

Mobile App User Guide

Concur Travel

Last Revised: June 14, 2021

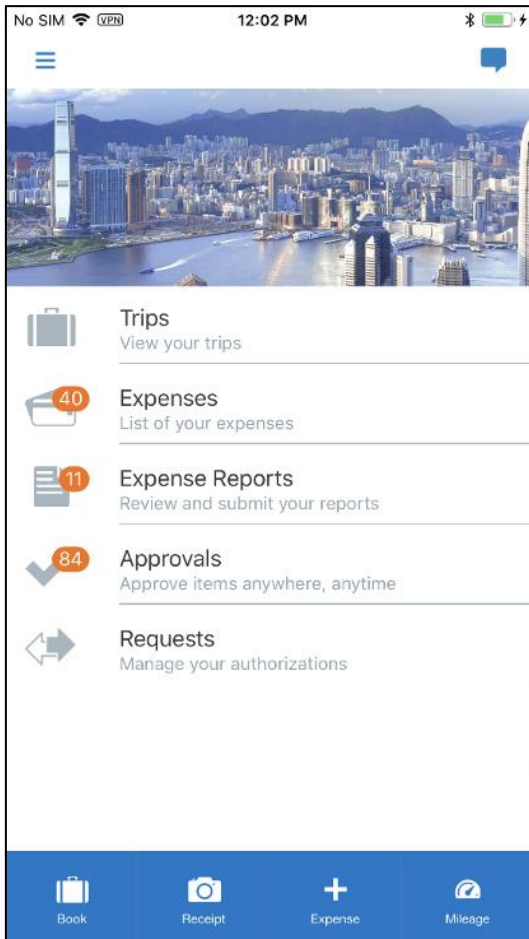
This guide describes the current version, which is shown on the "[Introduction](#)" guide.

Applies to these mobile devices:

Yes: iPhone
No: iPad
No: 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.



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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

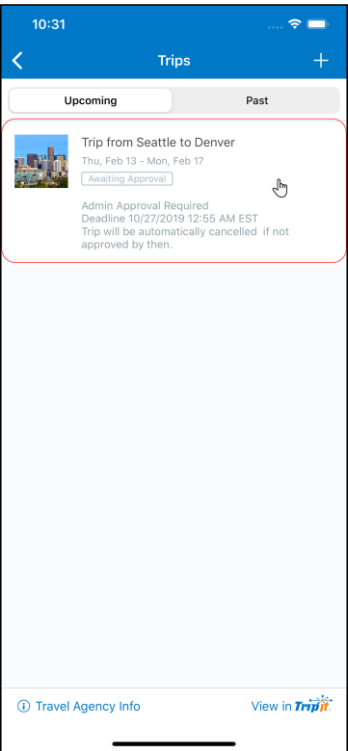
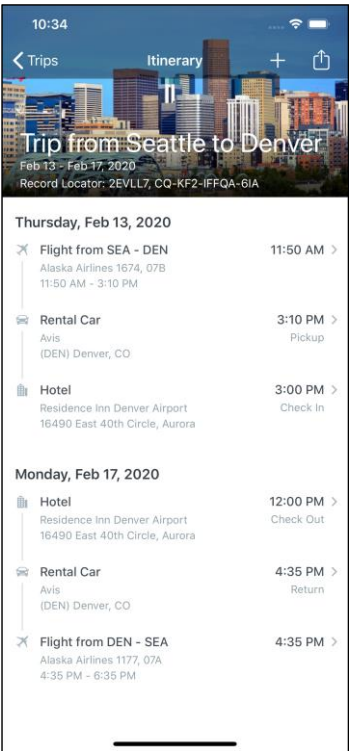
Please Note:

- The SAP Concur app for iOS and Android supports universal links, i.e. links that navigate directly to the app if it is installed or to the website if not.
 - Such links are included in notification emails from SAP Concur related to the expense report changes.
 - Universal link support for customers own use is currently not supported.
- Some security solutions may block the links embedded into email from opening the app directly. The proper exceptions for the security policy should be configured for SAP Concur universal link URLs (pattern to match: https://*.concursolutions.com/). Known cases are:
 - MDM/MAM policy that prescribes to open any link tapped in Outlook mobile app only in specified browser.
 - Outlook mail server phishing protection that wraps all link embedded into e-mails to open the safety check service first.

Concur Travel

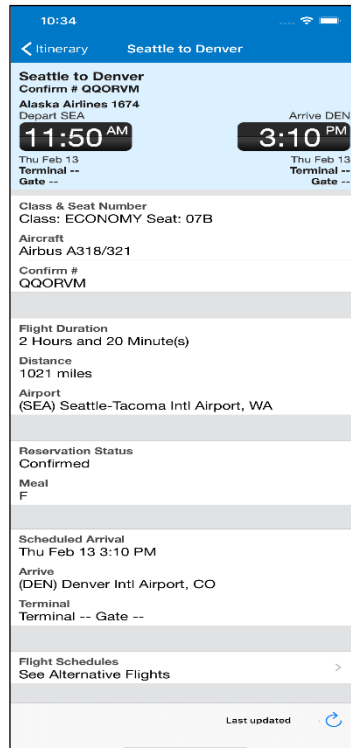
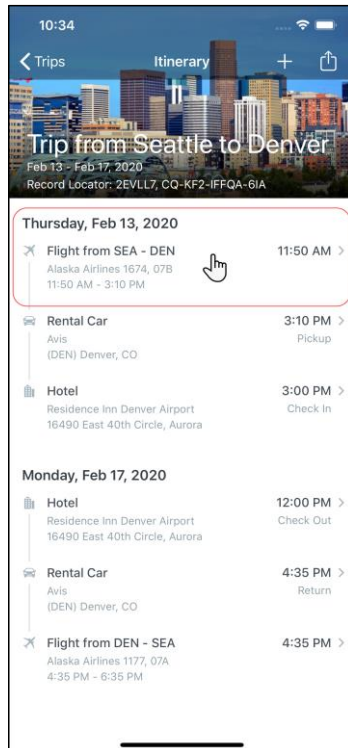
View an Itinerary

