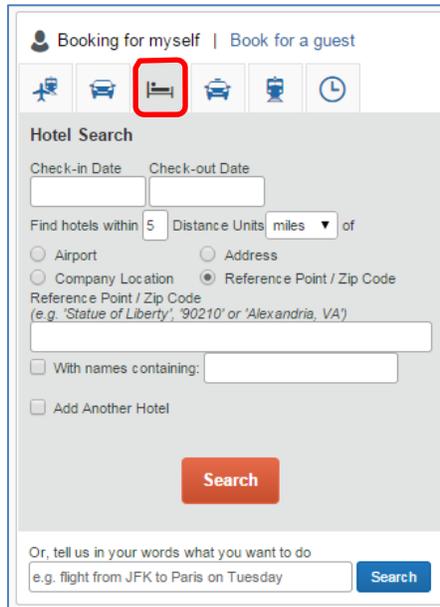


Concur Self-Booking Tool (SBT) Tutorial

Search and Reserve Lodging

The process of searching and reserving lodging in the Concur self-booking tool is fairly similar to a user experience on other online booking sites. Prior to making reservations, users must look up the rate maximum for the destination in the UW TravelWise rate calculator prior to reserving lodging.

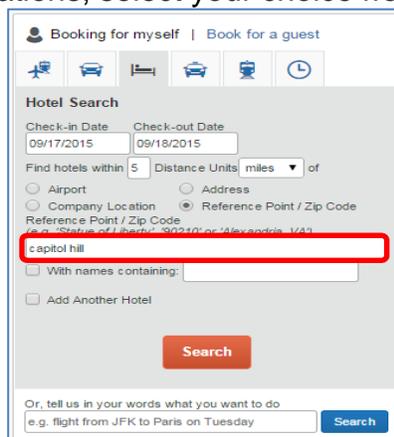
- To begin, select the hotel tab.



The screenshot shows the 'Hotel Search' form with the following fields and options:

- Check-in Date: []
- Check-out Date: []
- Find hotels within: 5 Distance Units: miles
- Search criteria: Airport, Address, Company Location, Reference Point / Zip Code
- Reference Point / Zip Code: (e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')
- With names containing: []
- Add Another Hotel:
- Search button

- Enter Check-in/Check-out Dates
- Select the search criteria to best fit your needs, such as an airport location, address, company location (University main campus addresses are listed under company), or reference point (city/neighborhood/zip code).
- Users can also search by hotel name by selecting the box and entering the name
- Users can add multiple hotels at one time for multi-stop travel
- In this example, we used the Capitol Hill neighborhood within Washington D.C.
- In the case of like-named locations, select your choice from the “Location” dropdown

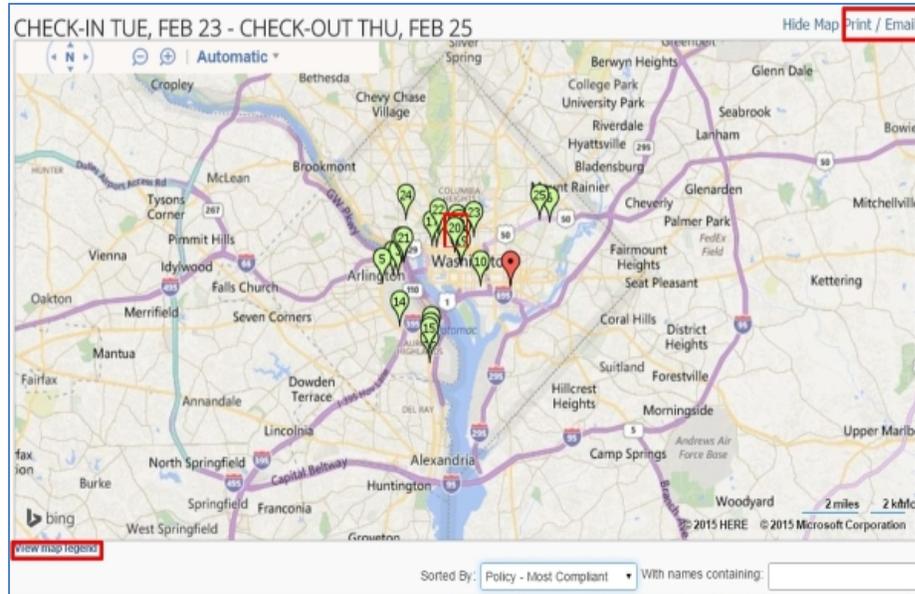


The screenshot shows the 'Hotel Search' form with the following fields and options:

