



New Online Booking Tool & Travel Discounts

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Agenda

- Traveler Perks
- Getting Started
- Traveler Profile
- Adding an assistant
- Concur Mobile
- Booking Travel
- Preferred Vendors
- Completing a booking
- Best Practices
- Trouble Shooting
- Q and A

Traveler Perks

Concur online booking tool

- Ability to book 24/7
- Mobile app
- Profile management
- Store and utilize loyalty programs
- Vendor discounts
- Ability to direct bill
- Reduced service fee

- Dedicated travel team
- Unused ticket management
- Assistance with seat assignments
- Priority boarding
- Flight Stats
- Low fare audit
- Hotel rate audit
- Passport and Visa Services
- Can be used for Personal travel



- Emergency after-hours assistance
 - Available 24/7
 - Minimal hold times

Getting Started

Concur is an extension of World Travel Service.

Concur is another option in addition to booking with the agents.

Agents and Concur utilize same database for searching travel content.

Reservations made on Concur are immediately available to the agents.

FINANCE
About
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IRIS
Travel
Booking
Book an Event
Hotel Rate Information
Travel Forms
Per Diem Rates

Finance > Travel

Travel



A new online system allows University of Tennessee employees to access discounts and book work and personal travel all from one, central location.

[UT Travel](#) combines the many discounts available with airlines, car rental companies and hotels—making the process of booking travel easier and more efficient than ever. The system, powered by Concur, even offers an app for making and checking reservations on your phone. All travel booked through the system is supported by World Travel.

[Login to UT Travel](#) to get started.

Want to book travel for someone else? [Click here to find out how.](#)

Click **[Login to UT Travel](#)**

<https://finance.tennessee.edu/travel>


The screenshot shows the Central Authentication Service (CAS) login page for The University of Tennessee Knoxville. On the left side, there is a navigation menu with the following links: "What is a UT NetID?", "Forgot Your Password?", "Need help signing in?", and "Current service alerts and outage". The main content area features the university's logo and the title "CENTRAL AUTHENTICATION SERVICE". Below the title, a prompt reads: "To continue, please enter your NetID and password:". The login form contains two input fields: "NetID:" with the value "bstetler" and "Password:" with masked characters. A "LOGIN" button is positioned below the password field. At the bottom of the form, a disclaimer states: "By logging in to this site, you agree to the terms of the [UT Acceptable Use Policy](#)." The footer of the page includes the UT logo and the text: "The flagship campus of the University of Tennessee System and partner in the Tennessee Transfer Pathway."


Login - Net ID

Password - same password used to access your computer

Traveler Profile






CONCUR Travel App Center Help ▾

Profile ▾ 

 **THE UNIVERSITY OF TENNESSEE**
Hello, William


TRIP SEARCH


Select one:

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](#)


Search

ALERTS

 You have unused tickets

COMPANY NOTES

Welcome to Concur


 **THE UNIVERSITY OF TENNESSEE**

Click [Read More](#) for Training Videos and Helpful Information.



[Read more](#)

MY TRIPS (0)

You currently have no upcoming trips. [→](#)

 **William Robert Never**

[Profile Settings](#) | [Sign Out](#)

 **Acting as other user** 

[Cancel](#) [Start Session](#)

Traveler Profile

- Verify that your name in the Concur profile matches the government issued ID that you will be utilizing when traveling.
- Add your contact information, and travel preferences.
- Verify your TSA Secure flight information.
- Add your credit card number and expiration date.

Your Information

- [Personal Information](#)
- [Company Information](#)
- [Contact Information](#)
- [Email Addresses](#)
- [Emergency Contact](#)
- [Credit Cards](#)

Travel Settings

- [Travel Preferences](#)
- [International Travel](#)
- [Frequent-Traveler Programs](#)
- [Assistants/Arrangers](#)

Other Settings

- [System Settings](#)
- [Connected Apps](#)
- [Concur Connect](#)
- [Change Password](#)
- [Travel Vacation Reassignment](#)
- [Mobile Registration](#)

Adding an assistant

[Save](#)

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.




Refuse Self Assigning Assistants ?

Your Assistants and Travel Arrangers [\[+\] Add an Assistant](#)

You currently have no assistants defined.

