



# Concur User Guide

Seeing Travel Your Way

*Vision Travel is committed to a more personalized and responsive approach to the business of travel.*



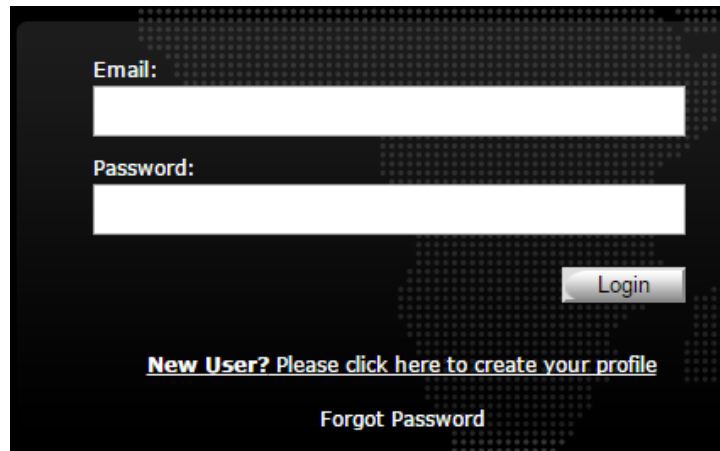
RadiusTravel



## How to Log In

Access to the Concur online booking tool is granted the same way as accessing to your profile: by logging into the main site : <https://visionlinks.ca/mcgill/en/login>

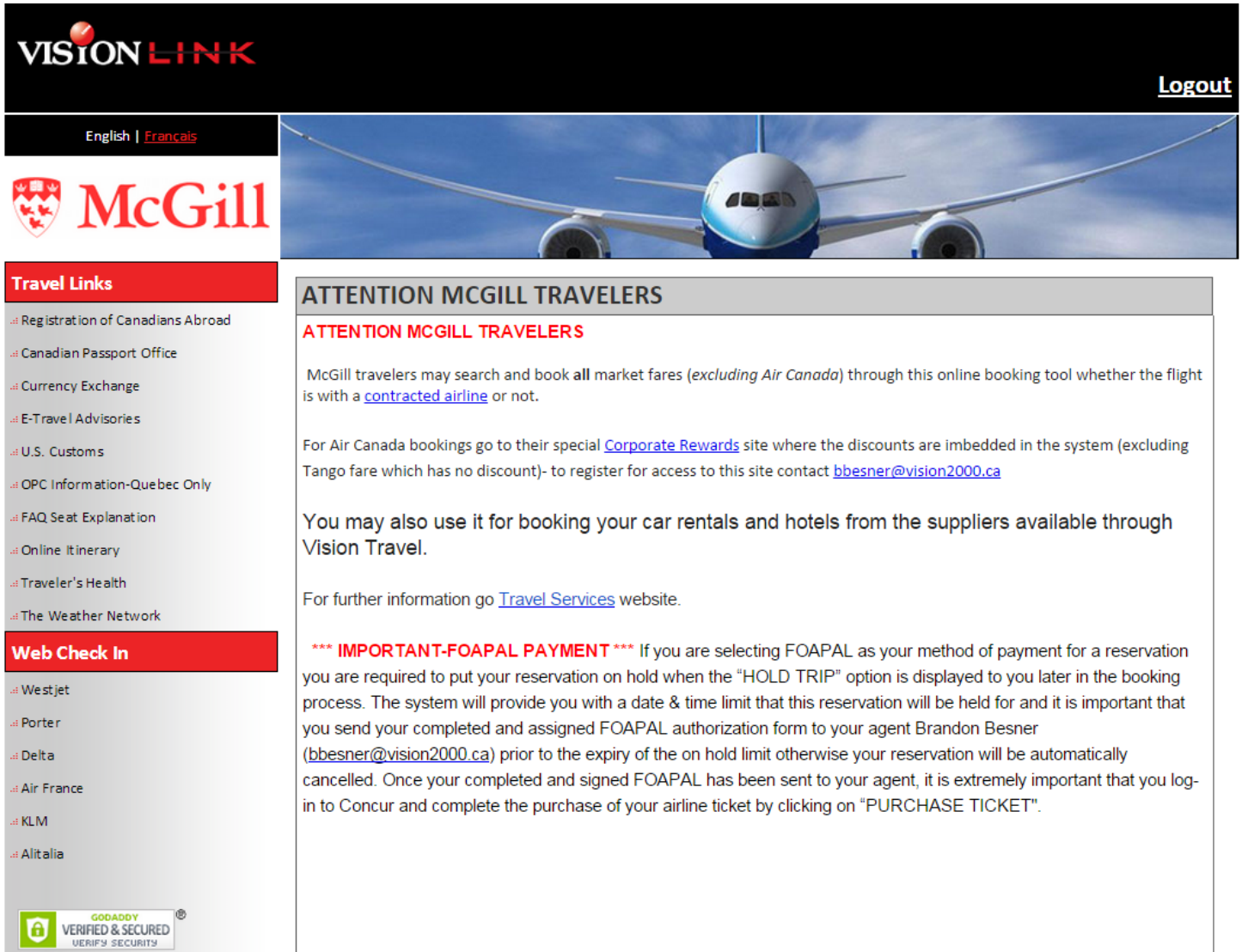
Enter your email and password on that main login page associated to your company.



The image shows a login form on a dark background with a grid pattern. It contains two input fields: "Email:" and "Password:". Below the password field is a "Login" button. At the bottom, there are two links: "New User? Please click here to create your profile" and "Forgot Password".

Please enter your email address and password provided by Visionlinks (this password was sent to you to grant you access to your profile). If you do not remember your password, click on **Forgot Password**, a new temporary password will then be sent to you.

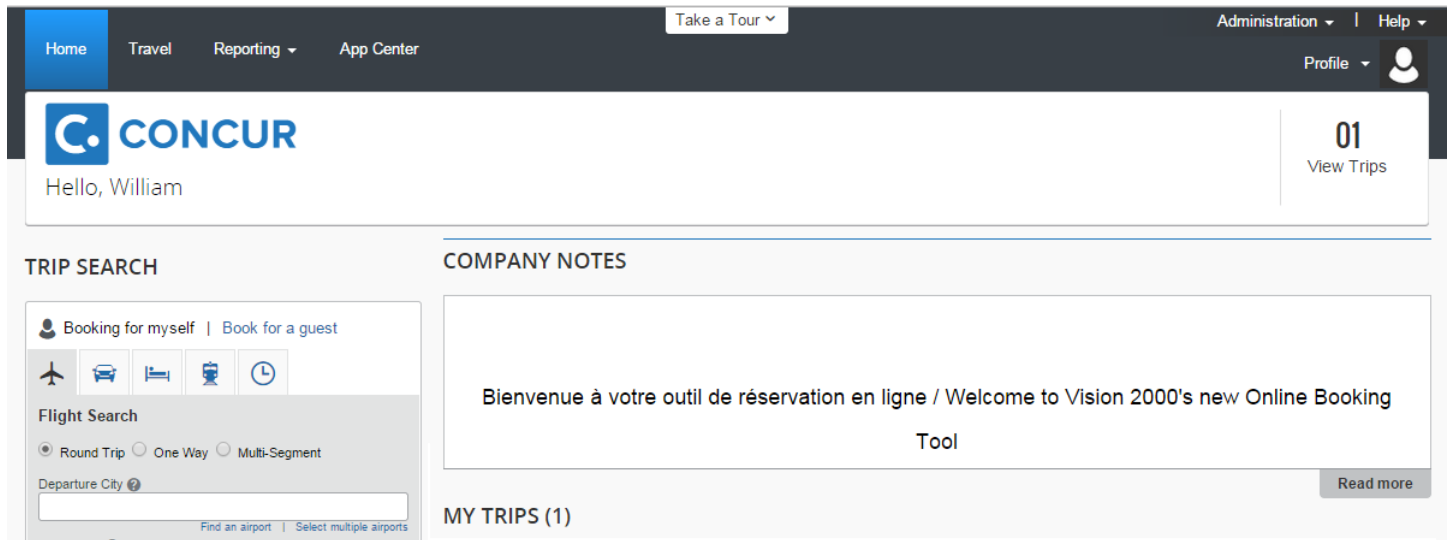
A single sign-on process will give you access to the Vision Link Portal and other important travel resources. Links to your profile, online booking tool and important reference information can be found in the “Quick Links” section. By clicking on “Online booking Tool”, you will automatically be logged into your Concur homepage.



