



Gwin's Corporate Travel

Concur FAQ's

Answers to frequently asked questions regarding making travel arrangements through Concur

www.gwins.com

314-822-1958 or 800-433-9211

Getting Started

Q: How do I sign up as a new user?

A: Website <https://www.concursolutions.com/registration>

Contact Gwin's On-line Support (1-888-700-7796 / 314-822-1963) for set up of your Concur profile. They can also assist with password resets, etc.

Q: How do I book travel?

A: Website <https://www.concursolutions.com>

Login – your COMPANY NAME email address

Password – **xxxxxx** (first-time login, temporary password). You can personalize your password via the password tab.

Q: I plan travel for other employees. How do I set this up in Concur?

A: The traveler may add an assistant under their Profile > Assistants/Arrangers. You may also contact Gwin's On-line Support or your Gwin's Account Manager for assistance.

Q: How do I plan travel for someone who isn't an employee or doesn't have a Concur profile?

A: You will need access to **Book For A Guest**. Contact Gwin's Tech Support or your Gwin's Account Manager to enable this feature.

Assistance and Support

Q: Concur Travel technical support – How may I reach them?

A: On-line technical support (Concur) hours are Monday – Friday, 8:30am to 5pm (CST), Call 1-888-700-7796 or 314-822-1963. Email: techsupport@gwins.com

Q: I want to speak with a corporate travel agent – How may I reach them?

A: Gwin's Corporate Travel regular business hours are Monday – Friday, 8am to 6pm (CST), a corporate agent can be reached at 1-800-433-9211, or by e-mail, CORPORATE@GWINS.com.

Q: What if I need help after normal business hours?

For travel emergencies, contact our in-house, 24-hour service at 1-800-433-9211. **Premium fees apply**

Q: I need a copy of an itinerary that includes the service fee. Who can help?

A: Please email invoices@gwins.com. Include traveler name/date of travel and *invoice number (optional)*.

Fees

Q: What are the fees?

A: Concur Online:

- \$XX fee applies to all flight reservations
- \$XX fee applies car and hotel only reservations
- \$0 fee if you add a car or hotel to an existing flight reservation.

Agent assisted online reservations:

- \$XX fee applies for domestic travel
- \$XX fee applies for international travel

Full Service Booking

- \$XX fee applies for domestic travel
- \$XX fee applies for international travel
- \$XX fee applies for car or hotel booking – no air

Please note there are no fees for questions, only if an actual booking is made.

In Concur, there are no fees to cancel or void a ticket. There are fees when changing flights once the reservation has been ticketed.

Gwin's service fees are nonrefundable. For clarification, please call our office: 314-822-1958.

Changes, Cancellations, Credits, Check in

Q: Can I cancel my reservations in Concur?

A: Yes, for 'major carriers' you may cancel flights within 24-hours of purchasing a ticket. This will void your ticket and reverse the charge. If you cancel a flight **after 24-hours**, the charge for the airline ticket stands.

Southwest and Jet Blue: If your ticket was purchased more than 24-hours ago, cancel the trip through Concur or call Gwin's Corporate Travel. Canceling prior to the outbound scheduled departure time allows retention of the flight credit to be used at a later date.

Note: exchanges can only be voided within the same business day they're purchased.

Q: I have an airline credit. How can I use this?

A: Major Carriers – On the Trip Booking Information page (last page of booking process), check the box (**Apply Funds**) to apply credits, if funds are available to use for that trip. This automatically queues the reservation for review to a Gwin's corporate agent to apply the credit to your ticket. The final cost of your ticket will be reflected on your invoice from Gwin's Travel.

Southwest Credit – On the **Review & Reserve Flight** page, click **Add Ticket Credit** to apply unused funds.

Q: My credit is showing \$0 value. Is this really the case?

A: This amount means there's a partial credit left from the original balance. Contact a Gwin's Corporate agent to determine the true amount of the credit. (314-822-1958/800-433-9211)

Q: Can I make changes to an airline reservation after it is booked?

A: Yes, you can make changes in Concur before/after your ticket is issued. To modify your trip, click the name of the trip in the Upcoming Trips tab and then select Change Trip.

Changes, Cancellations, Credits, Check in (continued)

Q: If I book travel through Concur, can I still check in online for my flight?

