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| Mobile App User Guide  Concur Travel  **Last Revised: June 16, 2021** | This guide describes the current version, which is shown on the "[Introduction](https://www.concurtraining.com/customers/tech_pubs/MobileDocs/_MOBdoc_CCC.htm)" guide. | | Applies to these mobile devices:  No: iPhone  No: iPad  Yes: 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.  P13C5T1#yIS1 | | [Concur Travel 2](#_Toc92889499)  [View an Itinerary 2](#_Toc92889500)  [Book a Flight 3](#_Toc92889501)  [Book a Rental Car 6](#_Toc92889502)  [Book a Hotel 7](#_Toc92889503)  [Book Amtrak Direct Connect 9](#_Toc92889504)  [Cancel a Rental Car Reservation 11](#_Toc92889505)  [Cancel a Hotel Reservation 12](#_Toc92889506)  [View Agency Information 13](#_Toc92889507)  [Use TripIt and Other Apps 14](#_Toc92889508)  [View TripIt Itinerary 15](#_Toc92889509)  [Approval 16](#_Toc92889510)  [Approve a Trip 16](#_Toc92889511) | |
| 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:**

* TheSAP 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/\*](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

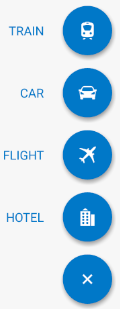
If you have any trips, a counter P46#yIS1 is displayed in the **Trips** section of the home screen.

| Screen(s) | Description/Action | |
| --- | --- | --- |
| P50C3T2#yIS1 | | To view an itinerary:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, you can:   * On the **Upcoming** and **Past** tabs, view trip status, date, etc. * View travel agency information.   3) To open a trip, tap the desired trip. |
| P58C5T2#yIS1 | | 4) On the **Itinerary** screen, tap each segment to see the details. |

### P61#y1Book a Flight

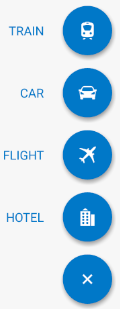
Depending on your configuration, you may be able to search for and book a flight.

To search for and book a flight:

* On the home screen, tap P64#yIS1 (lower-left corner) and then   
  tap **Book a Flight** on the **What would you like to book today?** menu.  
  *– or –*
* On the **Trips** screen, tap P65#yIS1 (lower-right corner) and then tap **Flight** on the menu.

| Screen(s) | Description/Action |
| --- | --- |
| P69C3T3#yIS1 P69C3T3#yIS2 | To book a flight:  1) On the **Book Flight** screen, tap **One Way** or **Round Trip**.  2) On the location search screen, either:   * 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.  **NOTE:** When you initially enter your flight information on the **Book Flight** screen and then tap **Search**, the system saves a new recent search item in the **Recent Search** list on the location search screen.   When you tap on a recent search item in the **Recent Searches** list, your previous search criteria is now automatically populated on the **Book Flight** screen. This also includes custom fields, which you can change as needed.  This feature only saves and displays the ten most recent searches in the **Recent Searches** list on the location search screen. |
| P76C5T3#yIS1 P76C5T3#yIS2 | 3)On the **Book Flight** screen:   * Fill in the fields and make the desired selections.  **NOTE:** By default, the system automatically populates the **Return Date** field on the **Book Flight** 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**.   4) On the **Results Summary** screen, tap the desired carrier. |
| P82C7T3#yIS1 P82C7T3#yIS2 | 5) On the **Select Flight** screen, tap the desired flight.  6) On the **Flight Detail** screen:   * Review for accuracy. * Fill in the fields and make the desired selections. * Tap **Reserve**. |

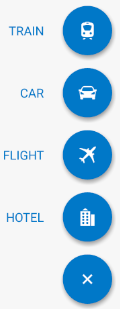
### P89#y1Book a Rental Car

To search for and book a rental car:

* On the home screen, tap P91#yIS1 (lower-left corner) and then   
  tap **Book a** **Car** on the **What would you like to book today?** menu.  
  *– or –*
* On the **Trips** screen, tap P92#yIS1 (lower-right corner) and then tap **Car** on the menu.  
  – *or* –
* To add a car to an existing itinerary, with the itinerary open,   
  tap P93#yIS1 and then tap **Add Car**.

| Screen(s) | Description/Action |
| --- | --- |
| P97C3T4#yIS1 | To book a rental car:  1) On the **Book Car** screen:   * Enter the search criteria. * Tap **Search**.   2) On the **Car Choices** screen, tap the desired car. |
| P104C5T4#yIS1 | 3) On the **Car Details** screen:   * Review for accuracy. * Fill in the fields and make the desired selections. * Tap **Reserve**.   **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. |