The screenshot shows the Vision Link portal interface. At the top left is the "VISION LINK" logo. To the right is a "Logout" link. Below the logo is a navigation bar with "English | Français" and the McGill logo. A large image of an airplane is in the background. On the left is a sidebar with "Travel Links" and "Web Check In" sections. The "Travel Links" section includes: Registration of Canadians Abroad, Canadian Passport Office, Currency Exchange, E-Travel Advisories, U.S. Customs, OPC Information-Quebec Only, FAQ Seat Explanation, Online Itinerary, Traveler's Health, and The Weather Network. The "Web Check In" section includes: Westjet, Porter, Delta, Air France, KLM, and Alitalia. At the bottom left is a "GODADDY VERIFIED & SECURED" badge. The main content area has a grey header "ATTENTION MCGILL TRAVELERS" and a red sub-header "ATTENTION MCGILL TRAVELERS". The text below reads: "McGill travelers may search and book all market fares (excluding Air Canada) through this online booking tool whether the flight is with a [contracted airline](#) or not. For Air Canada bookings go to their special [Corporate Rewards](#) site where the discounts are imbedded in the system (excluding Tango fare which has no discount)- to register for access to this site contact [bbsner@vision2000.ca](mailto:bbsner@vision2000.ca) You may also use it for booking your car rentals and hotels from the suppliers available through Vision Travel. For further information go [Travel Services](#) website. \*\*\* IMPORTANT-FOAPAL PAYMENT \*\*\* If you are selecting FOAPAL as your method of payment for a reservation you are required to put your reservation on hold when the "HOLD TRIP" option is displayed to you later in the booking process. The system will provide you with a date & time limit that this reservation will be held for and it is important that you send your completed and assigned FOAPAL authorization form to your agent Brandon Besner ([bbsner@vision2000.ca](mailto:bbsner@vision2000.ca)) prior to the expiry of the on hold limit otherwise your reservation will be automatically cancelled. Once your completed and signed FOAPAL has been sent to your agent, it is extremely important that you log-in to Concur and complete the purchase of your airline ticket by clicking on "PURCHASE TICKET".

## Explore Home page

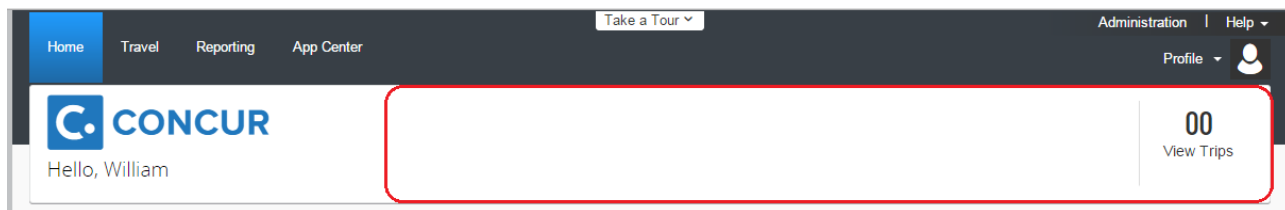
The **Home** page includes many sections that will help you navigate and obtain the information you need.



The screenshot shows the Concur Home page interface. At the top, there is a navigation bar with tabs for Home, Travel, Reporting, and App Center. A 'Take a Tour' button is also present. On the right side of the navigation bar, there are links for Administration and Help, along with a user profile dropdown showing 'Profile' and a user icon. Below the navigation bar, the Concur logo is displayed on the left, and the user's name 'Hello, William' is shown. On the right, there is a 'View Trips' button with a count of '01'. The main content area is divided into two sections: 'TRIP SEARCH' on the left and 'COMPANY NOTES' on the right. The 'TRIP SEARCH' section includes a search bar with options for 'Booking for myself' and 'Book for a guest', and a 'Flight Search' section with radio buttons for 'Round Trip', 'One Way', and 'Multi-Segment'. The 'COMPANY NOTES' section contains a welcome message in French and English: 'Bienvenue à votre outil de réservation en ligne / Welcome to Vision 2000's new Online Booking Tool'. Below this, there is a 'MY TRIPS (1)' section with a 'Read more' button.

## Quick Task Bar

The new Quick Task Bar gives users quick access to their most important tasks. The tasks that appear depend on the user's roles/permissions.

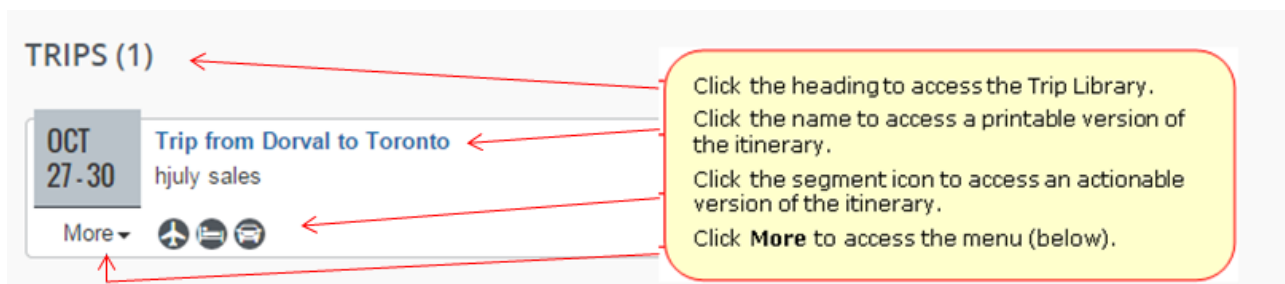


This screenshot shows the Concur Home page with a red box highlighting the Quick Task Bar area. The bar is currently empty, showing a count of '00' and a 'View Trips' button. The rest of the page layout is consistent with the previous screenshot.

It also includes the count of associated tasks. As shown here, this user has 00 upcoming trips.

## My Trips

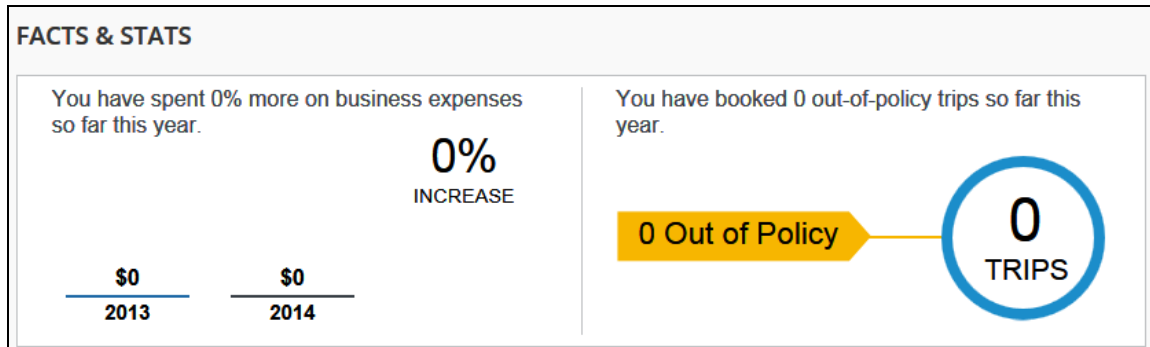
This section appears just below the **Trip Search** section.



The screenshot shows the 'TRIPS (1)' section. A callout box with a yellow background and red border provides instructions for interacting with the trip card. The trip card itself shows the date 'OCT 27-30', the title 'Trip from Dorval to Toronto', and the subtitle 'hjuly sales'. Below the title, there are icons for flight, train, and car, and a 'More' dropdown menu. The callout box contains the following text: 'Click the heading to access the Trip Library.', 'Click the name to access a printable version of the itinerary.', 'Click the segment icon to access an actionable version of the itinerary.', and 'Click **More** to access the menu (below).'

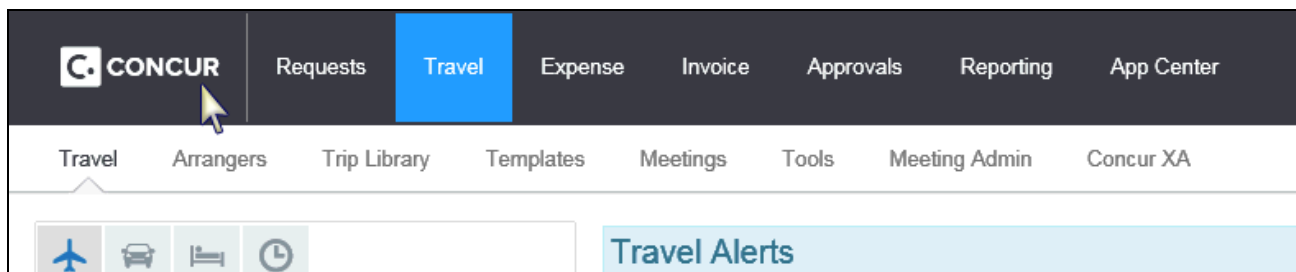
## Facts & Stats

This section lets you track of your personal stats and read helpful hints.