Credit Cards [Go to top](#)

You currently have the following credit cards

 My Personal Card 2019  

[\[+\] Add a Credit Card](#)

[▲ Go to top](#)

Add an Assistant - Mozilla Firefox

https://www.concursolutions.com/profile/AssistantE

Add an Assistant

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

Assistant

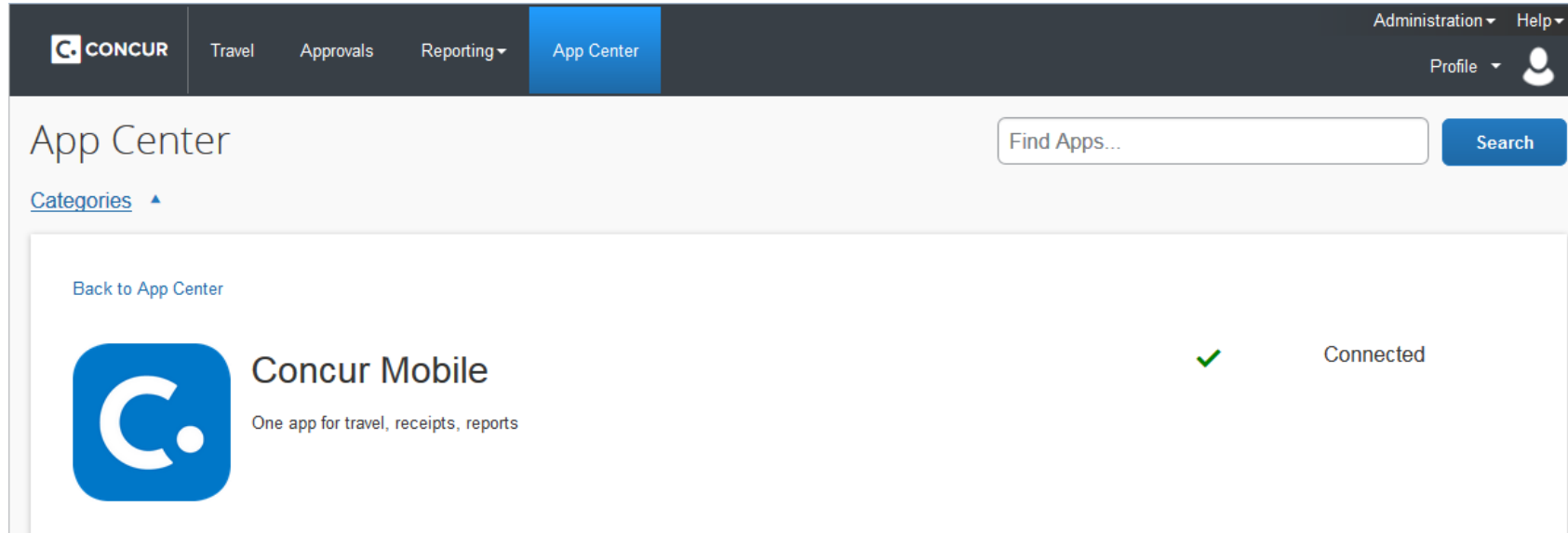
Can book travel for me

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](#)

Concur Mobile



The screenshot shows the Concur App Center interface. At the top, there is a navigation bar with the Concur logo and menu items: Travel, Approvals, Reporting, and App Center (which is highlighted). On the right side of the navigation bar, there are links for Administration, Help, and Profile. Below the navigation bar, the page title is "App Center". There is a search bar with the placeholder text "Find Apps..." and a "Search" button. Underneath the search bar, there is a "Categories" link with a dropdown arrow. The main content area shows a "Back to App Center" link and a card for the "Concur Mobile" app. The card features the Concur logo, the app name "Concur Mobile", and the description "One app for travel, receipts, reports". To the right of the app name, there is a green checkmark and the text "Connected".

Instructions for Downloading the UT Travel App

- Visit the App Store on your phone
- Search and download the Concur: Travel, Receipts, Expense App
- Select SSO Company Code Sign In and enter company code ABBBQ5
- You'll be directed to a UT login page where you can use your UT NetID and password to proceed
- For each subsequent login, select the SSO Company Code Sign In and you will be directed to the UT login page