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 your 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.• View your trip details in TripIt3) To open a trip, tap the desired trip.4) Tap each segment to see the details.
	

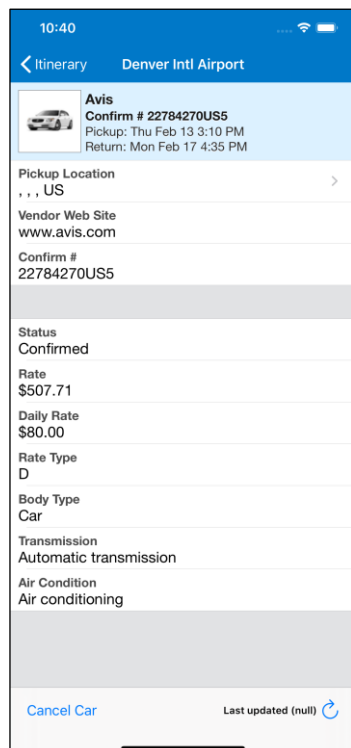
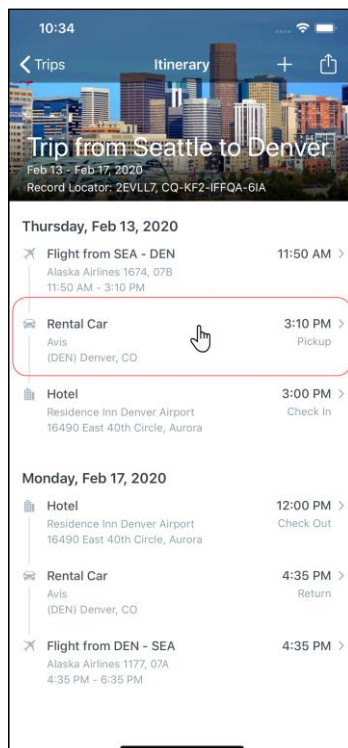
Screen(s)

Description/Action



To view your flight details:

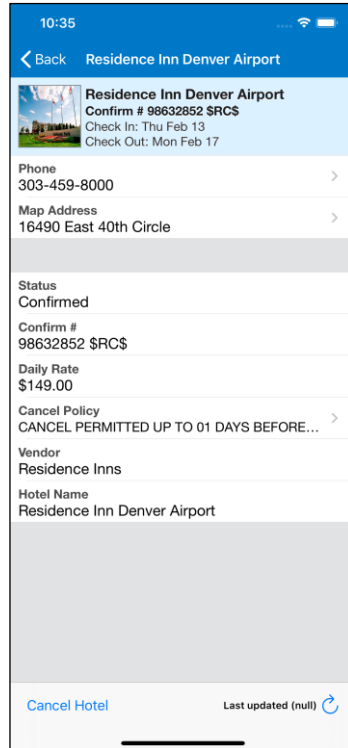
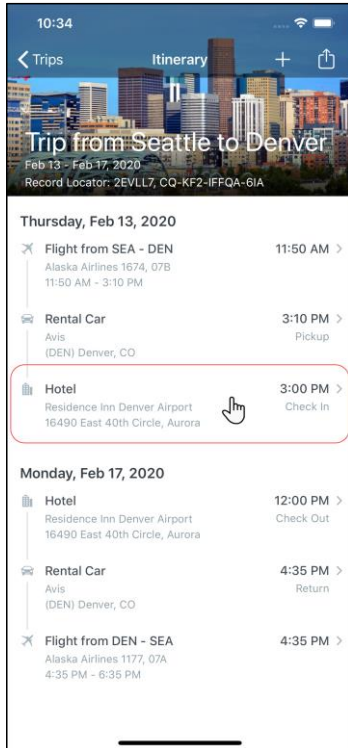
- 1) On the **Itinerary** screen, tap the desired flight segment.



To view your rental car details:

- 1) On the **Itinerary** screen, tap the desired rental car segment.

Screen(s)



Description/Action



To view your hotel details:

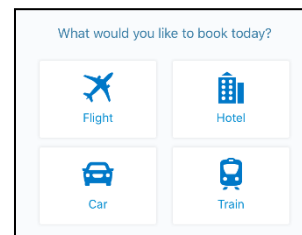
- 1) On the **Itinerary** screen, tap the desired hotel segment.

