

Mobile App User Guide Concur Travel

Last Revised: October 15, 2019

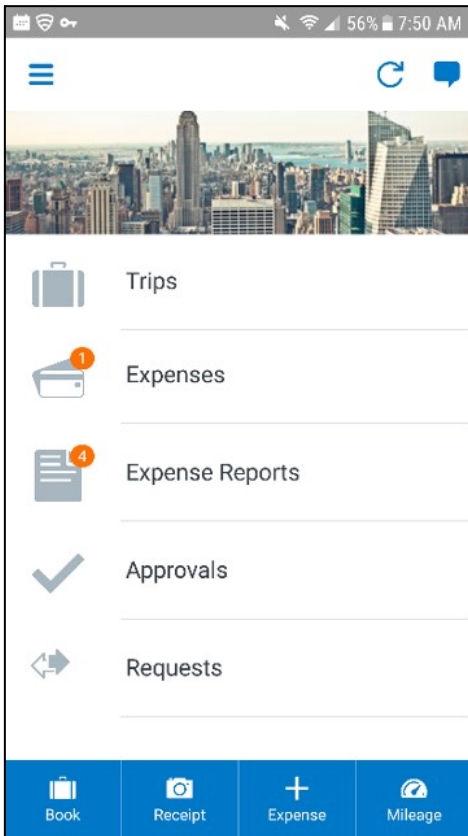
This guide describes the current version, which is shown on the "[Introduction](#)" guide.

Applies to these mobile devices:

- iPhone
- iPad
- Android

IMPORTANT: Be aware that your company's configuration may not allow for all of the features described here. Generally, if a feature is not available in your configuration of the web version of SAP Concur, then it is not available in the mobile app.

Concur Travel simplifies the corporate travel booking experience by bringing the entire booking process and travel data into one place. Travelers see and manage travel their itineraries in SAP Concur's online travel booking tool.



Concur Travel	2
View an Itinerary	2
Book a Flight	3
Book a Rental Car	5
Book a Hotel.....	6
Book Amtrak Direct Connect.....	8
Cancel a Rental Car Reservation	10
Cancel a Hotel Reservation.....	11
View Agency Information	12
Use TripIt and Other Apps	13
View TripIt Itinerary	14
Approval	15
Approve a Trip.....	15

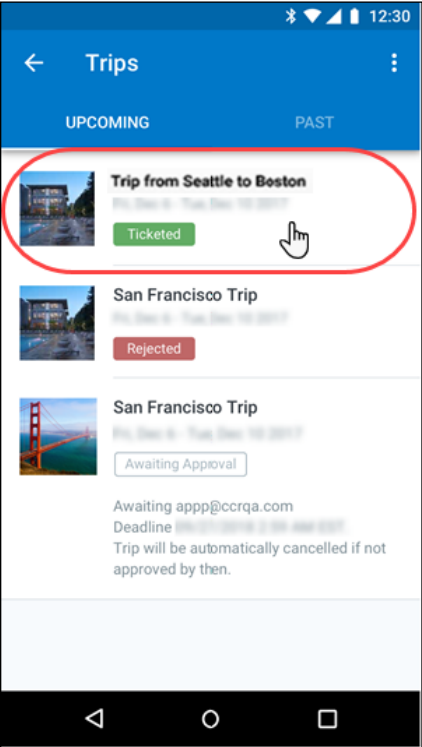
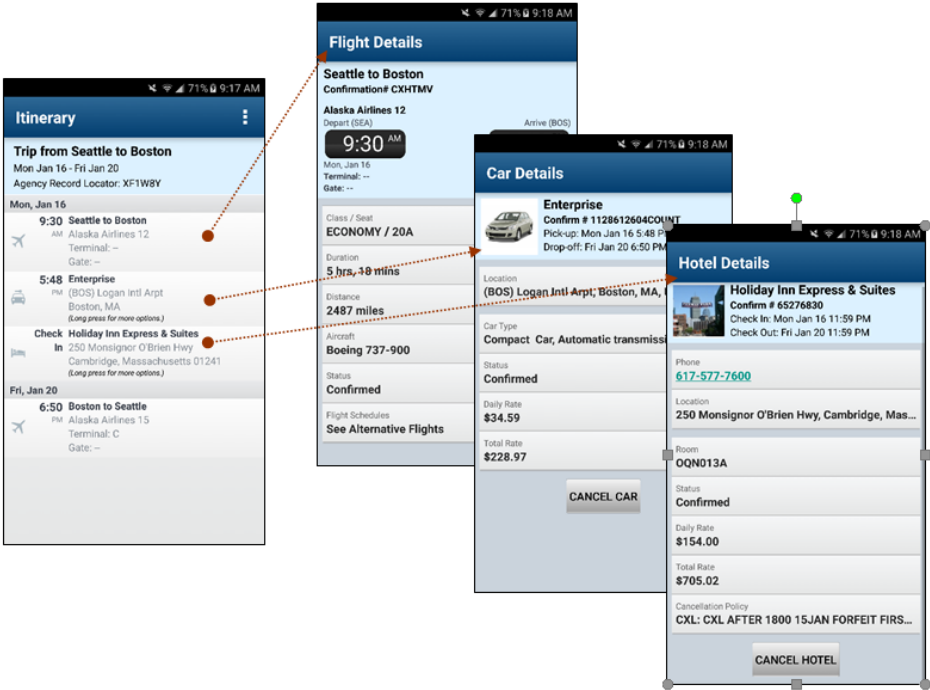
Concur Travel users can:

- Access content from multiple global distribution systems, negotiated and published prices, direct connects, and web-only fares
- Use the SAP Concur mobile app to streamline business travel planning, itinerary management, and expense reporting
- Take pictures of receipts and assign them to line items in expense reports.
- Use Concur® TripLink to capture and manage invisible travel bookings

Concur Travel

View an Itinerary



If you have any trips, a counter **1** is displayed in the **Trips** section of the home screen.

