Quick Start Guide

Booking Travel with Christopherson Business Travel and Concur Online

This Quick Start Guide is designed to walk you through how to update your Travel Profile and start booking travel online or with the Christopherson Business Travel team.

Concur Travel enables you to

- Reserve, modify or share your air, rail, car or hotel booking online *any time any day.*
- Real-time updates will be shared between Christopherson Business Travel Agents and Concur seamlessly
- Boston University travel policy and preferred vendors are automatically highlighted to make it easy to use.

Travel is

- Available to the Boston University Community 24x7 with Core Hours from 8am ET to 6p ET Monday thru Friday
- You can speak directly with a BU trained agent at Phone: 617-353-1700 or Email Address: travelbooking@bu.edu

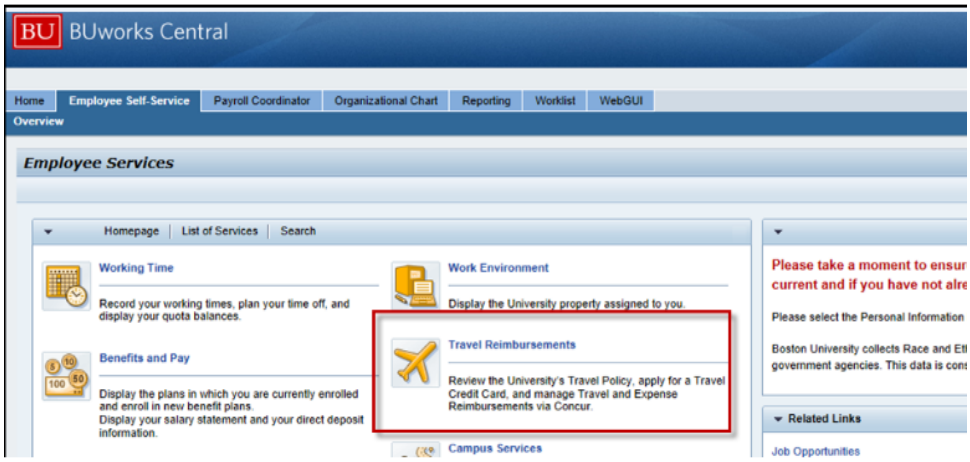
If you encounter any difficulties getting started, please don't hesitate to contact the Travel Services Team at travelexpense@bu.edu

Contents

Concur Travel enables you to 1
Section 1: Log on to Concur Travel 2
Section 2: Updating Your Travel Profile 3
Section 3: Make a Reservation 4
Flight Search or Flight, Car and Hotel Combined 4
Car Search 5
Hotel Search 5
Train Search 5
Section 4: Cancel or Change a Reservation 6
Section 5: Booking Travel for Others 7
For someone that is traveling with you and needs to be in the same record 7
Travel Arranger reserving for a Boston University Faculty or Staff Member 7
Non-profiled Boston Guest 8
Booking Group Travel on behalf of Student Activities or other Student Groups 9
Student Activities 9
Other Student Groups 9
Section 6: Other Features: 10
Travel Tools 10
Check Flight Status 10
Adding to an Existing Reservation 10
Trip Library 1
Templates 1