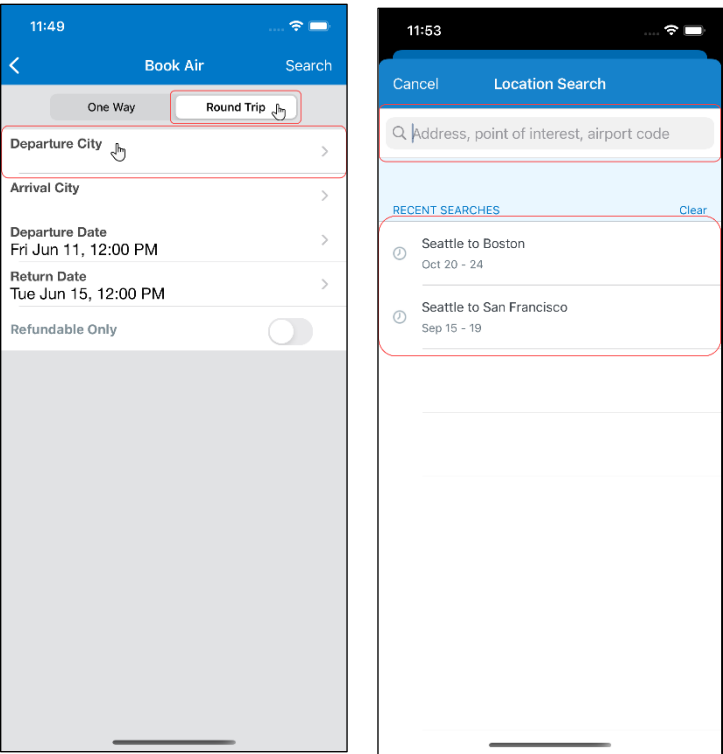
Book a Flight

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

To access the **Book Air** screen:

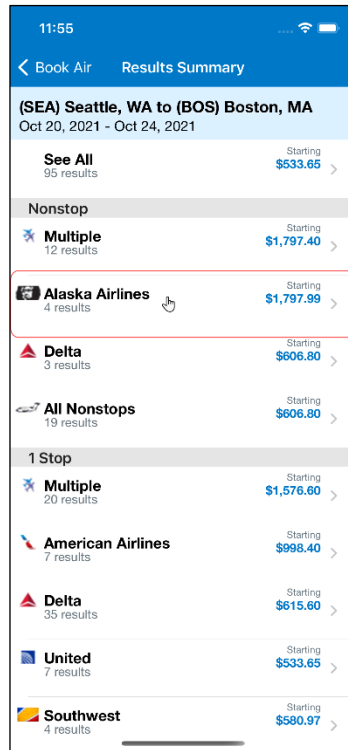
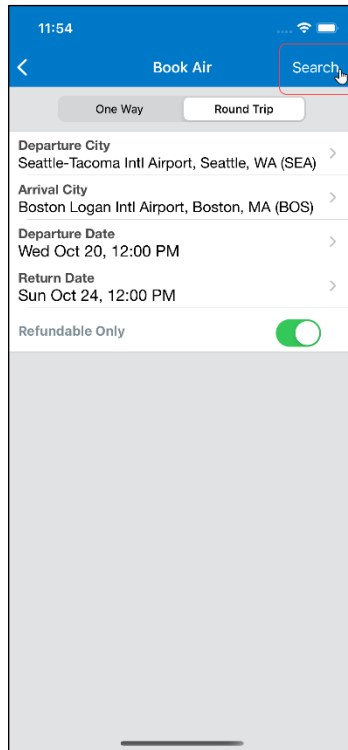
- On the home screen, tap  (lower-left corner) and then tap **Flight** – or –
- On the **Trips** screen, tap  (upper-right corner) and then tap **Flight**



Screen(s)	Description/Action
	<p>To book a flight:</p> <ol style="list-style-type: none"> On the Book Air screen, tap One Way or Round Trip. On the Location Search screen, either: <ul style="list-style-type: none"> Enter the search criteria in the search field and then tap the desired search results. –or– Tap a recent flight search in the Recent Searches list. <p>NOTE: When you initially enter your flight information on the Book Air screen and then tap Search, the system saves a new recent search item in the Recent Search list on the location search screen.</p> <p>When you tap on a recent search item in the Recent Searches list, your previous search criteria is now automatically populated on the Book Air screen. This also includes custom fields, which you can change as needed.</p> <p>This feature only saves and displays the ten most recent searches in the Recent Searches list on the location search screen.</p>

Screen(s)

Description/Action



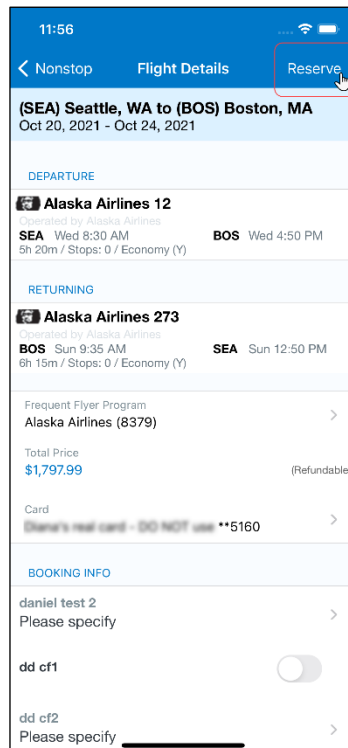
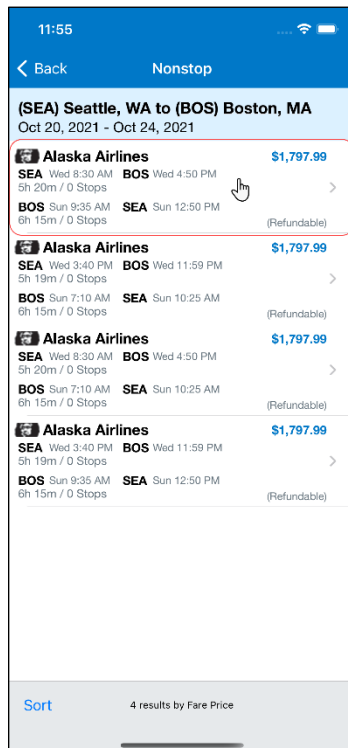
3) On the **Book Air** screen:

