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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:  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.  P13C5T1#yIS1 | | [Concur Travel 2](#_Toc92884399)  [View an Itinerary 2](#_Toc92884400)  [Book a Flight 5](#_Toc92884401)  [Book a Rental Car 7](#_Toc92884402)  [Book a Hotel 9](#_Toc92884403)  [Book Amtrak Direct Connect 11](#_Toc92884404)  [Cancel a Rental Car Reservation 12](#_Toc92884405)  [Cancel a Hotel Reservation 13](#_Toc92884406)  [View Agency Information 13](#_Toc92884407)  [Use TripIt and Other Apps 14](#_Toc92884408)  [View TripIt Itinerary 14](#_Toc92884409)  [Approval 15](#_Toc92884410)  [Approve a Trip 15](#_Toc92884411) | |
| 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 P50C3T2#yIS2 | To view your 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. * View your trip details in TripIt   3) To open a trip, tap the desired trip.  4) Tap each segment to see the details. |
| P60C5T2#yIS1 P60C5T2#yIS2 | To view your flight details:  1) On the **Itinerary** screen, tap the desired flight segment. |
| P64C7T2#yIS1 P64C7T2#yIS2 | To view your rental car details:  1) On the **Itinerary** screen, tap the desired rental car segment. |
| P68C9T2#yIS1 P68C9T2#yIS2 | To view your hotel details:  1) On the **Itinerary** screen, tap the desired hotel segment. |

### P72#y1Book 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, tapP75#yIS1 (lower-left corner) and then tap **Flight***– or –*
* On the **Trips** screen, tap  (upper-right corner) and then tap **Flight**

| Screen(s) | Description/Action |
| --- | --- |
| P80C3T3#yIS1 P80C3T3#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. |
| P87C5T3#yIS1 P87C5T3#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. |
| P93C7T3#yIS1 P93C7T3#yIS2 | 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). |

### P100#y1Book a Rental Car

To access the **Car Rental** screen:

* On the home screen, tap P102#yIS1 (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 |
| --- | --- |
| P108C3T4#yIS1 P108C3T4#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. |
| P115C5T4#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).   **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. |

### P129#y1Book a Hotel

To access the **Hotels** screen:

* On the home screen, tap, P131#yIS1 (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 |
| --- | --- |
| P137C3T5#yIS1 P137C3T5#yIS2 | To book a hotel:  1) On the **Search** screen:   * Enter the search criteria. * Tap **Search** (bottom of the screen).   2) On the **Hotels** screen, tap the desired hotel. |
| P144C5T5#yIS1 P144C5T5#yIS2 | 3) On the next screen, tap **Rooms** tab and then 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** (bottom of the screen).   **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. |

### P153#y1Book Amtrak Direct Connect

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

To access the **Train** screen:

* On the home screen, tap P156#yIS1 (lower-left corner) and then tap **Train**  
  *– or –*
* On the **Trips** screen, tap  (upper-right corner) and then tap **Train**

| Screen(s) | Description/Action |
| --- | --- |
| P162C3T6#yIS1 P162C3T6#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. |
| P170C5T6#yIS1 P170C5T6#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 Rental Car Reservation

| Screen(s) | Description/Action |
| --- | --- |
| P181C3T7#yIS1 P181C3T7#yIS2 | To cancel a rental car reservation:  1) Open the itinerary.  2) Tap the desired segment.  3) Tap **Cancel Car** (lower-left corner). |

### Cancel a Hotel Reservation

| Screen(s) | Description/Action |
| --- | --- |
| P191C3T8#yIS1 P191C3T8#yIS2 | To cancel a hotel reservation:  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 |
| --- | --- |
| P202C3T9#yIS1 P202C3T9#yIS2 | To view agency information:  1) On the home screen, tap **Trips**.  2) On the **Trips** screen, tap **Travel Agency Info** (lower left-corner).  The **Travel Agency Info** screen appears. |

### Use TripIt and Other Apps

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

| Screen(s) | Description/Action |
| --- | --- |
| P213C3T10#yIS1 P213C3T10#yIS2 | To use TripIt or other apps:  1) On the home screen, tap P215C4T10#yIS1 (upper-left corner).  2) On the side-menu screen, tap the desired option and download. |

### View TripIt Itinerary

| Screen(s) | Description/Action |
| --- | --- |
| P222C3T11#yIS1 P222C3T11#yIS2 | To view your TripIt itinerary:  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 |
| --- | --- |
| P233C3T12#yIS1 P233C3T12#yIS2 | To view approve a trip:  1) On the home screen, tap **Approvals**.  2) On the **Approvals** screen, tap to open the desired trip. |
| P238C5T12#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** sectionsP242C6T12#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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