



INTERNAL

SAP Concur Getting Started QuickStart Guide

Document Revision History

Date	Description	Version	Author
04/01/2016	Create Concur Getting Started QuickStart Guide	1.0	Concur
04/30/2016	Concur Getting Started QuickStart Guide - Updates	1.1	Concur
05/12/2016	Concur Getting Started QuickStart Guide – converted to new template	1.2	Concur
11/30/2016	SAP Concur Getting Started QuickStart Guide – updated proprietary statement	1.3	Concur
01/23/2017	Screenshot updates	1.3	Concur
06/29/2017	UI and Screenshot updates	1.4	Concur
09/13/2017	Content changes	1.5	Concur
01/13/2018	Concur Expense Next Generation UI Updates	1.6	SAP Concur
07/19/2018	SAP Concur Rebranding	1.7	SAP Concur
11/04/2019	Updated template	1.8	SAP Concur
09/11/2022	Updated Signing into SAP Concur	1.9	SAP Concur
10/03/2022	UI Process Updates	2.0	SAP Concur
05/05/2023	Added Security Recommendations	2.1	SAP Concur
10/03/2023	Updated to Horizon	2.2	SAP Concur
12/13/2023	Added Two-Factor Authentication Updates	2.3	SAP Concur

Table of Contents



- 1
- QuickStart Guide**..... 1
- Document Revision History 2
- Table of Contents..... 3
- Signing in to SAP Concur with Two-Factor Authentication..... 5
- Retrieving and Changing your Password..... 9
 - To Retrieve Your Password: 9
 - To Change Your Password:..... 10
- Exploring the SAP Concur Home Page 12
 - Concur Expense..... 12
 - Concur Expense and Concur Travel 13
- Updating Your Expense Profile 14
 - To Access your Profile Page: 14
- Acting as a Delegate..... 15
 - To Work as a Delegate: 15
- Flight Reservations..... 16
 - To Search for a Flight: 16
 - To Make the Reservation: 17

Car Reservations..... 20
 To Select a Rental Car: 20
 Hotel Reservations 21
 To Select a Hotel: 21
 Completing, Canceling or Changing a Reservation 22
 To Complete the Reservation: 23
 To Change an Airline, Car Rental, or Hotel Reservation: 23
 Activating E-Receipts..... 25
 To Sign Up for E-receipts:..... 25
 To Attach a Receipt Image to an Expense Entry using Available Receipts: 26
 Activating Direct Deposit 27
 To Access your Banking Information: 27

Welcome to SAP Concur

SAP Concur integrates expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools you need to book travel as well as create and submit expense reports.

Signing in to SAP Concur with Two-Factor Authentication

To enhance the security of all SAP Concur users, two-factor authentication (2FA) is mandatory for users who sign in to SAP Concur solutions.

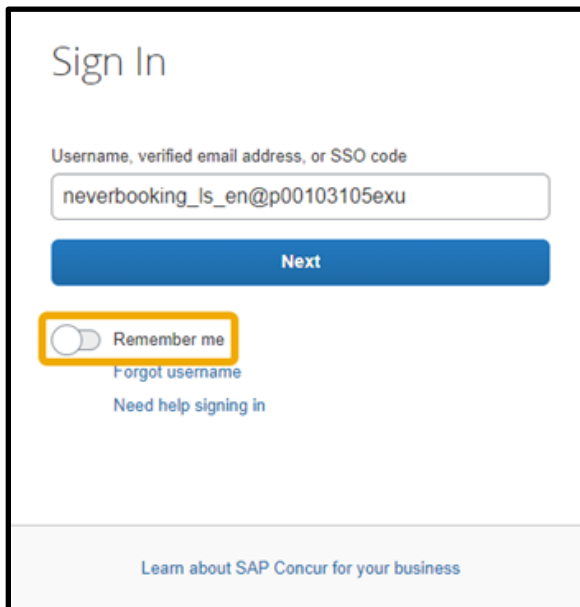
1. To sign in to SAP Concur, from the **Sign In** screen, enter your **Username, email address, or SSO code**, and then select **Next**.

Notes:

If your company has set up SSO to enable your access to SAP Concur and you are not able to sign in, contact your company's IT department.

If you have forgotten your username, select the **Forgot username?** link.

You can slide the **Remember me** toggle button to store your username, so that you don't have to enter it the next time you sign in to SAP Concur from this device.



2. Enter your **Password**.

If this is your initial log in to SAP Concur, enter the temporary password that was provided to you. Note that some companies have disallowed users from receiving their username via email. You will be notified of this from a system-generated email. If this applies to you, you will need to contact your company's SAP Concur site administrator.

Note: Your password is case sensitive. SAP Concur encourages the use of strong and unique passwords, along with two-factor authentication to further strengthen your security.

For more information about password security, visit [SAP Concur Security Recommendations | SAP Help Portal](#).

If you have forgotten your password, select the **Forgot password** link.

3. Select **Sign In**.

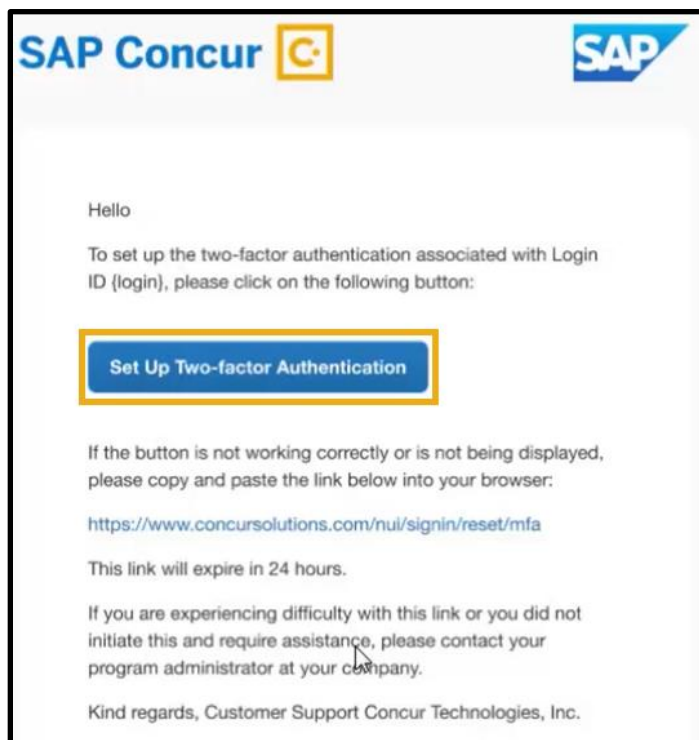
You must set up two-factor authentication to continue signing in. An email has been sent with instructions to set up two-factor authentication.

Note: Your company administrator can opt out of the email requirement, in which case you will need to set up 2FA manually with a key link.

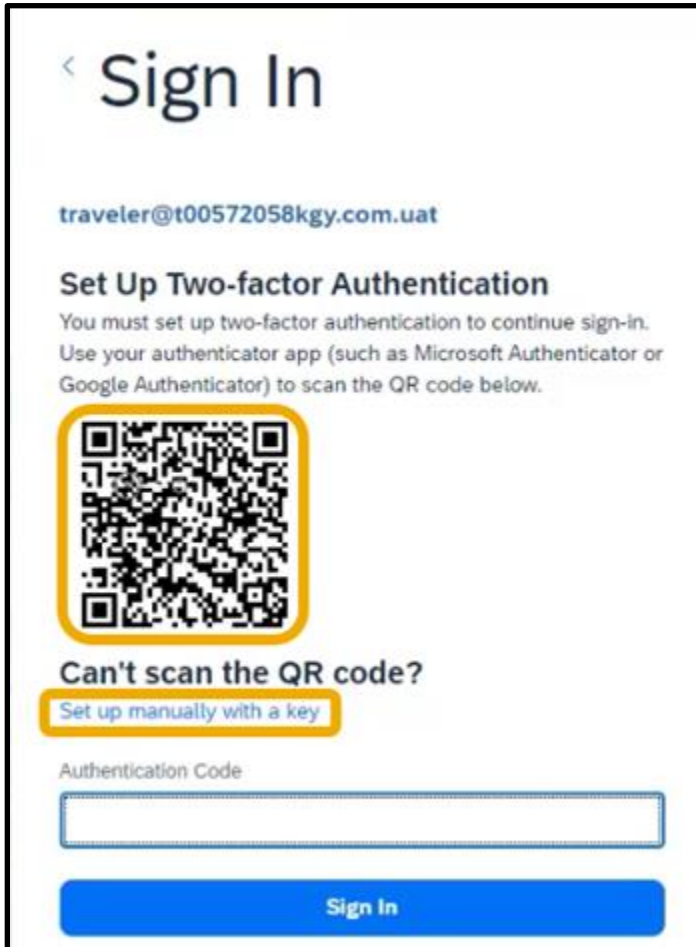
4. Select **Return to Sign In**.

