Travel Services Open House
The ins and outs of Concur
October 2022
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<td>Meet the UW System Travel Team</td>
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<td>Concur Tips/Tricks</td>
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<td>Creating a booking in Concur</td>
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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
Concur Tips and Tricks

Identifying rate changes during a hotel stay

Concur displays live hotel inventory that includes rate changes specific to the UW Policy Highlights:
- UW negotiated rates with hotels near all UW campuses and select Universities and they are marked as “Most Preferred”.
- Travel Policies will alert users when rates are over the maximum for location and dates of travel.

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

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

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

Rate Changes over Duration of Stay:
- $329 USD Per Night Starting 09 Oct for 1 Night
- $245 USD Per Night Starting 10 Oct for 1 Night
- $328.95 USD Per Night Starting 11 Oct for 1 Night

Room Rate Details: All Known Taxes/fees/Surcharges: 8.88 percent state/tax prov tax per nt, 5.80 percent city tax per nt, 3.50 USD Service Charge per nt, 123.97 USD Total Tax/offset fee, 893.22 USD Total Amount of Stay.

Note: CANCEL BY 1609.07 OCT 2022 NO CHARGE.
**Concur Tips and Tricks**

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

<table>
<thead>
<tr>
<th><strong>TRIP OVERVIEW</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Trip Name:</strong> Platteville-La Crosse</td>
</tr>
<tr>
<td><strong>Start Date:</strong> September 20, 2022</td>
</tr>
<tr>
<td><strong>End Date:</strong> September 26, 2022</td>
</tr>
<tr>
<td><strong>Created:</strong> July 18, 2022</td>
</tr>
<tr>
<td><strong>Transit:</strong> Non-Refundable</td>
</tr>
<tr>
<td><strong>Total Cost:</strong> $342.24 USD</td>
</tr>
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</table>

**RESERVATIONS**

| **National Car Rental at Appleton US (ATW)** |
| **Pick Up:** 8:00 AM  |
| **Drop Off:** 5:00 PM  |
| **Total Cost:** $342.24 USD  |

**TOTAL ESTIMATED COST**

<table>
<thead>
<tr>
<th><strong>Car</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Cost:</strong> $342.24 USD</td>
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**REMARKS**

**Concur itinerary**

(Will not show the $3.75 charge and cannot be used for a TER)

**Travel, Inc invoice email**

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**For Additional Travel Resources, CLICK HERE for Travel Tips**

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

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**UNIVERSITY OF WISCONSIN SYSTEM**

**View Interactive Itinerary Online**

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**THIS MESSAGE CONFIRMS THAT YOUR RESERVATION HAS BEEN PROCESSED. FOR CHANGES CANCELLATIONS OR QUESTIONS PLEASE CALL THE AGENCY PHONE NUMBER ON YOUR ITINERARY.**
Concur Tips and Tricks
Initial Itinerary (Concur) vs Invoice Email (Travel, Inc)
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

If you plan on staying at the Oxbow Hotel, you can book by contacting your Travel Incorporated Consultant Team at 877-811-9998/470-589-2205

The Oxbow Hotel
516 Galloway Street
Eau Claire, WI 54703

Rate: $82.00 per night
Questions?
Thank you!