

Mobile App User Guide

Concur Travel

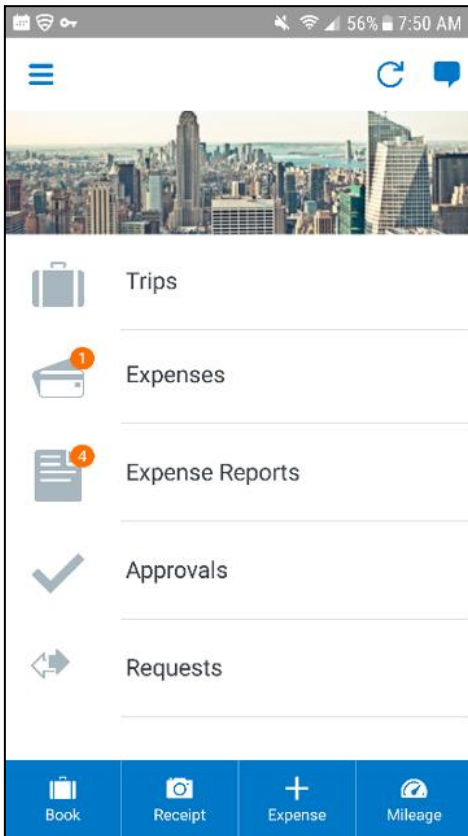
This guide describes the current version, which is shown on the "[Introduction](#)" guide.

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.



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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

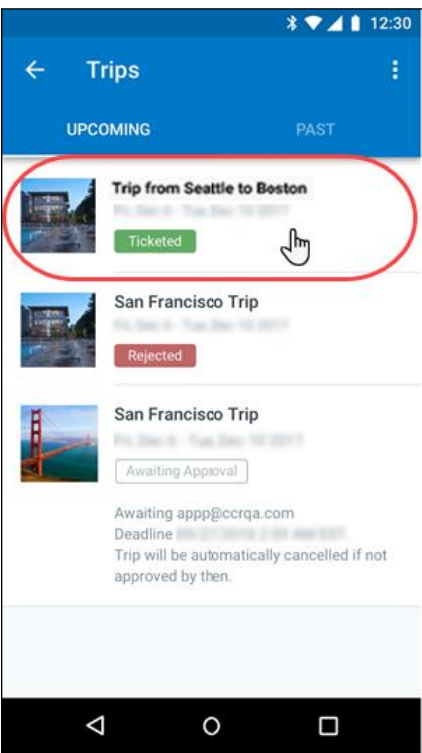
Please Note:

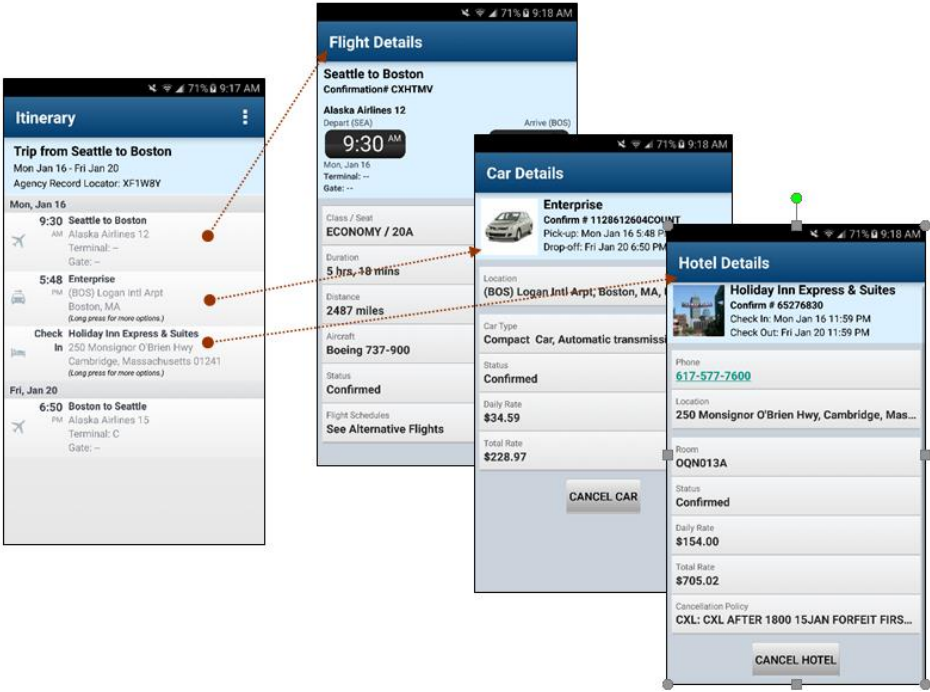
- The SAP Concur app for iOS and Android supports universal links, i.e. links that navigate directly to the app if it is installed or to the website if not.
 - Such links are included in notification emails from SAP Concur related to the expense report changes.
 - Universal link support for customers 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  is displayed in the **Trips** section of the home screen.



Screen(s)	Description/Action
	<p>To view an 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.3) To open a trip, tap the desired trip.