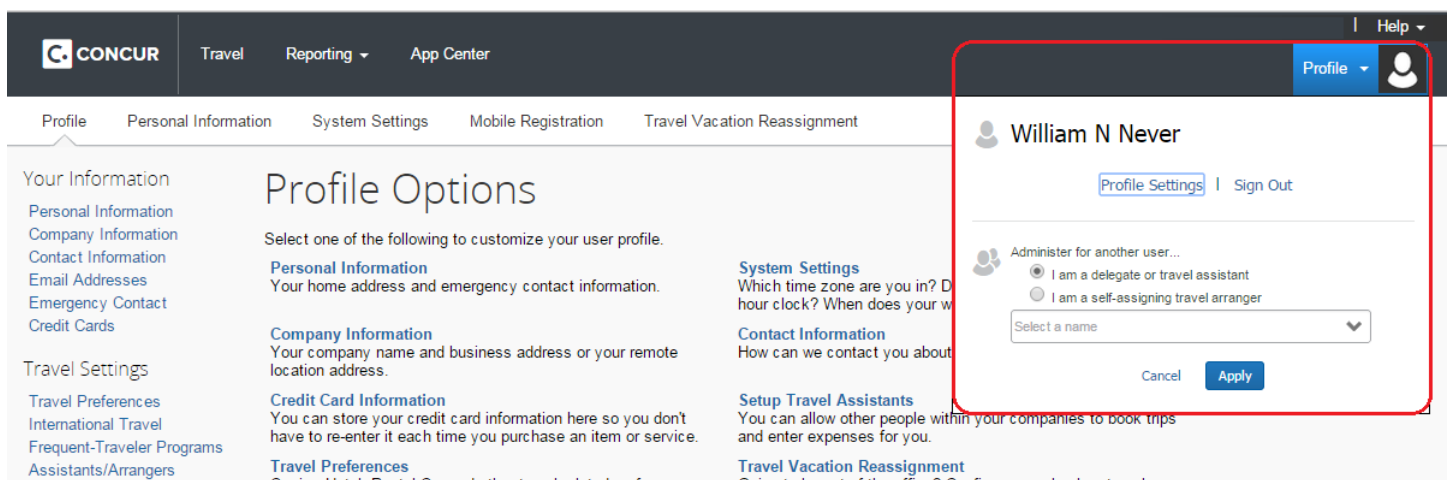


## Returning to Home

Once you leave the home page, the **Home** menu is replaced by the Concur logo. To return to the home page, click the logo.

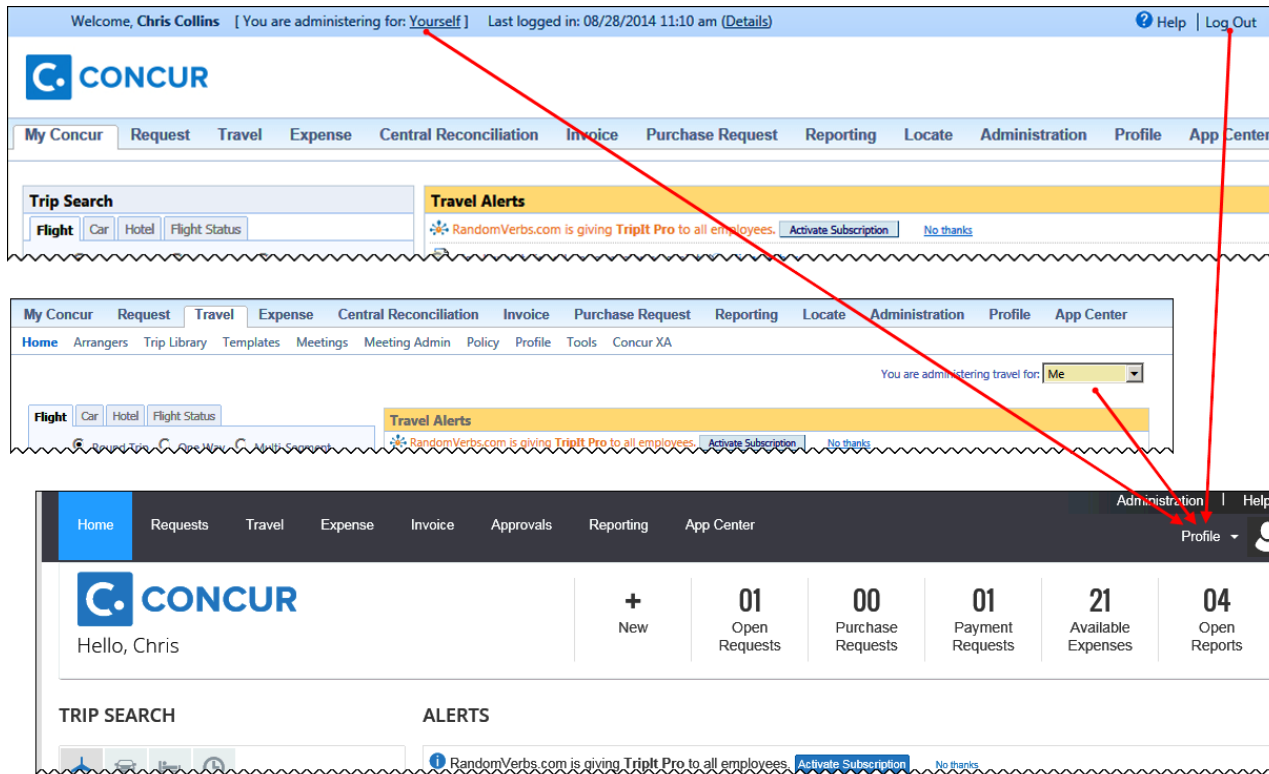


## Discover the Profile menu



## Profile – Profile, Sign Out, Delegate, Proxy, Travel Assistant/Arranger

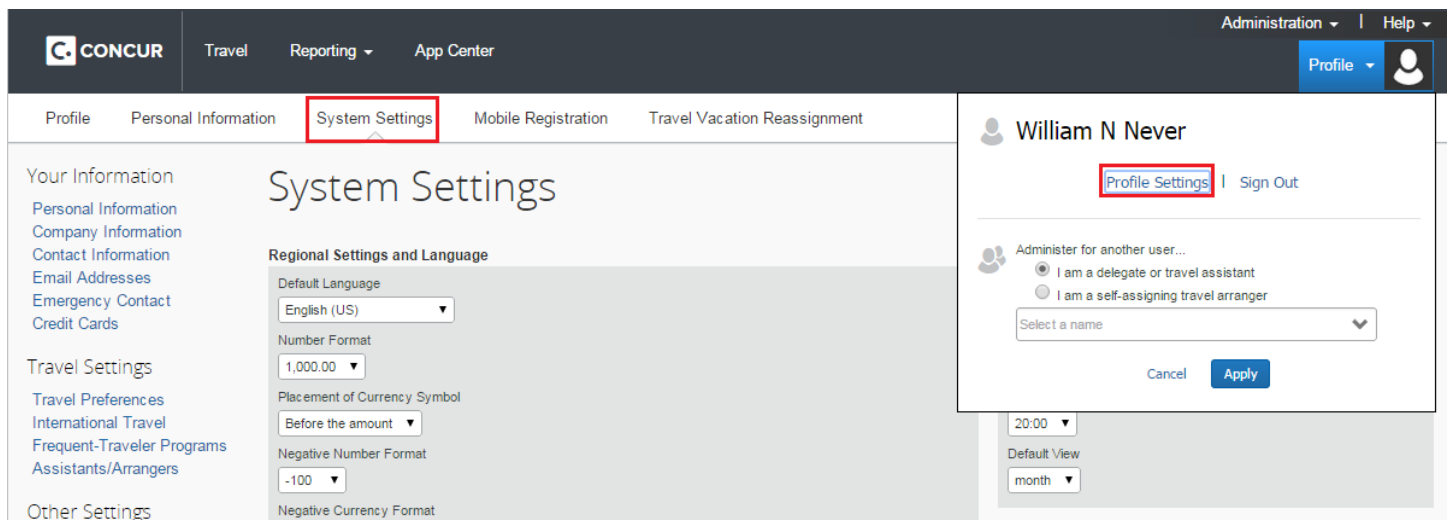
Profile settings, sign out, and administer for another user (for the delegate, proxy, travel assistant/arranger) have been moved to the **Profile** menu.



The first screenshot shows the top navigation bar with the 'Profile' link highlighted. A red arrow points from 'Profile' to the second screenshot. The second screenshot shows the 'Administration' sub-menu with 'Profile' highlighted. A red arrow points from 'Profile' to the third screenshot. The third screenshot shows the user's profile page with the 'Profile' dropdown menu open, showing options like 'Profile Settings', 'Sign Out', 'Administer for another user...', '20:00', and 'Default View'.

## Update Your User Settings

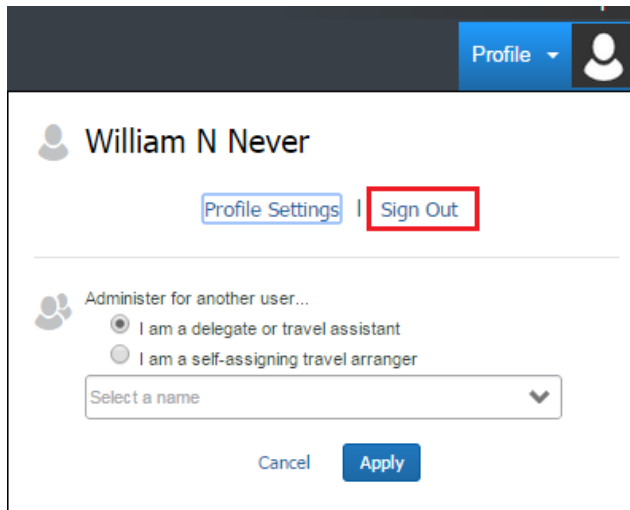
In the new UI, the user can click on **Profile > Profile Settings** to update his settings. Once you gain access to that menu, simply click on System settings to update configuration settings such as language, time zone and date formats.



