Concur User Guide
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.

![Login Page](image)

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.

ATTENTION MCGILL TRAVELERS

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 blesner@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 (blesner@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.

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.

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.
Facts & Stats

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

<table>
<thead>
<tr>
<th>FACTS &amp; STATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have spent 0% more on business expenses so far this year.</td>
</tr>
<tr>
<td>$0</td>
</tr>
<tr>
<td>2013</td>
</tr>
</tbody>
</table>

0 Out of Policy
0 TRIPS

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 Options

Select one of the following to customize your user profile:
- Personal Information
- Company Information
- Contact Information
- Email Addresses
- Emergency Contact
- Credit Cards
- Travel Preferences
- Frequent Traveler Programs
- Assistants/Arrangers
- System Settings
- Mobile Registration
- Travel Vacation Reassignment
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.

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.
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.
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.

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 :  

![Diagram of trip search with options for departure and return times]
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 the 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.
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 Search.

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.
Here is an example of the flights results page:

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.
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.

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.
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

<table>
<thead>
<tr>
<th>REVIEW FLIGHTS</th>
</tr>
</thead>
</table>
| Outbound Flight: Dorval, PQ, Canada (YUL) - Toronto, ON, Canada (YYZ) Tue, Dec 30
| - Air Canada A481: Pierre Elliott Trudeau Intl (YUL) Depart: Tuesday, 6:00
| - Steps 0 Duration: Latitude 8, Airbus A321

| Return Flight: Toronto, ON, Canada (YYZ) - Dorval, PQ, Canada (YUL) Wed, Dec 31
| - Air Canada A432: Lester B Pearson Intl (YYZ) Depart: Wednesday, 13:00
| - Steps 0 Duration: Latitude 8, Embraer 190

| Outbound Flight: 12/30/2014, 8:00, Lester B Pearson Intl (YYZ)

<table>
<thead>
<tr>
<th>Least cost logical fare</th>
</tr>
</thead>
</table>
| Outbound Flight: 12/30/2014, 8:00, Lester B Pearson Intl (YYZ) Cost: $229.44
| Return Flight: 7518 Toronto City Centre Airport (YXZ) Depart: Tuesday, 15:16
| - Pierre Elliott Trudeau Intl (YUL) Cost: $8-100
- A traveler information section, advising who you are booking for, their contact information as well as any frequent flyer he has on his profile.

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

- A review price summary section:

- A Select the method of payment section

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).

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.

![Car Reservation Matrix](image)

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](image)

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

![Provide Rental Car Preferences](image)
- 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:

- A review of the approximate total price of the rental

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.
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.

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).
Notice that you can also search by neighborhood:

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

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.

Click on choose room to view the rates available at that hotel.
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. (замените сюда рожками)

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:

- A preferences section where you can enter a special request (for example: away from elevators)
- The hotel guest detail information (name, email and phone as well as frequent guest number):

![Hotel Guest Information](image)

- A review of the approximate total for the stay:

![Price Summary](image)

- Review the credit card being sent to guarantee the room:

![Select Method of Payment](image)

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

![Cancellation Policy](image)

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.
Finalizing your trip

Once you have completed all your selections, you will be presented with the details of your trip. This page is also known as the **first itinerary page**. You will notice the Trip Summary on the left of the page that indicates that you are not quite finished with the booking process. You have a few more steps to go to complete the booking.

It is at this **first itinerary page** that you can add hotels and/or cars that do not match with your flight dates/times. You can add them by clicking on the appropriate logo on the right under the **Add to your itinerary** tab.

This page is also the page offering you a last chance at changing/requesting your seats as well as adding or removing any components to the trip.

If you have no adjustments to make, please review, scroll down and click on **Next >>**.
We are now at the second stage of the finalizing trip process.

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.**

We now move on to the final step of a booking: submitting your trip for purchase.
A quick overview of the itinerary is done at this point, before confirming the reservation by clicking on Purchase Ticket>>.

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

*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.
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.

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

You can also cancel or modify hotel and car reservations:

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

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

## 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)