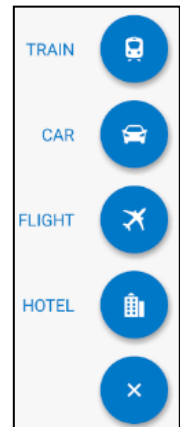
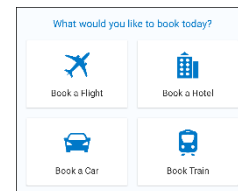
Screen(s)	Description/Action
	<p>4) On the Itinerary screen, tap each segment to see the details.</p>

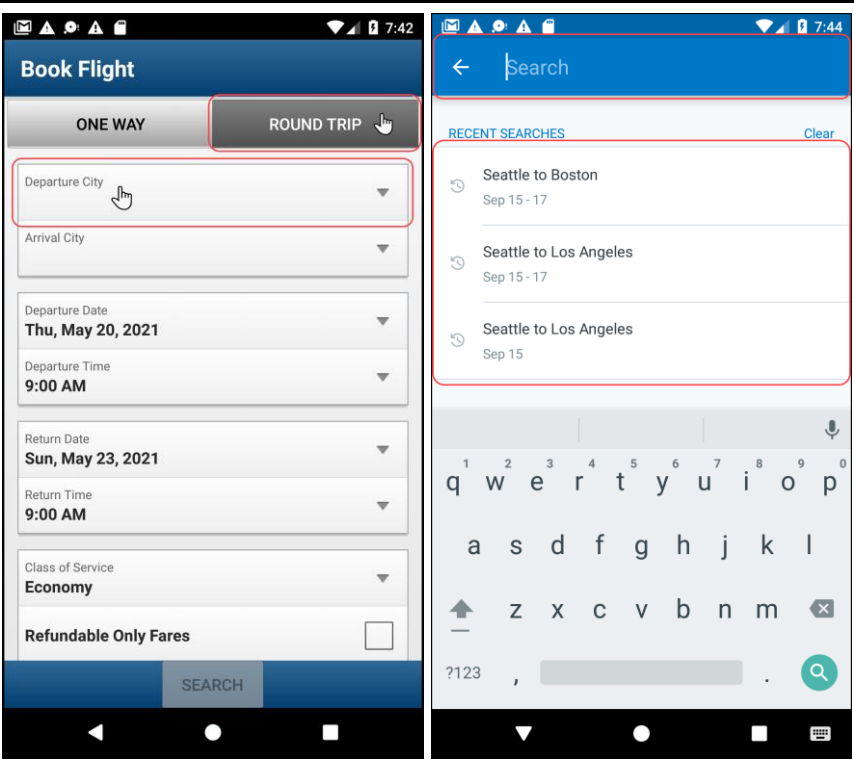
Book a Flight

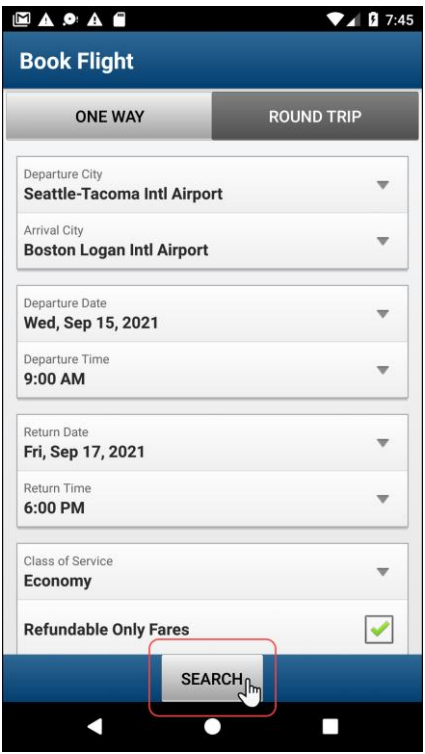
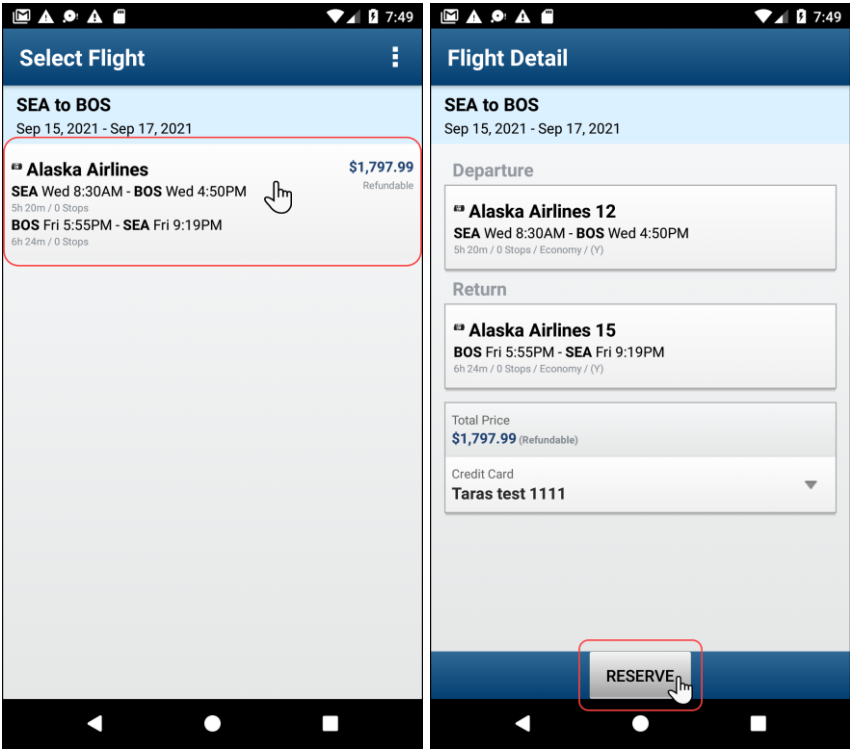
Depending on your configuration, you may be able to search for and book a flight.

To search for and book a flight:

- On the home screen, tap  (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  (lower-right corner) and then tap **Flight** on the menu.






