

Concur Travel Reservation System

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VIDEO - [Job-Aid Presentation: "Making on-line flight reservations using CONCUR" \(presented by Division of R/W\)](#)

REQUEST A CONCUR ACCOUNT

First time users must contact the Division of Accounting's [Travel Policy Section](#) to request a Concur account and temporary password. An individual Concur account is required for the traveling employee, the supervisor approving the trip, and, if applicable, the support staff (travel assistant) making the travel arrangements.

Go to the CalTravelStore website: <http://www.caltravelstore.net/pages/travelstore> and select the Concur login.



LOGIN INSTRUCTIONS

Enter the employee's departmental e-mail address under User Name. Next, enter the temporary password assigned by the Travel Policy Section. Check "Remember user name on this computer" and click on the Login button.

A screenshot of the Concur login form. It has a light blue background. The "User Name" field contains the text "your.email@dot.ca.gov". The "Password" field contains seven black dots. Below the password field is a checkbox labeled "Remember user name on this computer" which is checked. At the bottom right is a "Login" button.

COMPLETE YOUR PERSONAL PROFILE

Select one of the following to customize your user profile.



[Personal Information](#)

Your home address and emergency contact information.



[System Settings](#)

Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?



[Company Information](#)

Your company name and business address or your remote location address.



[Contact Information](#)

How can we contact you about your travel arrangements?



[Credit Card Information](#)

You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.



[Setup Travel Assistants](#)

You can allow other people within your companies to book trips and enter expenses for you.



[E-Receipt Activation](#)

Enable e-receipts to automatically receive electronic receipts from participating vendors.



[Travel Preferences](#)

Carrier, Hotel, Rental Car and other travel-related preferences.



[Travel Vacation Reassignment](#)

Going to be out of the office? Configure your backup travel manager.



[Change Password](#)

Change your password.



[Mobile Registration](#)

Set up PIN to access Concur for mobile on your BlackBerry or Windows Mobile Device

Users must complete their **Personal Profile** before attempting to book a trip. Employees must verify or add the following required information: From the Concur Home Page, click on **Profile**. From the Profile submenu, click on **Personal Information**

- First, Middle, and Last name (as it appears on Driver's License or Passport)
- Approving Manager's Name
- Work phone number and address
- Emergency notifications
- TSA Secure Flight Information: Gender and birth date

Optional Information:

Preferences: Air, Hotel and Car Rental Preferences; Frequent Traveler Programs; Favorite Hotels; International Travel information; Travel Assistants/Arrangers; Credit Cards (for Hotels).

CHANGE PASSWORD

Users should immediately change the assigned temporary password to a personal password: From the Concur home page, select **Profile** from the menu at the top of the page. From the Profile sub-menu, select **Change Password**.

1. Enter the old (temporary) password and the new password in the designated fields.
2. Verify the new password by reentering it in the **Reenter Password** field.

Enter a word or phrase in the **Password Hint** field to act as a reminder when the password is lost and then click **Save**. After a successful log in, the **Travel Center** page will appear. From the **Travel Center** page, users must complete their personal profile.

If you cannot remember the password, contact the [Travel Policy Section](#) for a password reset. A password reset can take as long as 24 hours if failed login attempts exceed the maximum allowed.

When finished entering the information, click **Save**. There are several **Save** buttons on the Profile page. Travelers only need to save once, as every **Save** button saves the entire profile.

CREATE A TRAVEL RESERVATION

Reminder: Due to airport security, the name on your Concur account must match your driver's license or passport. Contact the Travel Policy Section if your name is incorrect on your Concur account.

To minimize service fees, combine Air, Car, and Hotel (if applicable).

1. Air/Rail: Check Round Trip, One Way, or Multi-Segment; Enter Departure/Arrival City (enter airport code or city); Departure and Return Dates; Specify Morning or Afternoon (default) or choose dropdown for specific times. (+/- 3 = search 3 hours prior and after selected time). Amtrak choices will appear to offer travelers a choice between rail and air.
2. To add Car: Check Pick-up/Drop Off car at airport.
3. To add Hotel: Check "Find a Hotel."
4. Narrow the Hotel Search by entering a nearby address; or enter name of hotel.
5. Search for Refundable fares (uncheck to search Non-Refundable fares); Search by Price or by Schedule.
6. Click on 