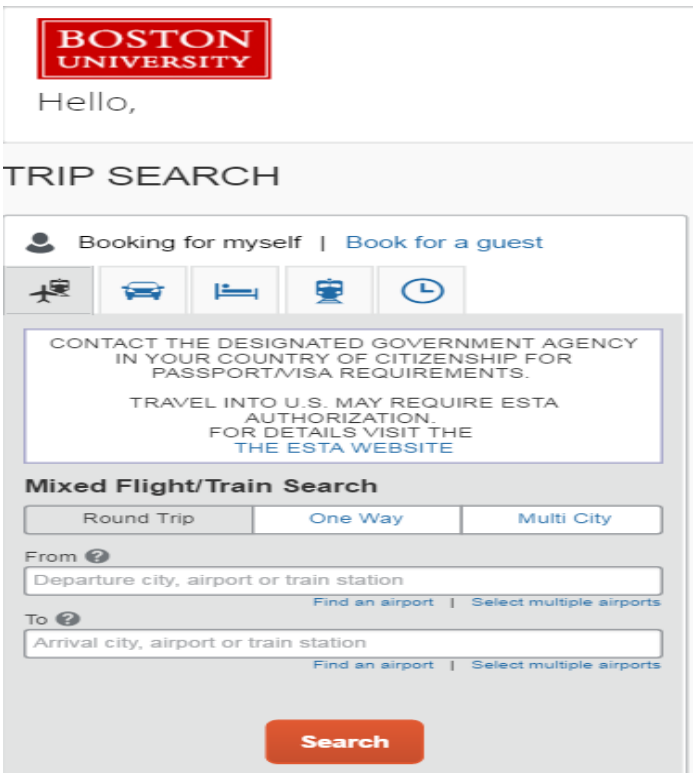
Section 1: Log on to Concur Travel

1. To get started using Concur Travel, go to: https://www.bu.edu/buworkscentral
2. Employee Self Service
3. Travel Reimbursements
4. Manage Business Travel Arrangements and Reimbursements



Once you are logged in successfully, You're ready to get started!

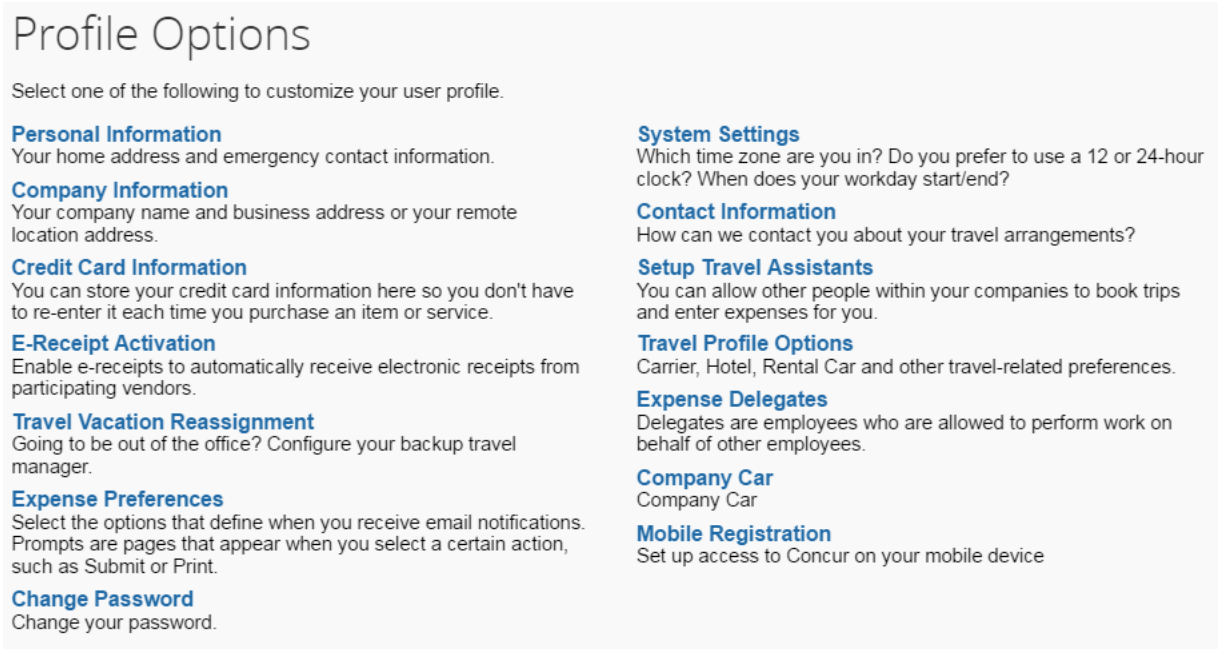
The home page will show features that have been activated for your profile. Take a few moments to familiarize yourself with these options.



Section 2: Updating Your Travel Profile

1. On the Home Page, select **Profile** in the upper right hand corner of the screen.
2. Select **Profile Settings** to see the menu for Profile Update Options