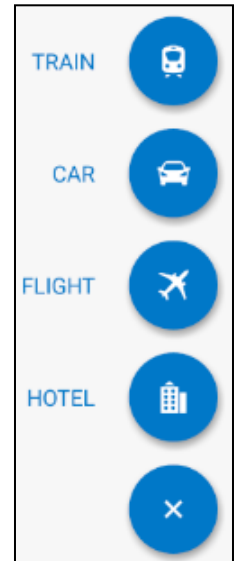
Screen(s)	Description/Action
	<p>To view an itinerary:</p> <ol style="list-style-type: none"> 1) On the home screen, tap Trips. 2) On the Trips screen, you can: <ul style="list-style-type: none"> • On the Upcoming and Past tabs, view trip status, date, etc. • View travel agency information. 3) To open a trip, tap the desired trip.
	<ol style="list-style-type: none"> 4) On the Itinerary screen, tap each segment to see the details.

Book a Flight

Depending on your configuration, you may be able to search for and book a flight.

To search for and book a flight:

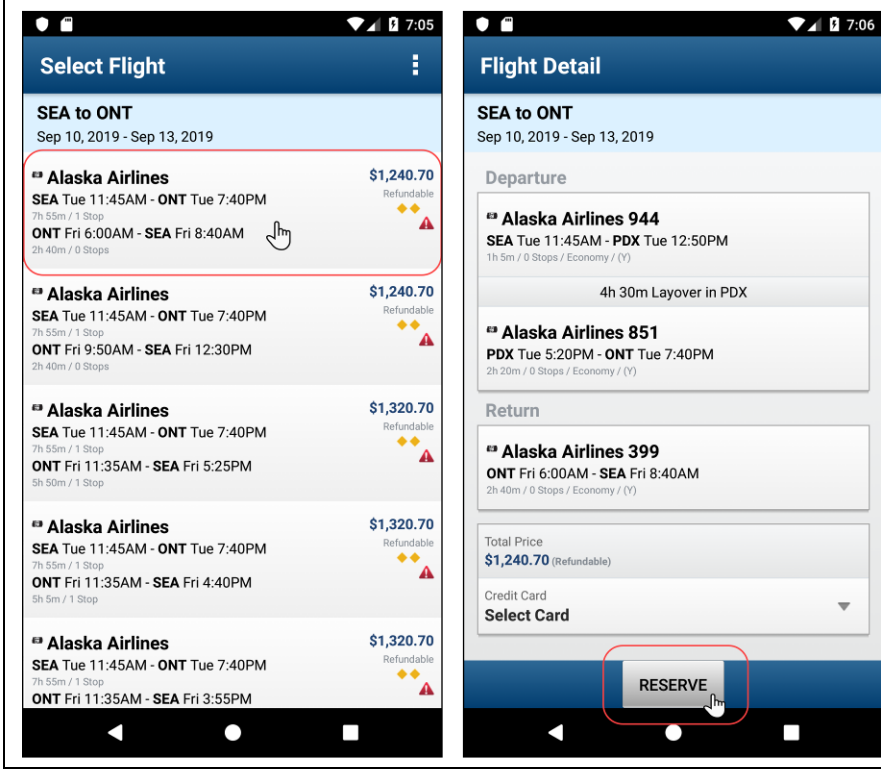
- On the home screen, tap  (lower-left corner) and then tap **Book a Flight** on the **Select an Action** menu.
– or –
- On the **Trips** screen, tap  (lower-right corner) and then tap **Flight** on the menu.



Screen(s)	Description/Action
	<p>To book a flight:</p> <ol style="list-style-type: none"> On the Book Flight screen: <ul style="list-style-type: none"> Tap One Way or Round Trip. Enter the search criteria. Tap Search. On the Results Summary screen, tap the desired carrier.

Screen(s)

Description/Action






3) On the **Select Flight** screen, tap the desired flight.
4) On the **Flight Detail** screen:

- Review for accuracy.
- Fill in the fields and make the desired selections.
- Tap **Reserve**.

Book a Rental Car

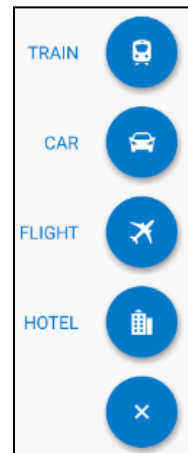
To search for and book a rental car:

- On the home screen, tap  (lower-left corner) and then tap **Book a Car** on the **Select an Action** menu.
 - or –
- On the **Trips** screen, tap  (lower-right corner) and then tap **Car** on the menu.
 - or –
- To add a car to an existing itinerary, with the itinerary open, tap the menu  button and then tap **Add Car**.

