



## Book a Trip from Request

Users have several options for booking travel. They can use the Travel booking tool to book from an approved Request, book from the Travel module and create a new Request, contact CTM directly (must have an approved Request), or book with the vendor for lodging and car rentals.

If the traveler or delegate encounters difficulties with the booking tool, they should contact CTM to book the trip. Our travel agents are there to assist our travelers.

Airfare reservations are paid on the agency card held by CTM. Hotel reservations are held with a UA corporate card (e.g. travel card or ProCard) or by indicating CTM use the agency card to book and pay for lodging.

**Note:** The option to use the agency card for car rentals is not available.

### Rural Travel

Users also have a few options for booking rural air travel with a non-GDS carrier such as Wrights Air. They can book directly with the non-GDS carrier or contact CTM directly (must have an approved Request. If the trip includes air travel on rural and non-rural carriers, they can book the non-rural portion in Concur and instruct CTM to book the rural portion using the “Comments for the Travel Agent” box on the Trip Booking Information screen.

### Book From Request

If you are using the booking tool, book from the approved Request. Do not stop in the middle of the booking. If you do, the link between Request and Travel is broken which generates a new Request. If booking is interrupted, go back to the Request to re-start the booking process.

**Note:** If booking from Request is unknowingly interrupted before completion (e.g. the user clicks on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. See “Book a Trip: From Travel” for instructions on what to do if this happens.

1. In the Request module, open the associated Request from “Active Requests”

**Manage Requests**

Request Library View Active Requests + Create New Request

<p><b>Pract Holl, S 1/1-5/25 ANC-MSY</b> 01/01/2025   7GGX</p> <p><b>\$1,620.00</b></p> <p><span>Ready to Book</span></p> <p>Pending on-line Booking</p>	<p><b>Lasinski, J 4/1 - 4/6/24 SEA</b> 04/01/2024   7WF7</p> <p><b>\$2,524.00</b></p> <p><span>Ready to Book</span></p> <p>Pending on-line Booking</p>
--	--



2. Click "Book Travel"

**Pract Holl, S 1/1-5/25 ANC-MSY \$1,620.00** More Actions ▾ **Book Travel**

Pending on-line Booking | Request ID: 7GGX

3. Your Itinerary

- a. Information entered in Expected Expenses is plugged into the booking tool
- b. Dates, times, and locations for each segment are adjustable after this screen

**Pract Holl, S 1/1-5/25 ANC-MSY**

Start date: Wednesday, 01/01/2025  
End date: Sunday, 01/05/2025  
Purpose: Practice Trip - Including personal travel dates

[View Detail](#)

## Your Itinerary

To Begin Booking your Itinerary, Please provide additional information below, then press the "Proceed to booking" button.

**Air Ticket**

**Anchorage Ted Stevens Intl Airport (ANC)**  
Anchorage, AK

Departure  
Wednesday, 01/01/2025 Depart at 12:00 AM

**New Orleans Louis Armstrong Intl Airport (MSY)**  
New Orleans, LA

---

**Air Ticket**

**New Orleans Louis Armstrong Intl Airport (MSY)**  
New Orleans, LA

Departure  
Sunday, 01/05/2025 Depart at 5:00 PM

**Anchorage Ted Stevens Intl Airport (ANC)**  
Anchorage, AK

---

**Car Rental**

**New Orleans, Louisiana**

Pick-up  
Wednesday, 01/01/2025 12:00 PM

**New Orleans, Louisiana**

Return  
Sunday, 01/05/2025 12:00 PM

Choose a rental station

C. Budget -- 1317 Canal St, NEW ORLEANS, LA 70112

Choose a rental station

Budget -- 1317 Canal St, NEW ORLEANS, LA 70112

---

**Hotel Reservation**

**New Orleans, Louisiana**

Check-in  
Wednesday, 01/01/2025

Check-out  
Sunday, 01/05/2025

Only show me this page when I need to provide extra information

[Proceed to booking](#)

c. If car rental is included, user must assign rental station locations on the "Choose a rental station" screen; choose any available at any location if intending to skip car rental booking