Booking Travel

The screenshot displays the CONCUR travel booking interface for The University of Tennessee. The top navigation bar includes the CONCUR logo, 'Travel', and 'App Center' on the left, and 'Help', 'Profile', and a user icon on the right. The user profile section identifies the user as William Robert Never, with links for 'Profile Settings' and 'Sign Out'. Below this is a section for 'Acting as other user', featuring a dropdown menu labeled 'Choose a user' and buttons for 'Cancel' and 'Start Session'. The main content area is divided into three sections: 'TRIP SEARCH', 'COMPANY NOTES', and 'MY TRIPS (0)'. The 'TRIP SEARCH' section contains a 'Select one:' dropdown menu (highlighted with an orange border), a row of icons for different travel modes (airplane, car, train, bus, clock), and a 'Mixed Flight/Train Search' section with buttons for 'Round Trip', 'One Way', and 'Multi City'. Below these are input fields for 'From' (Departure city, airport or train station) and 'To' (Arrival city, airport or train station), each with a 'Find an airport' and 'Select multiple airports' link. A prominent orange 'Search' button is at the bottom of the search section, with a 'Show More' link below it. The 'COMPANY NOTES' section features a large welcome message from The University of Tennessee and a 'Read more' button. The 'MY TRIPS (0)' section shows a message: 'You currently have no upcoming trips.' with a right-pointing arrow.






Booking Travel

- Concur can be used for business, business with a direct bill and personal.
- Air, Car (Not Local), Hotel Tabs
- Pay attention to +/- hours (this will affect the flight options that are displayed).
- Search options

Rule Class

Business Travel (Direct Bill) TA required

Business Travel
Business Travel (Direct Bill) TA required
Personal Travel

DIRECT BILL TO THE UNIVERSITY

- Reservations are subject to audit and cancellation if direct bill requirements are not met.
- Direct bill number is required to complete reservation.
 - Airfare is not guaranteed until tickets are issued.
 - Amtrak, Allegiant and Southwest are prohibited from booking thru Concur.

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 ?
 depart 09:00 am ± 4

Return ?
 depart 05:00 pm ± 4




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

Adults Search by
1 Price

Specify a carrier ?
 Flights w/ no double connections

Search

Preferred Vendors-Air

	 United	 American Airlines	 Delta
All 58 results	Preferred	Preferred	Preferred
1 stop 58 results	461.75 1 results	506.54 10 results	509.54 47 results

2-4% discount off most domestic fares
Net 3.7%

2-6% discount off most domestic fares
Net 4.1%











2-9% discount off most domestic fares
Net 4.6%



Wanna get away 3% off select fares

❖ Additional discounts available on International travel

Preferred Vendors-Car

All 15 results	 Compact Car	 Intermediate Car	 Standard Car	 Full-size Car	 Mini Van	 Intermediate SUV	 Standard SUV	 Full-size SUV
 Most Preferred	26.58	28.44	29.38	29.38	45.46	44.47	44.47	68.77
 Most Preferred	26.58	28.44	29.38	29.38	45.46	44.47	44.47	--

Join Emerald club and enjoy benefits like; counter bypass, choose your own car, e-receipts and more.

Enterprise and National rates include insurance for business rentals.

Book National for one-way rentals and avoid one way drop fees.

Enterprise and National extending great rates for personal rentals. **(Not to be used for business rentals originating from home base.)**

* Additional surcharges apply in some cities.

Preferred Vendors-Hotel

Per UT policy, book within the government lodging per diem rate.

Change Search [^](#)

PLEASE NOTE
You must have a credit card in your profile to guarantee hotel reservations.

Check-in Date Check-out Date

Find hotels within miles from

Airport Address

Company Location Reference Point / Zip Code

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


With names containing:

Price [^](#)

\$70 - \$3,001

Display Settings [^](#)


1. Hilton Knoxville Airport [Map it](#) **\$91**

 2001 Alcoa Hwy, Alcoa, TN 37701

📍 11.52 miles ★★★★☆ [i](#) [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)


2. Hilton Knoxville [Map it](#) **\$96**

 501 W Church Ave, Knoxville, TN 37902

📍 0.14 miles ★★★★☆ [i](#) [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)


3. Holiday Inn Knoxville Dwtworlds Fair Pk [Map it](#) **\$96**

 525 Henley St, Knoxville, TN 37902

📍 0.19 miles ★★★★☆ [i](#) [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)

4. Crowne Plaza Knoxville [Map it](#) **\$96**

 401 W Summit Hill Dr, Knoxville, TN 37902

📍 0.45 miles ★★★★☆ [i](#) [View Rooms](#)

* Preferred hotels have last room availability for Conus/Gvt rates.

