



CONCUR FREQUENTLY ASKED QUESTIONS

Questions contact: Concur Support Desk: 877-463-0543

Corporate Travel email box: <mailto:corporatetravel@aaa-alliedgroup.com>

Why should I use Concur?

Concur is an easy user-friendly booking tool that provides a less expensive booking option for the traveler and/or assistant. It is directly linked to AAA, most airlines and other travel websites to obtain lowest fares as well as ensure SPC corporate policies are adhered to. It also provides back-office reporting data to SPC.

Can I still call and make a travel reservation with an AAA Counselor?

Yes, you can still call an AAA counselor to book your reservation. There is a choice to either use Concur or a counselor. You and the department Budget Supervisor must make the decision if you want to book your reservation in Concur for the lower service fee (\$9) or utilize a counselor for the higher service fee (\$25). This fee will be charged back to the department's budget so please make your arrangements carefully.

How do I get a Concur Login?

The Concur self-registration link for SPC is what the traveler uses to sign up, get their login information, and complete their profile information all in one. The link is:

https://app2.outtask.com/registration/register_form.asp?regcode=SPC

What information do I need to set this profile up?

- 1) Company Name = St. Petersburg College.
- 2) Traveler's Full Name, exactly as it appears on your current (non-expired) government issued photo ID that you travel with.
- 3) Date of birth.
- 4) Gender.
- 5) TSA-issued Redress Number (if applicable).
 - If asked to enter Corporate ID Number: Enter C12 .
 - If asked for Division #: Enter 01.
 - You must use your SPC e-mail address.

What if I need help with the process or have forgotten my password?

Call the Concur Support Desk at: 877-463-0543.

What is the web page address for booking through Concur online?

The URL which should be used to access Concur to book flights, etc... is www.concursolutions.com.

What if I need to talk to a "live" person to book or adjust my flight?

AAA has reps dedicated 24/7 to SPC at: 888-369-3170.

Can I book International flights in Concur?

We highly recommend calling a counselor to book your international reservations. There are many special routings, documents, regulations, lower fare combinations, etc., that only a counselor can advise you of. It is well worth the time and additional service fee to ensure your international trip goes smoothly and is ticketed at the lowest available price.

Can I book groups larger than 9 persons in Concur?

No, you must contact a counselor to book a group.

Can I book low cost carriers in Concur? Put the reservations on hold?

Yes, you can book low cost carriers such as Southwest, Jet Blue, AirTran, etc. in Concur. We do not recommend putting the reservation on hold since most of their fares are WebFares and are instant purchase flights. You will be held responsible for any instant purchase flights you put on hold for a low cost carrier and the carrier automatically tickets the reservation.

What about lower air fares on web sites?

If you find WebFares lower than Concur, please contact AAA and speak to a counselor, who will book the itinerary (if available, you may have the last seat for that fare on the website) for you at the Concur fee. The counselor will then notify management of the issue which will be forwarded to Concur to research why the fare was not offered on Concur.

What do I do if I have problems? When traveling, changing flights

In both instances, please contact AAA for assistance as you have in the past when making your reservations with a counselor, nothing has changed even though you are booking via Concur. If your original reservation was booked on Concur you will be charged the Concur service fee. AAA is available 24/7 via telephone.

How do I cancel a ticketed trip?

Contact AAA to cancel and/or change your ticketed itinerary. You will be charged the Concur fee.

How do I cancel a trip on hold in Concur?

If the trip is only on hold, please cancel in Concur. Please make sure you cancel your hold trip within the time parameters that Concur gives you when you book the reservation and place it on hold, i.e. 24 hours etc.

How can I book multiple legs of a trip?

On the first search criteria screen click on the radio button that states multi-leg trip. You then have the option to book multi-leg trips by schedule, or by price, this option is located at the bottom of the screen of the original search criteria. It is much easier to use the schedule search for this type of booking.

If I have to call a counselor do I get charged \$25? When do the fees apply?

If the original reservation was booked in Concur, any changes, cancellations, etc, will be charged at the Concur fee of \$9. If the original reservation is called in, the charge is \$25, unless there are problems using Concur. You must advise the counselor what type of Concur problems (be specific) you are experiencing when you call in.

How can I make sure all of my frequent flyer, hotel, and car rental numbers are current?

Please check your profile in Concur. All your profile information that is on file in our computer system is located there. If you need to make any changes, you can change them in Concur, submit an updated profile sheet, or contact a counselor.

Why do I have to give my personal credit card to book a hotel?

SPC corporate travel policy states you must use your personal credit card for hotel guarantees when booking business travel.

How can I book personal travel for me or my spouse?

You can book personal travel on-line in Concur. You will need to add your personal credit card number and in the “remarks to the agent section” of the reservation process advise this is a personal reservation. Your spouse will be booked as a “guest” in Concur.

What do I do if I find flights on an airline website that don't show up on Concur?

If you cannot find a flight in Concur that is listed on an airline website, please contact AAA and speak to a counselor, who will book the itinerary (if available) for you at the Concur fee, the counselor will notify management of the issue which will be forwarded to Concur to inquire why the flights were not offered.

What is “Flightstats”?

A feature that can notify you about changes to your itinerary prior to departure and while traveling. The notifications can be received via text or email. When you sign in to Concur you will receive an e-mail advising you to set up a Flightstats profile. You may choose to do ONE of three things:

- 1.) Opt in for the alert program and choose your settings.
- 2.) Opt out of the alert program. If you change your mind later, you can still sign up.
- 3.) Ignore the email. The e-mail will appear next time you sign in.