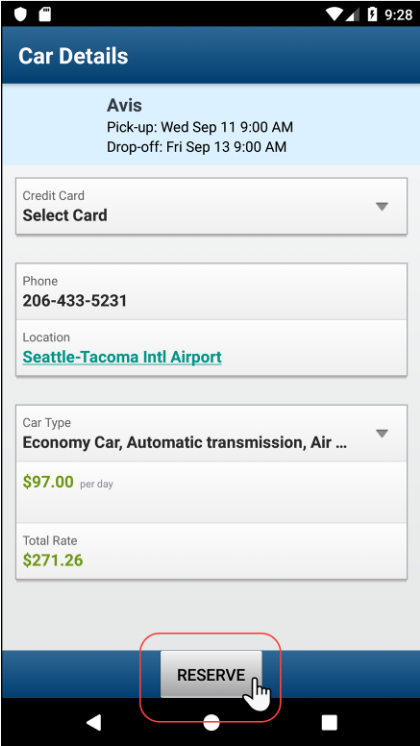
Add Car

Add Hotel

Refresh







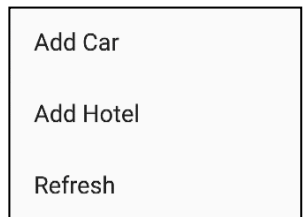
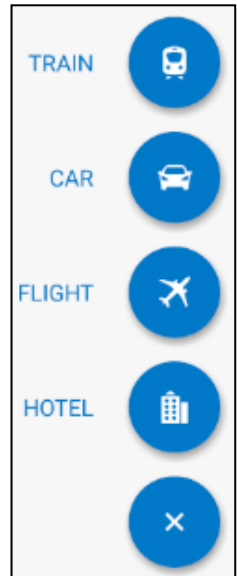
Screen(s)	Description/Action
	<p>To book a rental car:</p> <ol style="list-style-type: none"> On the Book Car screen: <ul style="list-style-type: none"> Enter the search criteria. Tap Search. On the Car Choices screen, tap the desired car.

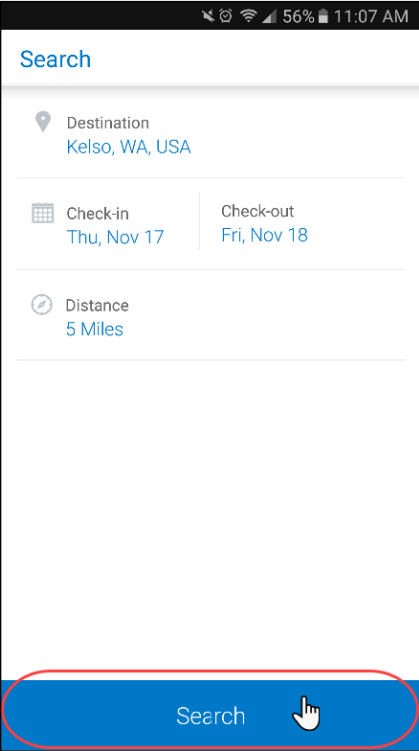
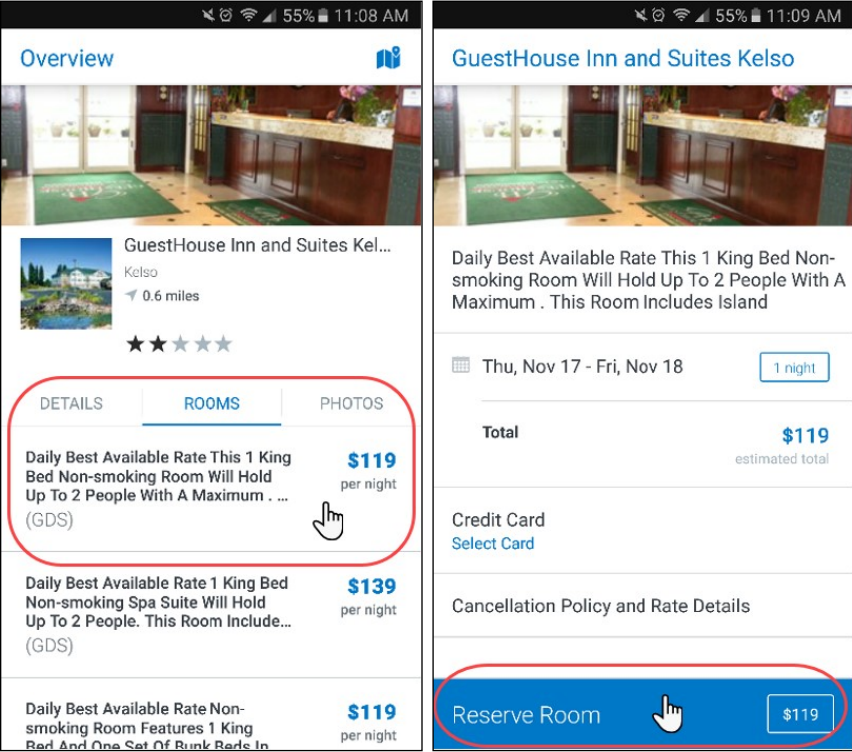
Screen(s)	Description/Action
	<p>3) On the Car Details screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve. <p>NOTE: Depending on your company's configuration, you may not be able to book a car unless you are adding it to an existing itinerary.</p>