Preferred Vendors-Hotel

Per UT policy, book within the government lodging per diem rate.

[Change Search](#)

PLEASE NOTE
You must have a credit card in your profile to guarantee hotel reservations.

Check-in Date: 09/14/2017 Check-out Date: 09/15/2017




Find hotels within miles from

Airport Address
 Company Location Reference Point / Zip Code

Please enter an airport:

With names containing:

[Price](#)

-  **1. The Read House Historic Inn & Suites** \$95
827 Broad St, Chattanooga, TN 37402 [Map it](#)
6.1 miles ★★★★★
Preferred Hotel for University of Tennessee [Hotel details](#)
-  **2. The Chattanooga** \$100
1201 S Broad St, Chattanooga, TN 37402 [Map it](#)
6.02 miles ★★★★★
Preferred Hotel for University of Tennessee [Hotel details](#)
-  **3. Chattanooga Marriott at the Conv Ctr** \$100
Two Carter Plaza, Chattanooga, TN 37402 [Map it](#)
6.15 miles ★★★★★
Preferred Hotel for University of Tennessee [Hotel details](#)

* Preferred hotels have last room availability for Conus/Gvt rates.

Preferred Vendors-Hotel

Per UT policy, book within the government lodging per diem rate.

Change Search

PLEASE NOTE
You must have a credit card in your profile to guarantee hotel reservations.


Check-in Date: 09/15/2017 Check-out Date: 09/16/2017

Find hotels within 5 miles from

Airport Address
 Company Location Reference Point / Zip Code


Please enter an airport:
BNA - Nashville Metro Arpt - Nashville, TN

With names containing:

 **1. Embassy Suites by Hilton Vanderbilt**
1811 Broadway, Nashville, TN 37203 [Map it](#) **\$192**


6.8 miles ★★★★★ [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)

 **2. Hilton Brentwood/Nashville Suites**
9000 Overlook Blvd, Brentwood, TN 37027 [Map it](#) **\$229**

8.54 miles ★★★★★ [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)

 **1. Doubletree Hotel Murfreesboro**
1850 Old Fort Pkwy, Murfreesboro, TN 37129 [Map it](#) **\$91**

1.91 miles ★★★★★ [View Rooms](#)

Preferred Hotel for University of Tennessee [Hotel details](#)

* Preferred hotels have last room availability for Conus/Gvt rates.

Hotel

Always read the cancellation policy before clicking I agree.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

My Personal Card (...1111)   [Edit](#) | [Add credit card](#)

* Indicates credit card is a company card

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

CXL AFTER 1800 09OCT FORFEIT ONE NITE STAY
ID REQUIRED AT CHECK-IN
2 DOUBLE BEDS NONSMOKING
CHECK IN 1500 CHECK OUT 1200
ENJOY KNOXVILLESTOP-NOTCH AMENITIES AND GREAT SERVICEWITH AN
IDEAL LOCATION ADJACENT TO THE CONVENTION CENTER. HOLIDAY INN
KNOXVILLE DOWNTOWN WORLDS FAIR PARK IS THE PERFECT CHOICE FOR
BUSINESS AND LEISURE TRAVELERS. OUR HOTEL OFFERS THE BEST IN

*I agree to the hotel's rate rules, restrictions, and cancellation policy.

[Back](#)

[Reserve Hotel and Continue](#)

Travel Details

- Review the itinerary
- Add Car or Hotel
- Change seats
- Email Itinerary

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Memphis to Knoxville [\[Edit\]](#)
Start Date: October 10, 2017
End Date: October 11, 2017
Created: August 31, 2017, William Never (Modified: August 31, 2017)
Description: (No Description Available) [\[Edit\]](#)
Agency Record Locator: OID56R
Passengers: William Never
Total Estimated Cost: \$452.92 USD [\[Details\]](#)

[Add to your itinerary](#)
[Car](#) [Hotel](#)

[Airfare must be ticketed by: 08/31/2017 11:30 PM Eastern](#)

Flight Charlotte, NC (CLT) to Knoxville, TN (TYS)

American Airlines 5305
OPERATED BY PSA AIRLINES AS AMERICAN EAGLE

Departure: 01:00 PM
Seat: 23A [\[Change Seat\]](#)
Charlotte Douglas Intl Arpt (CLT)
Duration: 55 minutes
Nonstop

Confirmation: WEHDBH
Status: **Confirmed**

Arrival: 01:55 PM
McGhee Tyson Arpt (TYS)