5. Open the email that was sent to the email address you configured on the **My Profile - Personal Information** page or to the email address associated with your user account. If you did not receive an email, check your spam folder, or contact your company administrator for support.

6. Select the **Set Up Two-factor Authentication** link in the email.



7. To add your SAP Concur account to the authenticator app, scan the QR code on the **Sign In** page.




Sign In

traveler@t00572058kgy.com.uat

Set Up Two-factor Authentication

You must set up two-factor authentication to continue sign-in.
Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



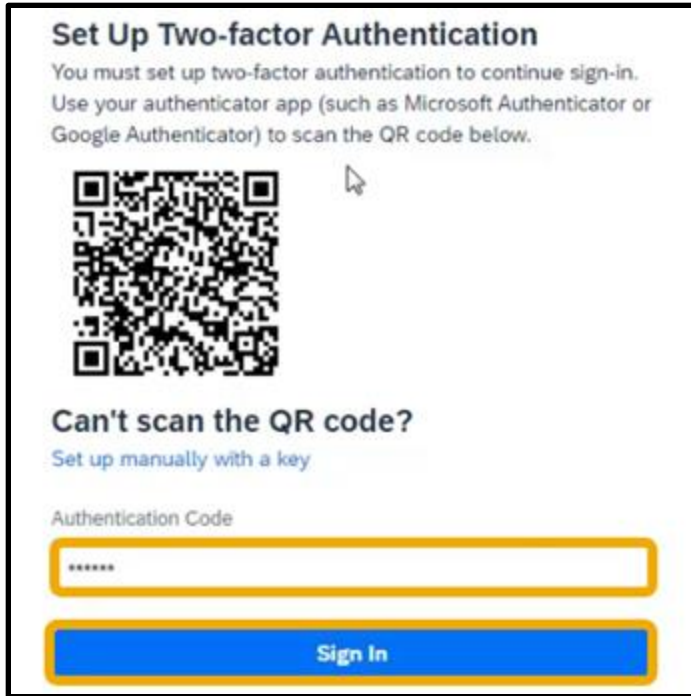
Can't scan the QR code?
[Set up manually with a key](#)

Authentication Code

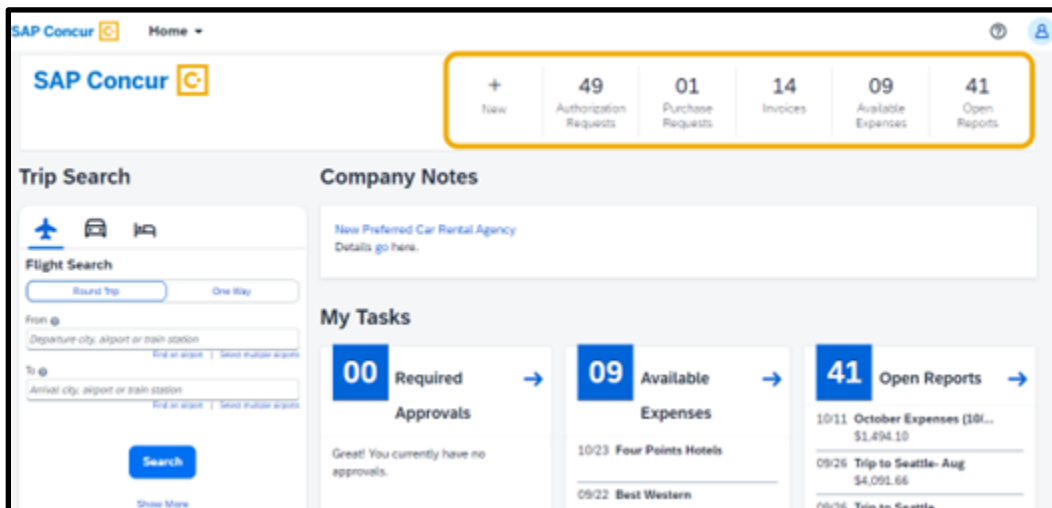
Sign In

Note: You can use an authenticator app (such as Microsoft Authenticator or Google authenticator) to scan the QR code. If you can't scan the QR code, or if you did not receive the email or do not have the email requirement, select the **Set up manually with a key** link.

8. Copy the six-digit code that was generated from the app into the **Authentication Code** field, and then select **Sign In**.



On the SAP Concur home page, you will find the tools that you need to book a trip and manage your expenses. Use the **Quick Task bar** at the top of the screen to quickly view and act on tasks.

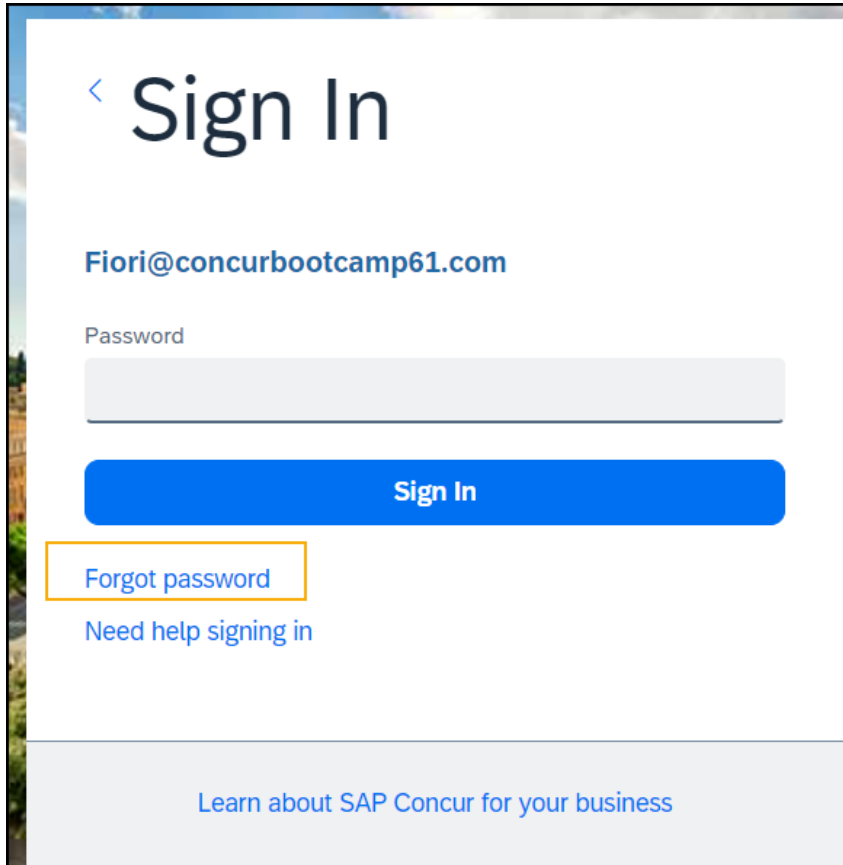


Retrieving and Changing your Password

Depending on your company's configuration, you can reset your password if you forget it.