A: Yes you may check in on the airline's website – a link can be found on your Ticketing Confirmation email from Gwin's Travel. The airlines' record locator used for on-line check in can be found within your flight segments of your itinerary. This record locator is not always the same as the Agency Record Locator, which Gwin's Travel uses to look up your reservation.

Q: I just cancelled a trip in Concur and I need to make a new reservation. Can I use the same reservation to book a new trip?

A: No. Please go to your Concur home page, click Travel and begin a new trip.

Delay in Ticketing

Q: Delay in ticketing or added agent fee was accessed. Why did this happen?

A: If you have entered information in the *Comments for the Travel Agent* field, this stops the automated ticketing process. This field is at the end of the reservation process. Text in this field requires the reservation to be processed by an agent at Gwin's Travel. This will delay your ticket from being ticketed and will increase the transaction fee.

Please don't use this field to request seat assignments, non-smoking rooms, etc.

Q: My trip I booked in Concur isn't there. What happened?

A: Be sure to click '**Purchase Ticket**' on the *Trip Summary* page. You will see the word '**FINISHED**' at the top of your itinerary when your reservation has been successfully completed. An itinerary/invoice will be emailed to you. If you do not receive the email, you may want to check the Upcoming Trips tab to confirm that your itinerary was booked and ticketed. Unfinished trips will be saved for 24-hours in Concur, after that the itinerary will be cancelled.

Seat Assignments

Q: I requested or changed my seat, but now I don't see it in my itinerary.

A: In Concur, **Available** seats are *blue*, **Preferred** seats are *blue/white*. If a Preferred seat was chosen, and you do not have preferred status on that airline, the system will not accept your selection.

Q: What if I am unable to pre-assign a reserved seat?

A: Airlines that allow pre-assignment of seats limit the amount of seats that can be pre-assigned and hold the rest back under airport control. A certain amount of these pre-assigned seats are released back into inventory 24-hours prior to departure and can be obtained at time of online check-in. It is recommended to reserve any possible available seats at time of booking if one is offered, even if it is not a preferred seat. Airlines overbook flights and travelers do risk the chance of being bumped if a pre-assigned seat was not able to be obtained. You can always ask for an alternate or more preferred seat at time of check-in. Exit row and bulkhead seats are often assigned at the airport. There are some airlines that do not allow pre-assigned seats at all (e.g. Southwest). There are others that do not allow pre-assigned seats for certain price categories (e.g. Frontier). Please keep in mind that all seat requests are just requests, and not guarantees. The airlines can change/delete seat assignments as they see fit.

Q: Can I purchase Southwest Early Bird from Concur? (Optional)

A: Yes. This may be done after the reservation has been submitted to Gwin's. On the **Finish** page, the Early Bird link will appear next to the Southwest flight information. Click here to purchase. At this time, Concur does not have the ability to itemize the expense on the itinerary.

Hotel & Car reservations

Q: I found a less expense hotel rate on another booking site. Why did this happen?

A: Hotels may offer discounted rates on other sites; this is due to last minute inventory. Rates booked on those sites require payment at time of booking and are often non-refundable and non-changeable. We encourage you not to book these rates as changes to travel plans are very common. ***Check your company's travel policy.***

Q: Can I add a car or hotel to an airline reservation that has already been booked?

A: Yes, select the trip from the **Upcoming Trips** tab and choose **Change Trip**. There are links for **Adding a Car** or **Adding a Hotel**. *Please remember, there is NO FEE for adding a car or hotel to an existing reservation at any time.*

Q: Can I add flights to existing car/hotel reservation?

A: No. Airline reservations are processed differently than car/hotel reservations. Adding flights to car/hotel itineraries may not be ticketed. Contact Gwin's Travel immediately.

Search Tips

Q: How do I use the +/- time frame function on the flight tab?

A: You may extend your search for flights by increasing/decreasing the timeframe around your requested departure/arrival times. Please keep in mind the bigger the search window, more flight options Concur will return and the search could take longer than normal.

Q: Why am I unable to find a specific flight that I frequently travel?

A: Using the +/- function enables Concur to narrow your flight search. Example: You typically take a 7am flight, narrow your search using +/- 2 with 7am as your selected departure time. Check the matrix at the top of the page, click the logo of your preferred airline, you should find the flight you are looking for. If you don't see the specific flight, modify the flight times you requested at the beginning of the search.

Note: Every scheduled/published flight is available in Concur. No exceptions.