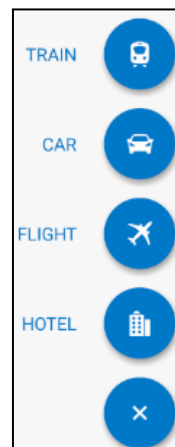
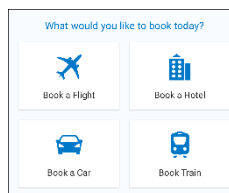
Screen(s)	Description/Action
	<p>To book a flight:</p> <ol style="list-style-type: none"> 1) On the Book Flight screen, tap One Way or Round Trip. 2) On the location search screen, either: <ul style="list-style-type: none"> • Enter the search criteria in the Search field and then tap the desired search results. -or- • Tap a recent flight search in the Recent Searches list. <p>NOTE: When you initially enter your flight information on the Book Flight 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 Flight 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
	<p>3) On the Book Flight screen:</p> <ul style="list-style-type: none"> Fill in the fields and make the desired selections. <p>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.</p> <ul style="list-style-type: none"> Tap Search. <p>4) On the Results Summary screen, tap the desired carrier.</p>
	<p>5) On the Select Flight screen, tap the desired flight.</p> <p>6) On the Flight Detail screen:</p> <ul style="list-style-type: none"> Review for accuracy. Fill in the fields and make the desired selections. Tap Reserve.

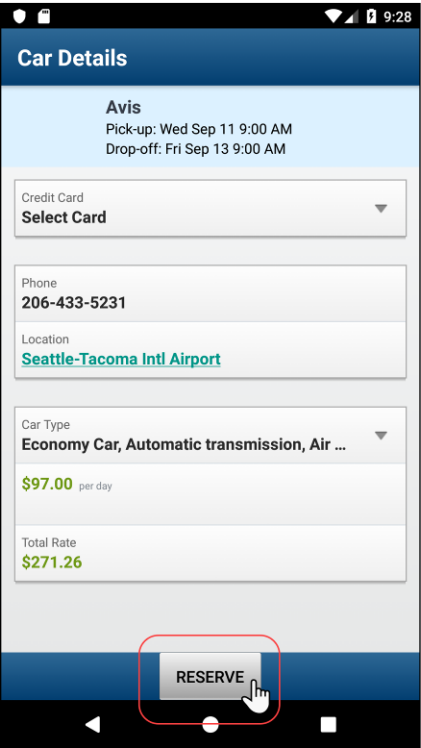
Book a Rental Car

To search for and book a rental car:

- On the home screen, tap  (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  (lower-right corner) and then tap **Car** on the menu.
– or –
- To add a car to an existing itinerary, with the itinerary open, tap  and then tap **Add Car**.







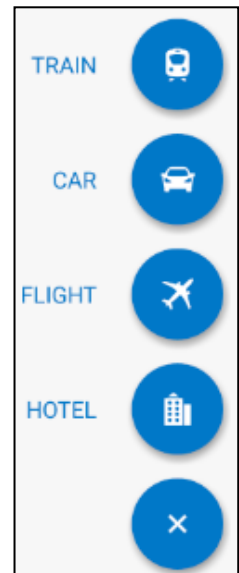
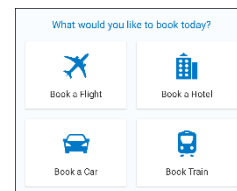
Screen(s)	Description/Action
	<p>To book a rental car:</p> <ol style="list-style-type: none"> On the Book Car screen: <ul style="list-style-type: none"> Enter the search criteria. Tap Search. On the Car Choices screen, tap the desired car.

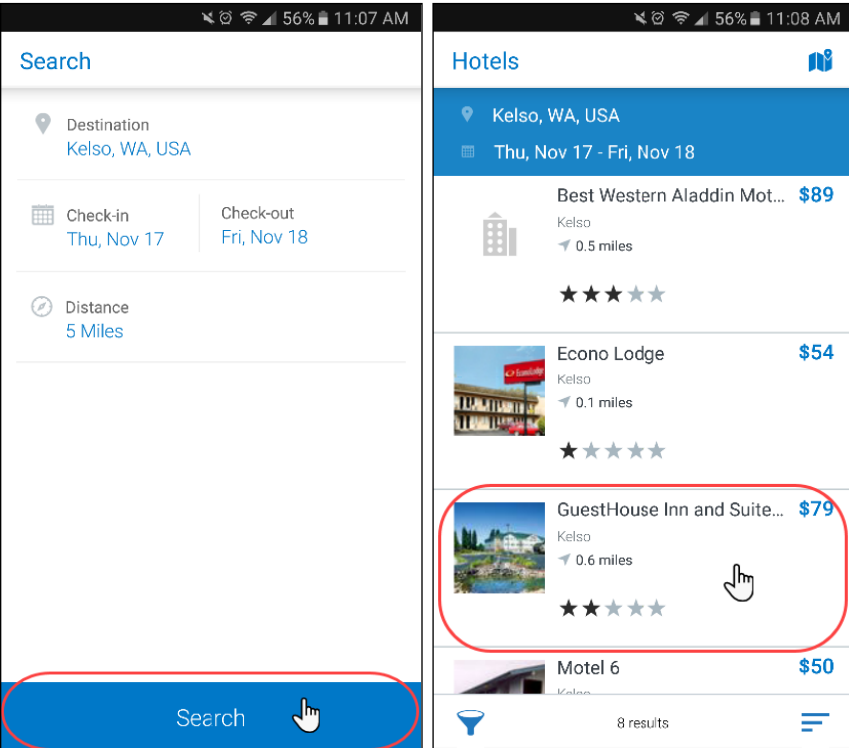
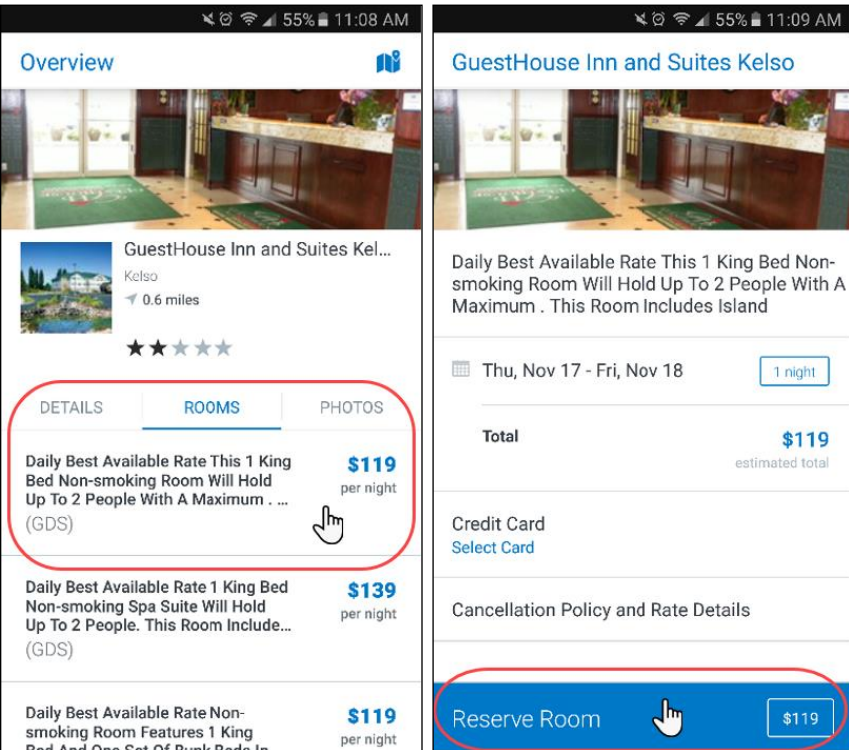
Screen(s)	Description/Action
	<p>3) On the Car Details screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve. <p>NOTE: Depending on your company's configuration, you may not be able to book a car unless you are adding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

