Common Booking Errors in Concur

Not Starting the Booking from within the Approved Travel Request

You should always start your Concur booking via the approved travel request, using the **Book Travel** button. This ensures there is a link between the approved Travel Request and the booking. If you begin your booking on the Travel Tab, your flights will not be connected to an approved Travel Request.

How to do it correctly:
Find the approved Travel Request. **It will read 'Pending on-line Booking.' Open it**, and then click the **Book Travel** button.

Breaking the Link Between the Approved Request and the Booking

When you book travel from within the request, the system generates your entire itinerary to be booked, based on the segment Expense types in the request (Airfare, Hotel, Car.) Many times, the traveler only wants to book the Airfare and and skip the Hotel or Car. This is where the link frequently breaks between the approved reqeust and the booking.

How to avoid breaking the link:

1) Proceed to booking the Airfare. Pay for and Confirm the Airfare Itinerary. 2) When presented with the next segment, i.e, Hotel, click **Next** on the **Hotel Per Diem** screen. Then click **Skip Hotel** at the bottom of the page for the Hotel search results. Do the same for the **Rental Car** if that segment is brought into your booking and you don't intend to book it in Concur. Reminder: Only airfare is required to be booked in Concur or with the Travel Leaders Corporation.
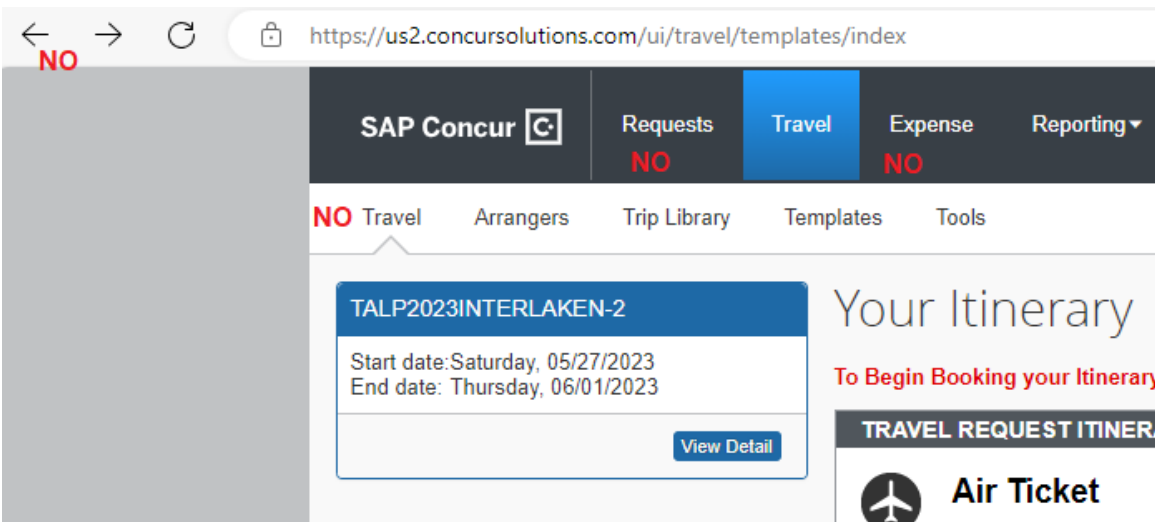
Clicking **Skip Hotel** tells the system to continue the booking without the Hotel segment. Do not click the **Travel Tab** at the top to get out of the hotel screen, **or any other tab**, or the **Back button** on your browser. **Both these actions break the link.**

Note: If you leave the booking, to check on data or open your email, etc., the link is broken and you have to re-enter the booking through the Book Travel tab inside the request.

Do Not Change Trip Dates

Expanding Trip dates in the Search panel breaks the link between the Request and the Booking. You can shorten the trip in the search area, but you cannot expand the dates without breaking the link. If your trip needs to start earlier, or end later, you will need to revise the travel request.

How to Correct:

The traveler who submitted the request can recall it, update the dates, and then route it again for approval. The delegate cannot recall a request. The submitter must recall it. Open the request and click More Actions > Recall. This takes it out of workflow so it can be modified. Warning: the modified request will need to go back through the approval actions, which may delay the booking.

The Trip Indicates Approval is Required

There is no approval for bookings. Unfortunately, a message that indicates approval is required for your booking means you do not actually have a flight because the link has broken. This message is accompanied typically by the creation of a new Travel Request for only the Airfare amount. This trip needs to be canceled or the system will cancel it, and the new Travel Request for just the airfare needs to be deleted.

How to Correct:

Access the **Upcoming Trips** tab, find the Itinerary and click **Cancel Trip.** Open the new travel request and click the Delete button. You can now rebook your trip correctly.

The System Detects Churn message…

Warning: After 3 cancelations, you'll receive a message that the system has detected Churn and airlines charge for multiple cancelation. <u>You won't be charged</u>, but you also will not be able to book your trip in Concur. You'll have to call TLC (Travel Leaders Corporation) to book the trip.