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| Mobile App User Guide  Concur Travel  **Last Revised: June 14, 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  Yes: 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.  Concur Travel users can:   * Access content from multiple global distribution systems, negotiated and published prices, direct connects, and web-only fares | | | [Concur Travel 2](#_Toc92884567)  [View an Itinerary 2](#_Toc92884568)  [Additional Flight Information 3](#_Toc92884569)  [Book a Flight 4](#_Toc92884570)  [Book a Hotel 9](#_Toc92884571)  [Book Amtrak Direct Connect 11](#_Toc92884572)  [Cancel a Hotel or Rental Car Reservation 13](#_Toc92884573)  [View Travel Agency 14](#_Toc92884574)  [View TripIt Itinerary 15](#_Toc92884575)  [Approval 16](#_Toc92884576)  [Approve a Trip 16](#_Toc92884577) | |
| * 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 P43#yIS1 is displayed in the **Trips** section of the home screen.

| Screen(s) | Description/Action |
| --- | --- |
| P47C3T2#yIS1 P47C3T2#yIS2 | To view your itinerary:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap to open the desired trip.  3) Scroll to view all segments of the itinerary. |

### Additional Flight Information

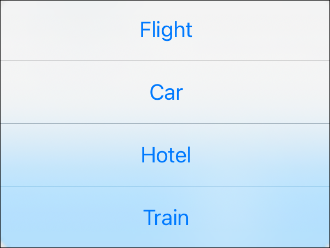
| Screen(s) | Description/Action |
| --- | --- |
| Flight Information:  P58C3T3#yIS1 | Flight Tracker:  P60C4T3#yIS1  Flight Schedule: Hotel Information:  P62C4T3#yIS1 P62C4T3#yIS2 |

### Book a Flight P64#y1

To access the **Book Air** menu option:

* On the home screen, tap P66#yIS1 (lower-left corner) and then tap **Travel**  
  *– or –*
* On the home screen, tap **Trips**. On the **Trips** screen, tap  (upper-right corner) and then tap **Travel**

| Screen(s) | Description/Action |
| --- | --- |
| P71C3T4#yIS1 P71C3T4#yIS2 | To book a flight:  1) On the **Book Air** screen, tap **One Way** or **Round Trip**.  2) On the **Location Search** screen, either:   * Enter the search criteria in the searchfield 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 Air** 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 Air** 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. |
| P78C5T4#yIS1 P78C5T4#yIS2 | 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. |
| P84C7T4#yIS1 P84C7T4#yIS2 | 5) On the **Select Flight** 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***

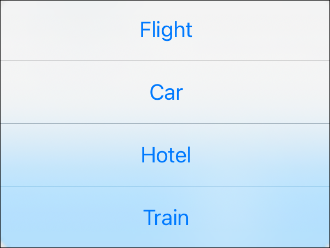
To access the **Car Rental** screen:

* On the home screen, tap P94#yIS1 (lower-left corner) and then tap **Car***– or –*
* On the home screen, tap **Trips**. On the **Trips** screen,  (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**.

**NOTE:** If you add from the itinerary, the airport and pick-up/drop-off dates are pre-populated.

| Screen(s) | Description/Action |
| --- | --- |
| P102C3T5#yIS1 P102C3T5#yIS2 | To book a rental car:  1) On the **Car Rental** screen:   * Enter the search criteria. * Tap **Search** (upper-right corner).   2) On the **Select Car** screen, tap the desired car. |
| P109C5T5#yIS1 | 3) On the **Car Details** screen:   * Review for accuracy. * Fill in the fields (if any) and make the desired selections. * Tap **Reserve** (upper-right corner). |

Book a Hotel

To access the **Hotels** screen:

* On the home screen, tap P117#yIS1 (lower-left corner) and then tap **Hotel**  
  – *or* –
* On the home screen, tap **Trips**. On the **Trips** screen, tap  (upper-right corner) and then tap **Hotel**  
  *– or –*

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

**NOTE:** If you add from the itinerary, the airport and pick-up/drop-off dates are pre-populated.

| Screen(s) | Description/Action |
| --- | --- |
| P124C3T6#yIS1 P124C3T6#yIS2 | To book a hotel:  1) On the **Hotels** screen:   * Enter the search criteria. * Tap **Search**.   2) On the **Hotels** screen, tap the desired hotel. |
| P131C5T6#yIS1 P131C5T6#yIS2 | 3) On the next screen, tap the desired room.  4) On the next screen:   * Review for accuracy. * Fill in the fields (if any) and make the desired selections. * Tap **Reserve Room**. |

### P139#y1Book Amtrak Direct Connect

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

To access the **Train** screen:

* On the home screen, tap P142#yIS1 (lower-left corner) and then tap **Train**  
  *– or –*
* On the home screen, tap **Trips**. On the **Trips** screen, tap  (upper-right corner) and then tap **Train**

| Screen(s) | Description/Action |
| --- | --- |
| P147C3T7#yIS1 P147C3T7#yIS2 | To book a train:  1) On the **Train** screen:   * Tap **One Way** or **Round Trip**. * Enter the search criteria. * Tap **Search** (upper-right corner).   2) On the **Train Choices** screen, tap the desired trip. |
| P155C5T7#yIS1 P155C5T7#yIS2 | 3) On the **Fare Choices** screen, tap the desired fare.  4) On the **Train Detail** screen:   * Review for accuracy. * Fill in the fields (if any) and make the desired selections. * Tap **Reserve** (upper-right corner). |

### Cancel a Hotel or Rental Car Reservation

| Screen(s) | Description/Action | |
| --- | --- | --- |
| P166C3T8#yIS1 P166C3T8#yIS2 | | To cancel a hotel or rental car reservation:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap to open the desired itinerary.  3) On the next screen, tap **Cancel** **hotel reservation** or **Cancel car reservation** whichever applies. |

### View Travel Agency

You can access your agency information from the **Trips** screen.

| Screen(s) | Description/Action |
| --- | --- |
| P177C3T9#yIS1 P177C3T9#yIS2 | To access your agency information:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap **Travel** **Agency** **Info** (lower-left corner). |

### View TripIt Itinerary

| Screen(s) | Description/Action |
| --- | --- |
| P186C3T10#yIS1 P186C3T10#yIS2 | To access your agency information:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap **View in TripIt** (lower-right corner). |

## Approval

### Approve a Trip

If you are a trip approver, you can access the trips that require your approval.

| Screen(s) | | Description/Action |
| --- | --- | --- |
| P199C3T11#yIS1 P199C3T11#yIS2 | To 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:   * Tap to view the report details (segments, violations, etc.). * Tap **Approve** or **Reject**.   **NOTE:** In the **Report Approvals** and **Trip Approvals** sectionsP206C4T11#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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