To Retrieve Your Password:

1. On the **Sign In** screen, enter your username, and then select the **Forgot password?** link.



< Sign In

Fiori@concurbootcamp61.com

Password

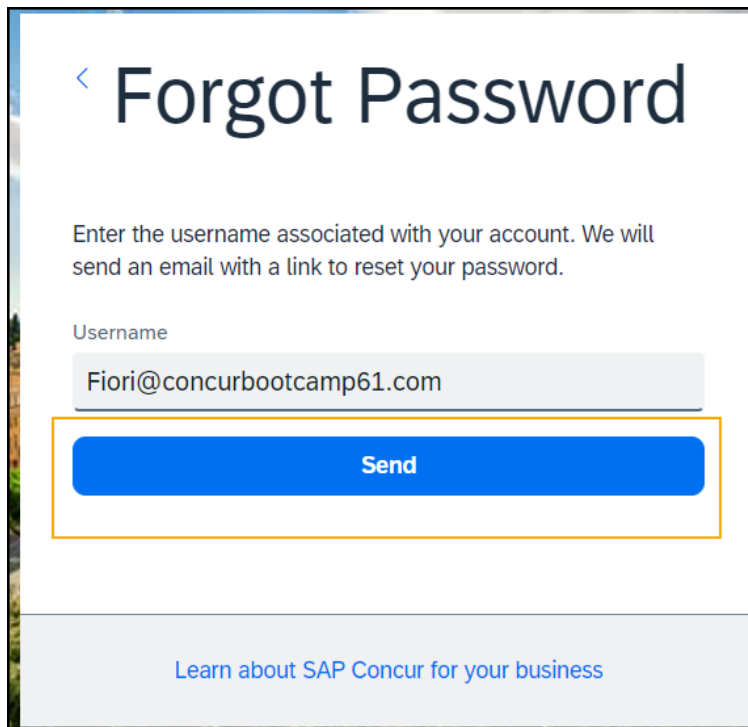
Sign In

Forgot password

Need help signing in

Learn about SAP Concur for your business

2. Enter the username associated with your account, and then select **Send**.

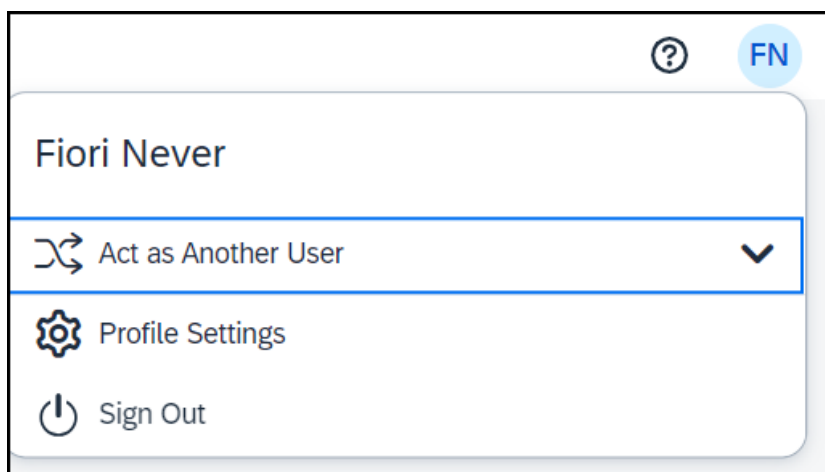


A temporary password will be sent to your email address with a link to reset your password.

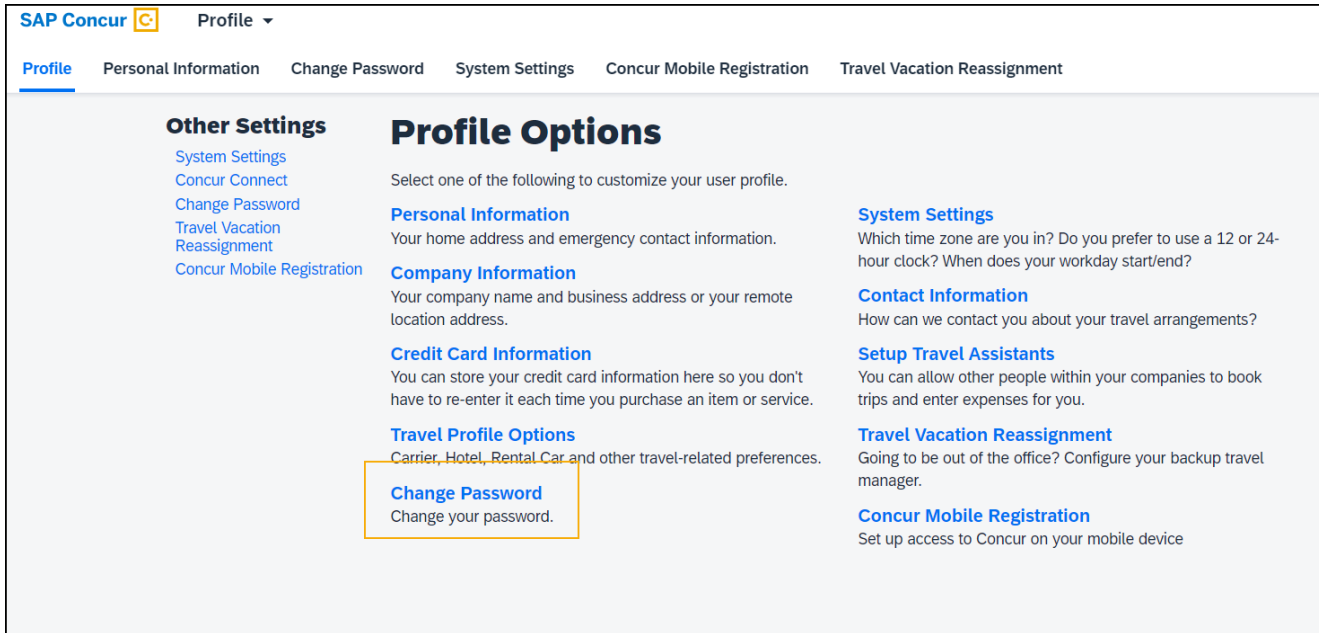
3. After you reset your password, select **Return to Sign In**, enter the new password that you set, and then select **Sign In**.

To Change Your Password:

1. After you log in, in the upper right corner of the page, select the **Profile** icon, and then select **Profile Settings**.

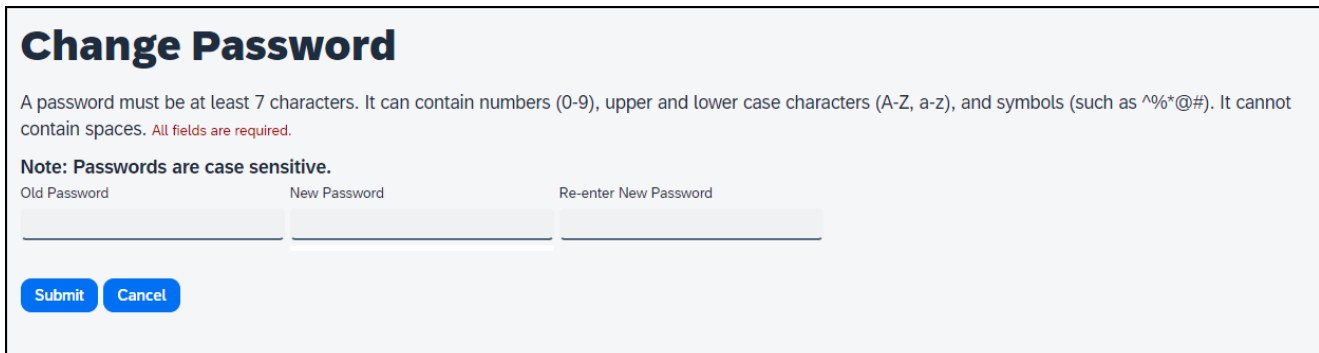


2. On the Profile Options page, select Change Password.



The screenshot shows the SAP Concur Profile Options page. The navigation bar includes 'Profile', 'Personal Information', 'Change Password', 'System Settings', 'Concur Mobile Registration', and 'Travel Vacation Reassignment'. The 'Change Password' link is highlighted with a yellow box. The page content is organized into sections: 'Other Settings' (System Settings, Concur Connect, Change Password, Travel Vacation Reassignment, Concur Mobile Registration), 'Profile Options' (Select one of the following to customize your user profile.), 'Personal Information' (Your home address and emergency contact information.), 'Company Information' (Your company name and business address or your remote location address.), '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.), 'Travel Profile Options' (Carrier, Hotel, Rental Car and other travel-related preferences.), 'Change Password' (Change your password.), '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?), 'Contact Information' (How can we contact you about your travel arrangements?), 'Setup Travel Assistants' (You can allow other people within your companies to book trips and enter expenses for you.), 'Travel Vacation Reassignment' (Going to be out of the office? Configure your backup travel manager.), and 'Concur Mobile Registration' (Set up access to Concur on your mobile device).

3. Enter and confirm your new password.



The screenshot shows the 'Change Password' form. The title is 'Change Password'. Below the title, there is a note: 'A password must be at least 7 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*@#). It cannot contain spaces. All fields are required.' Below this, there is another note: 'Note: Passwords are case sensitive.' The form has three input fields: 'Old Password', 'New Password', and 'Re-enter New Password'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

Note: Your password must be at least six characters with at least one number and one letter.