- Fill in the fields and make the desired selections.

NOTE: By default, the system automatically populates the **Return Date** field on the **Book Air** screen and in the flight details, in the **Recent Searches** list on the location search screen, with a date three days into the future for roundtrips.

- Tap **Search** (upper-right corner).

4) On the **Results Summary** screen, tap the desired carrier.





5) On the **Nonstop** screen, tap the desired flight.


6) On the **Flight Details** screen:

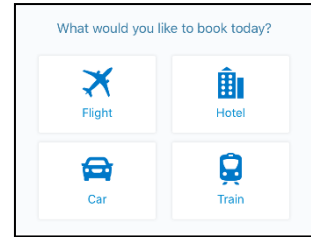
- Review for accuracy.
- Fill in the fields and make the desired selections.
- Tap **Reserve** (upper-right corner).

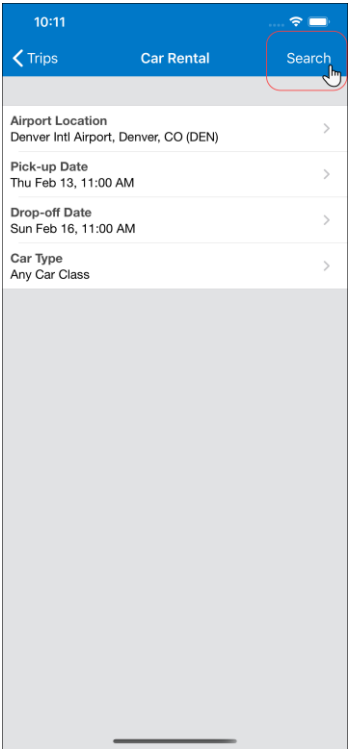
Book a Rental Car

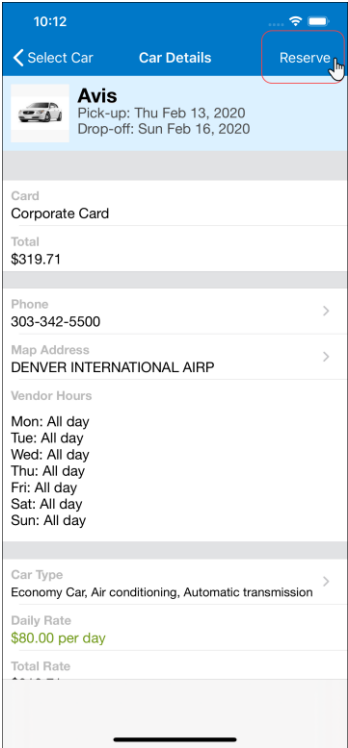
To access the **Car Rental** screen:

- On the home screen, tap  (lower-left corner) and then tap **Car** – or –
- On the **Trips** screen, tap  (upper-right corner) and then tap **Car** – or –

To add a car to an existing itinerary, with the itinerary open, tap  (upper-right corner) and then tap **Car**.






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

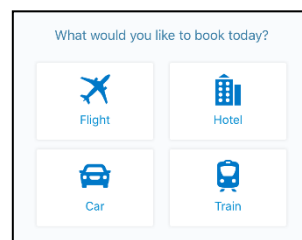
Screen(s)	Description/Action
	<p>3) On the Car Details screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields (if any) and make the desired selections. • Tap Reserve (upper-right corner). <p>NOTE: Depending on your company's configuration, you may not be able to book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