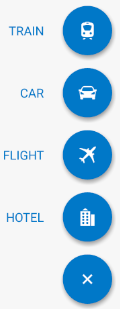
### P118#y1Book a Hotel

To search for and book a hotel:

* On the home screen, tap P120#yIS1 (lower-left corner) and then   
  tap **Book a** **Hotel** on the **What would you like to book today?** menu.  
  – *or* –
* On the **Trips** screen, tap P121#yIS1 (lower-right corner) and then   
  tap **Hotel** on the menu.  
  – *or* –
* To add a hotel to an existing itinerary, with the itinerary open, tap P122#yIS1 and then tap **Add Hotel**.  
  *– or –*
* On the search result screen, tap P123#yIS1 to get the office location results.

| Screen(s) | Description/Action |
| --- | --- |
| P128C3T5#yIS1 P128C3T5#yIS2 | To book a hotel:  1) On the **Search** screen:   * Enter the search criteria. * Tap **Search**.   2) On the **Hotels** screen, tap the desired hotel. |
| P135C5T5#yIS1 P135C5T5#yIS2 | 3) On the **Overview** screen, tap the desired room.  4) On the next screen:   * Review for accuracy. * Fill in the fields and make the desired selections. * Tap **Reserve Room**.   **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. |
| P143C7T5#yIS1 | To access amenities:   * Tap here for amenities, cancellation info, etc. * Tap **Photos** (lower-right corner) to view images. |

### P149#y1Book Amtrak Direct Connect

You can book rail if your company is configured to use Amtrak Direct Connect. 1

* On the home screen, tap P151#yIS1 (lower-left corner) and then   
  tap **Book** **Train** on the **What would you like to book today?** menu.  
  – *or* –
* On the **Trips** screen, tap P152#yIS1 (lower-right corner) and then   
  tap **Train** on the menu.

| Screen(s) | Description/Action |
| --- | --- |
| P156C3T6#yIS1 P156C3T6#yIS2 | 1) On the **Book Train** screen:   * Tap **One Way** or **Round Trip**. * Enter the search criteria. * Tap **Search**.   2) On the **Select Train** screen, tap the desired trip. |
| P163C5T6#yIS1 P163C5T6#yIS2 | 3) On the **Select Seat Class** screen, tap the desired seat.  4) On the **Book Train Details** screen:   * 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 |
| --- | --- | --- |
| P175C3T7#yIS1 P175C3T7#yIS2 | To cancel a rental car reservation:  1) On the itinerary, tap the desired reservation.  2) On the **Car Details** screen, tap P178C4T7#yIS1 (upper-right corner).  3) From the list (upper-right corner), select *Cancel Car*. | |
| P182C5T7#yIS1 | 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 |
| --- | --- | --- |
| P191C3T8#yIS1 P191C3T8#yIS2 | To cancel a hotel reservation:  1) On the itinerary, tap the desired reservation.  2) On the **Hotel Details** screen, tap P194C4T8#yIS1 (upper-right corner).  3) From the list (upper-right corner), select *Cancel Hotel.* | |
| P197C5T8#yIS1 | 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 |
| --- | --- | --- |
| P205C3T9#yIS1 | To view agency information:  1) On the home screen, tap **Trips**.  2) Tap P207C4T9#yIS1. (upper-right corner).  3) From the list, select *Travel Agency Info.* | |
| P210C5T9#yIS1 | The travel agency information screen appears. | |

### 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 |
| --- | --- | --- |
| P218C3T10#yIS1 P218C3T10#yIS2 | To use TripIt or other apps:  1) On the home screen, tap. P220C4T10#yIS1 (upper-left corner).  2) Tap the desired option and download. | |

### View TripIt Itinerary

| Screen(s) | | Description/Action |
| --- | --- | --- |
| P227C3T11#yIS1 P227C3T11#yIS2 | To view your TripIt itinerary:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap P230C4T11#yIS1 (upper-right corner).  3) From the list (upper-right corner), select *Open 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 |
| --- | --- | --- |
| P239C3T12#yIS1 P239C3T12#yIS2 | To approve a trip:  1) On the home screen, tap **Approvals**.  2) On the **Approvals** screen, tap to open the desired trip. | |
| P244C5T12#yIS1 | 3) On the **Trip Approval** screen:   * View the report details (segments, violations, etc.). * Tap **Approve** or **Reject**.   **NOTE:** In the **Report Approvals** and **Trip Approvals** sectionsP248C6T12#yIS1 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. | |

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