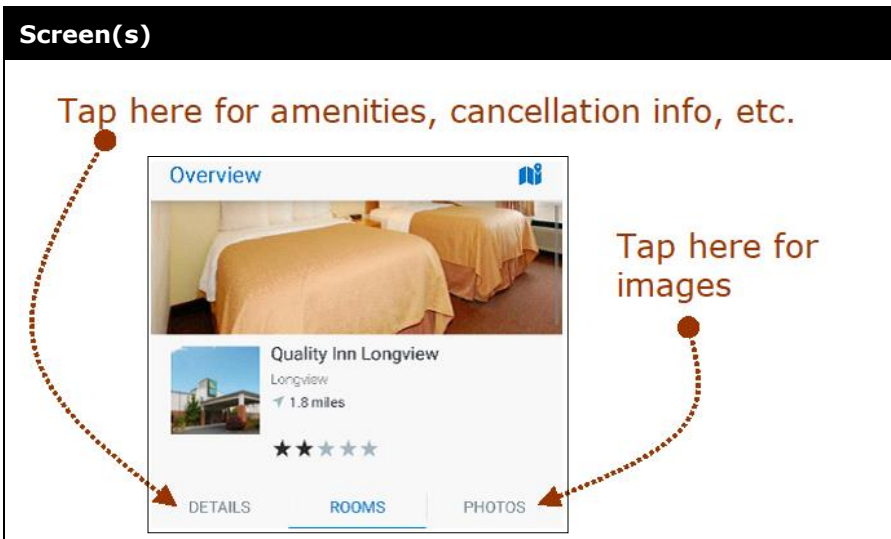
Book a Hotel

To search for and book a hotel:

- On the home screen, tap  (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  (lower-right corner) and then tap **Hotel** on the menu.
– or –
- To add a hotel to an existing itinerary, with the itinerary open, tap  and then tap **Add Hotel**.
– or –
- On the search result screen, tap  to get the office location results.





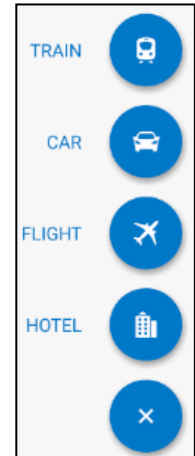
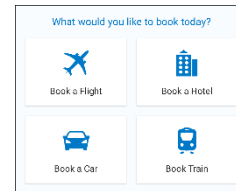
Screen(s)	Description/Action
	<p>To book a hotel:</p> <ol style="list-style-type: none"> 1) On the Search screen: <ul style="list-style-type: none"> • Enter the search criteria. • Tap Search. 2) On the Hotels screen, tap the desired hotel.
	<ol style="list-style-type: none"> 3) On the Overview screen, tap the desired room. 4) On the next screen: <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve Room. <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>