Exploring the SAP Concur Home Page

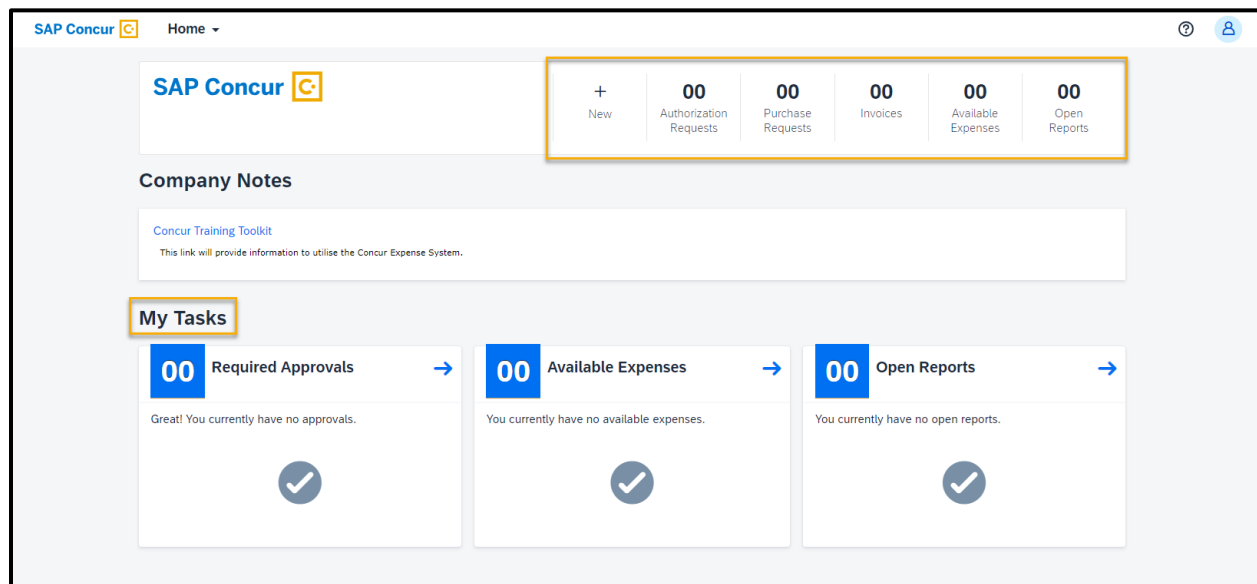
The SAP Concur home page contains the following sections.

Note: To return to the SAP Concur home page from any other page, select the SAP Concur logo on the top left of the screen.

Concur Expense

If your company uses Concur Expense only, you will see these sections as shown in the following table and screenshot.

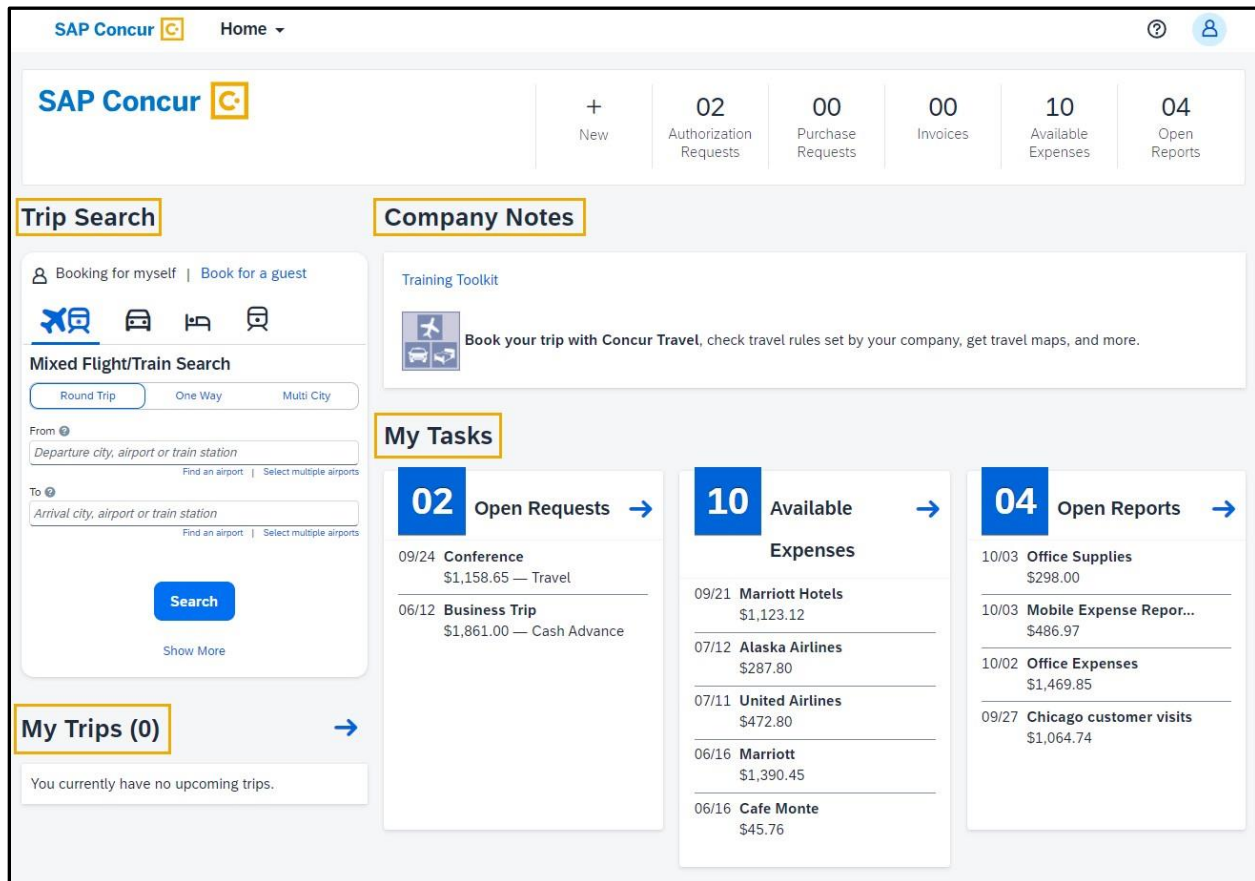
Section	Description
Quick Task Bar	This section provides Quick Tasks (links) so you can: <ul style="list-style-type: none"> • Start a new report, request, cash advance, payment request, etc. • Open reports and requests • Manage available expenses
My Tasks	This section shows your available expenses, open reports, and approvals requiring attention.



Concur Expense and Concur Travel

If your company uses Concur Expense *and* Concur Travel, you will see the following sections on the home page.

Section	Description
Trip Search	This section provides the tools you need to book a trip with any or the following: Flight: Use to book a flight. You can also book hotel and reserve a car at the same time. Car, Hotel, Limo, or Rail: Use to book hotels, reserve rental cars, etc. if not including them while booking a flight (Flight tab).
Company Notes	Content is provided by your company administrator.
My Trips	This section lists your upcoming trips.
My Tasks	This section lists Required Approvals, Available Expenses, and Open Reports.



The screenshot shows the SAP Concur home page with the following sections:

- Navigation:** SAP Concur logo, Home dropdown, user profile icon.
- Summary Cards:**
 - New: +
 - Authorization Requests: 02
 - Purchase Requests: 00
 - Invoices: 00
 - Available Expenses: 10
 - Open Reports: 04
- Trip Search:**
 - Booking for myself | Book for a guest
 - Mixed Flight/Train Search: Round Trip, One Way, Multi City
 - From: Departure city, airport or train station
 - To: Arrival city, airport or train station
 - Search button
- Company Notes:** Training Toolkit section with a "Book your trip with Concur Travel" message.
- My Tasks:**
 - 02 Open Requests →
 - 09/24 Conference: \$1,158.65 — Travel
 - 06/12 Business Trip: \$1,861.00 — Cash Advance
 - 10 Available Expenses →
 - 09/21 Marriott Hotels: \$1,123.12
 - 07/12 Alaska Airlines: \$287.80
 - 07/11 United Airlines: \$472.80
 - 06/16 Marriott: \$1,390.45
 - 06/16 Cafe Monte: \$45.76
 - 04 Open Reports →
 - 10/03 Office Supplies: \$298.00
 - 10/03 Mobile Expense Repor...: \$486.97
 - 10/02 Office Expenses: \$1,469.85
 - 09/27 Chicago customer visits: \$1,064.74
- My Trips (0):** You currently have no upcoming trips.

