

Travel Services Open House

The ins and outs of Concur

October 2022

Agenda



Meet the UW System Travel Team



Real ID (It's coming in May)



Low Fare Guarantee



Concur Tips/Tricks



Creating a booking in Concur



Q & A

UW Travel Team Introductions

- **Elizabeth Dressel** – ATP Design Team Co-Lead
- **Becky Kopidlansky** – Interim Director of Travel
- **Alyssa Totoraitis** – Regional Travel Manager
 - ✓ Supporting UW-Milwaukee and UW-Parkside
- **Alma Ramirez** – Regional Travel Manager
 - ✓ Supporting UW-Whitewater, UW-River Falls & UWSA
- **Jesse Funk** – Regional Travel Manager
 - ✓ Supporting UW-La Crosse and UW-Platteville





Real ID

- Wisconsin DMV issues REAL ID compliant products (marked with a star) in accordance with the federal Real ID Act of 2005.
- If you plan to fly within the U.S., visit a military base or other federal buildings, the Department of Homeland Security will require identification that is REAL ID compliant (or show another acceptable form of identification, such as a passport) beginning **May 3, 2023**.

Real ID Update



Compliant



Not Compliant

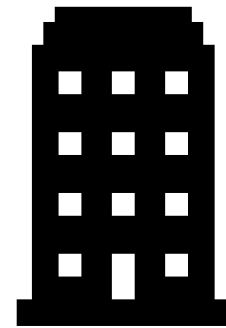
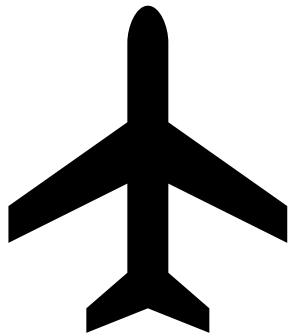
What is Concur?

- Concur is the largest online booking tool used in North America
 - It's the Microsoft Excel of spreadsheets
- Concur is the online booking tool utilized by the entire UW System for individual business travel
- Concur is the tool we use to house traveler profiles
- Our subscription is managed by our agency partner Travel, Inc



Concur is not...

- a travel agency
- a place you can call/email for travel assistance
- a site to book admin group travel, personal travel, companion travel or group travel
- deliberately hiding fares to make booking more difficult



Benefits of Using Concur

- 24/7 access with no after-hours charges
- No hold time
- Agent booking = \$18.00 Concur booking = \$3.75
- Live inventory
 - Most 3rd party sites use cached data which causes fares to show up in the search which aren't available when you go to purchase the ticket/hotel room/rental car
- UW-System has an [email reservation form](#). However, filling out the form and booking in Concur take about the same amount of time.
 - Then you need to send the form to an agent

Low Fare Guarantee



- By searching and booking in Concur, you will not find a lower published airfare on the airline website or a third-party travel site (like Expedia)
 - Policy prevents you from booking anywhere other than Concur or with one of your designated travel agencies
- Fares must be for the EXACT same flight at the EXACT same time in the same class of service
- The UW-System does not show Basic Economy fares in Concur

Low Fare Guarantee

- If you believe you have found a fare discrepancy, take screen shots from Concur and the other site (airline website, for example)
- Send them to your campus travel manager
- Must be done prior to booking. If you book outside Concur you will be stuck with the ticket (not-reimbursable)
- The travel manager will verify the discrepancy and forward to the travel agency for review and final verification.
- If the traveler has found a lower fare, the agency will book it from the lower cost site
- In the vast majority of cases, the fares are not comparable
 - They are for different times, days, or class of service

Concur Tips and Tricks

Adding a hotel or car to your trip



TRIP SEARCH

Booking for myself | Book for a guest

WARNING-Holding multiple reservations for same routing or times or making multiple airline changes is considered an illegal booking practice by the airlines. This can result in additional fees billed to your credit card at a later date.

Flight Search

Round Trip

One Way

Multi City

From 

ATW - Appleton Airport - Appleton, WI

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

To 

Arrival city, airport or train station

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

Search

Show More

ALERTS

 Triplt creates a schedule with all your travel details in one place, ac

Simply connect your Concur account to Triplt: [Connect to Triplt](#)



Message for Administrators

SAP CONCUR FUSION E

Free educational and ne

around the globe.