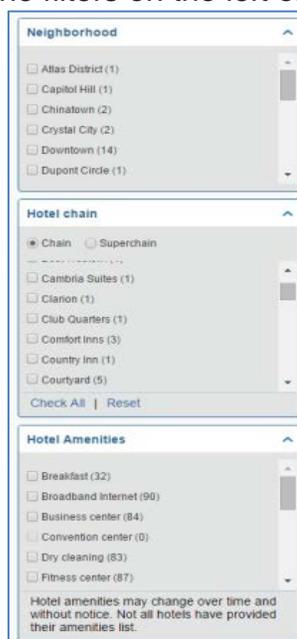
- Check-in Date: 09/17/2015
- Check-out Date: 09/18/2015
- Find hotels within: 5 Distance Units: miles
- Search criteria: Airport, Address, Company Location, Reference Point / Zip Code
- Reference Point / Zip Code: capitol hill
- With names containing: []
- Add Another Hotel:
- Search button

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- Search will return a map view
- View the map to see the various hotel options available for your location
- Click on the balloons to see the hotel name and rates in your location
- Users are able to print out hotel information or email search results from the map view
- For travel arrangers, you can email choices for lodging to your travelers for consideration prior to making a reservation



- At any time during your review, you can filter for other location, name or amenity options or adjust the initial search by using the filters on the left of the screen



Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- When viewing search results, use the sort feature to order the results by price, rating, distance or other preference
- Click compare to bring properties of interest to the top of the search list

The screenshot shows a search results interface. At the top, a 'Sorted By' dropdown menu is open, with 'Distance' selected. Other options include 'Preference', 'Price - Low to High', 'Price - High to Low', 'Rating', 'Policy - Most Compliant', and 'Policy - Least Compliant'. Below the menu, the first two results are visible:

Rank	Hotel Name	Address	Distance	Rating	Actions
1.	Capitol Hill Hotel	200 C St SE Washington, DC 20003 Capitol Hill	0.19 miles view map	4 stars	View rates, compare
2.	Courtyard Capitol Hill/Navy Yard	140 L St, SE Washington, DC 20003	0.63 miles view map	4 stars	View rates, compare

- For each lodging choice, there are typically several room types and rates available.
- Click the **choose room or view rates** link to open available room types and rates.
- **Users must know the rate maximum for the location and only reserve single/standard rooms per University policy prior to selecting a room rate/type.**
- In this example we will use the Hilton Garden Inn

The screenshot shows a detailed listing for the Hilton Garden Inn DC/U.S. Capitol:

20. Hilton Garden Inn DC/U.S. Capitol		
	1225 First Street NE Washington, DC 20002 1.42 miles view map	4 stars
E-Receipt Enabled		from \$239
more info compare		hide rooms ▾

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- Look for the eligible government rates (Wisconsin, State Employee) and Fox/ UW discount programs of staterates, WSCA, BCD, University of Chicago for additional savings. Many offer additional complimentary amenities.
- Clicking on the room image at any time during the process provides photos or videos, provided by the property for review.
- Clicking view on map gives you a detailed map view of the property
- Clicking on more info provides the contact information and amenities of the property.
- Note rooms that state “**Rate changes over duration of stay**”. This will show in red above the room description. Any rate variance may be over the UW rate maximum.
- Read and agree to the hotel’s rate rules, restrictions, and cancellation policy – travelers are responsible for abiding by these terms.
- Select the radio button for the rate and continue to move on with the reservation

20. Hilton Garden Inn DC/U.S. Capitol



1225 First Street NE
Washington, DC 20002

📍 1.42 miles [view map](#)

★★★★★

○ ○ ○ ○ ○
rate this hotel

from
\$239

E-Receipt Enabled
[more info](#) [compare](#)
[hide rooms](#) ▾

<input checked="" type="radio"/>	\$239	BCD Travel 2 Queen Mobility Hearing Accessible W Bathtub Vis Firearm Door Phn Alrt (Rate Code: A0CA43) (Apollo)	▾
<input type="radio"/>	\$239	Best Available Rate 1 King Bed Comp Wifi- Bed With Adjustable Firmness Dial (Rate Code: A00LV3) (Apollo)	▾
<input type="radio"/>	\$239	Best Available Rate 2 Queen Beds Comp Wifi- Bed With Adjustable Firmness Dial (Rate Code: A04LV3) (Apollo)	▾

[Rate details / Cancellation policy](#)

Select

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- Most hotels and car rental companies offer E-Receipt capability within Concur
- Travelers are highly encouraged to enable E-Receipts on the Concur home page
- Travel arrangers do not have access to do activate or receive E-Receipts on behalf of the traveler, travelers must do this.
- Once enabled, the traveler will receive an electronic receipt

20. Hilton Garden Inn DC/U.S. Capitol

1225 First Street NE
Washington, DC 20002
1.42 miles | [view map](#)

★★★★★
rate this hotel

from
\$239

E-Receipt Enabled

[more info](#) | [compare](#) | [hide rooms](#) ▾

E-Receipt Enabled Close

This supplier is capable of securely delivering electronic receipts - including folio data - directly to you within 48 hours of travel. E-Receipts are attached to your itineraries and included automatically in your expense reports if your company has implemented Expense. They are available from hotel and rental car stations participating in the supplier's e-receipt program when you have registered for the E-Receipt service from your Concur profile.