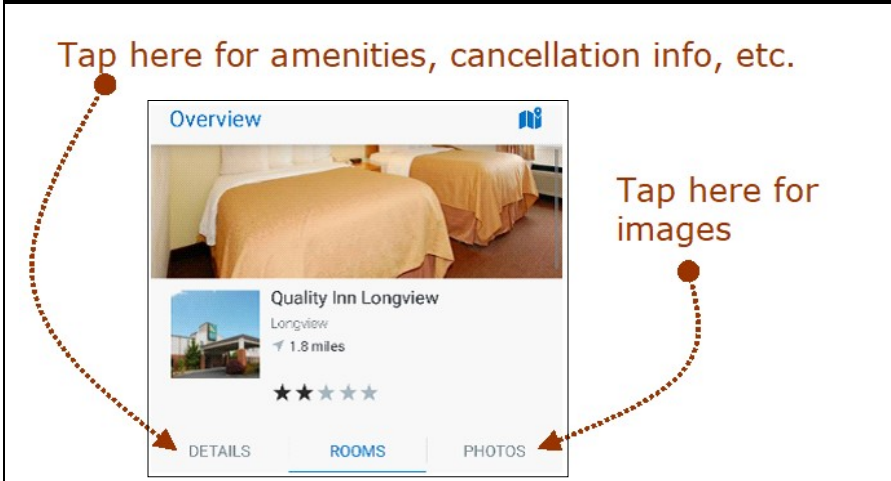
Book a Hotel

To search for and book a hotel:

- On the home screen, tap  (lower-left corner) and then tap **Book a Hotel** on the **Select an Action** menu.
– or –
- On the **Trips** screen, tap  (lower-right corner) and then tap **Hotel** on the menu.
– or –
- To add a hotel to an existing itinerary, with the itinerary open, tap the menu  button and then tap **Add Hotel**.
– or –
- On the search result screen, tap  to get the office location results.





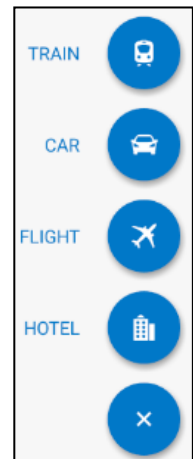
Screen(s)	Description/Action
	<p>To book a hotel:</p> <ol style="list-style-type: none"> 1) On the Search screen: <ul style="list-style-type: none"> • Enter the search criteria. • Tap Search. 2) On the Hotels screen, tap the desired hotel.
	<ol style="list-style-type: none"> 3) On the Overview screen, tap the desired room. 4) On the next screen: <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve Room. <p>NOTE: Depending on your company's configuration, you may not be able to book a hotel unless you are adding it to an existing itinerary.</p>

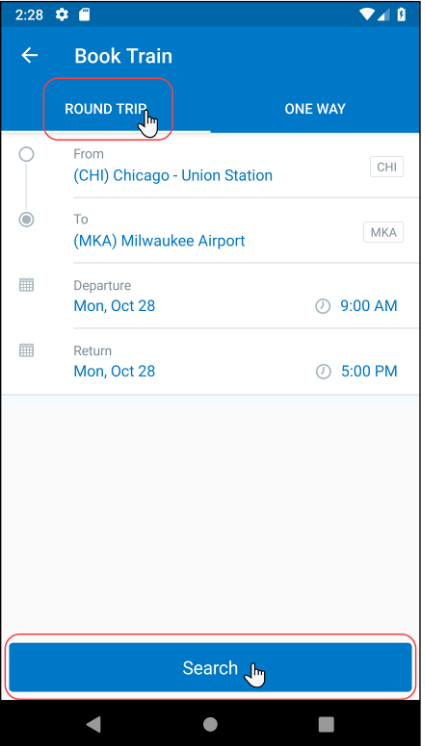
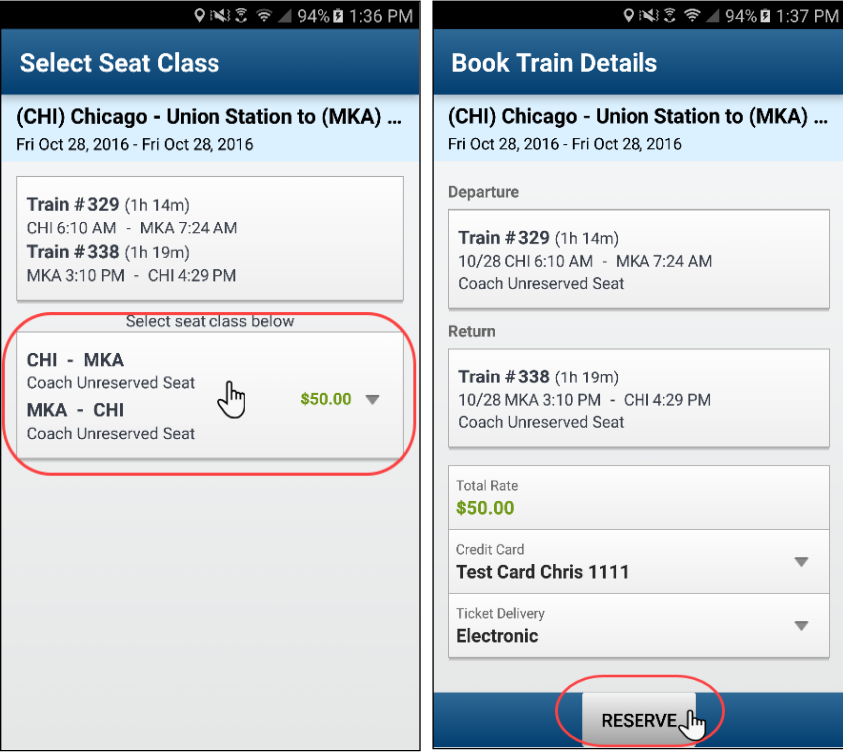
Screen(s)	Description/Action
	<p>To access amenities:</p> <ul style="list-style-type: none"> • Tap here for amenities, cancellation info, etc. • Tap Photos (lower-right corner) to view images.

