result will be listed beneath it.
• Select your return flight.
During the flight selection process, you may also change your search criteria as needed.

Once you have chosen your flights, your Selected Fare will display at the top of your results.

If you decide that you don’t want that flight combination, you may select “Remove” and continue to shop for flights from your results list.

There is also an option to “Show all flight details.”
• If you have chosen to “Show all details”, you can click “Hide details” or “Hide all details” to collapse the information.
• When you have decided on a Selected Fare, click the blue button with the fare on it to proceed to the “Review and Reserve Flight” screen.
The upper half of the page will display your flight details and will ask you to review your traveler information for accuracy.
• On the lower half of the screen, you can:
  • Select your seats
  • Review your flight price
  • Verify your payment information
• Be sure to read any notifications, restrictions and policies
• Click “Reserve Flight and Continue”
If you opted to book a hotel as well, you will now begin your hotel search.

• The first screen in your hotel search is the “Hotel Per Diem Locations” screen.
• When you enter your location, Concur will generate the GSA per diem rates for lodging and meals
• The lodging rate will provide a guideline to determine a reasonable rate for a standard room rate in your destination location.
  • Some programs and grants may require you to stay within this rate
• You can take note of the Meals and Incidentals rates to estimate what your personal meal allowance will be for your trip
  • You will calculate your exact meal allowance after you travel to account for any provided meals and travel day reductions.
• Click “Next”
• Your hotel results will be delivered as pins on a map as well as in list form.
• The lodging per diem rate is listed under the map for reference.
• You can search for specific hotels and sort your results by various criteria.
• If needed, you can modify your original search parameters on the left side of the page.
• You can also refine your search results by adjusting the search filters.
When you find a hotel and rate that meets your needs, click “View Rooms”
Select the room that you would like to book and click the blue rate button to proceed to the “Review and Reserve Hotel” page.
• The upper half of the page will display your room details and will ask you to review your hotel guest information for accuracy.
• You can also provide any room preferences. They are not guaranteed, but they will be provided to the hotel for consideration when booking your room.
• On the lower half of the screen, verify your payment information
• Be sure to read any rate details, rules, and cancellation policies
• Check the box to agree to the rate, rules, restrictions, and cancellation policy
• Click “Reserve Hotel and Continue”
• On the Travel Details page, you have the opportunity to review all of your itinerary details (flight, hotel, etc.).
• You can make changes and edits on this page, if needed.
• Please take notice of the messaging on the lower half of the page:
  • Travel is only reserved at this point and will be cancelled (by the airline) if not booked within 24 hours.
  • Note: Some airlines/hotels are instant purchases (i.e. Southwest). If you cancel the trip at this point, you will need to contact the vendor directly to seek reimbursement.
• Click “Next” to proceed to the Trip Booking Information page
• The information fields on this screen are optional, but can be used to add additional trip details.
• Travel is still only reserved at this point.
• **Note:** If you enter information in the “Comments for the Travel Agent” box, it will prompt a World Travel Agent to take action and a fee will be incurred.
• Click “Next” to proceed to the Trip Confirmation page.
Travel still just reserved at this point, and this is one last chance to review your travel plans prior to booking/purchasing.
After you have reviewed your trip details, confirm your itinerary by clicking “Purchase Ticket”
Travel has been successfully booked when you see the "Finished!" page.
You may print or email your itinerary from this page.

Enjoy your travel!
Questions?

- AskConcur@udel.edu
- udel.edu/procurement