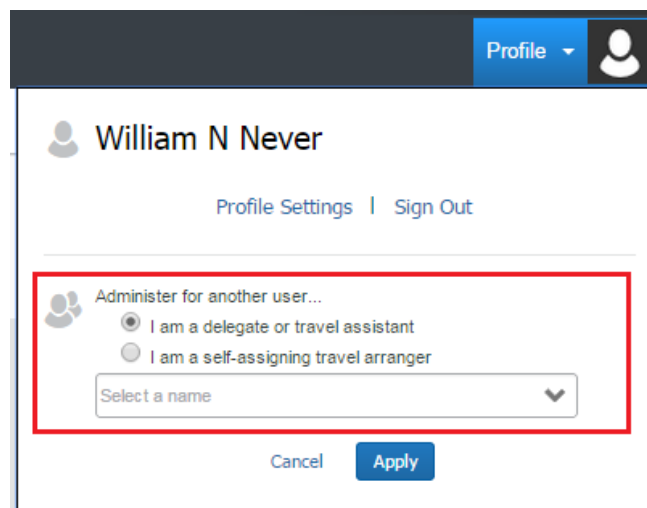
The screenshot shows the 'System Settings' page. The 'System Settings' tab is highlighted in the top navigation bar. On the right side, the 'Profile Settings' link is highlighted with a red box. Below it, there are options to 'Administer for another user...' and 'Sign Out'. The 'Administer for another user...' section has two radio buttons: 'I am a delegate or travel assistant' (selected) and 'I am a self-assigning travel arranger'. There is also a 'Select a name' dropdown menu and 'Cancel' and 'Apply' buttons. At the bottom, there are dropdown menus for '20:00' and 'Default View' set to 'month'.

## Logging off

In the new User Interface, click on the profile tab and Sign out to log off.



## Administer for Another User – Travel Assistant/Arranger

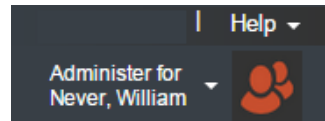


The delegate, proxy, or travel assistant/ arranger uses **Profile** to select a user. He/She clicks **Profile**, selects the desired user, and clicks **Apply**.

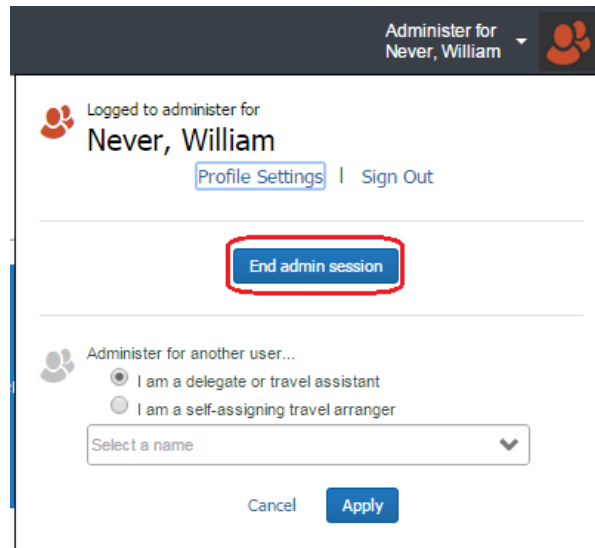
### NOTES:

- If the delegate has 5 or less users, then they appear in a drop list. If there are more than 5, then the user enters the first few letters of the desired user's name and selects from the search results.
- This section is used by delegates, proxies, and travel arrangers. If a user has more than one of these roles, the user selects the appropriate option.

The **Profile** menu option then becomes **Administer for <name>** and the single "user" icon becomes a double "user" icon.



To return to working for him/her, the user clicks **Administer for <name>** and then clicks **End admin session**.



## How to make a Travel Reservation

### How to make a Flight Reservation

On the Travel page (as well as the Home page), you will find the search tool ready for a flight reservation request. The configuration is set by default to a round trip but you can change that to a one way or a multi segment trip by clicking on the appropriate dials.



### TRIP SEARCH

✈️
🚗
🛏️
🚆
🕒

Start your trip search

#### Flight Search

Round Trip
  One Way
  Multi-Segment

Departure City ?  
  
Find an airport | Select multiple airports

Arrival City ?  
  
Find an airport | Select multiple airports

Departure ?  
 depart ▼ 9:00 ▼ ± 4 ▼

Return ?  
 depart ▼ 17:00 ▼ ± 4 ▼

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

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Specify airline ?  
 Refundable only air fares  
 AirCanada Promotional Code:  (optional)

Search flights by  Price  Schedule

Search

Or, tell us in your words what you want to do  
 e.g. flight from JFK to Paris on Tuesday Search

If you need to book a **Car**, a **Hotel** or a **Train** ticket without any flights, please use the appropriate tabs.

In the Departure City and Arrival City fields, enter the names of the cities for your trip.

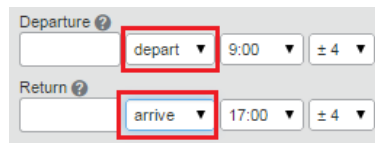
- When entering a city name, an airport name or an airport code, Concur will automatically search and offer similar results to your entry, helping you find the information faster.
- Note that if you choose a particular airport, generally, you will only obtain the results for that specific airport. If you wish to obtain results for all airports tied to a city, choose the *Area Airports* option. This selection will encompass all airports tied to that city.

It is very important to **select the appropriate times at which you wish to Depart and Return**. Your company policy bases itself on the hour indicated in the initial search to apply the policy of low fare.

Departure ?  
 depart ▼ 9:00 ▼ ± 4 ▼

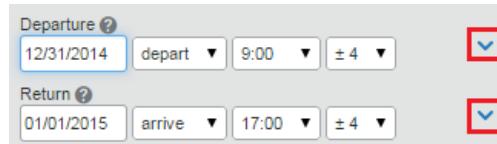
Return ?  
 depart ▼ 17:00 ▼ ± 4 ▼

By default, the tool will search for the time of departure requested but note that you can instead select a time of arrival as a search option. All you need to do is change the depart for an arrive :

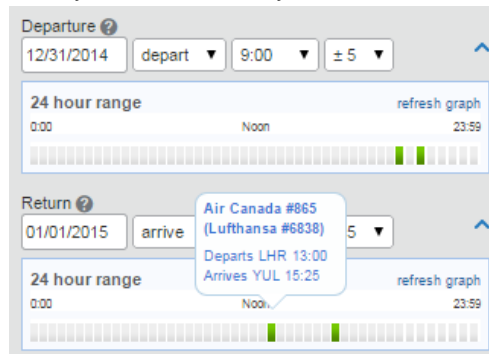


The +/-4 is the range of hours you wish to search. So, for example, in the example above, for the departure, the tool will be searching for flights that depart between 5AM and 1PM since the selection is set to 9AM with a +/-4 search option. You can adjust the range of this filter to fit your needs.

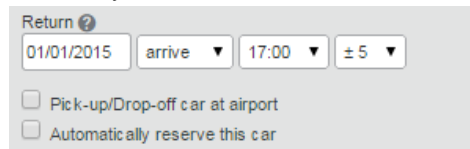
The arrows shown on the right side (see picture below) will help you find what time the direct flights depart at between the desired cities. This component is useful when you are wanting to travel to a city that has direct flights and you are unsure what time they fly direct.



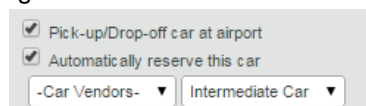
By clicking on the arrows, the tool will present you with an hourly scale and indicate the direct flights by green lines.



If you require a car for the duration of your stay, you can click on Pick Up/Drop off car at airport. This will coordinate the car times/dates with whatever flight selection you make.



You can also click on Automatically reserve this car, which will quicken your process by bypassing the car results page and assigning your car automatically according to what you requested. After clicking on that option, you will be asked to choose the provider and the car type. You will notice after booking your flights (and hotel if you requested it), that the car will show up confirmed on the itinerary page.



If you need a car with a different pickup location/ dates or times, you can skip the car reservation at this point and add it on the **first itinerary page** later in the process.

If you would like to book a hotel, click on **Find a Hotel**.

Find a Hotel  
Find hotels within  Distance Units  of

Airport     Address  
 Company Location     Reference Point / Zip Code

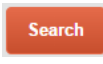
Please enter an airport.

With names containing:

You can search for your hotel with four different pinpoints:


- Close to an airport
- Close to a specific address
- Near a company location
- Near a reference point or a Postal/Zip code

If you wish to stay at a few different hotels during your stay, or if you do not require a hotel for the whole duration of the stay, you can skip this step and add your hotel on the **first itinerary page**.

Once you have completed your initial search request, you can click on .

You can be advised that there are direct flights outside of the range of times you requested. If you wish, you can hit cancel and modify your time search criterias to include these direct flights.

Expand Search Window?