Additional Details
Aircraft: Canadair 900
E-Ticket
Cabin: MAIN CABIN (0)
Distance: 176 miles

National Car Rental at: Knoxville US (TYS)

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

Pick-up at: Knoxville US (TYS)

Pick Up: 01:55 PM Tue Oct 10
Pick-up at: [Knoxville US \(TYS\)](#)
Number of Cars: 1

Confirmation: 1149142940COUNT
Status: **Confirmed**
Rate Code: IF8104

Return: 07:59 PM Wed Oct 11
Returning to: [Knoxville US \(TYS\)](#)

Additional Details
Rate: \$29.38 USD daily rate, unlimited miles, \$29.38 USD extra daily rate, unlimited miles, \$6.45 USD extra hourly rate, unlimited miles
Total Rate: \$73.82 USD
Corporate Discount: XZ56187

Rental Details
Full-size / Car / Automatic transmission / Air conditioning

Holiday Inn Knoxville Dwtworlds Fair Pk

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

525 Henley St
Knoxville, Tennessee, 37902
US
865-522-2800

Checking In: Tue Oct 10
15:00
Room 1, Days 1, Guests 1

Confirmation: 68307585 SHIS
Status: **Confirmed**

Checking Out: Wed Oct 11
12:00

TOTAL ESTIMATED COST

Air	Airfare quoted amount:	\$227.91 USD	View Fare Rules
	Taxes and fees:	\$55.19 USD	
	Air Total Price:	\$283.10 USD	
Hotel:		\$96.00 USD	
Car:		\$73.82 USD	
Total Estimated Cost:		\$452.92 USD	

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

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](#)

Trip Booking Information

- Fund
- Direct Bill number
- GL account

The screenshot shows the Concur 'Trip Booking Information' form. The top navigation bar includes 'CONCUR', 'Travel', 'Approvals', 'Reporting', and 'App Center'. The main content area is titled 'Trip Booking Information' and contains several sections:

- Trip Summary:** A sidebar on the left with a 'Car Reserved' status (Pick-up: Tue, 10/10/2017; Drop-off: Wed, 10/11/2017) and a 'Finalize Trip' section with options to 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'.
- Reservations:** A warning box stating 'RESERVATIONS ARE SUBJECT TO AUDIT AND CANCELLATION IF DIRECT BILL REQUIREMENTS ARE NOT MET. IF YOU HAVE ANY QUESTIONS PLEASE CALL 877-210-8189 OR 865-777-1680 FOR ASSISTANCE.'
- Trip Name and Description:** Fields for 'Trip Name' (containing 'Trip from Memphis to Knoxville') and 'Trip Description' (optional).
- Comments for the Travel Agent:** A text area for special requests.
- Confirmation Options:** Fields for 'Send a copy of the confirmation to:', 'Send my email confirmation as' (HTML selected), and 'With my email confirmation...' (Include directions and maps to hotels selected).
- Required Fields:** Fields for 'Fund (ie R010135209 or E010220005)', 'Direct Bill Number (ie: 0024)', 'What does your travel authorization include?', and 'GL account code'.
- Final Step:** A warning box at the bottom: '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.' Below this are buttons for 'Display Trip', '<< Previous', 'Next >>', and 'Cancel Trip'.

Almost finished-don't forget to click next.

Trip Confirmation

Concur gives you one more chance to review your itinerary.

You must click **Purchase Ticket** to complete the reservation.

If you receive a notice saying you have an unfinished reservation –you must login and complete the reservation within 6 hours or the reservation will cancel.

CONCUR Travel Approvals Reporting App Center Administration | Help Profile

Travel Arrangers Trip Library Templates Tools Concur XA

Trip Summary

- Car Reserved**
Pick-up: Tue, 10/10/2017
Drop-off: Wed, 10/11/2017
- Finalize Trip**
 - Review Travel Details
 - Enter Trip Information
 - Submit Trip Confirmation**

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Purchase Ticket" Button after reviewing this page.
To **CANCEL**, press the Cancel button.