Book Amtrak Direct Connect

You can book rail if your company is configured to use Amtrak Direct Connect.

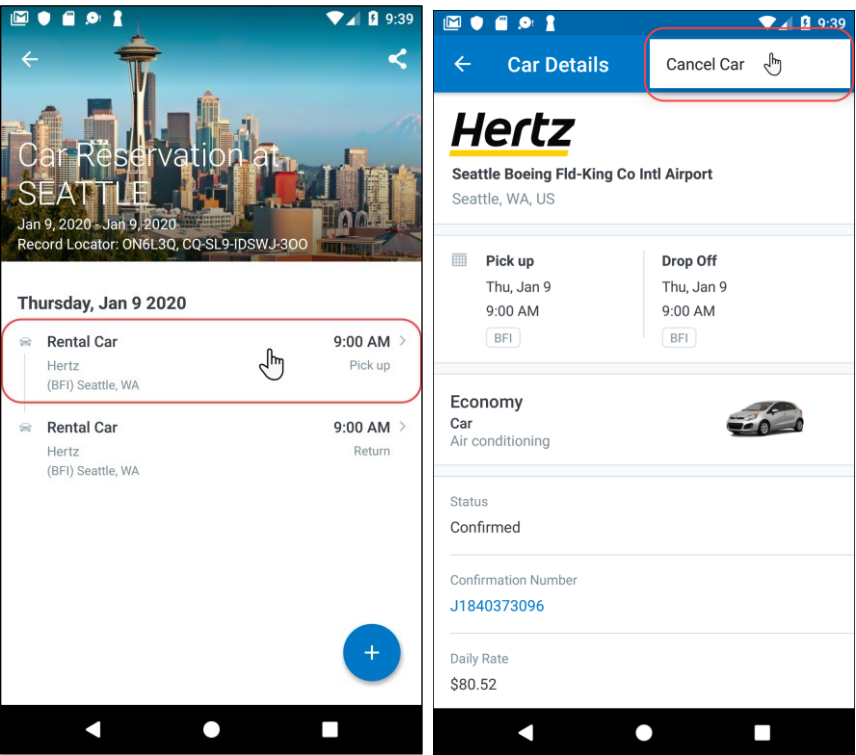

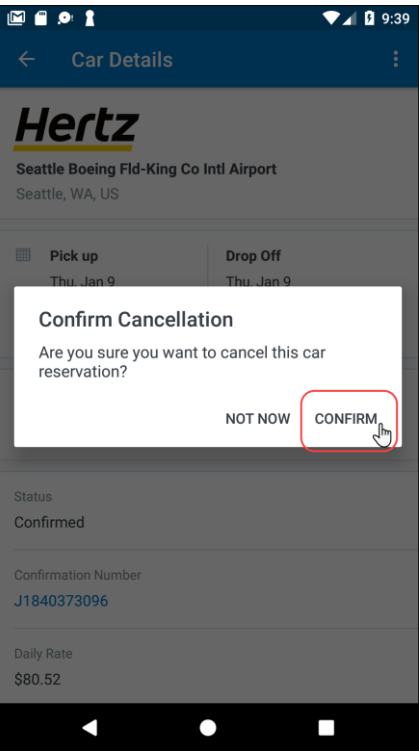
- On the home screen, tap  (lower-left corner) and then tap **Book Train** on the **Select an Action** menu.
– or –
- On the **Trips** screen, tap  (lower-right corner) and then tap **T rain** on the menu.



Screen(s)	Description/Action
	<p>1) On the Book Train screen:</p> <ul style="list-style-type: none"> • Tap One Way or Round Trip. • Enter the search criteria. • Tap Search. <p>2) On the Select Train screen, tap the desired trip.</p>
	<p>3) On the Select Seat Class screen, tap the desired seat.</p> <p>4) On the Book Train Details screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve.

