

## Concur Online Reservation Quick Start Guide

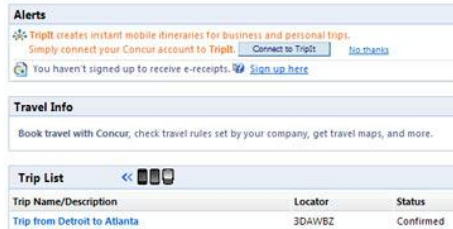
### LOGIN

- Enter your User Name (email address) and Password and click Login.

*NOTE: If you forgot your user name or password, click on the **Forgot Your User Name** or **Forgot Password** link on the login page. An email will be sent to you with your information.*

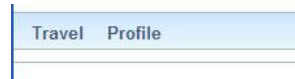
### TRAVEL CENTER

- Alerts** – Allows connecting your itineraries to TripIt automatically and sign up for E-receipts for cars and hotels.
- Travel Info** – Scheduled maintenance and other notices will be posted here.
- Trip List** – upcoming travel or travel that has recently completed.
- Explore the **Travel and Profile** tabs at the top left.



### PROFILE OPTIONS

- From the Home Page, click on **Profile** link.
- Click link to modify or add details in the following sections; Personal Information, Change Password, System Settings, Assistants/Arrangers, E-Receipts Activation and Mobile Registration.
- Click **Save**.



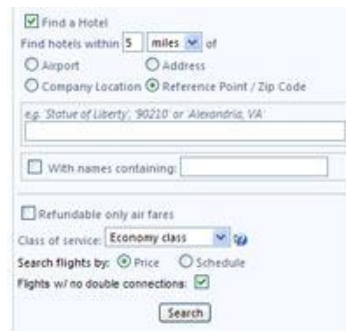
*NOTE: Concur offers dual sync functionality - all profile updates are instantly synced to Christopherson Travel. Profiles are secured in 128 bit encryption to safely transmit information.*

### AIR/RAIL – SEARCH

- On the **Air/Rail** tab, select one on the following: **Round Trip, One Way or Multi-Segment**.
- Enter your **Departure City, Arrival City, Departure Dates and Times**.
- Choose to **Pick up/Drop off** car at Airport
- Choose **Find a Hotel**. More selection parameters appear if hotel is needed.
- Specify **Airline** or **Select Refundable only** air fare, if appropriate.
- In the Search Flights by field, select either **Price** or **Schedule**.
- Click **Search**.

### HOTEL BOOKING

- Click on the **Hotel** tab.
- Enter **Check-in Date** and **Check-out Date**.
- Choose location near **Airport, Address, Company Location** or **Reference Point/Zip code**.
- Use filter option if needed, **Names Containing**.
- Click **Search**. Click **Reserve** by your selection.



*NOTE: Returned hotel information will provide **Maps, StarRatings, More Information, Comparison** shopping and allow to **Choose Room**. **Preferred Company hotels** will be denoted with **yellow diamonds**.*

### About Concur

Concur is a leading provider of integrated travel and expense solutions. Founded in 1993 on the premise of helping drive costs out of businesses with innovation, Concur's services are trusted by over 15,000 clients around the globe with over 15 million users.

### Who is Christopherson Business Travel?

Corporate travelers and travel managers know that business travel is necessary to be successful. But its expenses and complexities can be unpredictable and endless. Companies who recognize this turn to Christopherson for a customized travel program.

With Christopherson our clients get a service driven, proactive travel company. We are celebrating over 50 years serving travelers around the world. Working with a global leader provides a vast array of services and gives you, the Christopherson client, a tremendous edge.

As a full service agency, we also offer group, meetings and incentive travel management, security monitoring, unused ticket management and much more.

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### CAR RENTAL BOOKING

- Click on the **Car** tab.
- Enter **Pick-up Date, Drop-off Date** and **Times**.
- Choose to pick up at **Airport Terminal** or **Off-Airport**.
- Enter your **Airport Code**
- Select **Return car** to another location or **More search** options, if appropriate.
- Click **Search**.

### COMPLETE THE BOOKING

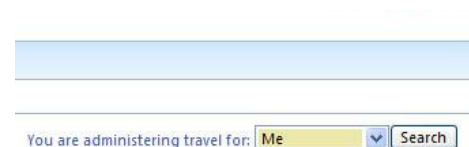
- Complete all of the steps for booking an air, hotel or car rental and choose your options from the results pages.
- Enter your trip information in the **Trip Name & Trip Description** field.
- Click **Next** to finalize your reservation.
- To complete the booking, click **Purchase Ticket**.

### TRIP ACTIONS

- From the home page, **Travel Center**, select the trip under **Upcoming Trips** (*center of page*).
- Click on itinerary for **Trip Actions**.
- From there select: **View Itinerary, Email Itinerary, View Requests, Create Template, Clone Trip, Share Trip, Change/Cancel Trip**, or **Cancel Entire Trip**
- You may cancel a car or hotel at any time within that individual cancellation policy.
- To cancel an air/rail reservation, you may need to contact Christopherson Travel depending on the itinerary.

### TRAVEL ARRANGER

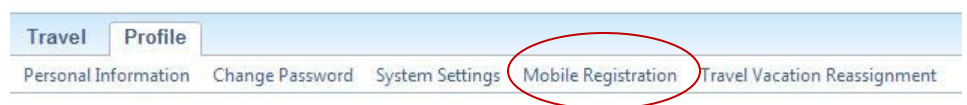
- If you are authorized to **Administer Travel**, from the home page, use the drop down menu (*top right*).
- Select the traveler's name, for which you will be making travel arrangements.



You are administering travel for:

### CONCUR FOR MOBILE

- From the home page click **Profile** and select **Mobile Registration** (*left hand side*).
- Create a **Mobile PIN** and **Verify**. This can include letters, numbers and/or special characters.
- Concur Mobile is available for Blackberry, iPhone and Android devices.
- Learn more and download instructions from this page.
- From your device you can view your Itinerary, Search, Book and Call - Hotels, Rental Cars and Amtrak, Check your flight status, and obtain driving directions and Map Locations.



**Travel** **Profile**  
Personal Information Change Password System Settings **Mobile Registration** Travel Vacation Reassignment

### SUPPORT

Email us at [Online.support@cbtravel.com](mailto:Online.support@cbtravel.com) or call at 1-888-535-0179 during business hours of 8:00 AM – 5:30 PM EST Monday - Friday.