Choose a rental station

---

SAP Concur Sign Out

Search for an off-airport car location

Find car locations within  miles from

Airport     Address  
 Company Location     Reference Point / Zip Code

Please enter an airport:

14 locations found

Show All  
 Most Preferred  
 Preferred  
 Less Preferred  
 Not Preferred

Budget

[Show On Map](#)

[Select Location](#)

0.16 miles  
New Orleans  
1317 Canal St  
New Orleans, LA 70112  
More Info  
Mon-Fri: 08:00 am-06:00 pm  
Sat: 08:00 am-02:00 pm  
Sun: 08:00 am-01:00 pm

9 October 2023



4. Segment Search and Select
  - a. Select desired airfare, lodging, car rental, and/or train
  - b. Open the “Change Search” field to adjust dates, times, and locations

The image shows a 'Change Search' form with the following fields:

- From:** FAI - Fairbanks Intl Airport - Fairbanks, AK
- To:** ANC - Anchorage Ted Stevens Intl Airport - Anchorage, AK
- Depart:** 10/20/2023, dep, 09:00 am, ± 2
- Return:** 10/25/2023, dep, 03:00 pm, ± 2
- Class:** Economy class
- Search by:** Price
- Specify a carrier
- Search** button

A yellow arrow points from the 'Depart' field in the original form to a zoomed-in view of the 'Depart' field, where the time is changed from '09:00 am' to 'Anytime'.

- c. For airfare, change departure times to “Anytime” to search for all available flights
- d. Use the matrix, filter, search, and sort options to find the desired booking
- e. Car rental and lodging are skippable bookings; scroll down to the bottom of the page to find the skip option
- f. Trip Summary provides booking progress after each segment

**Trip Summary**

- Flights Reserved**
  - Round Trip
  - JNU - SEA
  - Depart: Mon, 04/01/2024
  - Return: Sat, 04/06/2024
- Hotel Selected**
  - Nights: 5
  - Seattle, WA
  - Check-in: Mon, 04/01/2024
  - Check-out: Sat, 04/06/2024
- Finalize Trip**



5. Review and Reserve [Segment]
  - a. Review, reserve, and add travel preferences after each segment
  - b. Airfare – Seat selection is available at this point; however, travelers can manage their seat preferences, including upgrades, directly through the carrier’s website or app once flight is ticketed

### Trip Summary

**Flight/Train Selected**

Round Trip

JNU - SEA

Depart: Mon, 04/01/2024

Return: Sat, 04/06/2024

**Finalize Trip**

## Review and Reserve Flight

### Review Flights

**DEPART** ✕ Mon, Apr 1 – Juneau, AK to Seattle, WA [Hide details ^](#)

Mon, Apr 1	07:10a JNU → 12:01p SEA	3h 51m	Alaska Airlines 60 Boeing 737-700 (winglets)
------------	-------------------------	--------	---

**RETURN** ✕ Sat, Apr 6 – Seattle, WA to Juneau, AK [Hide details ^](#)

Sat, Apr 6	06:20p SEA → 09:08p JNU	3h 48m	Alaska Airlines 69 Boeing 737-700 (winglets)
------------	-------------------------	--------	---

### Enter Traveler Information

Ensure all traveler information below is correct. ⓘ

**Primary Traveler** [Edit](#) | [Review all](#)

Name: Travis Miles Phone: 9075556666 Email:

**Frequent Flyer Programs** [Add a Program](#)

For Alaska Airlines

### Select Seats

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Main (G)	Seat
AS 60	Main (G)	Select a seat
AS 69	Main (G)	Select a seat

### Review Price Summary

Description	Fare	Taxes and Fees	Charges
Airfare	\$258.08	\$49.32	\$307.40
<b>Total Estimated Cost: \$307.40</b>			
<b>Total Due Now: \$307.40</b>			



**Seat Map**

[Select Seat](#) [Close](#)

19C Seat over wing

Alaska Airlines #60, Boeing 737-700 (winglets), Juneau Airport (JNU) - Seattle-Tacoma Intl Airport (SEA)  
Seat assignment is subject to change up until time of departure

Available     Occupied or Unavailable     Selected     Exit row     No seating ⓘ  
 Preferential ⓘ     Preferential  
 Paid preferential ⓘ     Paid preferential

- c. Hotel
  - i. A UA corporate card is required to book through the booking tool; card entered in the user's profile auto fills
  - ii. If user needs CTM to reserve and pay for the hotel, "Skip Hotel" and enter lodging information on Trip Booking Information screen
  - iii. Review the hotel's cancellation policy before confirming

**Select a method of payment**

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Test Visa (...1111) ⓘ [Edit this card](#) | [Add credit card](#)

\* Indicates credit card is a company card

---

**Accept Rate Details and Cancellation Policy**

Please review the rate details and cancellation policy provided by the hotel.