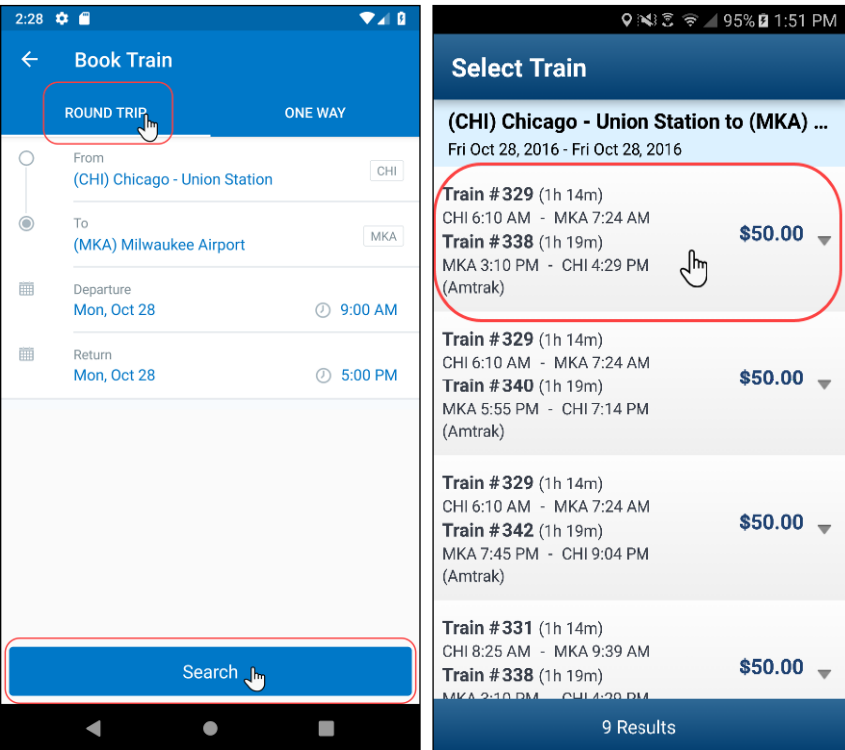
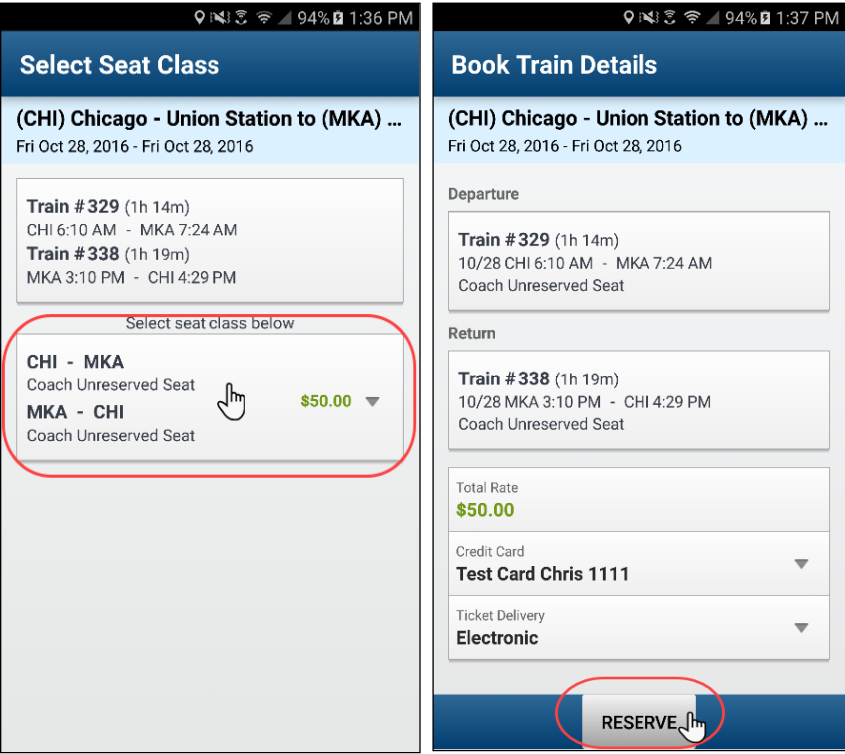
Screen(s)	Description/Action
 <p>Tap here for amenities, cancellation info, etc.</p> <p>Tap here for images</p>	<p>To access amenities:</p> <ul style="list-style-type: none"> • Tap here for amenities, cancellation info, etc. • Tap Photos (lower-right corner) to view images.