The screenshot shows a web form for creating a travel reservation. At the top, there are tabs for "Air/Rail", "Car", "Hotel", "Rail", and "Flight Status". Below the tabs, there are radio buttons for "Round Trip" (selected), "One Way", and "Multi-Segment". The form includes fields for "Departure City" (LAX - Los Angeles Intl - Los Angeles, CA) and "Arrival City" (SMF - Sacramento International - Sacramento, CA). There are also fields for "Departure" (04/17/2012) and "Return" (04/18/2012), each with a "depart" dropdown, a time selection dropdown (Morning/Afternoon), and a "± 3" dropdown. Checkboxes are present for "Pick-up/Drop-off car at airport", "Find a Hotel", and "With names containing: holiday inn". There are also options for "Specify airline" and "Refundable only air fares". At the bottom, there are radio buttons for "Search flights by: Price" and "Schedule" (selected), and a "Search" button.

Search Results – Compare airfares to find the most economical flight with regards to time and expense;

Upon choosing a flight, view the "Fare Rules" to be familiar with restrictions and penalties for changes or cancellation;

Choose to view "All" results to compare flight cost; you may reduce the number of available flight choices by choosing either "Nonstop" or "1 stop";

ALL State of California Fares are refundable, no change fee or penalties apply

Los Angeles, CA To Sacramento, CA Tue, Apr 17 - Wed, Apr 18 [Print / E-mail](#)

[Baggage Fee Policies](#) [Hide matrix](#)

	American	United	Alaska Airlines	Delta	Multiple Carriers	Southwest	Continental
All 70 results							
Nonstop 36 results	211.60 4 results	--	385.60 12 results	385.60 4 results	385.60 4 results	385.60 12 results	--
1 stop 34 results	--	222.40 19 results	412.40 5 results	--	396.40 9 results	--	396.40 1 results

Select an outbound flight AND return flight to compare flight costs;

Outbound | Return

- Tue, Apr 17
Displaying: 7 out of 28 results.

	Carrier	Depart	Arrive	Stops	Class
<input type="radio"/> Quote for Price	American #3075	LAX 11:45am	⇒ SMF 1:10pm	0	Economy
	1h 25m; Embraer RJ140; (Sabre)				
<input checked="" type="radio"/> Quote for Price	Alaska Airlines #4679	LAX 11:45am	⇒ SMF 1:10pm	0	Flight is sold out or unavailable
	◆◆ 1h 25m; Embraer RJ140; (Sabre)				
<input type="radio"/> Starting From: \$300.60	American #3044	LAX 4:10pm	⇒ SMF 5:35pm	0	Economy
	1h 25m; Embraer RJ140; 235 lbs CO ₂ ; (Sabre)				
<input type="radio"/> Starting From: \$823.40	Delta #4500	LAX 4:30pm	⇒ SMF 5:56pm	0	Economy
	1h 26m; Canadair Jet; 235 lbs CO ₂ ; (Sabre)				
<input type="radio"/> Starting From: \$343.40	United #5521	LAX 5:15pm	⇒ SMF 6:44pm	0	Economy
	◆◆ 1h 29m; Canadair Jet; 235 lbs CO ₂ ; (Sabre)				

Chosen Carriers

Outbound

Starting From: \$300.60  **American #3044** **LAX 4:10pm** ⇒ **SMF 5:35pm** 0 Economy 
 1 hour 25 minutes; Embraer RJ140; 235 lbs CO₂; (Sabre)
[Remove](#)

Outbound | **Return**

- Wed, Apr 18
 Displaying: 4 out of 27 results.

	Carrier	Depart	Arrive	Stops	Class	
<input type="radio"/>	 American #3086	SMF 1:40pm	⇒ LAX 3:10pm	0	Economy	
1h 30m; Embraer RJ140; (Sabre)						
<input type="radio"/>	 Alaska Airlines #4680	SMF 1:40pm	⇒ LAX 3:10pm	0	Economy	
◆◆ 1h 30m; Embraer RJ140; (Sabre)						
<input type="radio"/>	 Delta #4502	SMF 2:30pm	⇒ LAX 3:53pm	0	Economy	
1h 23m; Canadair Jet; (Sabre)						
<input checked="" type="radio"/>	 Alaska Airlines #6742	SMF 2:30pm	⇒ LAX 3:53pm	0	Flight is sold out or unavailable	
◆◆ 1h 23m; Canadair Jet; (Sabre)						

Displaying: 4 out of 27 results.