 There are no nonstop flights from Pierre Elliott Trudeau Intl, Dorval (YUL) to Heathrow, London (LHR) between: 4:00 and 14:00.  
There is at least one nonstop flight departing during the following hours: 19:00, 20:00.  
Would you like to expand your search window to include nonstop flights?

Here is an example of the flights results page:

Dorval, PQ , Canada To New York, NY  
Tue, Dec 30 - Wed, Dec 31

[Print / Email](#)

[Hide matrix](#)

All 41 results	 WestJet	 Multiple Carriers	 United	 Air Canada	 Delta	 US Airways	 American Airlines
Nonstop 25 results	998.73 1 results	--	425.42 5 results	461.12 18 results	577.67 1 results	--	--
1 stop 16 results	314.77 1 results	342.27 6 results	--	461.12 7 results	--	796.60 1 results	1,018.16 1 results

 [Baggage Fee Policies](#)

[Show fare display legend](#)

[Shop by Fares](#)










[Shop by Schedule](#)

Sorted By: [Price - Low to High](#)

[Expand All Details](#)

Displaying: 41 out of 41 results.


[<< Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next >>](#) | [All](#)


Price	Carrier	Depart	Arrive	Stops	Duration	
<b>C\$314.77</b> <a href="#">Select</a> 	 WestJet	YUL	9:00 → LGA	13:56	1	4h 56m
		LGA	16:55 → YUL	21:14	1	4h 19m
<a href="#">Compare</a>		<a href="#">More like this</a> 		<a href="#">Show details</a> 		
<b>C\$342.27</b> <a href="#">Select</a> 	 United†  WestJet	YUL	6:30 → LGA	8:04	0	1h 34m
		LGA	16:55 → YUL	21:14	1	4h 19m
<a href="#">Compare</a>		<a href="#">More like this</a> 		<a href="#">Show details</a> 		

You can use the matrix at the top to help filter your flights. You can select a column to filter a certain airline, you can select a row to view your results to nonstop flights only and you can select a specific box to view just directs with one carrier for example. You can also easily switch over from a **Shop by fare** option (better used to find the best prices) to a **Shop by Schedule** (better used to find specific flights) by clicking on the tabs just above the flight details.

You can also click on the link **More like this** and then select if you wish to view more departures or more returns like that option.



You can review the results of the search in the **Shop by fare** tab, then click on **Show details** to view the flight information such as connection information, fare rules and seat availability.

To select a seat, click on the icon  next to the flight details. A legend will appear at the bottom of the popup page, and you will be able to view the available seats, the reserved seats and those considered as preferred.



<b>C\$515.72</b>	 <b>Air Canada</b>	<b>YUL</b>	<b>6:30</b>	<b>→ LGA</b>	<b>8:04</b>	<b>0</b>	<b>1h 34m</b>
<b>Select</b>		<b>LGA</b>	<b>17:35</b>	<b>→ YUL</b>	<b>19:00</b>	<b>0</b>	<b>1h 25m</b>


Compare [↔](#) [More like this +](#) [Hide details ^](#)

**Outbound flight: Dorval, PQ, Canada (YUL) - New York, NY (LGA) Tue, Dec 23**

 <b>Air Canada #7450</b>	<b>Pierre Elliott Trudeau... (YUL)</b> Depart: Tuesday, 6:30 Stops: 0 Duration: 1h 34m Flex: G Embraer E-175	<b>La Guardia (LGA)</b> Arrive: Tuesday, 8:04	
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**Return flight: New York, NY (LGA) - Dorval, PQ, Canada (YUL) Wed, Dec 24**

 <b>Air Canada #7461</b>	<b>La Guardia (LGA)</b> Depart: Wednesday, 17:35 Stops: 0 Duration: 1h 25m Flex: G Embraer E-175	<b>Pierre Elliott Trudeau... (YUL)</b> Arrive: Wednesday, 19:00	
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**Travel Policy**  
 **Air Fare is greater than the least cost logical airfare plus 1.00 dollars**  
**Air Canada - (Sabre)**  
 Fare Rules  
**Ticket non-refundable - penalties may apply**  
 Change fee likely applies (plus fare difference, see fare rules)  
 E-Ticketing Available

[View more fares](#)

Seat Map - Google Chrome

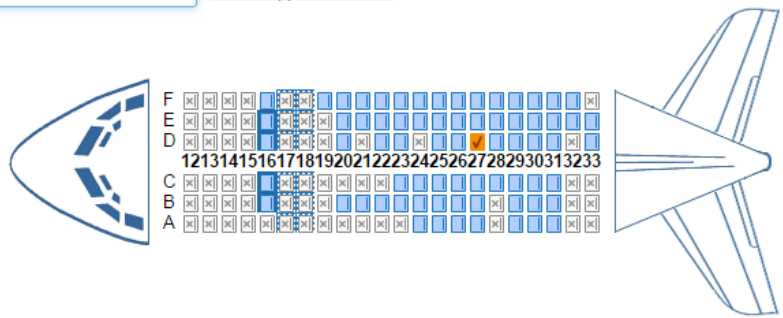
[https://www.concursolutions.com/twPopup/popup\\_seatmap.asp?airv=AC&segnum=&fltnum=481&bic=Y...](https://www.concursolutions.com/twPopup/popup_seatmap.asp?airv=AC&segnum=&fltnum=481&bic=Y...)

## Seat Map


 **Air Canada Flight: 481 Airbus Industrie A320-100/200**  
**Pierre Elliott Trudeau Intl (YUL) - Lester B Pearson Intl (YYZ)**  
 12/29/2014

Select Seat


Seat Selection:  [Handicapped facilities](#)



Available seat  
  Occupied seat  
  Preferential seat;  
  Exit row  
 Leave vacant or assign last seat  
  Selected Seat

Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status.   
 Seat assignment is subject to change up until time of departure

Available seats (by class of service):  
 A:8 G:8 P:8 B:8 C:8

Select your desired seat and click on **Select Seat** to confirm your choice. Once you will have saved your preference, you can close the window. You will notice that the flight now has a requested seat as it will appear in black, indicating that a seat request is set for that flight: .

**\*Important\*** Do not select a preferred seat unless you have status with your frequent flyer granting you access to those seats. Also, note that certain airline fares do not include free seat selection, so it is possible that you cannot make a seat selection online.

Note that all seat selections done online are requests that require an answer from the airline; it is therefore important for you to verify your final confirmation to see if the airline was able to confirm the seats or not. If the seats were not confirmed, please reach out to your travel agent by phone or email and they can make the necessary adjustments for you.

Once you will have chosen your round trip combination, you can click on Select to confirm your selection. The online tool will then adjust the calculations and quote the final price for your trip. Note that all fares are presented to include taxes, but when booking within Canada, it will price as one way that will then require a sales tax adjustment. This can be the reason why your final total is not exactly the same as adding up the cost of the departure and return prices that were shown. Note that the price difference will always be minimal, as in a few dollars to the most.

**Fare Quote**

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Flt#	From	To	Depart	Arrive
AC 0481	YUL	YYZ	2014-12-30 06:00:00	2014-12-30 07:35:00
AC 0412	YYZ	YUL	2014-12-31 13:00:00	2014-12-31 14:18:00

Number of Passengers 1

**Fare Summary**

Base Fare	790.00
<b>Taxes, Fees and Charges</b>	
CA1 - CANADA AIR SECURITY CHARGE - S	14.25
SQ1 - AIF - PROVINCE OF ONTARIO	25.00
SQ3 - AIF - PROVINCE OF QUEBEC	25.00
RC1 - HST FOR PROVINCE OF ONTARIO	3.25
XG3 - GST ON AIF FOR PROVINCE OF QUE	1.25
XG4 - GST - PROVINCE OF QUEBEC	40.21
XQ - QUEBEC SALES TAX - QST	80.22
XQ3 - QST ON AIF IN QUEBEC PROVINCE	2.49
<b>Total Est. Cost</b>	<b>CAD 981.67</b>

Cancel
Reserve

Click on **Reserve** to confirm your choice.

If your selection is outside of your travel policy guidelines, you will then obtain a **Travel Policy Violation popup**, asking you to provide a reason (from a drop down menu) as to why you chose those flights. The box will also show you your selected flights/price and compare it to the lowest flights it found. If you wish to return and pick the lowest priced flights, simply click on **Cancel** or close the box and remove your selected flights and select the ones you had in the popup and submit again.

If you wish to keep your selected flights, simply select a reason as to why and click save.

Travel Policy Violation - Google Chrome

https://www.concursolutions.com/twpopup/rule\_justification\_popup.asp?ru

## Travel Policy Violation

**This flight is not in compliance with the following travel rule(s):**

- ✓ Log For Reports: Air Fare is greater than the least cost logical airfare plus 1.00 dollars

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

Please explain why you have chosen this flight. NOTE: We will log flights which you did not take.