Book Amtrak Direct Connect

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

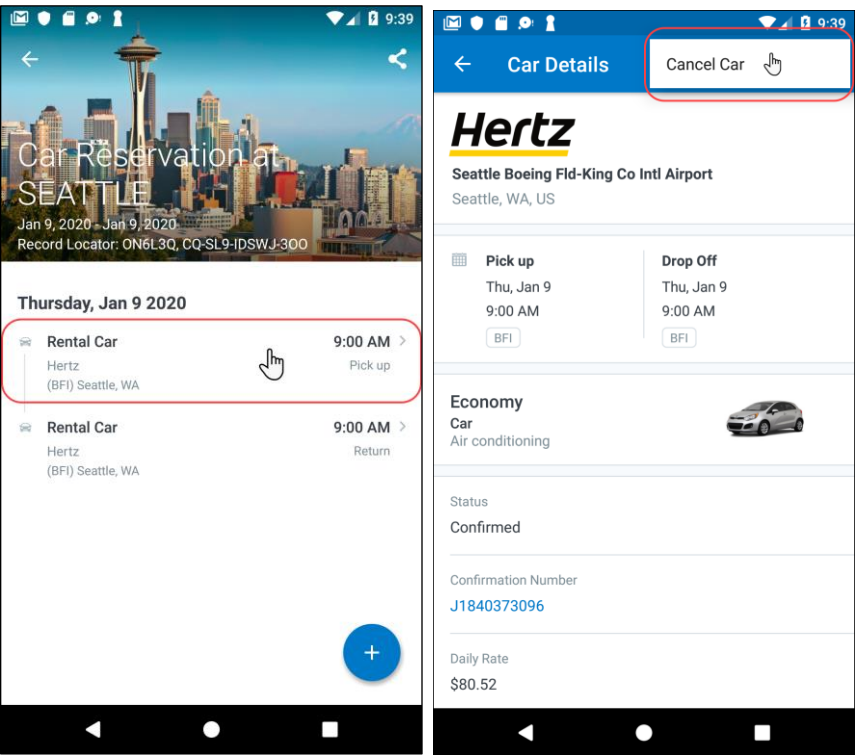

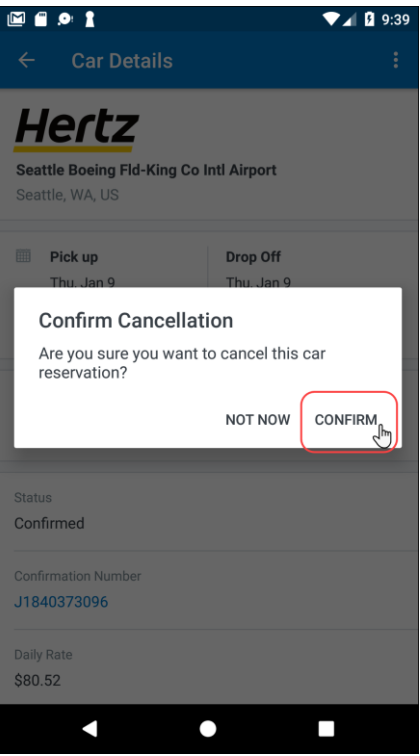
- On the home screen, tap  (lower-left corner) and then tap **Book Train** on the **What would you like to book today?** menu.
– or –
- On the **Trips** screen, tap  (lower-right corner) and then tap **Train** on the menu.



Screen(s)	Description/Action
	<p>1) On the Book Train screen:</p> <ul style="list-style-type: none"> • Tap One Way or Round Trip. • Enter the search criteria. • Tap Search. <p>2) On the Select Train screen, tap the desired trip.</p>
	<p>3) On the Select Seat Class screen, tap the desired seat.</p> <p>4) On the Book Train Details screen:</p> <ul style="list-style-type: none"> • Review for accuracy. • Fill in the fields and make the desired selections. • Tap Reserve.

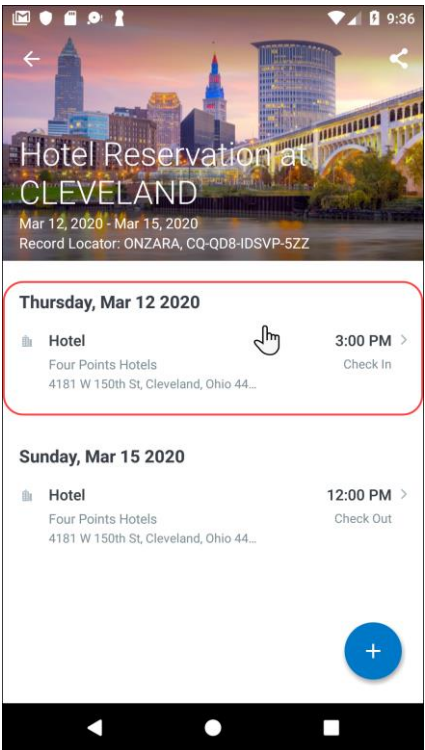

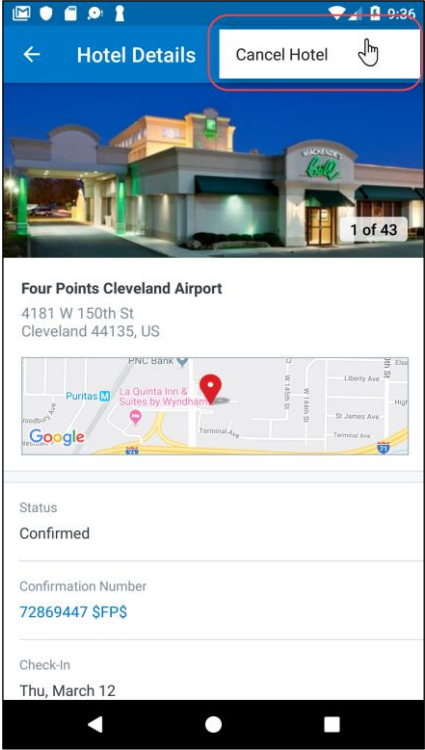
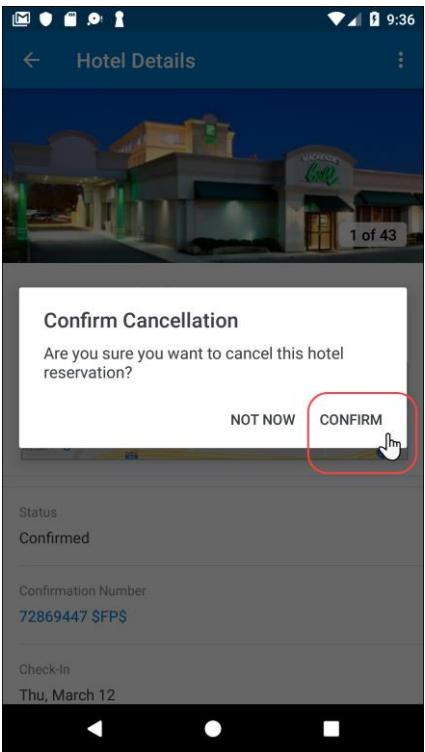
Cancel a Rental Car Reservation

There are two ways to cancel a car reservation on an itinerary.

Screen(s)	Description/ Action
	<p>To cancel a rental car reservation:</p> <ol style="list-style-type: none"> 1) On the itinerary, tap the desired reservation. 2) On the Car Details screen, tap  (upper-right corner). 3) From the list (upper-right corner), select <i>Cancel Car</i>.
	<ol style="list-style-type: none"> 4) In the Confirm Cancellation window, tap Confirm.