W Bathub Via Firearm Door Pin Alt (Rate Code: A0CA43) (Apollo)

With Adjustable Firmness Dial (Rate Code: A0LV3) (Apollo)

With Adjustable Firmness Dial (Rate Code: A0LV3) (Apollo)

[Select](#)

Sample Hotel E-Receipt

Name and Address

Hotel Address

MANGAOKAR, KAPS

SEATTLE, WA

Confirmation # 5645056

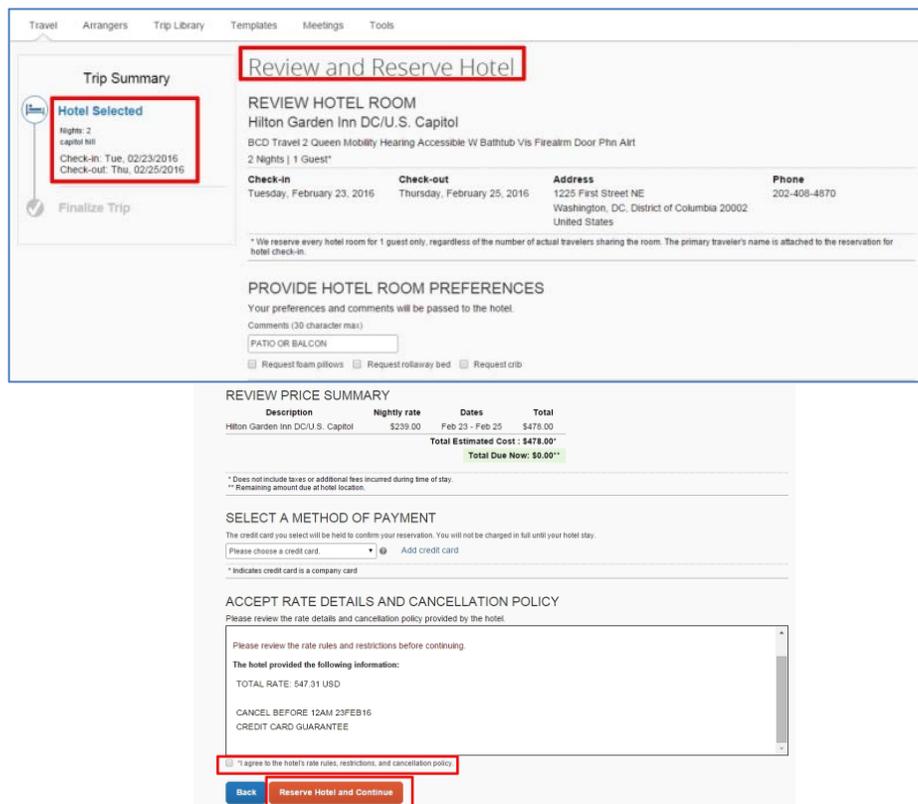
Arrival Date 02/14/2008
Departure Date 02/14/2008
Adult/Child 1/0
Room Rate \$228.00

Reservations
[www.hilton.com](#) or
1-800-HILTONS

DATE	REFERENCE	DESCRIPTION	AMOUNT
02/14/08	6e9cbeb4	ROOM RATE	\$228.00
02/14/08	931b126e	GENERAL TAXES,ROOM CHARGES	\$28.50
02/14/08	512a7ad8	PARKING CHARGES	\$10.00
02/14/08	82eatc0	MINIBAR CHARGES	\$14.13
02/14/08	ebf1991f	MOVIE CHARGES	\$9.95
02/14/08	d4b8a07	INTERNET ACCESS	\$17.31
02/14/08	1628cd14	RESTAURANT CHARGES	\$195.22
02/14/08	9c0741b3	TIPS	\$2.00
02/14/08	tot71734	GIFTSHOP CHARGES	\$6.77
02/14/08	242203a	LAUNDRY CHARGES	\$14.53
02/15/08	*****1111		(\$526.41)
		** BALANCE **	\$0.00