Updating Your Expense Profile

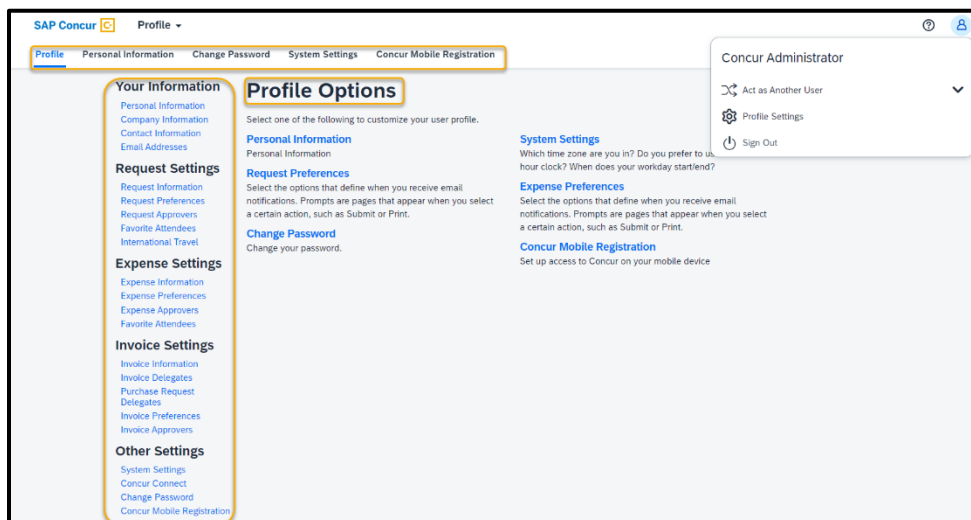
You use the **Profile Options** page to customize your user profile. To avoid re-entering personal and permanent information about yourself (phone number, contacts, credit card information etc.), complete your profile after logging onto SAP Concur for the first time and update it whenever your information changes.

Note: Depending on your company's configuration, some of these options might not be available to you. Contact your SAP Concur administrator for more information.

- **Your Information** - Select request information, add or remove delegates, enter email settings, select approvers, and add or remove attendees.
- **Travel Settings** - Enter travel preferences, add international travel information, and your Frequent-Traveler programs. You can also add your travel assistants and arrangers.
- **Request Settings** - Select request information, add or remove delegates, enter email settings, select approvers, and add or remove attendees.
- **Expense Settings** - Enter expense preferences, add bank information and company card information. You can also enter expense delegates and approvers.
- **Invoice Settings** – Enter invoice preferences, add invoice delegates and approvers.
- **Other Settings** – Provides settings such as E-Receipts Activation and Concur Mobile Registration that you can set or update.

To Access your Profile Page:

1. Select the **Profile** icon and then select **Profile Settings**.
2. On the **Profile Options** page, review your information, and then select the appropriate links to update your profile information.



Acting as a Delegate

If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing and submitting reports.

To Work as a Delegate:

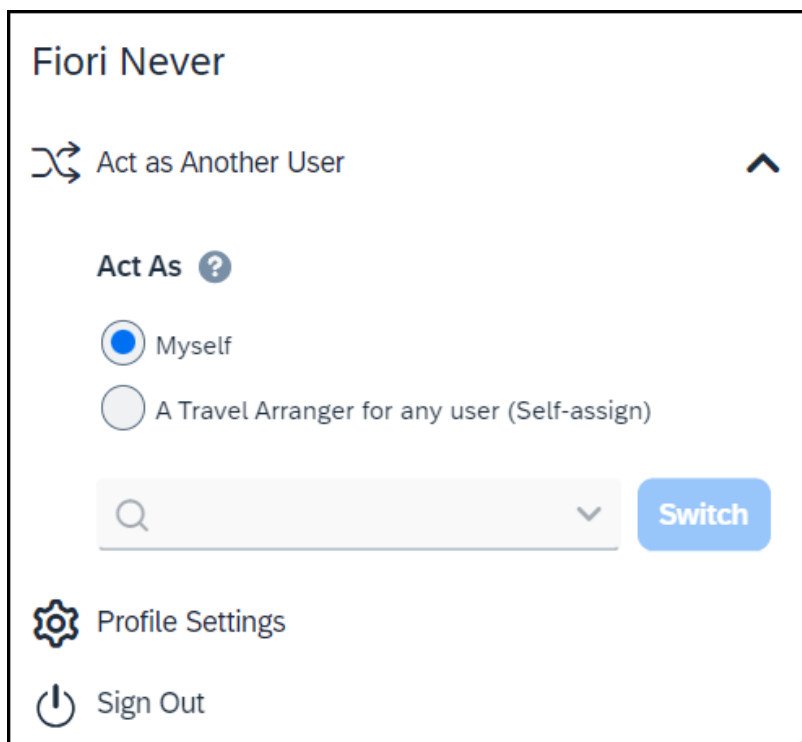
1. Select the **Profile** icon, and then verify that the **A Delegate for another user who has granted you this permission** option is selected.
2. Search for and select the appropriate user's name.
3. Select **Switch**.

Note: The **Profile** menu now displays **Acting as** and shows the name you just selected.




You are now officially working on behalf of that person. Complete the normal processes of creating reports, printing, etc.



4. To select a different user, follow the same steps as above but select a different name.
5. To return to your own tasks, select **Acting as**, select **Myself**, and then select **Switch**.



Note: The **Profile** menu now appears.



Flight Reservations

From the SAP Concur home page, use the Flight  tab to book a flight by itself or with car rental and/or hotel reservations. To book car and hotel reservations *without* a flight, use the Hotel  and Car  Search tabs, respectively.

Note: If your company is configured to use rail, then the Flight  tab may show Air/Rail .

You can access the Flight  (or Air/Rail ) tab on the left side of the SAP Concur home page.

To Search for a Flight:

1. On the SAP Concur home page, on the **Flight** tab, select one of the following options:

- Round Trip
- One Way
- Multi City

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

2. In the **From** and **To** fields, enter the cities for your travel.

Note: When you type in a city, airport name, or code, Travel will automatically search for a match.

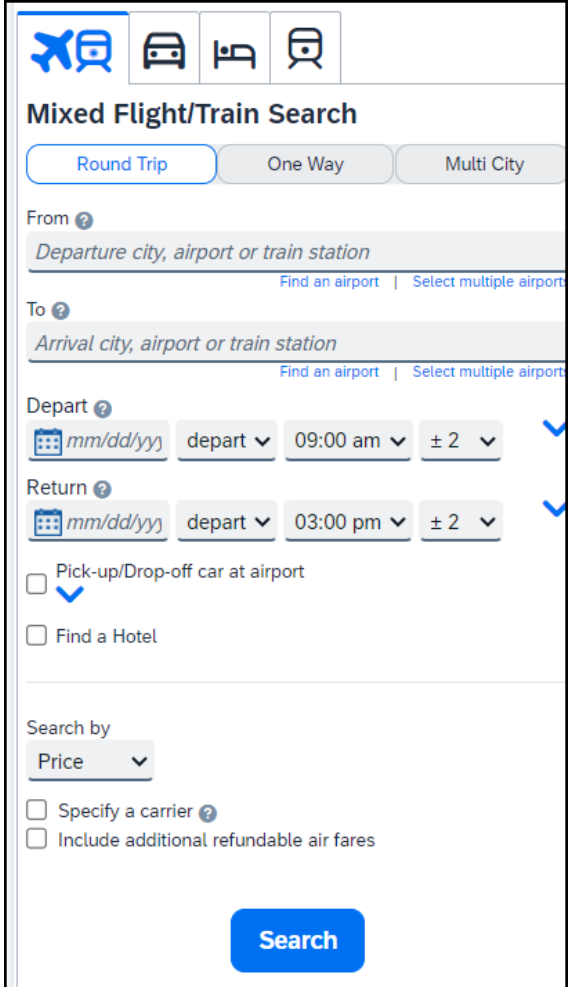
3. Select the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar.

4. Select **depart** or **arrive**, the time of day you want to fly, and time range from the dropdown arrows.

Note: Travel will automatically search before and after the time you select.


5. If you need a car, select the **Pick-up/Drop-off car at airport** check box.


Note: Depending on your company's configuration, you can automatically reserve a car, which allows you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.