3. Update the appropriate information, and click **Save**.

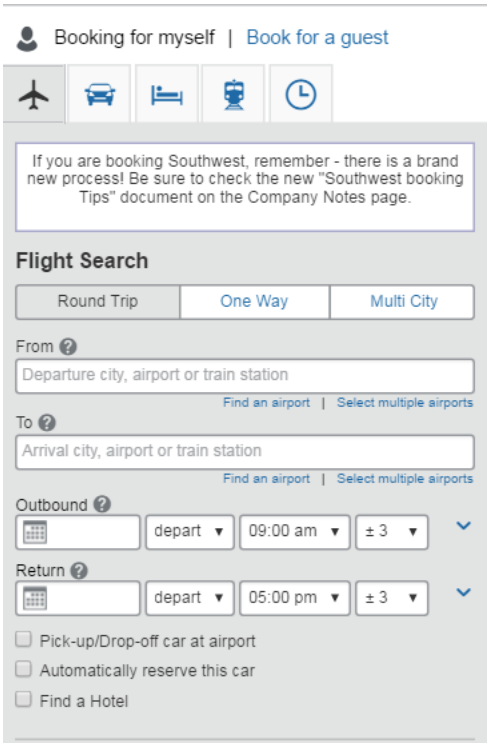


Note:

- Complete all **required** fields including your legal name on your travel document (Driver's License or Passport), date of birth and gender before saving your profile

Section 3: Make a Reservation

Flight Search or Flight, Car and Hotel Combined



1. Select "Booking for myself"
2. Then **Airplane icon** at the top of the page.
3. The type of **Flight Searches are**:
   - *Round Trip*
   - *One Way*
   - *Multi-Segment*
4. Enter the **From and To** with the city name airport code or train station
5. "Find an Airport" will help if you are unfamiliar with the area.
6. Next the calendar will provide dates for **Departure** and **Return** with inventory up to 331 days out
7. And a dropdown will show you the **depart/arrive** option by hour
8. The more hours allowed to search before and after your times (+3 field) the more flight options will be returned.
9. You can also select to reserve a car or see hotel options in the same search or add those later
10. Click **Search**
11. Select your preferred flights by Schedule or Price or modify the search with the toggles on the left or the matrix at the top
12. **Review and Reserve** the flight segments before completing the reservation or adding car and hotel and remember to **Select your Seats**

Note:

- The **Select** buttons are color coded and reflect BU's travel policy.
  - A *green* Select button indicates the fare is within policy
  - A *yellow* Select button indicates the fare is outside of policy. If you select this fare, you will be asked to provide a reason for booking outside of BU's travel policy
  - A *red* Select button indicates this is out of policy and you will not be allowed to confirm this segment

Car Search

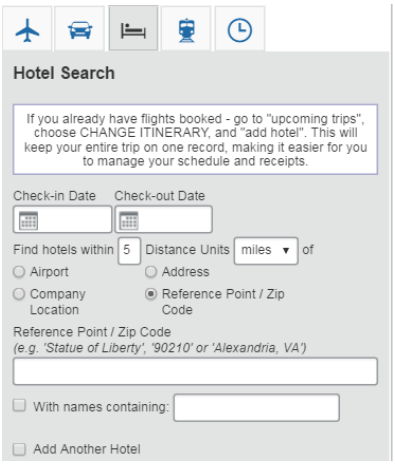
If you need to reserve a Car only, the quickest method is to select the Car icon.

Then, simply enter your car requirements and select Search.

Additional Search Options can be expanded to search for specific requirements

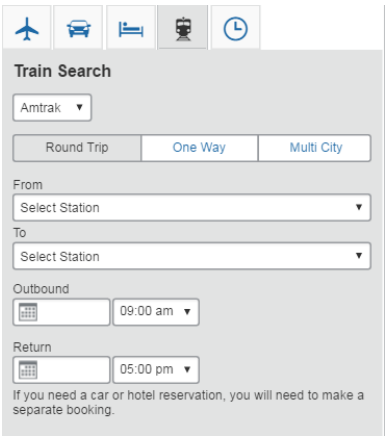
Hotel Search

Searching for Hotels only can be accomplished quickly by selecting the hotel bed icon and entering the perimeters for searching.