Check for in-person or virtu

COMPANY NOTES



MY TRIPS (2)

SEP 25 - 29

Platteville-La Crosse

More 

Travel Details

Important: If you are making a **NEW** reservation or **CHANGING** an existing one, be sure to complete your booking by following the prompts at the bottom of the page until you have reached the last page indicating you are finished.

TRIP OVERVIEW

I want to...

[Print Itinerary](#)
[E-mail Itinerary](#)
[Open in Outlook](#)
[View Trip History](#)
[Create Template](#)
[Clone Trip](#)
[Share Trip](#)
[Cancel Entire Trip](#)

Trip Name: **Platteville-La Crosse** [\(Edit\)](#)

Start Date: September 25, 2022

End Date: September 29, 2022

Created: July 18, 2022, Jesse Funk (Modified: September 02, 2022)

Description: (No Description Available) [\(Edit\)](#)

Traveler Type: Employee

Agency Record Locator: 4FYNHL

Reservation for: Jesse.Robert Funk

Total Estimated Cost: **\$242.24 USD** [\(Details\)](#)

Add to your Itinerary





RESERVATIONS

Sunday, September 25, 2022



National Car Rental at: Appleton US (ATW)

[Change](#) | [Cancel](#)

Pick-up at: Appleton US (ATW)

Pick Up: 06:00 PM Sun Sep 25

Pick-up at: [Appleton US \(ATW\)](#)

Number of Cars: 1

Confirmation: 1639349937EXCNT

Status: **Confirmed**

Frequent Guest Number: 391360014

Rate Code: IX0331

Return: 07:00 PM Thu Sep 29

Returning to: [Appleton US \(ATW\)](#)

Additional Details

Rate: \$39.00 USD daily rate, unlimited; \$39.00 USD extra daily rate, unlimited; \$17.00 USD extra hourly rate, unlimited
Total Rate: \$242.24 USD

Corporate Discount: XZ7809

Rental Details

Standard / Car / Automatic transmission / Air conditioning



[Add to your Itinerary](#)

TOTAL ESTIMATED COST

Car:

\$242.24 USD

Total Estimated Cost:

\$242.24 USD

 UNIVERSITY OF WISCONSIN SYSTEM

Concur Tips and Tricks

Identifying rate changes during a hotel stay

TRIP SUMMARY

Select a Hotel

Nights: 3
New York, New York

Check-in: Sun, 10/09/2022
Check-out: Wed, 10/12/2022

Finalize Trip

Concur displays live hotel inventory that includes public rate and rates specific to the UW Policy Highlights

- UW has negotiated rates with hotels near all UW campuses and select Universities and they are marked as "Most Preferred"
- Travel Policy rules will alert users when rates are over the maximum for the location and dates of travel.

New Travel Management Company/New Process! Please ignore the Concur pre-populated per diem rates.

Need technical assistance?
Call TI Online Technical Support - 866-738-6444

CHECK-IN SUN, OCT 9 - CHECK-OUT WED, OCT 12

Show as USD

Change Search

New Travel Management Company/New Process!

When searching for a hotel please ignore the Concur pre-populated per diem rates page.

The University's per diem rates are available at: University Per Diem Rates and will be automatically applied to your Concur search results.

Check-in Date: 10/09/2022
Check-out Date: 10/12/2022

Search within 5 miles from
☐ Airport ☐ Address ☐ Company Location ☒ Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')
New York, New York

Only show results containing:

Company Preferred Accommodation

Lodging Per Diem limit for New York -- New York County: \$286.00

Name Search Sorted By: UW Custom Sort

Displaying: 100 out of 100 results.

Previous 1 2 3 4 Next | All



1. Radisson Wall Street
52 William St, New York, NY 10005 Map it

0.45 miles ★★★★★

\$329

View Rooms

Preferred Hotel for Wisconsin Universities

Hotel details



2. Club Quarters, World Trade Center
140 Washington St, New York, NY 10006 Map it

0.46 miles ★★★★★

\$345

View Rooms

Preferred Hotel for Wisconsin Universities

Hotel details



1. Radisson Wall Street
52 William St, New York, NY 10005 Map it

0.45 miles ★★★★★

\$329

Hide Rooms

Preferred Hotel for Wisconsin Universities

Hotel details

Hotel offers UW System negotiated rates at or below UW maximums for location based upon availability. Blackout Dates may apply, please view the UW System Hotel Directory on UW TravelWise for more details

Room Options

Uw Systems Free High Speed Internet Access Queen Bed-non Smoking Please cancel 2 days before arrival (Worldspan)