Mixed Flight/Train Search

Round Trip | One Way | Multi City

From 
 Departure city, airport or train station
[Find an airport](#) | [Select multiple airports](#)


To 
 Arrival city, airport or train station
[Find an airport](#) | [Select multiple airports](#)

Depart 
 mm/dd/yy depart 09:00 am ± 2

Return 
 mm/dd/yy depart 03:00 pm ± 2

Pick-up/Drop-off car at airport
 Find a Hotel

Search by
 Price

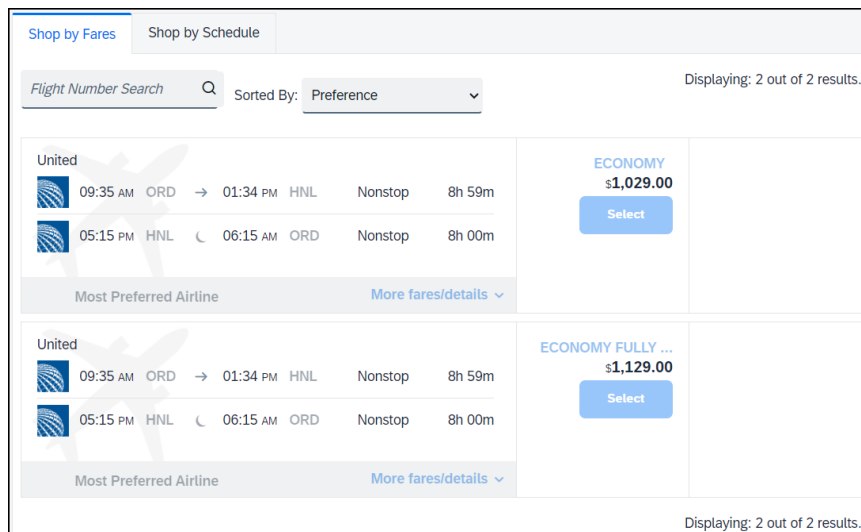
Specify a carrier 
 Include additional refundable air fares

Search

- If you need a hotel, select the **Find a Hotel** check box. You can choose to search for the hotel by the number of miles you specify from the following:
 - Airport
 - Address
 - Company Location
 - Reference Point / Zip Code (a city or neighborhood)
- Select **Schedule** or **Price** from the **Search by** dropdown arrow.
- To search only fully refundable fares, select the **Refundable only air fares** check box.
- If you do not want a flight with a double connection, select the **Flights w/ no double connections** check box. Note: This is a Worldspan only setting.
- Select **Search**.

To Make the Reservation:

- Review the search results and select the most appropriate option for your flight.
- To filter the results, select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the left. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab.
 - If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.
 - If you selected **Schedule** on the previous page, then the **Shop by Schedule** tab is initially active
- To select your flight, do one of the following:
 - On the **Shop by Fares** tab, select the fare amount to reserve the flight.



Shop by Fares | Shop by Schedule

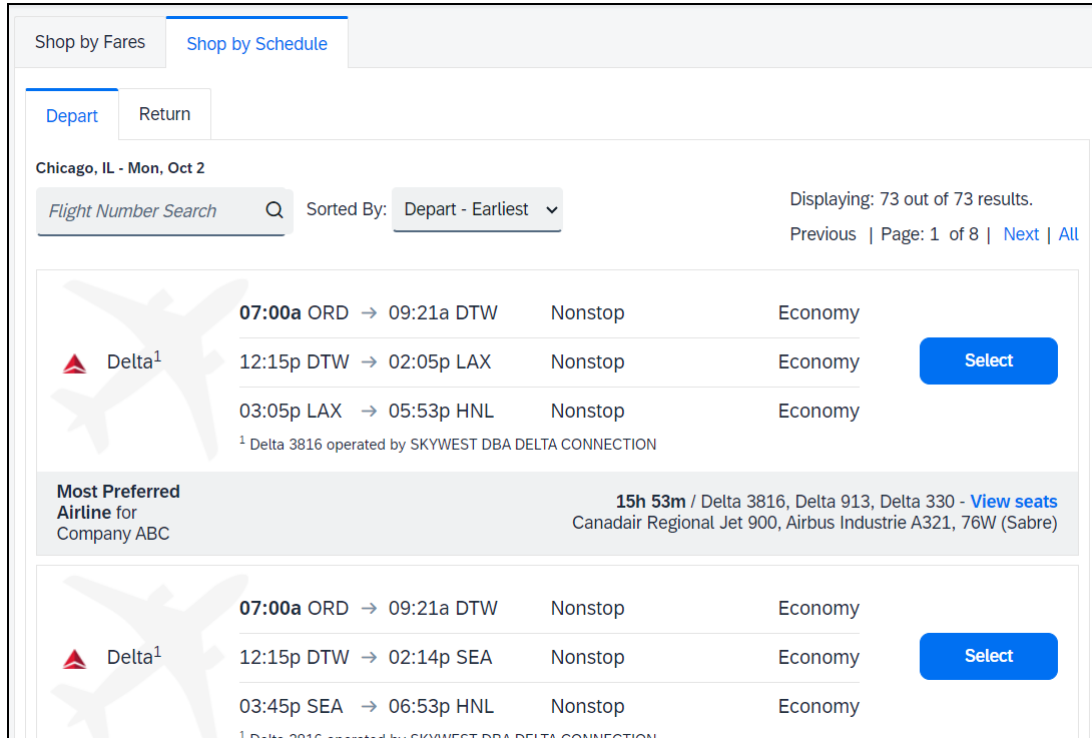
Flight Number Search Sorted By: Preference

Displaying: 2 out of 2 results.

United	09:35 AM	ORD	→	01:34 PM	HNL	Nonstop	8h 59m	ECONOMY	\$1,029.00	Select
United	05:15 PM	HNL	↶	06:15 AM	ORD	Nonstop	8h 00m			
Most Preferred Airline More fares/details										
United	09:35 AM	ORD	→	01:34 PM	HNL	Nonstop	8h 59m	ECONOMY FULLY ...	\$1,129.00	Select
United	05:15 PM	HNL	↶	06:15 AM	ORD	Nonstop	8h 00m			
Most Preferred Airline More fares/details										

Displaying: 2 out of 2 results.

- On the **Shop by Schedule** tab, select the appropriate flight options.





Shop by Fares | **Shop by Schedule**

Depart | Return

Chicago, IL - Mon, Oct 2

Flight Number Search Sorted By: Depart - Earliest Displaying: 73 out of 73 results. Previous | Page: 1 of 8 | Next | All

 Delta ¹	07:00a ORD → 09:21a DTW	Nonstop	Economy	<input type="button" value="Select"/>
	12:15p DTW → 02:05p LAX	Nonstop	Economy	
	03:05p LAX → 05:53p HNL	Nonstop	Economy	
¹ Delta 3816 operated by SKYWEST DBA DELTA CONNECTION				
Most Preferred Airline for Company ABC		15h 53m / Delta 3816, Delta 913, Delta 330 - View seats Canadair Regional Jet 900, Airbus Industrie A321, 76W (Sabre)		
 Delta ¹	07:00a ORD → 09:21a DTW	Nonstop	Economy	<input type="button" value="Select"/>
	12:15p DTW → 02:14p SEA	Nonstop	Economy	
	03:45p SEA → 06:53p HNL	Nonstop	Economy	
¹ Delta 3816 operated by SKYWEST DBA DELTA CONNECTION				

4. Select the **View Fares** link to review detailed flight information.

Notes:

- The option to select your seat will vary by airfare provider. If available, select the **View seats** link to choose available seat from the **Seat Map**.
- The View Fares link appears only when multiple branded fares are available. If not available, the traveler can select the fare directly.

5. Add or choose a different Frequent Flyer/Traveler program if applicable.
6. **Note:** If you have added a Frequent Flyer/Traveler program to your profile, Concur Travel will automatically add it to your reservation during the booking process.

Trip Summary

Flights Selected

Round Trip

ORD - HNL
Depart: Mon, 10/02/2023
 Return: Tue, 10/17/2023

Finalize Trip

Review and Reserve Flight

Review Flights

DEPART ✕ **Mon, Oct 2** - Chicago, IL to Honolulu, HI / 3h 05m layover in Los Angeles, CA [Hide details](#)

Mon, Oct 2 10:52a ORD → 01:25p LAX 4h 33m United 2406
Boeing 737 MAX 8

Layover in Los Angeles, CA 3h 05m Los Angeles Intl Airport

04:30p LAX → 07:07p HNL 5h 37m United 1170
Boeing 777

RETURN ✕ **Tue, Oct 17** - Honolulu, HI to Chicago, IL / 2h 23m layover in San Francisco, CA [Hide details](#)

Tue, Oct 17 01:30p HNL → 09:36p SFO 5h 06m United 1141
Boeing 777

Layover in San Francisco, CA 2h 23m San Francisco Airport

11:59p SFO → 06:15a ORD 4h 16m United 476
Lands West, Oct 18 Boeing 737-800

Enter Traveler Information

Ensure all traveler information below is correct. @

Primary Traveler

Name: William R Never Phone: Email: flan@concurbootcamp01.com

Frequent Flyer Programs [Add a Program](#)

For United

No Programs selected

Select Seats

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
UA 2406 Economy (G)	Select a seat
UA 1170 Economy (G)	Select a seat
UA 1141 Economy (G)	Select a seat
UA 476 Economy (G)	Select a seat

Review Price Summary

Description	Fare	Taxes and Fees	Charges
Airfare	\$476.33	\$85.28	\$561.61
Total Estimated Cost:		\$561.61	
Total Due Now:		\$561.61	

Select a method of payment

How would you like to pay?