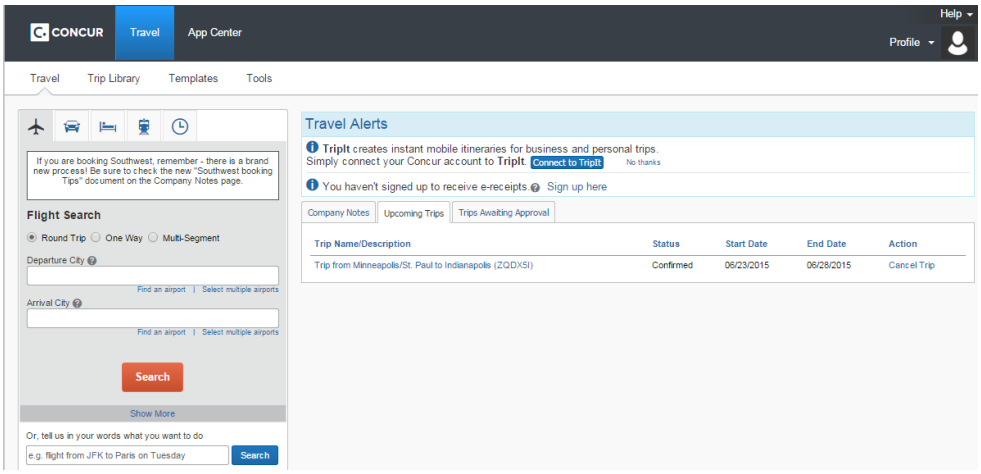
Train Search

Train only schedules are available for Amtrak or Via Rail by selecting the Train Engine icon. The Airplane icon will compare Flights and Train schedules and fares also.

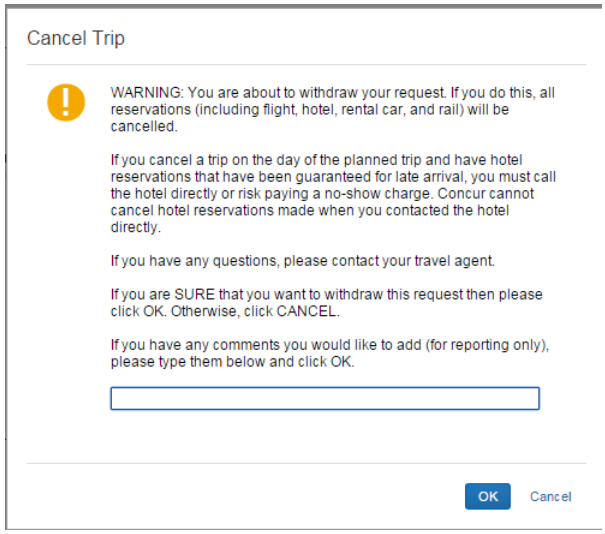


Section 4: Cancel or Change a Reservation

After purchase, scheduled flights will appear on the traveler's Concur Home page in the "Upcoming Trips" tab.



If it is necessary to CANCEL the flight, click on "**Cancel Flight**" under Action. A warning will appear:



After clicking the "**OK**" button, the trip will be cancelled and cancellation numbers will be provided, if the vendor is able to send them to Concur.

Note: If you are unable to cancel or modify the reservation, as needed, please contact Christopherson Business Travel at Phone: 617-353-1700 or Email Address: travelbooking@bu.edu for assistance.

Section 5: Booking Travel for Others

You have several choices for booking travel for others

- Booking **for someone that is traveling with you and needs to be in the same record**
- Travel Arrangers booking a BU Community Employee that is a profiled traveler
- Booking a non-profiled **Guest** traveler
- Booking Group Travel on behalf of Student Activities or other Student Groups

For someone that is traveling with you and needs to be in the same record

The purpose for booking this type of travel varies but it is primarily for family inclusion on a trip that you want the following advantages:

Book this travel with *Christopherson Business Travel* Agents

Advantages

- all travelers are on one reservation
- seats are assigned at the same time
- if one traveler has upgrade status, more than one can be upgraded
- traveler profile information for companions is retained
- two credit cards can be used

Disadvantages

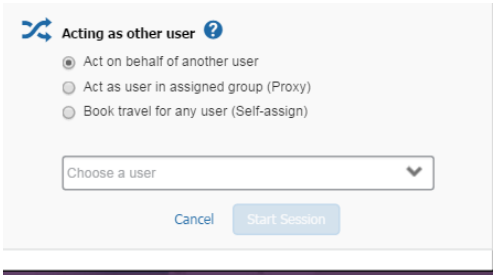
- Christopherson Business Travel can service the caller 24x7, but after hours fees may apply if outside of 8a-6p ET

Travel Arranger reserving for a Boston University Faculty or Staff Member

This would be primarily used by an Administrator reserving travel on behalf of others that are employed by Boston University

Using *Concur Travel*, you will need to be setup as a Travel Arranger and either have self-assigned yourself as the Staff Member's Arranger or they have set you as their Travel Arranger

- Easy to select the Traveler's name from the "Profile" dropdown in the Upper Right corner of the home page