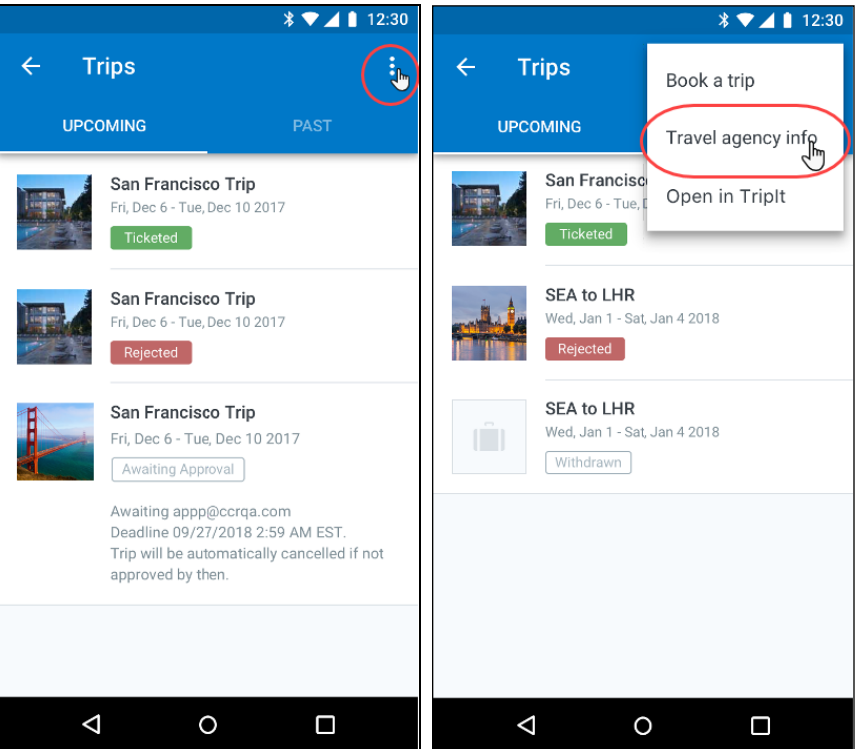

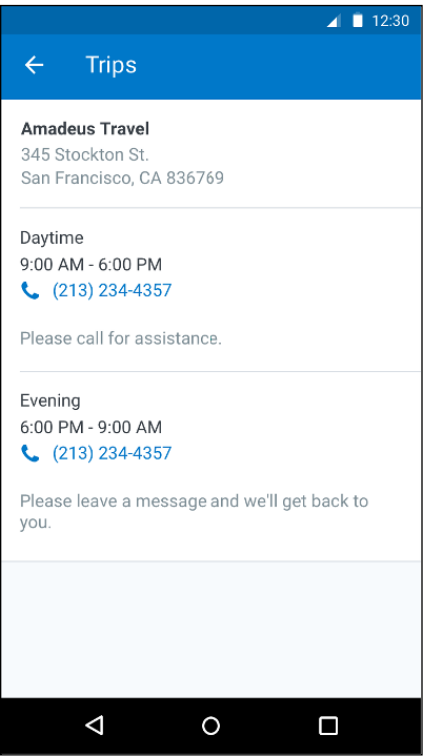
Cancel a Hotel Reservation

There are two ways to cancel a hotel reservation on an itinerary.

Screen(s)	Description/ Action
	<p>To cancel a hotel reservation:</p> <ol style="list-style-type: none">1) On the itinerary, tap the desired reservation.2) On the Hotel Details screen, tap  (upper-right corner).3) From the list (upper-right corner), select <i>Cancel Hotel</i>.
	
	<ol style="list-style-type: none">4) In the Confirm Cancellation window, tap Confirm.

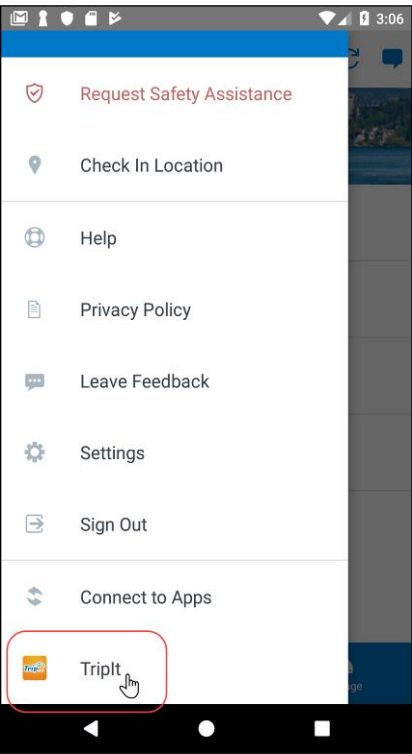
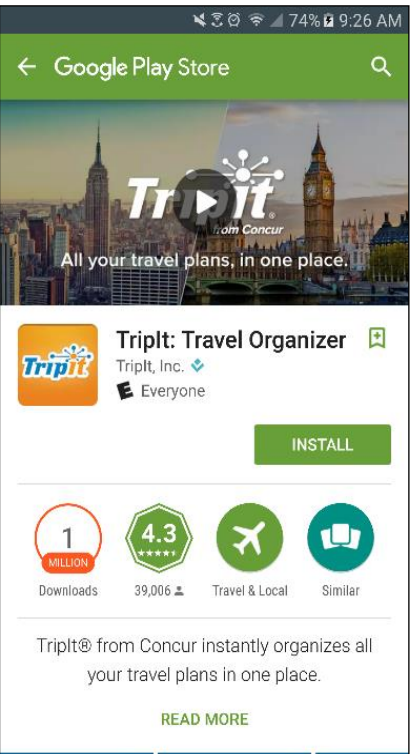