After selecting outbound and return flight, click on “Price these options”

Chosen Carriers

Outbound

Starting From: \$300.60  **American #3044** **LAX 4:10pm** ⇒ **SMF 5:35pm** 0 Economy 
 1 hour 25 minutes; Embraer RJ140; 235 lbs CO₂; (Sabre)
[Remove](#)

Return

Starting From: \$300.60  **American #3086** **SMF 1:40pm** ⇒ **LAX 3:10pm** 0 Economy 
 1 hour 30 minutes; Embraer RJ140; (Sabre)
[Remove](#)

[Price these options](#)

Compare List

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From: \$389.60	Southwest	LAX	Thu 6:05am ⇒ SMF	Thu 7:25am	0 1h 20m
Fares <input checked="" type="checkbox"/>		SMF	Fri 6:00pm ⇒ LAX	Fri 7:20pm	0 1h 20m
remove ↴	◆◆	R	more like this +	hide fares ⌵	

Outbound flight: Los Angeles, CA (LAX) - Sacramento, CA (SMF) May 17

Southwest #2089	Los Angeles Intl (LAX) Depart: Thursday, 6:05am	Sacramento Internation... (SMF) Arrive: Thursday, 7:25am
Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂		
<input checked="" type="radio"/> Anytime <input type="radio"/> Business Select \$194.80 \$210.80		

Return flight: Sacramento, CA (SMF) - Los Angeles, CA (LAX) May 18

Southwest #1600	Sacramento Internation... (SMF) Depart: Friday, 6:00pm	Los Angeles Intl (LAX) Arrive: Friday, 7:20pm
Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂		
<input checked="" type="radio"/> Anytime <input type="radio"/> Business Select \$194.80 \$210.80		

Ticket is refundable; (Southwest) [Fare Rules](#)

Frequent Flyer Programs: Reserve

+ [Add a Program](#)

Your company credit card will be used to purchase this trip.

Trip Payment Information

Choose a ticket credit

These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your Southwest Direct Connect booking.

+ [Add Ticket Credit](#)

Choose a credit card

Company cards are indicated by an asterisk (*).

Select Reserve to Reserve Flight

All 44 results	United ◆◆	Alaska Airlines ◆◆	Amtrak	American 4 results	US Airways	Multiple Carriers	Delta 2 results
Nonstop 6 results	--	--	--	300.60 4 results	--	--	862.60 2 results
1 stop 33 results	343.40 18 results	514.40 1 results	--	--	461.20 5 results	499.40 9 results	--
2 stops 5 results	347.20 1 results	--	116.00 1 results	--	858.00 1 results	637.00 2 results	--

[Show fare display legend](#)

Compare List						
Price	Carrier	Depart	Arrive	Stops	Duration	
\$300.60 Reserve <input checked="" type="checkbox"/>	American	LAX Tue 4:10 pm ⇒ SMF Wed 1:40 pm	SMF Tue 5:35 pm ⇒ LAX Wed 3:10 pm	0	1h 25m	
remove		R	more like this +			show details

Choose Car

For National to be a direct bill, you must add a Frequent Driver number in your profile of 5872794 by clicking [Add Program](#) at the bottom of the page.
Compact and Intermediate are the preferred car rental vehicle classes. Car reservations for any other vehicle class require the submission of the "Justification for Rental Car Exception" form.

State of California does not reimburse for Navigational systems (GPS) or Ski Racks.

Note: Selection is limited to Enterprise Rent-A-Car for in-state travel or National Rent-A-Car for out-of-state travel. Justification is required for anything other than a Compact or Intermediate size vehicle.

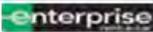
Picking up the car at: (SMF) on Thu, May 30 12:00 PM
Returning on Fri, May 31 12:00 PM

[View Details](#)

[Hide matrix](#)

All 27 results	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV
enterprise ◆◆◆	30.78	30.78	33.86	33.86	63.61	84.13	51.30	51.30
National ◆	30.78	30.78	33.86	33.86	63.61	84.13	51.30	51.30