TRIP OVERVIEW

Trip Name: Trip from Memphis to Knoxville
Start Date: October 10, 2017
End Date: October 11, 2017
Created: August 31, 2017, William Never (Modified: August 31, 2017)
Description: (No Description Available)
Fund (ie R010135209 or E010220005): R010135209
Direct Bill Number (ie: 0024): 0024
What does your travel authorization include? (select one): Airfare and car rental
GL account code: IN state travel (TN)
Agency Record Locator: OID55R
Passengers: William Never
Total Estimated Cost: \$452.92 USD

Airfare must be ticketed by: 08/31/2017 11:30 PM Eastern

Agency Name: World Travel Service (University of Tennessee)

TOTAL ESTIMATED COST

Air	View Fare Rules
Airfare quoted amount:	\$227.91 USD
Taxes and fees:	\$55.19 USD
Air Total Price:	\$283.10 USD
Hotel:	\$96.00 USD
Car:	\$73.82 USD
Total Estimated Cost:	\$452.92 USD

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Almost done... Please confirm this itinerary.

Display Trip << Previous Purchase Ticket>> Cancel Trip

Best Practices

- **Airline Travel**

- Track your unused tickets and reapply them to your next flight whenever possible
- Book in advance – You receive the lowest fares when booking 21+ days in advance
- Delta, American and United are preferred vendors
- If your travel plans change, cancel ASAP, most tickets can be voided within 24 hours of ticketing

- **Hotel Bookings**


- Cancel reservations before hotel deadline if you no longer need the room to avoid no-show fees
- Always read the cancellation policy before agreeing to the terms
- Utilize message to vendor for special request-such as room away from elevators

- **Car Rentals (For out of town use only)**

- Cancel your reservation if you no longer need it to avoid no-show fees
- Do not opt for satellite radio, additional insurance coverage, or pre-paid fuel
- Return rentals with a full tank of gas
- Enterprise/National is preferred
- Utilize message to vendor for special request-such as non-smoking car

Trouble Shooting

Welcome to Concur



Click [Read More](#) for Training Videos and Helpful Information.

Travel Assistance	UNIVERSITY TRAVEL CENTER (877) 210-8189 or (865) 777-1680 8:00am to 6:00pm ET (Monday thru Friday)
Concur Assistance	Call (877) 210-8189 or email online@worldtrav.com 8:00am to 5:00pm ET (Monday thru Friday)
Emergency After Hours Assistance	(877) 210-8189 Domestic (865) 777-1680 International (collect calls accepted) Refer to code: W-7CD

- **[Training / Tutorials](#)**

The following links provide general information about navigating Concur Travel, updating your travel profile and making a travel reservation. These tutorials are interactive and also provide audio.

[Updating Your Travel Profile](#) | [Booking a Flight](#) | [Booking a Hotel](#) | [Booking a Car](#)

- **[Other Services/Forms](#)**

Request a [copy](#) of your airline ticket receipt

Download a copy of the [T-25 Direct Bill Form](#)

View [frequently asked questions](#) regarding UT's Travel Policy or call the Treasurer's Office at 865-974-4724

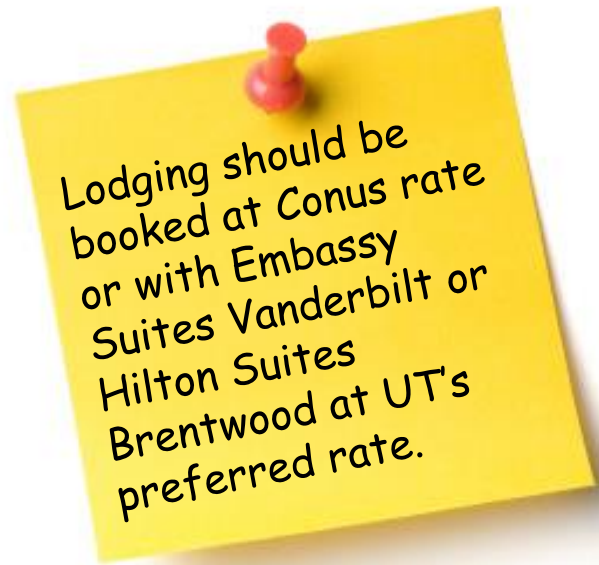
Booking an Event, Meeting or Conference? Click [here](#) to view more information.

➤ Check out the Company Notes section within Concur.

Remember

Concur must be used with in the guidelines of UT Travel Policy.

For example:



Lodging should be booked at Conus rate or with Embassy Suites Vanderbilt or Hilton Suites Brentwood at UT's preferred rate.



Use vehicles from Fleet Management for auto travel from your home base, if available.



Q and A