\$329

[Rules and cancellation policy](#)

Travel Inc Travel Hotel Program Free High Speed Internet Access-loyalty Points Queen Bed-non Smoking Please cancel 2 days before arrival (Worldspan)

\$348

[Rules and cancellation policy](#)

Rules and cancellation policy

RADISSON WALL STREET

Important information:

RATE CHANGES OVER DURATION OF STAY

Hotel Rates

194.65 USD PER NIGHT STARTING 09 OCT FOR 1 NIGHT
245.65 USD PER NIGHT STARTING 10 OCT FOR 1 NIGHT
328.95 USD PER NIGHT STARTING 11 OCT FOR 1 NIGHT
ROOM RATE DETAIL: ALL KNOWN TAXES/FEES/SURCHARGES
8.88 PERCENT STATE/PROV TAX PER NT
5.88 PERCENT CITY TAX PER NT
3.50 USD SERVICE CHARGE PER NT
123.97 USD TOTAL TAX/SURCH/FEE
893.22 USD TOTAL AMOUNT OF STAY

CANCEL BY 1600 07OCT2022 NO CHARGE

Concur Tips and Tricks

Initial Itinerary (Concur) vs Invoice Email (Travel, Inc)

SAP Concur

Travel Itinerary

TRIP OVERVIEW

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Additional Details
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Corporate Discount: XZ78809

Rental Details
Standard / Car / Automatic transmission / Air conditioning

TOTAL ESTIMATED COST

Car:	\$242.24 USD
Total Estimated Cost:	\$242.24 USD

REMARKS

OLB-UW SYSTEM ADMINISTRATION
U89/TXXXXXXX
U11/FINANCIAL ADMIN
U21/SYSTEM ADMIN
U25/01010268
U68/JFUNK@UW-EDU
CB/TRB/PLATTEVILLE-LA CROSSE
U05/921/35*C73



Concur itinerary
(will not show the \$3.75 charge and cannot be used for a TER)



Travel, Inc invoice email

UNIVERSITY OF WISCONSIN SYSTEM
UW

Agency Locator #4FYNHL
[View Interactive Itinerary Online](#)

THIS MESSAGE CONFIRMS THAT YOUR RESERVATION HAS BEEN PROCESSED. FOR CHANGES CANCELLATIONS OR QUESTIONS PLEASE CALL THE AGENCY PHONE NUMBER ON YOUR ITINERARY.

For Additional Travel Resources, [CLICK HERE](#) for Travel Tips

Check Origin/Destination State and Country Entry Requirements via [EntryAssist](#)



Concur Tips and Tricks

Initial Itinerary (Concur) vs Invoice Email (Travel, Inc)



Agency Locator #4FYNHL

[View Interactive Itinerary Online](#)

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Check Origin/Destination State and Country
Entry Requirements via **EntryAssist**





(470) 589-2205

Email Your Agent

Chat

EntryAssist

Print Itinerary

Invoice

Refresh

Travel Advisories

Calendar Sync

Add Trip Event

Share

Feedback

My Trips

Map My Trips

Local Restaurants

Company Notes

Travel Hub

Add/Remove Trips

Watch4Me Profile

Trip Name or Purpose Here

Itinerary for Kopidlansky/Bed

OCT 16
SUN

Depart At: 12:45 PM CDT

Arrive At: 3:34 PM EDT

1h 49m Flight Time

Use 1

Airline: United

Operate - Please Cl

Passen

Kopid

More t

OCT 19
WED

Depart At: 7:00 AM EDT

Arrive At: 8:01 AM CDT

2h 1m Flight Time

Operate - Please

Concur Tips and Tricks

Non-GDS Hotels

- GDS = Global Distribution System
 - This is how travel agencies (and online booking tools) talk to airlines, hotels and rental car companies to see and book their inventory
 - Not all suppliers participate because there is a significant cost

TRIP SEARCH

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

Hotel Search

New Travel Management Company/New Process!

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Check-in Date Check-out Date

Search within miles from

☐ Airport ☐ Address

☐ Company Location ☒ Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')



If you plan on staying at the The Oxbow Hotel,
you can book by contacting your Travel Incorporated
Consultant Team at 877-811-9898/470-589-2205

The Oxbow Hotel
516 Galloway Street
Eau Claire, WI 54730

Rate: \$82.00 per night

[Cancel](#)

[Continue](#)

Questions?

Thank you!