- Select to Book travel for any user (Self-assign) and then enter the name to "Start Session". The traveler will receive an email that you have assigned yourself as an Arranger for them.
- Then reserve travel as you would normally for yourself

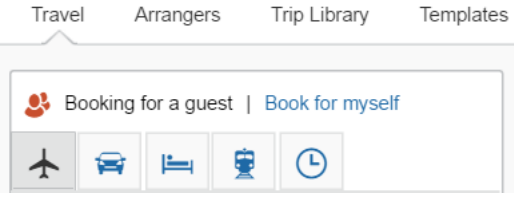
Using a Christopherson Business Travel Agent to reserve travel for another profiled traveler

- You may call to speak with an agent on behalf of another traveler at Phone: 617-353-1700 or Email Address: travelbooking@bu.edu
- A credit card will need to be provided for the reservation as we can only charge another's credit card with their explicit approval

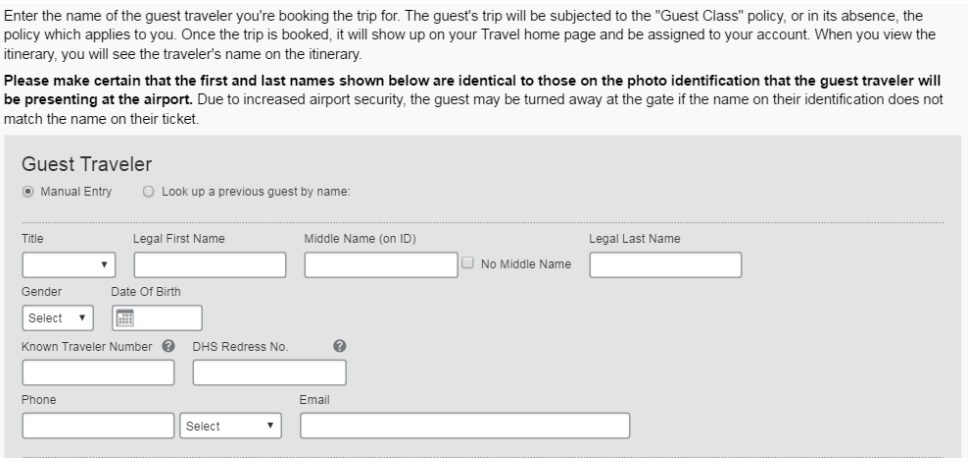
Non-profiled Boston Guest

This feature is configured by profile so you will only see it, if your profile has been allowed to make this type of Guest reservation.

Using *Concur Travel*, the feature "Booking for a guest" will display on the home screen.



1. Select and reserve the air, car, hotel or rail segments required as you would normally book travel
2. Once the travel is selected, the "Reserve and Review" screens will allow you to populate
    a. the Legal Name of the Traveler per their Passport or Driver's License
    b. their date of birth
    c. Gender
    d. Credit Card for Payment
    e. Frequent Traveler numbers, and
    f. select Seats



3. An Invoice/Itinerary known as a Virtual Invoice will be sent to the Email address updated in the reservation.

Using a *Christopherson Business Travel* Agent to reserve travel for a Guest
To speak directly with an agent on behalf of another traveler, please call or email at

- Phone: 617-353-1700
- Email Address: travelbooking@bu.edu

1. The agent will use your existing profile to complete the reservation
2. Form of payment must be provided for each reservation
3. You will need to know the Traveler's Legal Name, Date of Birth and Gender to complete

Booking Group Travel on behalf of Student Activities or other Groups

Student Activities Office

The process for a Student Organization utilizing the Student Activities Office are as follows:

1. The person organizing travel as the Group Contact must entirely complete the OrgSync form found on the Student Activities website including the Organization Name, Event Name and Location
2. Once completed the form is transmitted to Christopherson Business Travel for a quote and travel options
3. Christopherson Business Travel will provide travel options with pricing to the Group Contact for approval
4. The Student must complete a second form to request funds which is found on the SAO website
5. SAO will review and grant an approval with a number that must be forwarded to Christopherson Business Travel within 24 hours of quote to generate tickets and complete the reservation
6. The SAO will make payment for the air travel and group hotels over 10 rooms. The Student must secure non-group room reservation to secure payment from SAO
7. A Virtual Invoice/Itinerary will be sent to the Student Contact and SAO, once completed by Christopherson Business Travel

For All Other Groups (Not SAO)

The process for all other Groups traveling on university business:

1. The person organizing travel and making payment for this Group Travel must visit the Travel Services website and complete the Group Travel Request Form, then contact Christopherson Business Travel at Phone:
   617-353-1700 or Email Address: travelbooking@bu.edu
2. Send Request Form to travelbooking@bu.edu and follow up with a phone call to Christopherson Business Travel if request is time sensitive in nature.
3. The Event Name will be collected for reporting; please follow your departments preferred method of pre-trip authorization.
4. Once travel options and pricing have been provided and approved, the reservation will be completed and a Virtual Invoice will be sent by Christopherson Business Travel to the Contact (card holder).