Q: How do I see all fares offered by Southwest for a specific flight?

A: Choose the flights you are interested in, click **View Fares** or **Show All Details**. This will display "Business Select", "Anytime" and "Wanna Get Away".

Q: What is the difference if I Search By Price vs. Search by Schedule?

A: If a user is attempting to find a specific flight within Concur, then they should be using "Search by Schedule". With a "Search by Price", Concur cannot guarantee that it will return all of the scheduled/available flights offered by a specific airline. Below is a more detailed description of how each of the two search processes work.

Concur searches based on "Search by Price":

Concur's first priority - finding the lowest available fare, closest to times chosen. In this type of search Concur will return 2 or 3 same-priced fares offered by a specific carrier or website that also fall within the users designated date and time window. A price search may only return a limited number of same priced flights because Concur is just providing the end user with a sampling of the lowest price fares, not all of them. Use the filter on the left-hand side of the screen and make adjustments to date/time window which will then change the results returned by Concur. **Click View Fares.**

Concur searches based on "Search by Schedule":

Concur's first priority – finding departure times entered by the user, not the lowest price. No fares are displayed within this initial selection screen. After the user picks the flights they want, Concur then quotes the selection and then also (on the same page) will display the quoted fares of a best price search based on the exact dates, times and airports previously entered by the user. The price comparison search will include both agency and web fares.

Click Select>click Show All Details or Click on Price for Fare Details.

Final Concur Tips and Reminders

Q: What are the differences between air fares? For example, Delta Airlines has 'E' class and 'W' class in certain markets.

A: 'E' class is extremely restricted. Ticket cannot be changed and seat assigned only after check-in. 'W' class tickets are eligible for Preferred Seating and may be exchanged.

For more information, click **View Fares** or **Show All Details** on flight availability results page. Then click **Fare Details** on left side under **Fare Options**.

Q: I found a less expensive airfare on another booking site. Why did this happen?

A: LOW FARE GUARANTEE BY GWIN'S CORPORATE TRAVEL:

Gwin's Corporate Travel guarantees the lowest airfares. This system will provide you and your travel planners with an easy, one-call process if they ever find an internet airfare that is lower than that being offered by Concur.

Step #1 – Call Gwin's On-line Support at (1-888-700-7796 / 314-822-1963) - If you find an Internet fare less than the price of a Concur airfare, call our agent on the phone while they are looking at the computer screen. This allows the agent to verify that we are seeing an apples-to-apples comparison of schedules and prices.

Step #2 –The agent will confirm the itinerary and price while the traveler is on the phone.

Step #3 – Upon confirmation of the same itinerary, Gwin's Corporate Travel agrees to book the ticket and pay the difference in price to your company in the form of a check if Gwin's Corporate Travel ticketed price is more than the online price reviewed by both parties.

Rules and conditions:

Calls made to Gwin's Corporate Travel should be made between 8am and 6pm central time Mon-Fri. If COMPANY utilizes this guaranteed lowest airfare process and it is found that no lower fares are actually available (verified by both parties) then COMPANY agrees to pay Gwin's Corporate Travel its standard full service fee for this reservation. Airfare guarantee applies to original reservations prior to ticketing. This does not apply to airfares after tickets have been issued as prices can increase and decrease after ticketing. If prices decrease within 24-hours of original ticketing, Gwin's Corporate Travel will void the ticket (if airline ticketing rules allow) and reissue the ticket at the new lower price.

Final Concur Tips and Reminders (continued)

Q: How do I get additional training on Concur Travel?

A: The helpful links below can be used for training or to learn more about Concur Travel.

Concur Travel: (ctrl +click to follow)

[Exploring Concur Home Page](#)

[Updating Your Travel Profile](#)

[Booking A Flight](#)

[Booking A Hotel](#)

[Booking A Car](#)

Concur Mobile: (ctrl +click to follow)

[How To Use Concur On Your Android Phone](#)

[How To Use Concur On Your iPhone](#)

[How To Use Concur On Your iPad](#)

Other Information:

- Profiles – Keep credit cards and passport information up to date to avoid delays.
- Loyalty Accounts – To ensure you always receive credit, the name on your photo i.d must match the name on your loyalty accounts –no exceptions.
- Sign up for e-receipts under the Alerts section on the Concur home page. This feature enables travelers to get a final car or hotel receipt emailed to a specified email address.