Sorted By: Policy - Most Compliant ▼

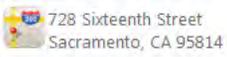
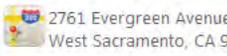
Compact Car (Sabre) ★★ ★		<input type="checkbox"/> E-Receipt Enabled more info	
\$30.78 per day (Corporate rate)	Unlimited miles Automatic transmission Total cost \$37.82*		<input type="checkbox"/>
<input type="button" value="Reserve"/> ✓			
Intermediate Car (Sabre) ★★ ★		<input type="checkbox"/> E-Receipt Enabled more info	
\$30.78 per day (Corporate rate)	Unlimited miles Automatic transmission Total cost \$37.82*		<input type="checkbox"/>
<input type="button" value="Reserve"/> ✓			

Choose Hotel Room

Ensure the room rate does not exceed the maximum rate for the specific location. See Chapter 3 – [Lodging Rates and Requirements](#) for rates.

Sorted By: Policy - Most Compliant ▼ With names containing: |holiday inn

Displaying: 4 out of 74 results.

	1. Holiday Inn Express SACRAMENTO C...	0.41 miles	\$94 \$170
	728 Sixteenth Street Sacramento, CA 95814	★★ ★	<input type="checkbox"/> E-Receipt Enabled more info compare ↑ choose room
	2. Holiday Inn SACRAMENTO-CAPITOL P...	0.68 miles	\$175 \$175
	300 J Street Sacramento, CA 95814	★★ ★	<input type="checkbox"/> E-Receipt Enabled more info compare ↑ choose room
	3. Holiday Inn Express West Sacrame...	2.99 miles	\$84 \$150
	2761 Evergreen Avenue West Sacramento, CA 95691	★★ ★	<input type="checkbox"/> E-Receipt Enabled more info compare ↑ choose room
	4. Holiday Inn Express Sacramento N...	5.23 miles	\$166 \$205
	2224 Auburn Blvd Sacramento, CA 95821	★★ ★	<input type="checkbox"/> E-Receipt Enabled more info compare ↑ choose room

Reserve Hotel - Hotel must be paid by a personal credit card in User Profile

3. Holiday Inn Express West Sacrame...		2.99 miles	\$84
	2761 Evergreen Avenue West Sacramento, CA 95691	★★★★☆	\$150
E-Receipt Enabled		more info compare ↕	hide rooms ▾
<input checked="" type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 1 Queen Bed Nonsmoking Free High Speed Internet Access Is Avail So You Can Work From The Privacy Of The Room With A (Rate Code: OQN133A) (Sabre)	
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 2 Queen Beds Nonsmoking Surf The Free High Speed Internet Access While You Work At The Desk With An Ergonomic Chair (Rate Code: 2QN133A) (Sabre)	
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless Standard Room When You Arrive At The Hotel We Will Do Our Best To Meet Your Room Bed Type Preferences These Are (Rate Code: STN133A) (Sabre)	
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 2 Queen Bed Wheelchair Access Nonsmoking Check Your Email With The Free High Speed Internet Access Complete Your Work (Rate Code: 2SN133A) (Sabre)	
Rate details / Cancellation policy			
Use the following Hotel Program: <input type="text" value="No Program selected"/>		<input type="button" value="Reserve"/> <input checked="" type="checkbox"/>	
+ Add a Program			

Park 'N Fly

If the departure location (airport) has a Park 'N Fly, the traveler may choose to book parking online. Check "Not interested at this time" if you do not wish to use Park 'N Fly.

Parking Availability ✕

Need to find a place to park your car on the day of your trip? Look no further. Here are some available parking spots at reasonable rates offered by Park 'N Fly.


USD 26.31

Park 'N Fly @ Park One
Self Park Uncovered.

Conveniently located at Century and Sepulveda. Just a few steps from Terminal 1 or catch a free shuttle.

The above rates are based on your dropping off your car on 04/17/2012 at 9:45 AM and picking up your car on 04/18/2012 at 4:10 PM. You may select different times according to your needs.

Change search

Check-in Date: Check-in Time:

Check-out Date: Check-out Time:

Review Itinerary

Trip from Los Angeles to Sacramento

Apr 17 - Apr 18

Description: (No Description Available)

Trip Record Locator: IBHZWT Created on: 4/17/2012 12:27:39 PM

Passengers:

[Change frequent flyer program](#)

Tuesday Apr 17, 2012

Air

Los Angeles, CA (LAX) to Sacramento, CA (SMF)

Tue Apr 17 **American** 3075 *Duration: 1 hour, 25 minutes Nonstop*

Cancel all air

Los Angeles (LAX): 11:45 AM

Terminal: 4

Confirmation Number: IBHZWT

Sacramento (SMF): 1:10 PM

Terminal: CENTRAL TERMINAL B

Status: **Confirmed**

Flight Information

Aircraft: Embraer RJ140

Emissions: 235.7 lbs CO₂

Cabin: Economy (L)

Distance: 373 miles

E-Ticket

Seat: No seat assignment [Select Seat](#)

We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.

