Concur Travel Frequently Asked Questions (FAQs)

This document provides the answers to many Concur Travel frequently asked questions.

Note: *Before you use Concur Travel for the first time, you will need to update your Travel profile. Even if you don't make any changes, you must save your profile before you can book your first trip in Concur Travel. Please be sure to update payment option with your Corporate Credit Card information within 'Profile Options', 'Credit Card Information.'*

Contact Information

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*Do not use for Concur Travel inquiries of need; this is for Concur Expense only.

Concur System and Profile Questions

What Is Concur Travel?

Concur Travel is a cloud-based software application which allows you to book your desired travel needs with our corporate agency, World Travel, Inc (WT).   Think of Concur Travel as the 'store front' with World Travel, Inc. being the fulfillment agent behind the scenes.

This online booking platform allows IEEE to streamline the travel process, offering an integrated 'one stop shop' for booking travel.

Do I have to use Concur Travel and WT?

All U.S. based employees are required to use Concur Travel booking feature for air and rail reservations to take advantage of potential cost avoidance/savings opportunities and to optimize IEEE's risk management activities. Alternatively, you have the option to call World Travel, Inc. directly to book your reservation with an agent.

How do I sign in to Concur Travel?

To log into Concur, all Staff members should go to inside.ieee.org, from the quick links dropdown, choose NextGen Expense Reimbursement (Concur) & Travel, the system will automatically log you into Concur via Single Sign On functionality.

What should I do the first time I log into Concur Travel?

The first time you log into Concur, you must update and save your profile before you first attempt to book a trip in Concur Travel. While updating your profile, please be sure to verify your email address and add your mobile device for safety messaging.

Will I be able to store frequent flyer or other loyalty program information?

Yes, this is done in the online profile within Concur Travel under the Frequent Travelers Program.

I have existing airline credits with my preferred carrier due to cancelled trips booked prior to the new IEEE Employee Travel Program. What should I do so that I stay within the new requirements?

Since your travel credit was against an originally issued ticket booked directly with the airline carrier prior to the new policy effective date, it is recommended you complete the use of this travel credit with the airline directly. There is no ability to enter this travel credit into Concur Travel to use for a future booking within the new policy.

When submitting your expense report, please be sure to indicate in the justification the booking is outside of staff policy due to the need to use the travel credit prior to policy effective date.

Who do I contact for Concur Travel online support?

If you have any issues related to the performance of Concur Travel, please reach out directly to World Travel's Concur Online Help Support Desk. DO NOT contact IEEE's Concur Expense team since they do not have administrative permissions to Concur Travel for troubleshooting your issue.

How to Optimize a Flight Search/Booking

What is the most efficient way to find the best schedule and price?

The system is setup to default the results to "search by price." If you cannot find the flight you are looking for you can search by schedule which allows you to build your own itinerary. Under Trip Search, simply choose the appropriate drop-down before selecting 'Search.'

Search by Price displays flight options Concur Travel suggests you take based on lowest cost and availability and may not show you all options or schedules.

Within Concur, Morning is equal to 9:00 a.m., Afternoon is 3:00 p.m. and Evening is 9:00 p.m. These are the default settings of Concur's software application and WT has no ability to change this.

How do I select my seat and/or purchase a seat upgrade?

The airlines provide up to the minute seat maps via Concur Travel. You can view available seats prior to reserving your flight by clicking on the seat map icon on the right of the Air availability screen, however, you cannot select your seat until you reach the Travel Details page, where you can then click on the "Change Seat' button. If you do not select your seat, Concur Travel will confirm your seat based on the seating preference as indicated in your saved profile.

All seats displaying a 'Star' are upgrades that require payment.

PLEASE NOTE: Seats that are considered upgrades (starred, premium seats) can be selected during the reservation process ONLY for those travelers with sufficient status in an airline's frequent traveler reward program such that those seats are available at no cost. If eligible, select your desired seat in the Travel Details page and continue the reservation. Your airline rewards program details must be saved in your profile to allow the selection.

Seats requiring payment in the absence of a rewards program benefit, CANNOT be selected in the SAP Concur Travel reservation process. This is an SAP Concur software programming limitation; IEEE nor World Travel, Inc. have any ability to change this system programming functionality.