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- Once the room is selected you'll be directed to the review page
- Review details and preferences
- Select payment method - Hotel reservations are held by the charge card on file in the travelers profile *or* entered at the end of the reservation process
- Payment – **All lodging rooms must be paid by the traveler at check-out.** The room is only Reserved or Guaranteed during this process
- In accordance with University policy, no lodging with pre-payment requirements will be presented for consideration, this are suppressed in Concur.
- Some room options may require a one night deposit be paid which is allowed by policy. Deposits costs **will be charged to the card stored in the travelers profile or entered at the time of reservation.**
- For travel arrangers wanting to charge the room to a departmental purchasing card – the travel arranger should contact the hotel, after the reservation process, and complete an “authorization to charge” form. Most hotels will send these to you electronically. Complete and return to the hotel prior to traveler stay.
- Travelers and/or travel arrangers are responsible for providing any tax exemption information to the hotel and travelers are responsible for paying all incidental costs at check out.
- Review and Accept Rate Details & Terms
- Click “Reserve” to continue



Travel Arrangers Trip Library Templates Meetings Tools

Review and Reserve Hotel

Trip Summary

Hotel Selected
 Nights: 2
 Capitol Hill
 Check-in: Tue, 02/23/2016
 Check-out: Thu, 02/25/2016

Finalize Trip

REVIEW HOTEL ROOM
 Hilton Garden Inn DC/U.S. Capitol
 BCD Travel 2 Queen Mobility Hearing Accessible W Bathtub Vis Firearm Door Phn Airt
 2 Nights | 1 Guest*

Check-in	Check-out	Address	Phone
Tuesday, February 23, 2016	Thursday, February 25, 2016	1225 First Street NE Washington, DC, District of Columbia 20002 United States	202-406-4870

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

PROVIDE HOTEL ROOM PREFERENCES
 Your preferences and comments will be passed to the hotel.
 Comments (30 character max):

 Request foam pillows Request rollaway bed Request crib

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
Hilton Garden Inn DC/U.S. Capitol	\$239.00	Feb 23 - Feb 25	\$478.00
Total Estimated Cost: \$478.00*			
Total Due Now: \$0.00**			

* Does not include taxes or additional fees incurred during time of stay.
 ** Remaining amount due at hotel location.

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.
 Please choose a credit card: 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.

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:
 TOTAL RATE: \$47.31 USD
 CANCEL BEFORE 12AM 23FEB16
 CREDIT CARD GUARANTEE

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

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- The trip detail page lets you review your reservation and make any necessary changes prior finalizing.
- Click “Next”

Tuesday, February 23, 2016

Hilton Garden Inn DC/U.S. Capitol

1225 First Street NE
Washington, DC, District of Columbia, 20002
US
202-408-4870

Checking In: Tue Feb 23
16:00
Room 1, Days 2, Guests 1

Checking Out: Thu Feb 25
12:00

Additional Information
Daily Rate: \$239.00 USD

Room Details
Room Description: RoomDescriptionCodeA0CA43
Special Instructions: Nonsmokingearlychckinpatioorb

Cancellation Policy
Cancellation Fees may apply
Cancel Before 12Am 23Feb16

[Add to your Itinerary](#)

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

Confirmation: 3216140151NON SMKING CONF

Status: Confirmed

Frequent Guest Number: 725798339
Rate Code: A0CA43

Total Rate: \$547.31 USD

TOTAL ESTIMATED COST

Hotel:	\$547.31 USD
Total Estimated Cost:	\$547.31 USD

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

- The Trip Booking page allows users to name the trip and provide a trip description for easy identification in the trip library.
- Once named, click Next.

Trip Summary

Finalize Trip

Review Travel Details
 Enter Trip Information
 Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.

Hotel Reservation at DANE COUNTY REGIONAL MADISON, WI

Trip Description (optional)
Used to identify the trip purpose.

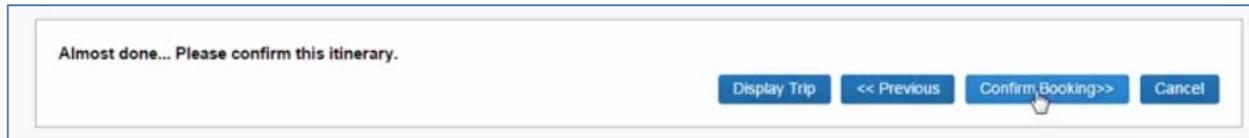
Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

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.

Display Trip
Previous
Next >
Cancel

Concur Self-Booking Tool (SBT) Tutorial Search and Reserve Lodging

- Scroll to the bottom of the page and click “Confirm Booking”



- This finishes the process. Users will receive a confirmation within Concur and within the hour, a Fox World e-itinerary confirming the reservation.