Test Visa 5 Day TMC (...1111) [Edit this card](#) | [Add credit card](#)

* Indicates credit card is a company card

⚠ This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the [fare rules and restrictions](#) and [hazardous goods policy](#).

Back
Reserve Flight and Continue

7. Select Reserve Flight and Continue.


Car Reservations

If you requested a car on the **Flight** (or **Air/Rail**) tab, the rental car search results appear.

To Select a Rental Car:

- If you selected **Pick Up/Drop off car at airport** on the **Flight** tab, you will see the results for the car search.
- If you selected **Automatically reserve this car**, Concur Travel will add your car and then display your hotel results.

– Or –

- Select the **Car**  tab on the left side of the SAP Concur home page, and then select your **Pick-up** and **Drop-off** dates and time, and then select **Search**.
- 1. Select the **Total cost** button next to the appropriate rental car.

Note: You can filter the preferences on the left to narrow your rental car search results.

Trip Summary

Select a Car
Pick-up: Sat, 09/30/2023
Drop-off: Sun, 10/01/2023

Finalize Trip

Change Car Search

Pick-up date: 09/30/2023 12:00 pm
Drop-off date: 10/01/2023 12:00 pm

Pick-up car at: Airport Terminal Off-Airport
Please enter an airport:
HNL - Honolulu Airport - Honolulu, HI

Return car to another location
[More Search Options](#)

Search

Car Display Filters

Unlimited miles
 Air conditioning
 Hybrid

Car Transmission











Automatic
 Manual

Pick up: (HNL) on Sat, Sep 30 12:00 PM

Return: Sun, Oct 1 12:00 PM


Show as USD

[Hide matrix](#) [Print / Email](#)

All 85 results	Compact	Intermediate	Standard	Full-size	Luxury	Premium	Mini
 AVIS	46.37	49.86	51.01	51.11	--	95.86	75.79
 Thrifty	50.68	56.33	61.95	62.06	--	--	--
 dollar.	51.73	57.49	63.23	63.35	--	--	--
 AVIS	52.26	58.07	63.87	63.99	79.34	116.94	--
 Budget	52.26	58.07	63.87	63.99	78.18	116.94	84.04
 Hertz	76.95	82.51	83.21	84.90	--	--	--
 Alamo	85.41	86.77	87.31	87.80	--	--	--
 enterprise	85.41	97.19	97.80	98.36	--	--	--
 National	85.44	101.06	103.36	103.49	--	--	--
 Sonic	94.08	94.69	95.28	95.84	--	--	--

Sorted By: Policy - Most Compliant


Displaying: 22 out of 85 results. [Previous](#) [1](#) [2](#) [3](#) [Next](#) | [All](#)

 **Intermediate Car - \$33.00 per day (Sabre)**

Automatic transmission
Unlimited miles, Pick-up: Terminal: HNL
Adults: 4, Large bags: 1, Small bags: 2

Total cost
\$49.86


[Location details](#)

 **Intermediate Car - \$38.26 per day (Sabre)**

Automatic transmission
Unlimited miles, Pick-up: Terminal: HNL
Adults: 4, Large bags: 1, Small bags: 2

Total cost
\$56.33

[Location details](#)

 **Intermediate Car - \$39.27 per day (Sabre)**

Automatic transmission
Unlimited miles, Pick-up: Terminal: HNL
Adults: 4, Large bags: 1, Small bags: 2

Total cost
\$57.49

[Location details](#)


2. Review your car rental details, and then select **Reserve Car and Continue**.
3. Review your travel details, and then select **Next**.

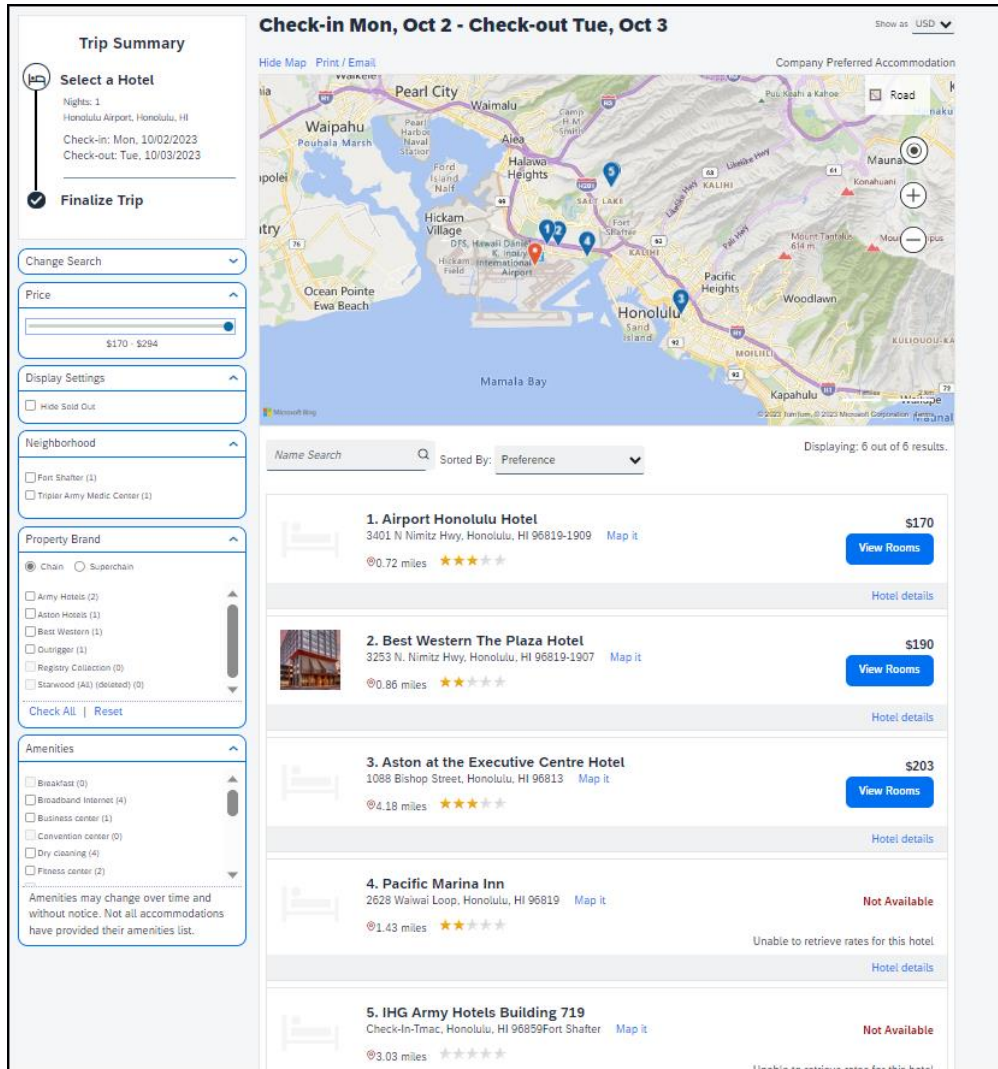
Hotel Reservations

Note: Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter. Fees will likely apply.

To Select a Hotel:

- If you requested a hotel on the **Flight** (or **Air/Rail**) tab, the hotel search results appear.
- Or –

- Select the **Hotel**  tab on the left side of the SAP Concur home page, select your **Check-in** and **Check-out** date , and select **Search**.



Trip Summary
 Select a Hotel
 Nights: 1
 Honolulu Airport, Honolulu, HI
 Check-in: Mon, 10/02/2023
 Check-out: Tue, 10/03/2023
 Finalize Trip

Check-in Mon, Oct 2 - Check-out Tue, Oct 3 Show as: USD

Company Preferred Accommodation

Hide Map Print / Email

Map showing search area around Honolulu, HI.