The estimated selected fare was: 973.73 (Quoted fare: 981.67)

Travel Policy Violation - Google Chrome

https://www.concursolutions.com/twpopup/rule\_justification\_popup.asp?ru

**Chosen:**

**Cost: 981.67**

**Outbound Flight**

481	Pierre Elliott Trudeau Intl (YUL)	12/30/2014 6:00	Lester B Pearson Intl (YYZ)	12/30/2014 7:35	Airbus A321
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**Return Flight:**

412	Lester B Pearson Intl (YYZ)	12/31/2014 13:00	Pierre Elliott Trudeau Intl (YUL)	12/31/2014 14:18	Embraer 190
-----	-----------------------------	------------------	-----------------------------------	------------------	-------------

**Least cost logical fare**

**Cost: 229.44**

**Outbound Flight**

481	Pierre Elliott Trudeau Intl (YUL)	12/30/2014 6:00	Lester B Pearson Intl (YYZ)	12/30/2014 7:35	Airbus A321
-----	-----------------------------------	-----------------	-----------------------------	-----------------	-------------

**Return Flight:**

7518	Toronto City Centre Airport (YTZ)	12/31/2014 15:15	Pierre Elliott Trudeau Intl (YUL)	12/31/2014 16:25	DHC8 Dash 8-400
------	-----------------------------------	------------------	-----------------------------------	------------------	-----------------

The tool will now direct you to a Recap page. On this page, you will find the following elements:

- A review flight tab, detailing the flights you selected

**REVIEW FLIGHTS**

Outbound flight: Dorval, PQ, Canada (YUL) - Toronto, ON, Canada (YYZ) Tue, Dec 30

 Air Canada #481	Pierre Elliott Trudeau... (YUL) Depart: Tuesday, 6:00 Stops: 0 Duration: Latitude: B Airbus Industrie A321	Lester B Pearson Intl (YYZ) Arrive: Tuesday, 7:35
---	--	--

Return flight: Toronto, ON, Canada (YYZ) - Dorval, PQ, Canada (YUL) Wed, Dec 31

 Air Canada #412	Lester B Pearson Intl (YYZ) Depart: Wednesday, 13:00 Stops: 0 Duration: Latitude: B Embraer 190	Pierre Elliott Trudeau... (YUL) Arrive: Wednesday, 14:18
---	---	---

- A traveler information section, advising who you are booking for, their contact information as well as any frequent flyer he has on his profile.

**ENTER TRAVELER INFORMATION**  
Ensure all traveler information below is correct. ⓘ

**PRIMARY TRAVELER** [Edit](#) | [Review all](#)

Name: William N Never Phone: 514-

---

Frequent Flyer Programs [Add a Program](#)

For Air Canada

- A seat assignment section where you can access the seat maps of your selected flights

**SEAT ASSIGNMENT**  
Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)

- A review price summary section:

**REVIEW PRICE SUMMARY**

Description	Fare	Taxes and Fees	Charges
Airfare	790.00	191.67	981.67
<b>Total Estimated Cost : 981.67 CAD</b>			
<b>Total Due Now: 981.67 CAD</b>			

- A Select the method of payment section

**SELECT A METHOD OF PAYMENT**

How would you like to pay?

[Edit](#) | [Add credit card](#)

---

\* Indicates credit card is a company card

You can review all the data, add any missing information (like a frequent flyer) or change the assigned credit card (if your configuration supports it).

[Reserve Flight and Continue](#)

Once reviewed, click on [Reserve Flight and Continue](#) to move to the next section of your trip.

**\*Important\*** Any modified information on this page will not be applied in a permanent way. The data will be saved temporarily only, for the purposes of applying it to this trip. If you wish to make permanent adjustments to your traveler profile, you will be required to make those adjustments via Visionlinks.



## How to make a car reservation

If you selected the **Pick-up/drop off car at airport** option in the initial search box, you will now be directed to the car results page.

You once again have a matrix at the top of the page from which you can filter to a specific car company or a specific car size. Your car size preference in your profile (if one was mentioned), will be automatically assigned in grey. Car companies with yellow diamonds are preferred carriers.

**Note** – some companies choose to only show preferred suppliers, in which case you will only be given those choices. If the preferred car companies are sold out, the tool will then widen its search to offer you other carriers.

**Trip Summary**

**Flights Reserved**  
Round Trip  
YUL - YYZ  
Outbound: Tue, 12/30/2014  
Return: Wed, 12/31/2014

**Select a Car**  
Days: 1  
YYZ - Terminal  
Pick-up: Tue, 12/30/2014  
Drop-off: Wed, 12/31/2014

**Select a Hotel** Remove  
Nights: 1  
Toronto, ON  
Check-in: Tue, 12/30/2014  
Check-out: Wed, 12/31/2014

**Finalize Trip**

Pick up: (YYZ) on Tue, Dec 30 7:35 Print / Email  
Return: Wed, Dec 31 13:00 Hide matrix

All 47 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car
58.00	60.00	62.00	64.00	64.00	106.40	--	
67.40	68.50	72.91	77.30	77.30	111.46	--	
72.17	73.34	78.02	82.71	82.71	105.91	--	
84.55	84.55	86.24	87.09	87.09	96.45	--	
88.20	88.20	90.00	90.90	90.90	100.80	219.60	
--	36.00	36.00	38.00	42.00	--	--	
--	57.04	60.78	64.52	64.52	--	--	
--	57.04	60.78	64.52	64.52	--	--	
--	96.00	98.00	99.00	99.00	--	--	

Displaying: 9 out of 47 results. Sorted By: Policy - Most Compliant

**Intermediate Car (Sabre)** more info

**C\$62.00 per day** (Corporate rate) Unlimited kilometers  
Automatic transmission  
Total cost **C\$168.24**

Note that if you have a yellow icon, this means that the car type or car company are outside of the boundaries set by your company policy. You can still reserve the car, but, as seen earlier in the flights section, you will obtain a **Travel Policy Violation popup** that will require you to select a reason that will be logged for reports.

Once you have made your selection, you will be directed towards a recap page once more to review the following details:

- A review of the actual rental car requested, including location, car type, dates and times

**REVIEW RENTAL CAR**

**Avis Car Rental** [Location Details](#)

Type	Pick-up	Drop-off
Intermediate Car	Airport Terminal	Airport Terminal
<a href="#">Features</a>	YYZ: Toronto	YYZ: Toronto
	7:35 Tue, 12/30/2014	13:00 Wed, 12/31/2014

- A section for preferences where you can request a GPS or add special comments to the provider

**PROVIDE RENTAL CAR PREFERENCES**

Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)

Include in-car GPS system

- A review of the driver's details such as name, contact phone, email and frequent guest number if he has one listed on his profile:

**ENTER DRIVER INFORMATION**

Ensure the name below matches the I.D. you have with you on the day of pick-up. ⓘ

**DRIVER** [Edit](#) | [Review all](#)

**Name:** William N Never    **Phone:** 514-   

---

Rental Car Agency Program [Add a Program](#)

- A review of the approximate total price of the rental

**REVIEW PRICE SUMMARY**

Description	Daily rate	Dates	Total
Avis Car Rental	90.00	Dec 30 - Dec 31	90.00
<b>Total Estimated Cost : 241.31 CAD*</b>			
<b>Total Due Now: 0.00 CAD†</b>			

\* Does not include additional fees incurred during time of travel.  
† Remaining amount due at rental location.

Once you have reviewed all the details and corrected or added any information needed, click on Reserve Car and Continue .

**\*Reminder\*** Any modified information on this page will not be applied in a permanent way. The data will be saved temporarily only, for the purposes of applying it to this trip. If you wish to make permanent adjustments to your traveler profile, you will be required to make those adjustments via Visionlinks.

## How to make a hotel reservation

If you selected the Find a Hotel option in the initial search request box, you will now obtain the hotel search results corresponding to your criterias entered in the search box.

*Depending on your company's configuration, you could be invited to provide information on your hotel stay if you are making a reservation for an overnight trip that did not include a hotel stay.*

An interactive graphical map is shown for hotels instead of a matrix. The preferred hotels for your company are identified by pink icons.

Check-in Tue, Dec 30 - Check-out Wed, Dec 31 Hide Map Print / Email

**Trip Summary**

**Flights Reserved**  
 Round Trip  
 YUL - YYZ  
 Outbound: Tue, 12/30/2014  
 Return: Wed, 12/31/2014

**Car Reserved**  
 Days: 1  
 YUL - Terminal  
 Pick-up: Tue, 12/30/2014  
 Drop-off: Wed, 12/31/2014

**Select a Hotel**  
 Nights: 1  
 Lester B Pearson Intl, Toronto, ON  
 Check-in: Tue, 12/30/2014  
 Check-out: Wed, 12/31/2014

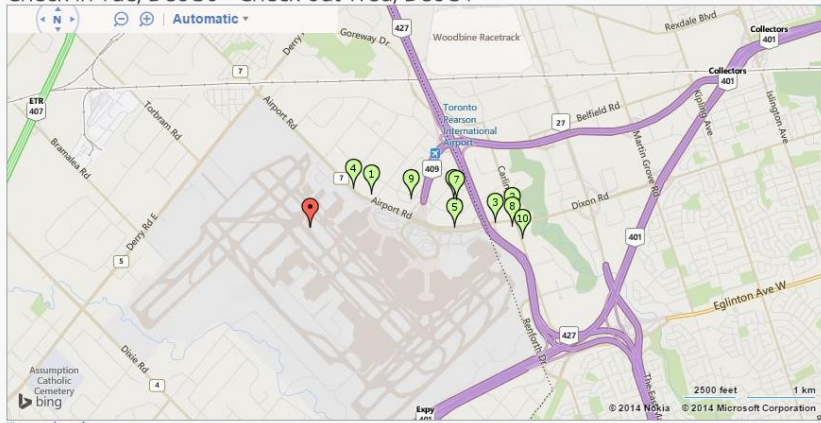
**Finalize Trip**

---

**Total Estimated Cost**

Air	CAD	981.67
Car	CAD	241.31
<b>Total</b>	<b>CAD</b>	<b>1,222.98</b>

[Change Search](#)