Meal: Food for purchase

Add: [Parking](#) [Car](#) [Hotel](#)

Car

Car Rental at Sacramento (SMF)

Tue Apr 17 **Enterprise**

Change Date

Cancel this car

Picking up: Tue Apr 17 1:10 PM

Pick-up at: Sacramento (SMF)

Confirmation Number: 766121216COUNT-

Rate: \$30.00 USD daily rate, unlimited miles; \$30.00 USD extra daily rate, unlimited miles;

\$9.90 USD extra hourly rate, unlimited miles

Total rate: \$48.91 USD

Returning: Wed Apr 18 1:40 PM

Returning to: Sacramento (SMF)

Status: **Confirmed**

Corporate Discount: XXXXXX

Rental Details

Number of Cars: 1

Compact / Car / Automatic transmission / Air conditioning

Add: [Car](#) [Hotel](#)

Hotel

Holiday Inn Express West Sacramento - Capitol Area
2761 Evergreen Avenue West Sacramento, California 95691 916-372-6900

Tue Apr 17 *Checking in: Tue Apr 17* *Checking out: Wed Apr 18*

Change Date

Cancel this hotel

Room 1, Days 1, Guests 1

Confirmation Number: 66228328

Rate Code: OQN133A

Daily rate: \$84.00 USD

Phone: 916-372-6900

Status: **Confirmed**

Total rate: \$84.00 USD

Cancellation Policy

Cancellation Fees may apply

Must Cancel By 6 Pm

Special Instructions: Nonsmoking

Add: [Car](#) [Hotel](#)

Wednesday Apr 18, 2012

Air

✦ Sacramento, CA (SMF) to Los Angeles, CA (LAX)

Wed Apr 18 **American** 3086 *Duration: 1 hour, 30 minutes Nonstop*

✖ Cancel all air

Sacramento (SMF): 1:40 PM
Terminal: CENTRAL TERMINAL B
Confirmation Number: IBHZWT

Los Angeles (LAX): 3:10 PM
Terminal: 4
Status: **Confirmed**

Flight Information

Aircraft: Embraer RJ140
Emissions: 235.7 lbs CO₂
Cabin: Economy (N)
Meal: Food for purchase

Distance: 373 miles
E-Ticket
Seat: 14C(Confirmed) [Change Seat](#)

Add: Parking Car Hotel

Air

[View Fare Rules](#)

Airfare quoted amount: \$259.53 USD

Taxes and fees: \$41.07 USD

Air Total Price: \$300.60 USD

Hotel: \$84.00 USD

Car: \$48.91 USD

Total Estimated Cost: \$433.51 USD

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/7PMMVK2
CALTRAVELSTORE PHONE NUMBER 916 376-3989
OR TOLL FREE AT 877 454-8785

Itinerary created on 04/17/2012 at 12:27 PM

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

Trip Booking Information – Cost Coding and Applying Ticket Credits

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name	Trip Description (optional)
This will appear in your calendar	Used to identify the trip purpose
<input type="text" value="Trip from Los Angeles to Sacramento"/>	<input type="text" value="training"/>

Send a copy of the confirmation to: 

Send my email confirmation as

HTML Plain-text

With my email confirmation...

Unit-4 digit number [Required]

Project-10 digits alpha numeric, no spaces or special characters allowed. [Required]

Phase-up to 6 digits alpha numeric. Put an X in this field if phase is not applicable. [Required]

Object Code [Required]

Reporting-1 to 10 digits alpha numeric no spaces or special characters allowed (Optional).

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

<< Previous

Next >>

Cancel

Trip Payment Information (Choose a Ticket Credit – Choose a Credit Card)

- Ticket credits may result from a canceled ticket and will appear under your Concur Profile. When booking a flight on the same airline carrier, select “Add Ticket Credit”
- “Choose a Credit Card” for Air, Car, or Rail, choose the American Express Business Travel Account. For Hotels, choose a personal credit card.