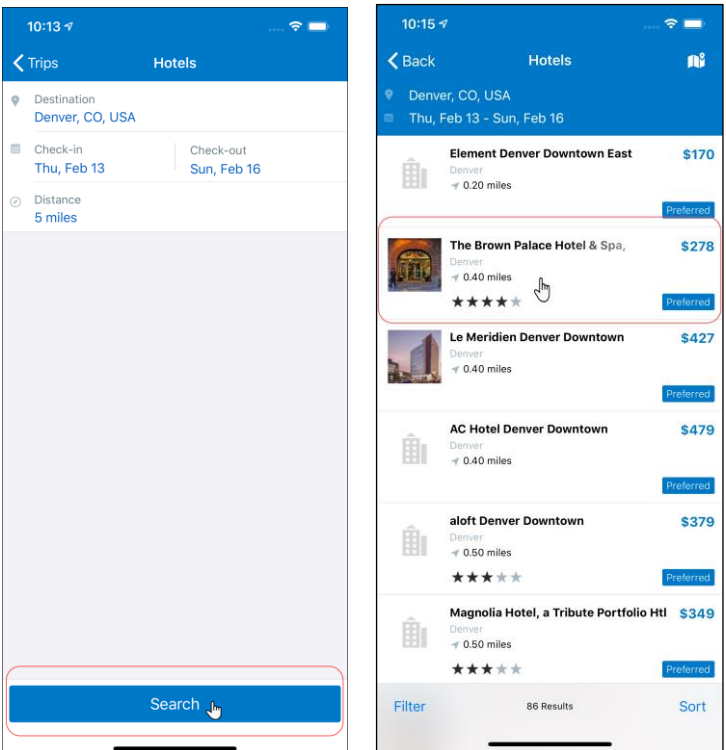
Book a Hotel

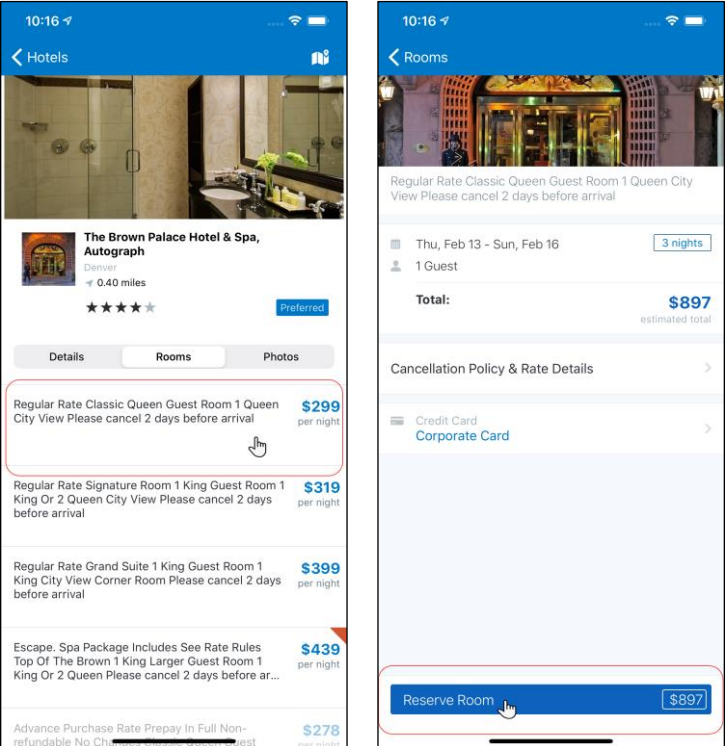
To access the **Hotels** screen:

- On the home screen, tap,  (lower-left corner) and then tap **Hotel** – or –
- On the **Trips** screen, tap  (upper-right corner) and then tap **Hotel** – or –

To add hotel to an existing itinerary, with the itinerary open, tap  (upper-right corner) and then tap **Hotel**.





Screen(s)	Description/Action
	<p>To book a hotel:</p> <ol style="list-style-type: none"> On the Search screen: <ul style="list-style-type: none"> Enter the search criteria. Tap Search (bottom of the screen). On the Hotels screen, tap the desired hotel.

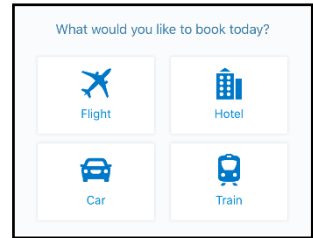
Screen(s)	Description/Action
	<p>3) On the next screen, tap Rooms tab and then tap the desired room.</p> <p>4) On the next screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields (if any) and make the desired selections. • Tap Reserve Room (bottom of the screen). <p>NOTE: 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>

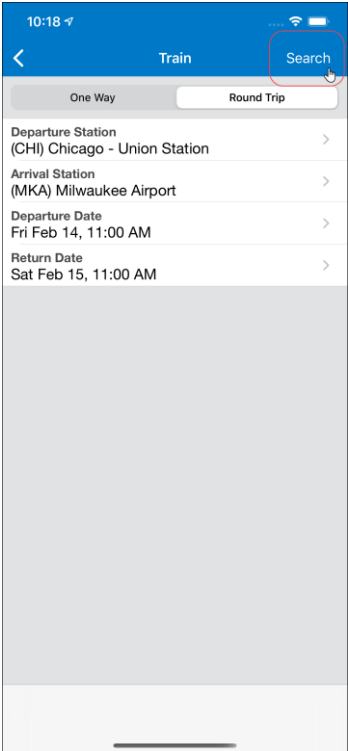
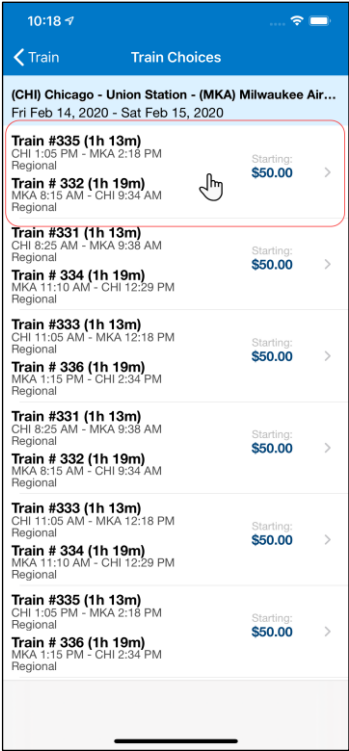
Book Amtrak Direct Connect