To reserve a seat upgrade that requires payment, you must first complete and submit the Concur airline reservation by self-selecting or allowing the system to assign an available seat based on your profile preferences. Once you have completed the reservation and received a flight confirmation number (also known as Record Locator Number, or PNR), you can then purchase a seat upgrade in one of two ways:

1. Log into your airline account directly, locate the confirmed booking, and proceed to purchase your seat upgrades with the airline directly; alternative, you may phone the airline directly.
2. Contact WT (by phone)) to select and pay for your upgraded seats. The seats originally reserved in the Concur booking will be replaced by those purchased.

IMPORTANT NOTE: If a user is assigned to a premium seat in Concur but does not qualify for a premium seat, the seat will be cancelled, and the reservation (PNR) will be created without the seat assignment. The user will see a message on the itinerary: *"We were unable to confirm a seat assignment. Click on the "Selected Seat" to view the seat map and manually select your seat."*

SAP Concur does not support paid seating for GDS bookings.

I have seen a lower fare somewhere else, why can't I see it in Concur Travel?

There may be various reasons why the lowest fare is not showing. Check your settings in Air Search on the Flight page. The most common reason for not obtaining desired flights is due to the +/- hour search window.   If you find a flight that either does not appear in Concur or is pricing at a fare differential despite being the exact same flight number, date of travel, and booking class, please contact World Travel's Concur Online Help/Support desk to report the issue for expedited resolution.

What are Basic Economy Flights in Concur Travel?

Basic Economy tickets are "use it or lose it" tickets. If you need to change your flight for any reason, you forfeit your ticket and must purchase a new one. No changes are allowed and many times they do not include carry-on bags. Additionally, if a flight is oversold, Basic Economy seats are the first to be bumped from the flight, which requires you to purchase a new ticket. We strongly recommend NOT selecting a Basic Economy ticket for business travel.

Does Concur issue my airline ticket?

No, Concur only creates the reservation. WT processes the ticket/invoice to ensure all information is captured for company purposes and quality controls the trip for accuracy.

How will I know when/if my ticket has been issued?

You will receive an email directly from WT which will signify your trip has been invoiced/ticketed. Keep this information as it contains important information you may need prior to or during travel as well as for your expense report. You will also see in your Trip Library in Concur, the status changed from Confirmed to Ticketed.

How long will it take for my ticket to be processed?

Generally, ticket processing only takes a matter of minutes.

How can I view the itinerary for flights I have already booked?

On the Concur page, review the Upcoming Trips section. For more detailed information, click the appropriate trip name in the Trip Name/Description column and then click View Itinerary.

When do I receive my confirmed itinerary?

Concur Travel will send your itinerary to you immediately after you confirm the trip. World Travel will email your final itinerary once it is ticketed. In addition, you can view your itinerary from in the Upcoming Trips section on the My Concur or Travel pages.

Miscellaneous Questions

How are unused tickets tracked? How are they used?

Within Concur Travel, you should see any unused tickets in the Alerts section at the top of the main Concur Travel home page. Additionally, you should see them in your profile as well as in the air search results matrix. Is you have an unused ticket, on the Trip Booking Information page there is a dropdown to indicate that you wish to use your unused ticket credit. This will alert WT to apply your credit.

Remember, unused ticket credits are airline specific and can only be applied against purchases for the same airline.

What is IEEE's travel guidelines/policy related to Travel Expense Reimbursement?

Please refer to IEEE's Travel and Expense Reimbursement Guidelines document for details related to this topic.   This document is under the direction of IEEE's Finance & Administration organization.

How should travel for guests be handled?

Currently, only IEEE employees and volunteers are permitted to book through the online tool for their travel needs.   Should you be traveling with a companion and wish to have the individual(s) on the same itinerary, you may take one of the following actions:

Option 1

1. Book and confirm your employee ticket via Concur/World Travel
2. Call World Travel, Inc. directly to book your companion's reservation and ask the agent to add your companion's booking to your confirmed travel itinerary under the same PNR.

Option 2

1. Book your companion's reservation by calling the airline directly or via your preferred airline's online booking tool.

How do I change my reservation after it's been booked?

To make changes to your seat assignment or add a hotel or car reservation to a trip, click the trip name in the Upcoming Trips area of the Concur. To change an airline reservation, please contact World Travel, Inc. directly.

How do I cancel my reservation after it's been booked?

You can cancel your ticket by contacting World Travel, Inc. directly.