Trip Confirmation

To **COMPLETE BOOKING**, please Press the “Confirm Booking” Button after reviewing this page.
To **CANCEL**, Press the Cancel button.

After you complete this booking, it will be reserved, however it will not be ticketed until approved by your company.

Almost done... Please confirm this itinerary.

Display Trip

<< Previous

Confirm Booking>>

Cancel

Finished!

Thanks for using Concur

Trip Record Locator : IBHZWT

The approval deadline has passed. This itinerary must be fulfilled by 04/16/2012 5:30 PM Pacific. In order to guarantee ticket processing, please contact your travel agency.

It will be automatically cancelled if it is not approved by that time.

The itinerary will not be ticketed until your travel manager has approved the trip.

Your itinerary has been saved. TSI (State of CA RX0F) will service your itinerary.

Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Airfare must be ticketed by an agent by: 04/16/2012 5:30 PM Pacific

Your itinerary has been saved.

[Print Itinerary](#)

[E-mail Itinerary](#)

[Return to Travel Center](#)

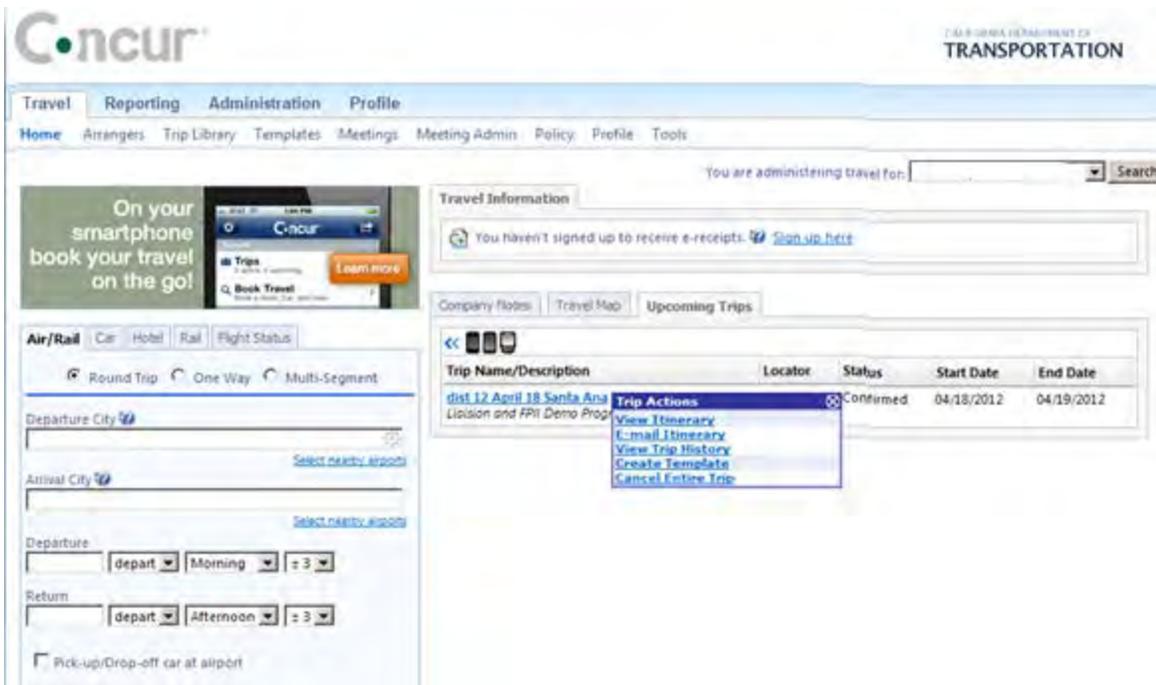
Change or Cancel Reservations

Travelers may be required to either change or cancel reservations due to changing circumstances. Travelers (or Assistants) must contact the CalTravelStore for any **changes and/or modifications to travel reservations**. Cancellations (only) may be done online in Concur.

Travel Agents at the CalTravelStore are available from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday and may be reached at (916) 376-3989 or toll-free at 1-877-454-8785. **Employees must not make changes directly with the airlines.**

To cancel a reservation in Concur:

1. Logon to Concur
2. Select "Upcoming Trips"



3. Select the trip to cancel. View “Trip Actions” and select “Cancel Entire Trip”.

Note: Cancellation of a refundable ticket is in conjunction with the “Rules” of the ticket. If your ticket is non-refundable, and it is cancelled in accordance with the airline rules, the ticket will be retained that can be applied to future trips.