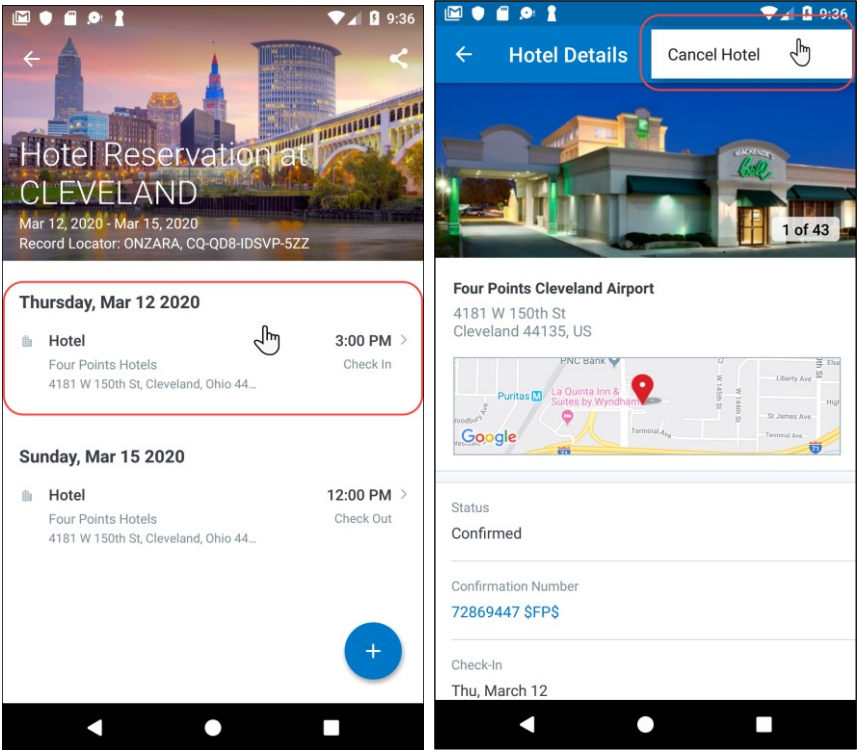

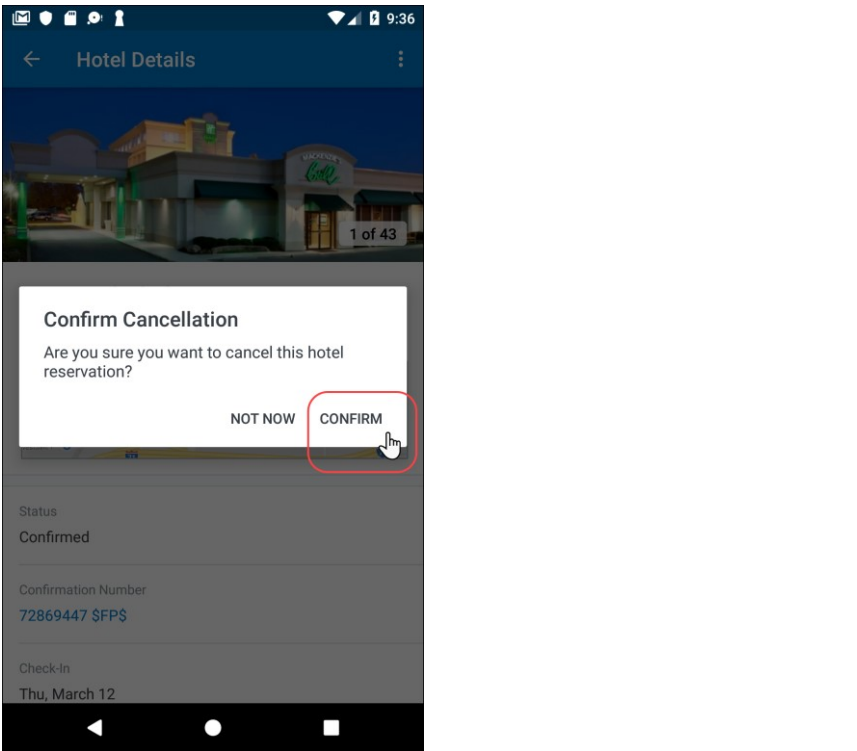
Cancel a Rental Car Reservation

There are two ways to cancel a car reservation on an itinerary.

Screen(s)	Description/ Action
 <p>The screenshot shows the 'Car Reservation at SEATTLE' screen for Thursday, Jan 9, 2020. Below the date, there are two rental car entries. The first entry is highlighted with a red box, and a hand icon indicates a tap action. To the right, the 'Car Details' screen is shown, with a red box around the 'Cancel Car' button in the top right corner.</p>	<p>To cancel a rental car reservation:</p> <ol style="list-style-type: none">1) On the itinerary, tap the desired reservation.2) On the Car Details screen, tap  (upper-right corner).3) From the list (upper-right corner), select <i>Cancel Car</i>.
 <p>The screenshot shows the 'Car Details' screen with a 'Confirm Cancellation' dialog box overlaid. The dialog box asks 'Are you sure you want to cancel this car reservation?' and has two buttons: 'NOT NOW' and 'CONFIRM'. The 'CONFIRM' button is highlighted with a red box and a hand icon.</p>	<ol style="list-style-type: none">4) In the Confirm Cancellation window, tap Confirm.