Name Search Sorted By: Preference Displaying: 6 out of 6 results.

Rank	Hotel Name	Address	Distance	Rating	Price	Status
1.	Airport Honolulu Hotel	3401 N Nimitz Hwy, Honolulu, HI 96819-1909	0.72 miles	★★★★☆	\$170	View Rooms
2.	Best Western The Plaza Hotel	3253 N. Nimitz Hwy, Honolulu, HI 96819-1907	0.86 miles	★★★★☆	\$190	View Rooms
3.	Aston at the Executive Centre Hotel	1088 Bishop Street, Honolulu, HI 96813	4.18 miles	★★★★☆	\$203	View Rooms
4.	Pacific Marina Inn	2628 Waiwai Loop, Honolulu, HI 96819	1.43 miles	★★★★☆	Not Available	Unable to retrieve rates for this hotel
5.	IHG Army Hotels Building 719	Check-In-Tmac, Honolulu, HI 96859/Fort Shafter	3.03 miles	★★★★☆	Not Available	Unable to retrieve rates for this hotel

1. Use the filter options to narrow your search by **Hotel Chain** or **Amenities**.
2. Select **View Rooms** to view room rates.
3. When you are ready to reserve your hotel room, select the rate button next to the desired room type.
4. Review the information on the **Review and Reserve Hotel** page, and then select the check box to agree hotel's rate rules, restrictions, and cancellation policy.
5. Select **Reserve Hotel and Continue**.

Completing, Canceling or Changing a Reservation

You can add or make changes to the car or hotel as well as change the dates of the flight before you complete your reservation.

To Complete the Reservation:

1. Review the **Travel Details** and select **Next**.

Note: Depending on your company's configuration you may be able to add parking, taxi, Wi-Fi, or depending on your company's configuration.

2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.

The trip name and description data are for your record keeping. You can choose to send a copy of the confirmation to additional recipients.

3. Select **Next**.

You will see the name, itinerary, and ticketing deadline, along with the total estimated cost

4. Select **Confirm Booking** to finalize your trip.

5. On the **Pre-populating Your Expense Report** page, you can add transportation and parking expenses, and then select **Finish**.

To Change an Airline, Car Rental, or Hotel Reservation:

1. At the top of the SAP Concur home page, select **Travel**.
2. On the **Upcoming Trips** tab, select the name of the trip you want to change.

Notes:

- Flight changes are available for e-tickets that include a single carrier.
- If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.
- Directly contact your travel agency, the appropriate website, or vendor if you did not book your trip using Concur Travel.

3. To change a trip, in the **Action** column, select **Change**.

4. In the **Change Flight** window, select the segment of the trip you want to change.

Concur Travel will automatically adjust any car or hotel reservations to match the days of your flight change.

After you make the changes, you will see the original airfare, new airfare, airfare difference, exchange fee, and the total cost of the exchange.

Exchange details	
Original Airfare:	USD288.20
New Airfare:	USD298.20
Airfare Difference:	USD10.00
Forfeited Fare Amount:	0.00
Exchange Fee:	USD200.00
Total Cost of Exchange:	USD210.00

The page at localhost says:

Please note that the cost of exchanging this ticket exceeds the cost of purchasing a new ticket.
Cost of exchange: \$204.00. Cost of new ticket: \$133.70.
To stop the exchange, click on cancel and return to the trip display.

OK

5. To cancel your entire trip, in the **Action** column, select **Cancel All Air**, and then select **OK**.

Note: When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.

6. To create an expense report for this trip, select the **Expense Trip** link.

Activating E-Receipts

E-receipts are an electronic version of receipt data that can be sent directly to SAP Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor.

Your company must be enabled to accept e-receipts, and you must opt-in from your **Profile** before e-receipts activate in Expense. Some vendors require additional paperwork before they can send e-receipt data. Contact your SAP Concur administrator for more information.

Once your company has e-receipts enabled, a message will appear on the SAP Concur home page, prompting you to sign up.

Note: Depending on your company's configuration, this option might not be available to you. Contact your SAP Concur administrator for more information.

To Sign Up for E-receipts:

1. Either:
 - On the SAP Concur home page, select **Sign up here**. The **E-Receipt Activation** page appears.
 - Or -
 - Select **Profile > Profile Settings > E-Receipts Activation** (in the **Other Settings** section of the left-side menu).

Note: One or both of these options might be available to you.
2. Select **E-Receipt Activation**.
The **E-Receipt Activation and User Agreement** appears.
3. Select **I Accept**.
The E-Receipts confirmation appears.
4. Once you have accepted the user agreement, all your corporate cards are opted in. You can choose to opt-out a particular card in **Profile > Credit Cards**. Select the **Edit** icon for the card and uncheck the **Receive e-receipts for this card** check box.



Available Receipts work with the SAP Concur Imaging Service to provide receipt images that the user can either email or upload images to, and then use to attach images at the line item expense entry level (only). Images in supported format are uploaded using an SAP Concur-verified email address provided by the user during signup, and these images are then available to that user (only) for the purpose of attaching to report expense entries.

To Attach a Receipt Image to an Expense Entry using Available Receipts:

1. Select an entry to open it in **Details** view.
2. Select **Attach Receipt Image**.
3. Select the receipt image you want to attach, and then select **Attach**.
4. The receipt image is attached to the expense entry and displays on the right side of the screen.

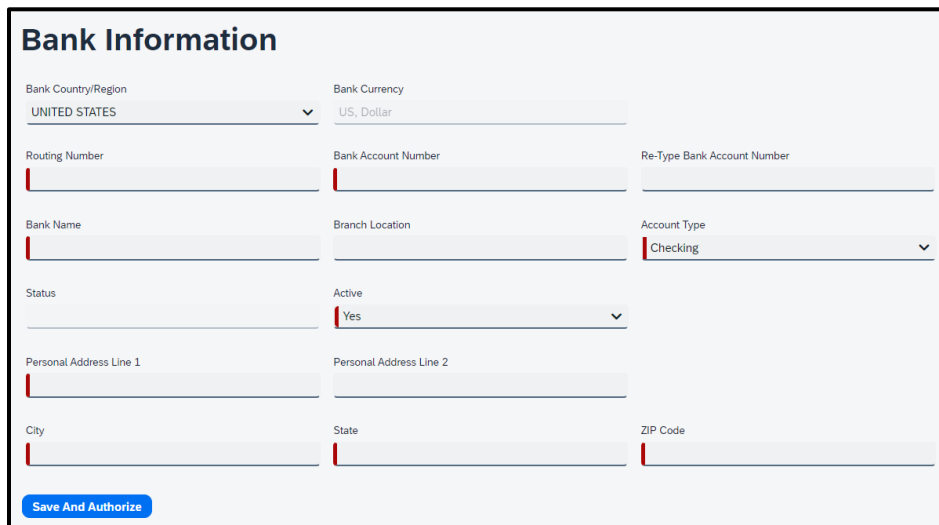
Note: You can **Detach** or **Append** the image from the receipt pane.

Activating Direct Deposit

Expense Pay is the electronic funds transfer feature that allows you to authorize direct deposits to your personal bank account for cash advances and reimbursement of your out-of-pocket travel and expense transactions.

To Access your Banking Information:

1. From the SAP Concur home page, select **Profile** icon, then select **Profile Settings**.
2. In the **Profile Options** page, in the **Expense Settings** section, select **Bank Information**.
3. On the **Bank Information** page, complete the required and optional fields as defined by your company.
4. Enter your bank account information in the form.
Your Bank Routing Number and Bank Account Number can be found at the bottom of your personal checks.
5. When you have completed the form, select **Save And Authorize**, and then select **OK**.



The screenshot shows the 'Bank Information' form with the following fields and values:

Field	Value
Bank Country/Region	UNITED STATES
Bank Currency	US, Dollar
Routing Number	[Redacted]
Bank Account Number	[Redacted]
Re-Type Bank Account Number	[Redacted]
Bank Name	[Redacted]
Branch Location	[Redacted]
Account Type	Checking
Status	[Redacted]
Active	Yes
Personal Address Line 1	[Redacted]
Personal Address Line 2	[Redacted]
City	[Redacted]
State	[Redacted]
ZIP Code	[Redacted]

A 'Save And Authorize' button is located at the bottom left of the form.

After your employee bank record is saved, check for the penny deposit amounts that were sent to your bank account, and then verify them on the **Bank Information** page. Once the amounts are verified, the **Status** displays as **Confirmed**, and you will start receiving your direct deposit funds.