Sorted By: Preference

Expand All Details  
 Displaying: 63 out of 63 results. << Previous | Page: 1 of 7 | Next >> | All

**1. Four Points by Sheraton Toronto ...**

6257 Airport Rd  
 Mississauga, Ontario L4V 1E4  
 Lester Pearson International Airport  
 0.63 miles | [view map](#)

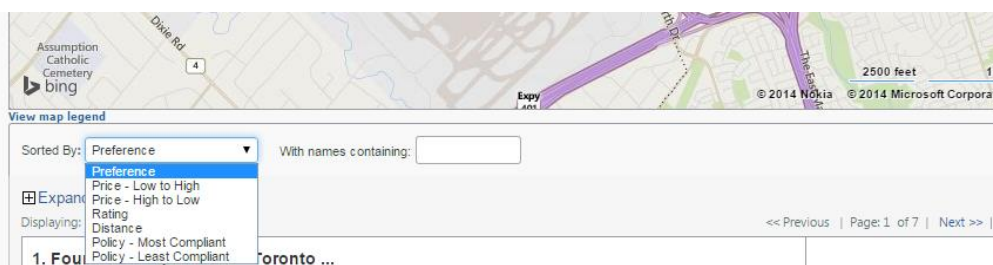
★★★★☆  
 rate this hotel

from  
**C\$83**

[more info](#) | [compare](#) | [choose room](#)

In most cases, the hotels will initially show by order of preference and not by price or distance. Reason being is that your company has chosen to show you first the hotels that are recommended for that selected area. You can change the sort order by clicking on **Sorted by**. This will give you the option to sort **by price** or **by distance** for example.

To filter out to a specific hotel, you can enter the name in the **With names containing** box right next to the **Sorted by** box just below the map.



Sorted By: Preference

- Preference
- Price - Low to High
- Price - High to Low
- Rating
- Distance
- Policy - Most Compliant
- Policy - Least Compliant

1. Four Points by Sheraton Toronto ...

You can also filter your search by chain or super chain from the tab found on the left hand side of the page. The tool will remove any chains not selected by you in this box and present you only the hotels part of the requested chains (or super chains).

**Hotel chain** ^

Chain  Superchain

- Best Western (2)
- Comfort Inns (4)
- Courtyard (3)
- Crowne Plaza (1)
- Fairfield Inns (3)
- Genares Worldwide (3)
- Hampton Inns (3)

[Check All](#) | [Reset](#)

Notice that you can also search by neighborhood:

**Neighborhood** ^

- Bramalea (1)
- Brampton South (1)
- Forest Hill North (1)
- Gateway (3)
- Highway 401/Highway 410 (3)
- Huron Park (1)
- Kipling Heights (1)

As well, you can also filter out hotels by the amenities they offer:

**Hotel Amenities** ^

- Breakfast (29)
- Broadband Internet (34)
- Business center (40)
- Convention center (0)
- Dry cleaning (40)
- Fitness center (45)
- Game room (1)

Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.

Clicking on the link for more information of a specific hotel will open up a popup with information on that hotel, such as restaurants on site, restaurants close by and if a shuttle service is offered.

<p>5. Hilton Toronto Airport Hotel &amp;am...</p> <div style="display: flex; align-items: flex-start;"> <div style="font-size: small;"> <p>5875 Airport Road Mississauga, Ontario L4V 1N1 1.31 miles   <a href="#">view map</a></p> </div> </div>	<p>★★★★☆</p> <p>○ ○ ○ ○ ○</p> <p style="font-size: x-small;">rate this hotel</p>	<p>from <b>C\$99</b></p>
<p><a href="#">more info</a> <a href="#">compare</a></p>		<p><a href="#">choose room</a> ▶</p>

Click on choose room to view the rates available at that hotel :

**5. Hilton Toronto Airport Hotel &am...**

5875 Airport Road  
Mississauga, Ontario L4V 1N1  
1.31 miles | [view map](#)

★★★★☆  
rate this hotel

from  
**C\$99**

[more info](#) | [compare](#)

**choose room**

---

**5. Hilton Toronto Airport Hotel &am...**

5875 Airport Road  
Mississauga, Ontario L4V 1N1  
1.31 miles | [view map](#)

★★★★☆  
rate this hotel

from  
**C\$99**

[more info](#) | [compare](#)

[hide rooms](#)

**Wireless Fees:** Common Area Wireless: Free

<input type="radio"/>	<b>C\$99</b>	1 2 Book Radius Global Hotel P - South Tower One King Bed Overlooking Pool Featuring 32 Flat Screen (Rate Code: A02A31) (Sabre)
<input type="radio"/>	<b>C\$99</b>	Best Available Rate - South Tower Two Queen Beds Work Area - Plush Top Bedding - Safe (Rate Code: A01LV8) (Sabre)
<input type="radio"/>	<b>C\$99</b>	1 2 Book Radius Global Hotel P - South Tower Two Queen Beds Work Area - Plush Top Bedding - Safe (Rate Code: A01A31) (Sabre)

[Rate details / Cancellation policy](#)

Select

You can view the fares offered at that hotel. If you have preferred rates at that hotel, they will be identified with your company's name.

When you are ready to reserve your hotel room, click on the radio dial next to the room type you wish to confirm and click on Select.

The select button are color coded as follows:

- A green Select button means the rate complies to your company policy
- A yellow Select button means the rate does not comply to your company policy. If you select this room rate, you will be required to provide a reason as to why (as seen previously in the air and car reservation processes of this guide).

Note that a grey or yellow diamond indicates preferred hotels for your company. ( ◆◆ )

Once you have made your selection, you will then be guided to a review page where you will be asked to review the following elements:

- Details of the hotel (address and phone number) and the room type/rate you are booking:

**REVIEW HOTEL ROOM**

**Hilton Toronto Airport Hotel & Suites**

1 2 Book Radius Global Hotel P - South Tower One King Bed Overlooking Pool Featuring 32 Flat Screen  
1 Night | 1 Guest\*

Check-in	Check-out	Address	Phone
Tuesday, December 30, 2014	Wednesday, December 31, 2014	5875 Airport Road Mississauga, Ontario L4V 1N1 Canada	+1-905-677-9900

\* 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.

- A preferences section where you can enter a special request (for example : away from elevators)

### PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (30 character max)

Ex: Need early check-in (10am)

- Request foam pillows
  Request rollaway bed
  Request crib

- The hotel guest detail information (name, email and phone as well as frequent guest number):

Ensure the name below matches the I.D. shown on the day of check-in.

**HOTEL GUEST** [Edit](#) | [Review all](#)

**Name:** William N Never **Phone:** 514-

---

Hotel Program [Add a Program](#)

- A review of the approximate total for the stay:

REVIEW PRICE SUMMARY			
Description	Nightly rate	Dates	Total
Hilton Toronto Airport Hotel & Suites	99.00	Dec 30 - Dec 31	99.00
<b>Total Estimated Cost : 99.00 CAD*</b>			
<b>Total Due Now: 0.00 CAD†</b>			

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

- Review the credit card being sent to guarantee the room

**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.

[Edit](#) | [Add credit card](#)

\* Indicates credit card is a company card

- A review of the cancellation policy, to which you have to accept the terms (see in red):

**ACCEPT RATE DETAILS AND CANCELLATION POLICY**

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

EXTRA PERSON: 25.00CAD

**CANCEL BY 4PM DAY OF ARRIVAL**  
04PM 30DEC14

A CREDIT CARD GUARANTEE IS REQUIRED ON ALL RESERVATIONS AFTER 1600/4PM ARRIVAL TIME. INDIVIDUAL PLANS MAY VARY. SEE PLAN DISPLAY FOR MORE INFORMATION.

**NO DEPOSIT IS REQUIRED AT THIS TIME. PLEASE SEE GUARANTEE POLICY.**

I agree to the above rate rules, restrictions, and cancellation policy.

Once you have reviewed and adjusted all the information, you can click on


Reserve Hotel and Continue

**\*Reminder\*** Any modified information on this page will not be applied in a permanent way. The data will be saved temporarily only, for the purposes of applying it to this trip. If you wish to make permanent adjustments to your traveler profile, you will be required to make those adjustments via Visionlinks.



We are now at the second stage of the finalizing trip process.


### Trip Summary



#### Flights Reserved

Round Trip  
YUL - YYZ  
Outbound: Tue, 12/30/2014  
Return: Wed, 12/31/2014

---



#### Finalize Trip

Review Travel Details  
 **Enter Trip Information**  
 Submit Trip Confirmation

On this page, you can assign a description to your trip, you can also email a colleague a copy of this trip by adding their email address. As well, on some rare configurations, you can add comments to the agents. Once you have completed entering the (optional) information, click on **Next**.