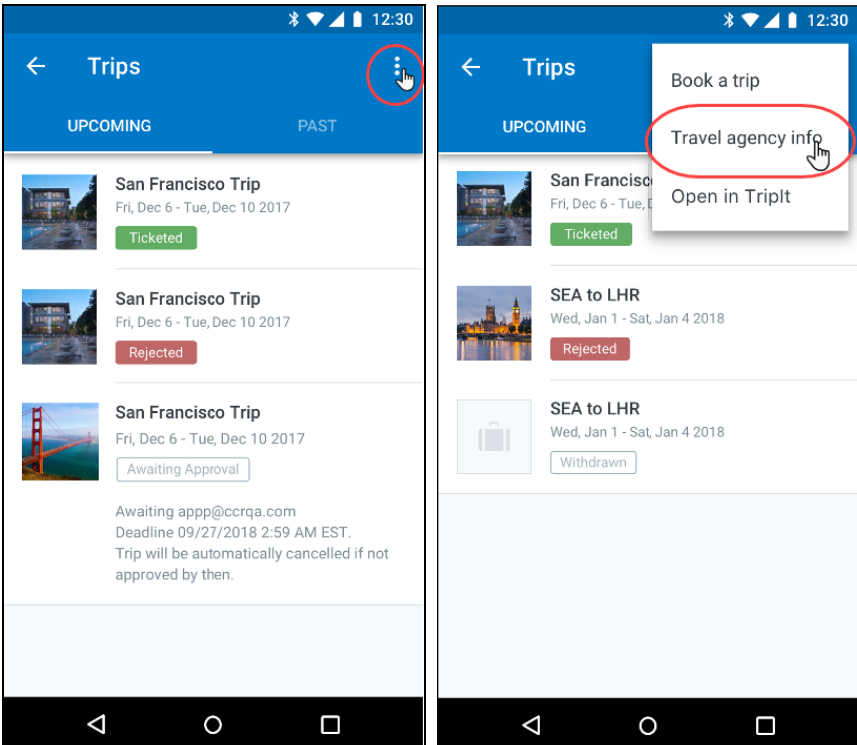

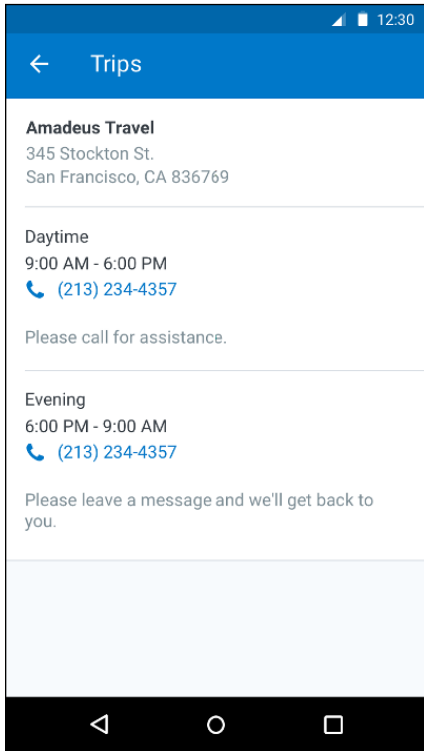
Cancel a Hotel Reservation

There are two ways to cancel a hotel reservation on an itinerary.

Screen(s)	Description/ Action
	<p>To cancel a hotel reservation:</p> <ol style="list-style-type: none">1) On the itinerary, tap the desired reservation.2) On the Hotel Details screen, tap  (upper-right corner).3) From the list (upper-right corner), select <i>Cancel Hotel</i>.
	<ol style="list-style-type: none">4) In the Confirm Cancellation window, tap Confirm.

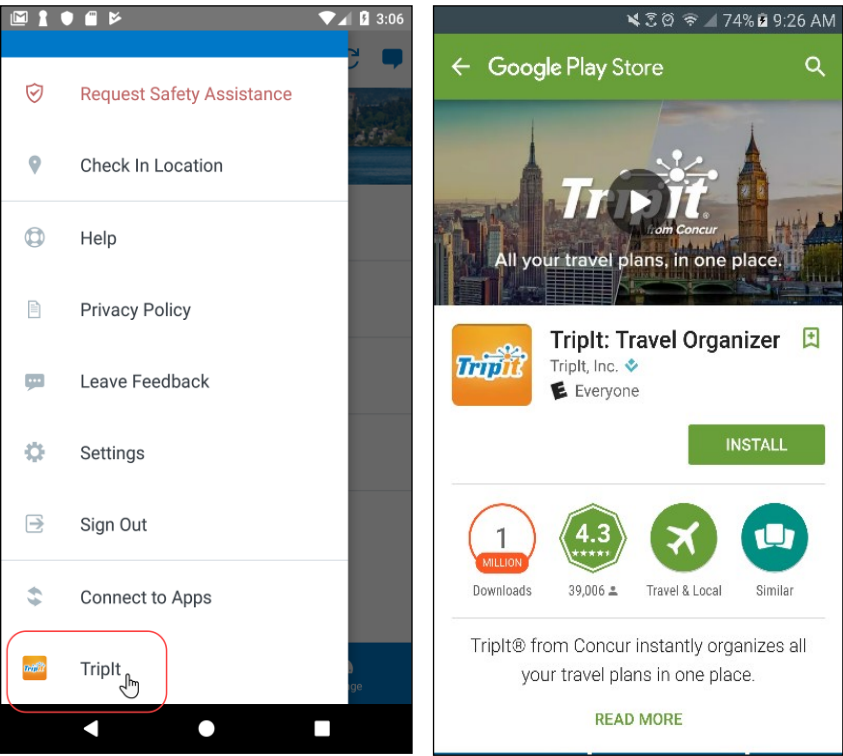

View Agency Information

You can access your agency information, such as hours, phone numbers, and web site information.