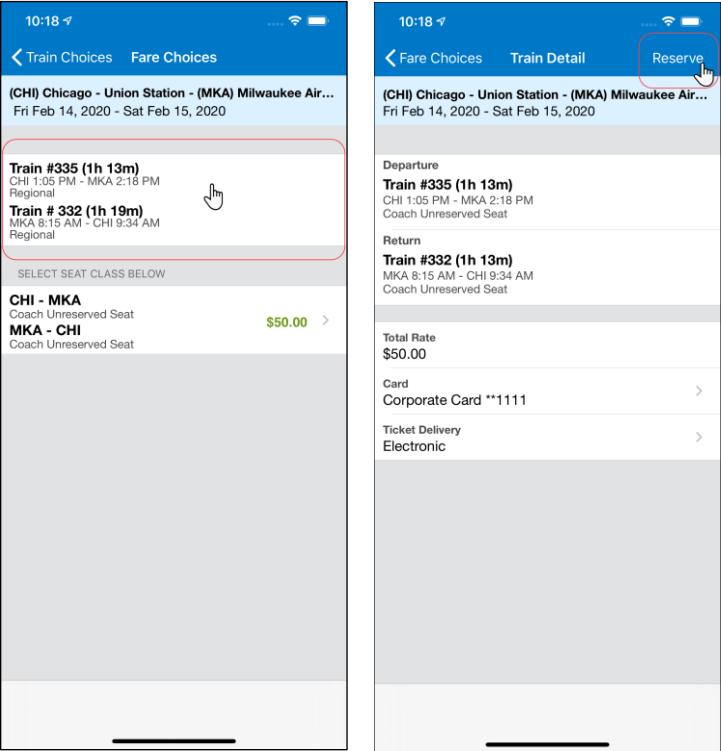
You can book rail if your company is configured to use Amtrak Direct Connect.

To access the **Train** screen:

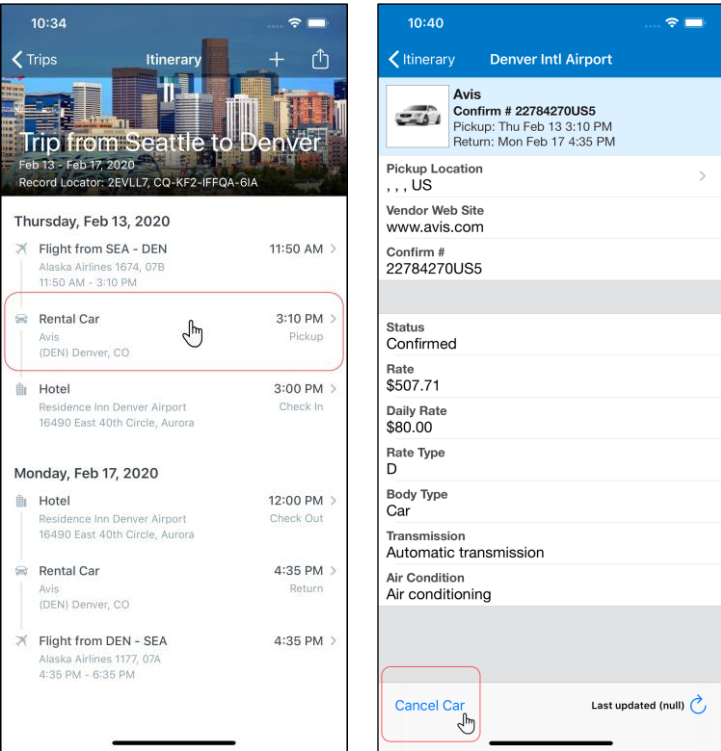
- On the home screen, tap  (lower-left corner) and then tap **Train** – or –
- On the **Trips** screen, tap  (upper-right corner) and then tap **Train**



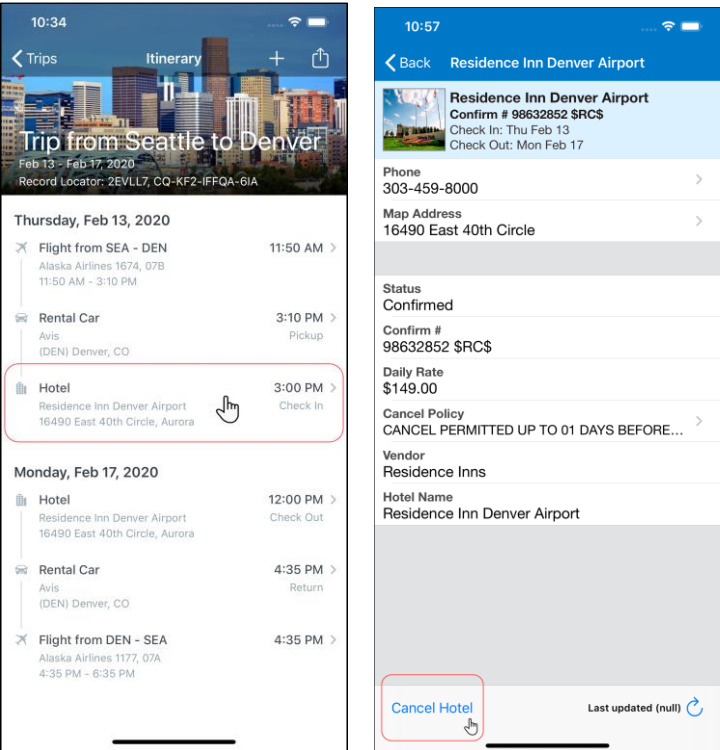
Screen(s)	Description/Action
	<p>To book a train:</p> <ol style="list-style-type: none"> On the Train screen: <ul style="list-style-type: none"> Tap One Way or Round Trip. Enter the search criteria. Tap Search (upper-right corner). On the Train Choices screen, tap the desired trip.
	