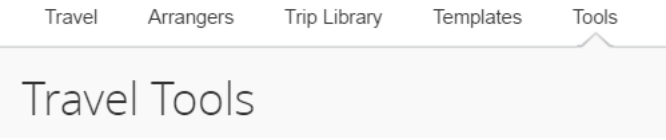
Note:

- Any Groups under 10 travelers or 10 hotel rooms will be supported by the dedicated agents with standard discounts and standard reservations for hotel and car. This type of group is defined as a meeting and is not recognized as a group by air, car or hotel vendors. If a convention hotel is needed, the organizing person may need to complete that hotel reservation.
- If the group is over 10, the Group Agent and Strategic Hotel Resource will engage to obtain better discounts and services as required by the Group. Convention reservations may need to be booked by the organizing person and this will be clarified at time of booking.

Section 6: Other Features:

Travel Tools

Select Tools from the Home Screen



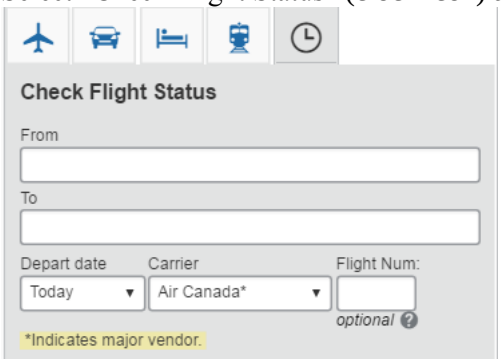
For Access to

- Travel Maps
- Weather
- Currency Converter
- U.S. Passport Services
- Travel Warnings
- Foreign Entry Info
- CDC Traveler's Health Alerts
- Tourist Information
- Destination Information
- World Airport Guide
- The World Clock – Time Zones

Check Flight Status

Concur provides the ability to search for arrival information on any Air Carrier, regardless of whether you booked the reservation or not.

Select "Check Flight Status" (clock icon) and enter city pair, date and carrier with the flight number being optional.



Adding to an Existing Reservation

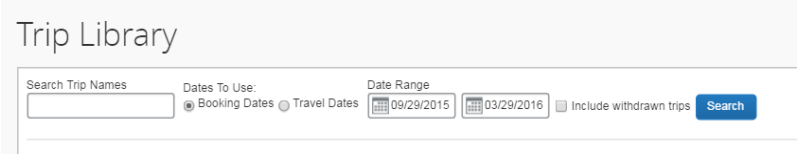
When a segment is previously booked and you wish to add additional travel segments there are steps you will want to take to combine this in one reservation. For example Air travel was previously booked and you now wish to add a car.

1. Go to "Upcoming Trips"
2. Choose the itinerary you wish to modify or add additional segments
3. Search for and select all necessary segments to add
4. Complete the travel with Reserve and Review, as you normally would with a new reservation

Note: Be sure you check the dates and times closely so they match to provide a seamless happy travel arrangement

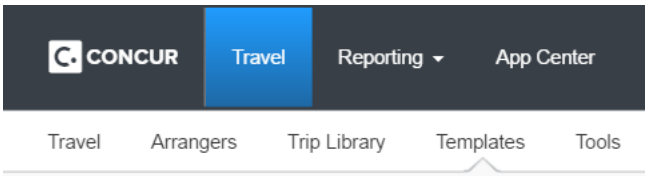
Trip Library

You can search for past date travel itineraries via the link at the top of the page



Templates

The purpose for templates is to replicate individual travel itineraries that have already occurred. You can save any itinerary as a template to keep private or share with others



1. Simply select the Template you wish to replicate
2. Enter new dates and times
3. Search and Reserve travel quickly
4. Complete as normal

Note: They can be reused as many times as needed to book multiple people by an arranger or repetitive travel to a specific destination.