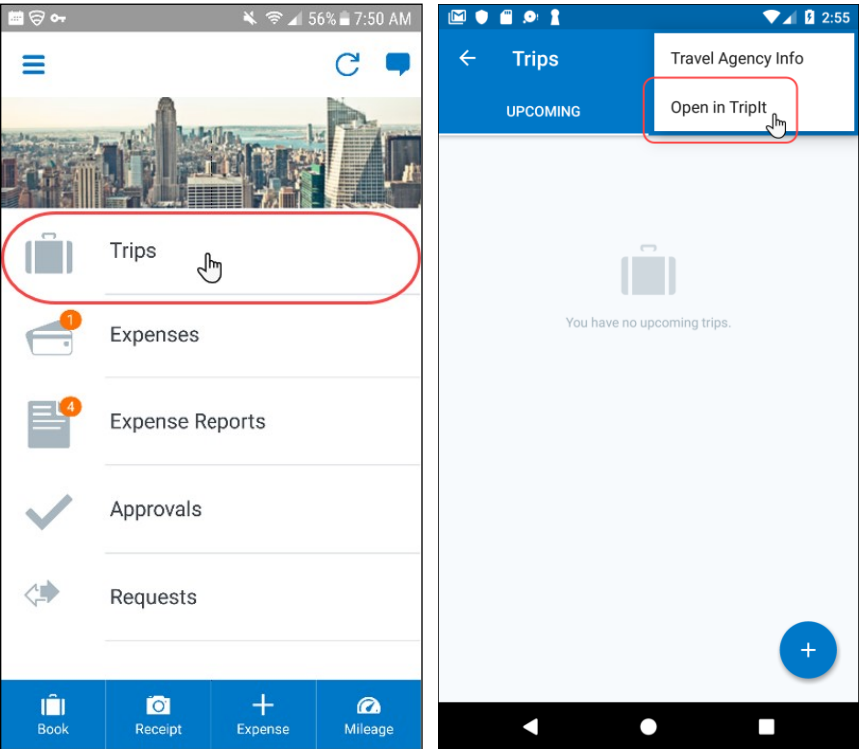

Screen(s)	Description/ Action
	<p>To view agency information:</p> <ol style="list-style-type: none"> 1) On the home screen, tap Trips. 2) Tap  (upper-right corner). 3) From the list, select <i>Travel Agency Info</i>.
	<p>The travel agency information screen appears.</p>

Use TripIt and Other Apps

Depending on your company's configuration, TripIt (and other apps) may be available for download via the home screen.

Screen(s)	Description/Action
 <p>The left screenshot shows a settings menu with the following options: Request Safety Assistance, Check In Location, Help, Privacy Policy, Leave Feedback, Settings, Sign Out, and Connect to Apps. The 'TripIt' app icon and name are highlighted with a red box at the bottom of the menu.</p> <p>The right screenshot shows the Google Play Store page for 'Triplt: Travel Organizer' by Triplt, Inc. The page includes an 'INSTALL' button, a '1 MILLION Downloads' badge, a '4.3' star rating, and a '39,006' user count. It also features icons for 'Travel & Local' and 'Similar' apps, and a 'READ MORE' link.</p>	<p>To use TripIt or other apps:</p> <ol style="list-style-type: none">1) On the home screen, tap.  (upper-left corner).2) Tap the desired option and download.

View TripIt Itinerary

Screen(s)	Description/Action
 <p>The left screenshot shows the home screen of the mobile app. At the top, there is a status bar with icons for signal, Wi-Fi, and battery (56%), and the time 7:50 AM. Below the status bar is a hamburger menu icon on the left and a refresh and chat icon on the right. The main content area features a cityscape image. Below the image is a list of menu items: 'Trips' (with a suitcase icon and a hand cursor), 'Expenses' (with a receipt icon and a '1' notification badge), 'Expense Reports' (with a document icon and a '4' notification badge), 'Approvals' (with a checkmark icon), and 'Requests' (with a double-headed arrow icon). At the bottom is a navigation bar with icons for 'Book', 'Receipt', 'Expense', and 'Mileage'.</p> <p>The right screenshot shows the 'Trips' screen. At the top, there is a status bar with icons for signal, Wi-Fi, and battery, and the time 2:55. Below the status bar is a blue header with a back arrow, the title 'Trips', and 'Travel Agency Info'. Below the header is a sub-header 'UPCOMING'. The main content area is mostly empty, with a suitcase icon and the text 'You have no upcoming trips.' in the center. In the top right corner, there is a red box around the 'Open in TripIt' option, with a hand cursor pointing to it. At the bottom right is a blue circular button with a white plus sign.</p>	<p>To view your TripIt itinerary:</p> <ol style="list-style-type: none">1) On the home screen, tap Trips.2) On the Trips screen, tap  (upper-right corner).3) From the list (upper-right corner), select <i>Open in TripIt</i>.