Screen(s)	Description/Action
	<p>3) On the Fare Choices screen, tap the desired fare.</p> <p>4) On the Train Detail screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields (if any) and make the desired selections. • Tap Reserve (upper-right corner).

Cancel a Rental Car Reservation

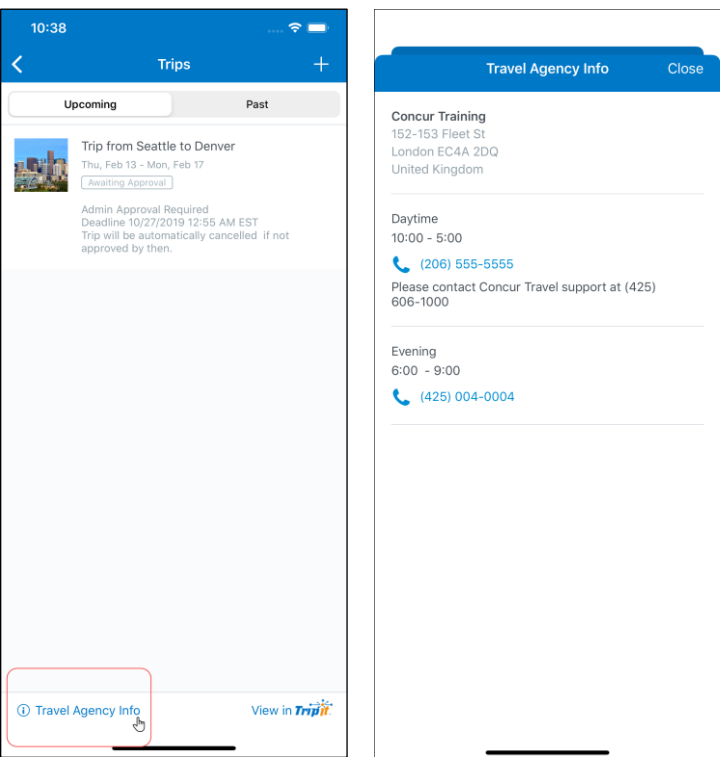
Screen(s)	Description/Action
	<p>To cancel a rental car reservation:</p> <ol style="list-style-type: none"> 1) Open the itinerary. 2) Tap the desired segment. 3) Tap Cancel Car (lower-left corner).

Cancel a Hotel Reservation

Screen(s)	Description/Action
	<p>To cancel a hotel reservation:</p> <ol style="list-style-type: none"> 1) Open the itinerary. 2) Tap the desired reservation. 3) Tap Cancel Hotel (lower-left corner).

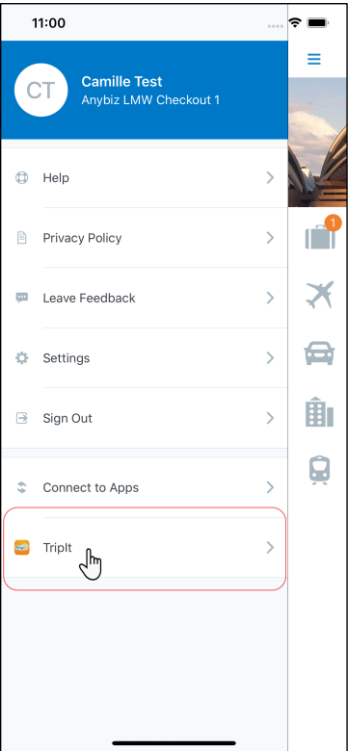
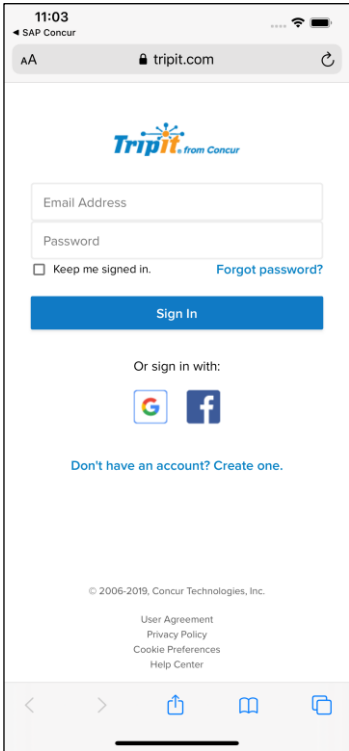