*Note – Some configurations can allow to place a trip on hold. This is not generally offered since it is not compatible with offering Air Canada web fares, which are instant purchases.*

## 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.

<p><b>Trip Name</b> This will appear in your upcoming trip list.</p> <input style="width: 95%;" type="text" value="Trip from Dorval to Toronto"/>	<p><b>Trip Description</b> (optional) Used to identify the trip purpose</p> <input style="width: 95%;" type="text" value="annual meeting with sales department"/>
<p><b>Comments for the Travel Agent</b> (optional) Special Requests may incur a higher service fee.</p> <p style="font-size: x-small; color: red;">this comment box is not assigned to many accounts as it has additional costs tied to its usage.</p> <input style="width: 95%;" type="text"/>	<p>Send a copy of the confirmation to: </p> <input style="width: 95%;" type="text" value="colleague@visiontravel.ca"/> <p>Send my email confirmation as  <input checked="" type="radio"/> HTML <input type="radio"/> Plain-text         </p> <p>With my email confirmation...</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Do not include directions to hotels with email ▼</div>



You may HOLD this reservation until: 12/01/2014 17:00 Eastern

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.

We now move on to the final step of a booking : submitting your trip for purchase.



### Trip Summary


-  **Flights Reserved**  
Round Trip  
YUL - YYZ  
Outbound: Tue, 12/30/2014  
Return: Wed, 12/31/2014
-  **Finalize Trip**  
✓ Review Travel Details  
✓ Enter Trip Information  
**Submit Trip Confirmation**

## Trip Confirmation

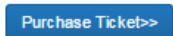
To **COMPLETE BOOKING**, please press the "Purchase Ticket" Button after reviewing this page.  
To **CANCEL**, press the Cancel button.

**Trip Overview**

**Trip Name:** Trip from Dorval to Toronto  
**Start Date:** Dec 30, 2014  
**End Date:** Dec 31, 2014  
**Created:** Nov 30, 2014, William Never (Modified: Nov 30, 2014)  
**Description:** annual meeting with sales department  
**Comments to Agent:** this comment box is not assigned to many accounts as it has additional costs tied to its usage.  
**Agency Record Locator:** NMUHEE  
**Passengers:** William N M Never  
**Total Estimated Cost:** \$ 1,321.98 CAD


 Airfare must be ticketed by an agent by: 12/01/2014 17:00 Eastern

A quick overview of the itinerary is done at this point, before confirming the reservation by clicking on



The reservation is completed once you see **Finished!**, as seen here:

### Trip Summary

-  **Finished!**

## Finished!

You have successfully booked your trip!

**Trip Record Locator : NMUHEE**

This itinerary violates one or more rules. The broken rules have been logged.  
Your itinerary has been saved. Vision Demo will service your itinerary.  
**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.  
Airfare must be ticketed by an agent by: 12/01/2014 17:00 Eastern

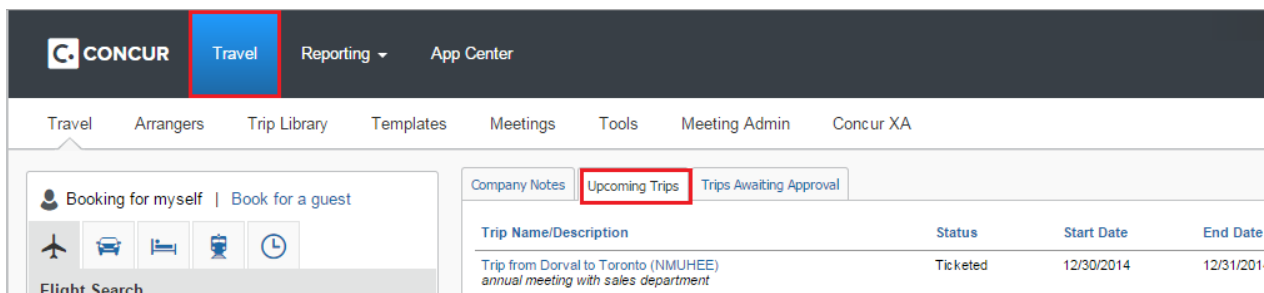
Travel Contact Information

**\*Important\*** - if you choose to close the window before getting to this stage of the process, Concur will not consider your trip as confirmed for purchase. It will send you an email requesting you to complete the reservation later in the day. If you do not gain access to the tool to complete your process, **the system will simply cancel the file overnight**. It is therefore extremely important for you to finish the process entirely.

## Cancelling or modifying an airlines reservation, a car rental or a hotel reservation

**\*Important\*** - You cannot make any modifications or cancel any flights online. If you wish to cancel or change your flights, you are required to contact your travel agent to do so.

To access your reservation, click on the **Travel** tab and then on the **Upcoming trips** tab.



Trip Name/Description	Status	Start Date	End Date
Trip from Dorval to Toronto (NMUHEE) annual meeting with sales department	Ticketed	12/30/2014	12/31/2014

Click on the trip you wish to modify. This will bring you back to the **first itinerary page** where you can add a car or hotel.

Trip Summary

**Finalize Trip**

Review Travel Details  
Enter Trip Information  
Submit Trip Confirmation

### Trip Overview

<p><b>I want to...</b></p> <p><a href="#">Print Itinerary</a>  <a href="#">E-mail Itinerary</a>  <a href="#">Open in Outlook</a>  <a href="#">View Trip History</a>  <a href="#">Create Template</a>  <a href="#">Clone Trip</a>  <a href="#">Share Trip</a>  <a href="#">Cancel Entire Trip</a></p>	<p><b>Trip Name:</b> Trip from Dorval to Toronto <a href="#">(Edit)</a></p> <p><b>Start Date:</b> Dec 30, 2014</p> <p><b>End Date:</b> Dec 31, 2014</p> <p><b>Created:</b> Nov 30, 2014, William Never <i>(Modified: Nov 30, 2014)</i></p> <p><b>Description:</b> annual meeting with sales department <a href="#">(Edit)</a></p> <p><b>Comments to Agent:</b> this comment box is not assigned to many accounts as it has additional costs tied to its usage.</p> <p><b>Agency Record Locator:</b> NMUHEE</p> <p><b>Passengers:</b> William N M Never</p> <p><b>Total Estimated Cost:</b> \$ 1,321.98 CAD <a href="#">(Details)</a></p>	<p><b>Add to your Itinerary</b></p> <p> <a href="#">Car</a>       <a href="#">Hotel</a></p>
--	--	---

You will also have the possibility of printing the itinerary, cloning it, sharing it with a colleague, etc...

### Trip Overview

**I want to...**

[Print Itinerary](#)  
[E-mail Itinerary](#)  
[Open in Outlook](#)  
[View Trip History](#)  
[Create Template](#)  
[Clone Trip](#)  
[Share Trip](#)

You can also cancel or modify hotel and car reservations:

**Avis Car Rental at: Toronto CA (YYZ)**

Pick-up at: Toronto CA (YYZ)

**Pick Up: 7:35 Tue Dec 30**  
Pick-up at: [Toronto CA \(YYZ\)](#)  
Number of Cars: 1

**Return: 13:00 Wed Dec 31**  
Returning to: [Toronto CA \(YYZ\)](#)

**Additional Details**  
Rate: \$ 90.00 CAD daily rate, unlimited miles; \$ 90.00 CAD extra daily rate, unlimited miles; \$ 67.51 CAD extra hourly rate, unlimited miles  
Total rate: \$ 241.31 CAD      Corporate Discount: C210000

**Rental Details**  
Intermediate / Car / Automatic transmission / Air conditioning

**Confirmation: 38758347CA5**  
Status: Confirmed  
Rate Code: 2AI

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

**Hilton Toronto Airport Hotel & Suites**

5875 Airport Road  
Mississauga, Ontario, L4V 1N1  
CA  
+1-905-677-9900

**Checking In: Tue Dec 30**  
Room 1, Days 1, Guests 1

**Checking Out: Wed Dec 31**

**Additional Information**  
Daily rate: \$ 99.00 CAD      Total rate: \$ 99.00 CAD








**Room Details**  
Room Description: RoomDescriptionCodeA02A31

**Confirmation: 3158318447**  
Status: Confirmed  
Rate Code: A02A31

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

Simply complete the steps and finish your trip again as initially shown (until you see the **Finished!** comment).

## Travel Action Buttons and Icons

Button/Icon Description	
	<b>Airfare:</b> Click to view your airfare booking information.
	<b>Car Rental:</b> Click to view booking information for your car rental.
	<b>Lodging:</b> Click to view your lodging booking information.
	<b>Rail:</b> Click to view your rail booking information.
	<b>Select:</b> Reserves the selected trip details.
	<b>Seat map:</b> Click to view the flight seat map.
	<b>Yellow Diamond:</b> Indicates a company preferred vendor.

## Questions?

Do not hesitate to reach out to the online support team:

By phone at 1-877-385-6415

By email: [obt@visiontravel.ca](mailto:obt@visiontravel.ca)