Trips Awaiting Approval

Company Notes		Travel Map		Upcoming Trips		Trips Awaiting Approval	
Name	Trip Name	Locator	Booked	Travel Dates	Approve/Reject By		
K Kennedy	Trip from Los Angeles to Sacramento	LUWIDY	04/19/2012	04/24/2012 - 04/25/2012	Friday, April 20, 2012 3:30 PM Pacific time		

Sample of E-mail Requesting Approval

Approving managers must respond to Concur Travel e-mail (“A” for Approve or “R” for reject) in the first line of the approval response to CalTravelStore. **Do not** place in subject line of the e-mail and do not use any other words other than “Approve” or “Reject” or initials “A” or “R”.

Traveler: Kennedy

Description:TEST

Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.

4/20/2012 3:30:00 PM

This trip must be approved by: 4/20/2012 3:30:00 PM Pacific time (4/20/2012 3:30:00 PM Pacific time).

Airfare must be ticketed by an agent by: 4/20/2012 5:30:00 PM Pacific.

If it is rejected, it will be automatically cancelled by that time unless resubmitted.

It will be automatically cancelled if you do not approve it by that time. Please login to Concur Travel and Expense or follow the instructions below to approve or reject this trip.

To approve or reject this trip via e-mail use the reply function in your email program to send it back for approval or rejection (email address is TravelWizardApprovals@concur.com).

To approve the trip, put an [A] in the brackets where indicated below or reply with the word 'Approve' as the first word of your reply.

To reject the trip, put an [R] in the brackets where indicated below or reply with the word 'Reject' as the first word of your reply.

Approve Trip [] (Enter A to Approve)

Reject Trip [] (Enter R to Reject)

Designate Travel Assistant

Each Concur account allows the traveler to designate one or more travel assistants authorized to make travel arrangements on his or her behalf. When designating a travel assistant, the traveler must designate an individual who has a profile in Concur. Contact the [Travel Policy Section](#) for assistance.

On the **Concur Home** page, select **Profile** on the menu at the top of the page.

On the **Profile** page, select **Assistants**.

Assistants and Travel Arrangers		Go to Top
Please select the individuals within your organization that you would like to give permission to perform travel functions for you.		
<input checked="" type="checkbox"/> Refuse Self Assigning Assistants		
Your Assistants and Travel Arrangers		+ Add an Assistant
Ken	Can book travel? <input checked="" type="checkbox"/>	← ×

Select **"Add an Assistant."** In the **Search Criteria** field, enter the assistant's name or e-mail address. Travel Assistants must have an established Concur account to accomplish this task. Contact the Travel Policy Section for assistance.

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Search Criteria: Kennedy Search What: Name (exact match) Search

Assistant: Kennedy

Can book travel for me

Is my primary assistant for travel*

*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

Save Cancel

Select “**Can book travel for me**” and/or “**Is my primary assistant for travel**” Click “Save” and the Travel Assistant’s name will display on the “**Assistants and Travel Arrangers**” section.

Making Reservations as a Travel Assistant

To make travel arrangements for another employee, the designated travel assistant should login to Concur using his/her personal account. Locate dropdown in the upper right corner of screen (“You are administering travel for”), choose the traveler name, click the “Change” button adjacent to the dropdown and complete the booking. If the traveler is unable to add you onto their account, contact the [Travel Policy Section](#) for assistance.

Approving Manager is out of the office or not available to approve Trip

Approving Managers can redirect incoming trip approval requests to an acting manager in their absence by logging into their Concur account, select Profile, and then select “Travel Vacation Reassignment”.

To redirect approval request to an alternate manager, contact the [Travel Policy Section](#).

Phone Numbers

Department Policy requires users to utilize the on-line reservation system to purchase and/or cancel travel reservations. To change an itinerary, travelers must contact the CalTravelStore during business hours from Monday – Friday between the hours of 8am-5pm (PST).

The CalTravelStore offers after-hours and weekend service for **emergencies only**. **Note:** After hours, the service fee will rise to \$16 per each type of reservation segment. The Division of Accounting reviews after-hours service fees to ensure an emergency use only.

CalTravelStore – (916) 376-3989 or toll-free 1-877-454-8785.