View Agency Information

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

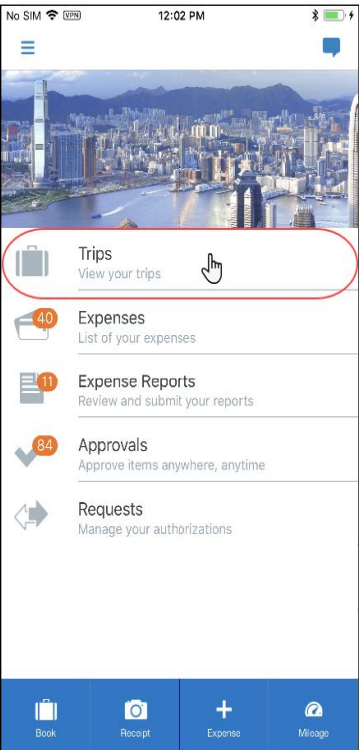
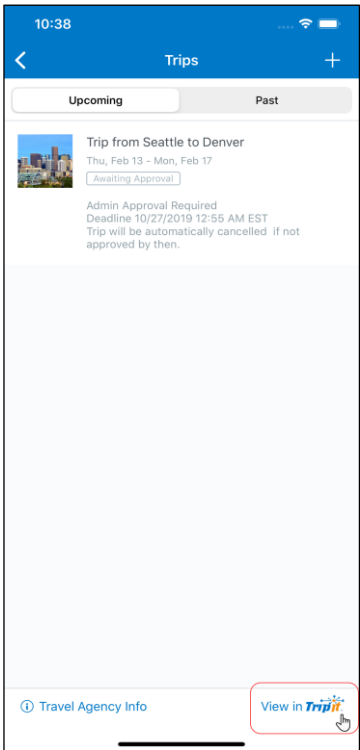
Screen(s)	Description/Action
	<p>To view agency information:</p> <ol style="list-style-type: none"> 1) On the home screen, tap Trips. 2) On the Trips screen, tap Travel Agency Info (lower left-corner). <p>The Travel Agency Info screen appears.</p>

Use TripIt and Other Apps

Depending on your company's configuration, TripIt and other apps may be available for download.

Screen(s)	Description/Action
 	<p>To use TripIt or other apps:</p> <ol style="list-style-type: none"> 1) On the home screen, tap  (upper-left corner). 2) On the side-menu screen, tap the desired option and download.

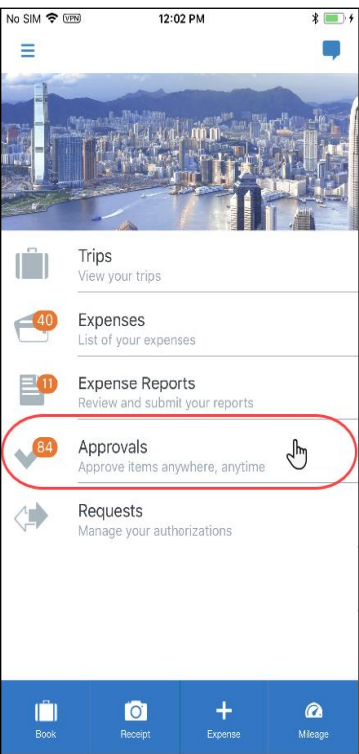
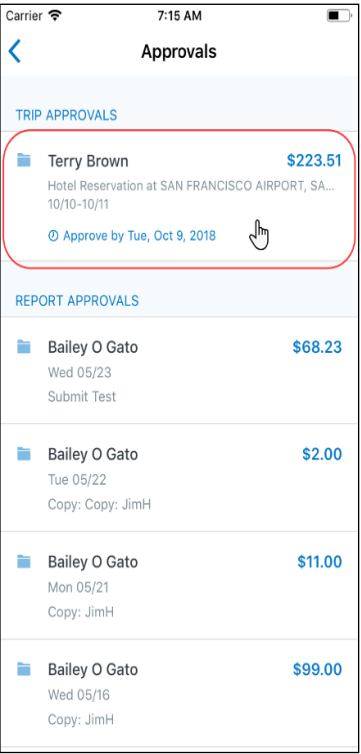
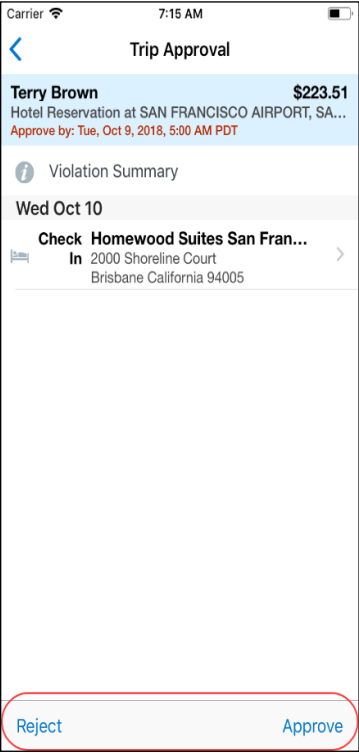

View TripIt Itinerary

Screen(s)	Description/Action
 	<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 View in TripIt.

Approval

Approve a Trip

Use **Approvals** on the home screen to view and approve trips (if you are a trip approver).

Screen(s)	Description/Action
	To view approve a trip: 1) On the home screen, tap Approvals . 2) On the Approvals screen, tap to open the desired trip.
	
	3) On the Trip Approval screen: <ul style="list-style-type: none">• View the report details (segments, violations, etc.).• Tap Approve or Reject. NOTE: In the Report Approvals and Trip Approvals sections  indicates that there are exceptions. If the approval type does not have any approvals, then that type does not appear on the Approvals screen. For example, if there are no trips to approve, then Trip Approvals does not appear.