View Agency Information

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

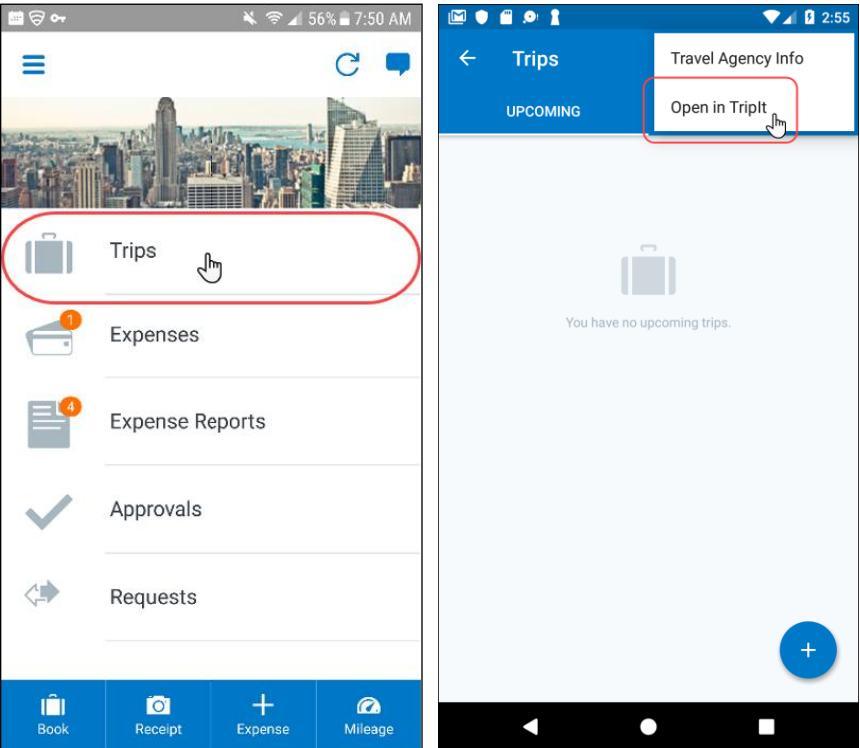

Screen(s)	Description/ Action
	<p>To view agency information:</p> <ol style="list-style-type: none"> 1) On the home screen, tap Trips. 2) Tap . (upper-right corner). 3) From the list, select <i>Travel Agency Info</i>.
	<p>The travel agency information screen appears.</p>

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

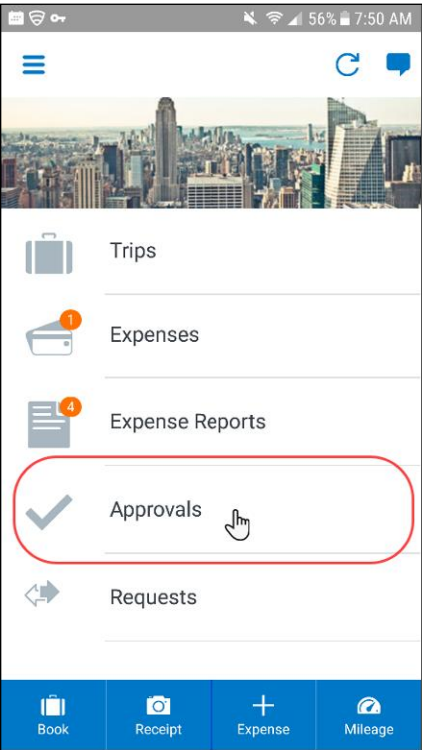
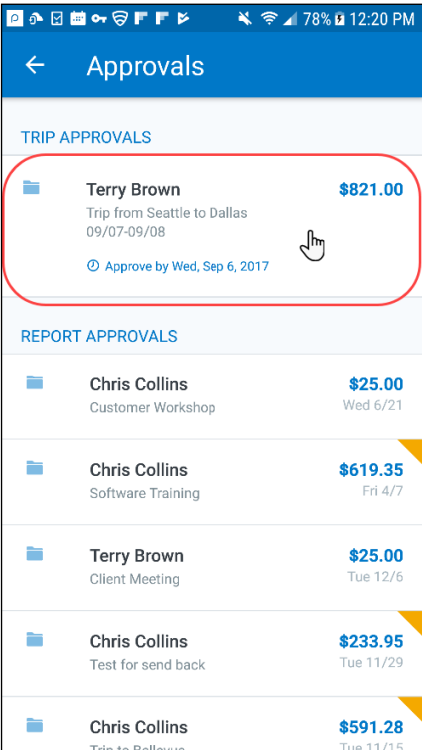
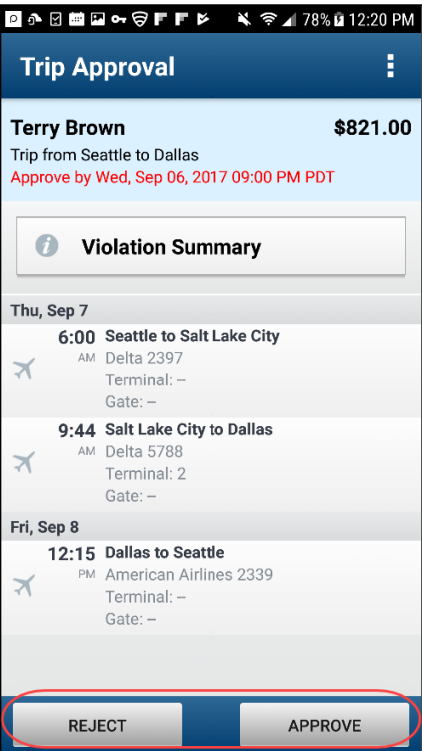

View TripIt Itinerary

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  (upper-right corner).3) From the list (upper-right corner), select <i>Open in TripIt</i>.

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
	<p>To approve a trip:</p> <ol style="list-style-type: none">1) On the home screen, tap Approvals.2) On the Approvals screen, tap to open the desired trip.
	
	<ol style="list-style-type: none">3) On the Trip Approval screen:<ul style="list-style-type: none">• View the report details (segments, violations, etc.).• Tap Approve or Reject. <p>NOTE: In the Report Approvals and Trip Approvals sections  indicates that there are exceptions.</p> <p>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.</p>