**The Edgewater** N

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 176.00  
TOTAL RATE: 1038.15 USD

**CANCEL 1 DAYS PRIOR TO ARRIVAL**

I agree to the hotel's rate rules, restrictions, and cancellation policy.

[Back](#) [Reserve Hotel and Continue](#)



## 6. Travel Details

- Overview of full trip itinerary
- Cancel or change airfare, lodging, and car rental before booking completes
- View total estimated costs

### Travel Details

#### Trip Overview

**I want to...**  
[Print Itinerary](#)  
[E-mail Itinerary](#)

**Trip Name:** Lasinski, J 4/1 - 4/6/24 SEA [Edit](#)

**Start Date:** April 01, 2024

**End Date:** April 06, 2024

**Created:** October 06, 2023, Travis Miles *(Modified: October 06, 2023)*

**Description:** (No Description Available) [\(Add\)](#)

**Agency Record Locator:** ODXKIW

**Passengers:** Travis Miles

**Total Estimated Cost:** \$1,468.22 USD [\(Details\)](#)

**i** Airfare must be ticketed by: 10/07/2023 9:30 PM Alaskan

[Change frequent flyer program](#)

**Add to your Itinerary**

Car  Hotel

Booked outside Concur? Enter your trip manually or connect with [TripIt](#)

---

#### Reservations

**Flight** Juneau, AK (JNU) to Ketchikan, AK (KTN) [Change](#) | [Cancel all Air](#)

Alaska Airlines 0060  
Operated by: Alaska Airlines

**Departure:** 07:10 AM  
Juneau Airport (JNU)  
Duration: 2 hours, 52 minutes  
1 stop

**Confirmation:** CMGNPR  
Status: Confirmed

**Seat: 19C (confirmed)**  
[Change seat](#)

### Total Estimated Cost

<b>Air</b>		<a href="#">View Fare Rules</a>
Airfare quoted amount:		\$258.08 USD
Taxes and fees:		\$49.32 USD
	<b>Air Total Price:</b>	\$307.40 USD
<b>Hotel:</b>		\$880.00 USD
<b>Car:</b>		\$280.82 USD
<b>Total Estimated Cost:</b>		\$1,468.22 USD

**Restrictions**  
Quote: NONREF/FAREDIF/CXL BY FLT TIME OR NOVALUE/VALID AS/

**TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.**

---

#### Remarks

FOR \*EMERGENCY\* AFTER HOURS SERVICE WITHIN THE US OR CANADA CALL 833-500-4292 AND GIVE CALLING CODE S-26CF. AFTER HOURS FEES MAY APPLY  
UNABLE TO USE REQUESTED AS FREQUENT FLYER PROGRAM  
INVALID USE OF FREQUENT FLYER NUMBER AS2069196  
PLEASE CONTACT CORRESPONDING FREQUENT TRAVEL PROGRAM SUPPORT DESK FOR ASSISTANCE

---

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Next >>
Cancel Trip



## 7. Trip Booking Information

- a. "Comments for the Travel Agent" box
  - i. If requesting CTM book a portion of air travel on a rural carrier, enter that airfare information here
  - ii. If requesting CTM book and pay for hotel, enter the full lodging information here
  - iii. Enter any other special requests or accommodations including directions to apply an unused ticket credit
  - iv. A comment of any kind (including "none") incurs a \$10 partial touch fee
- b. If comments to agent are added, booking is not complete until a UA CTM agent acts
  - i. After-hours agents do not act on these
  - ii. If booking outside normal business hours, do not use this option unless booking can wait until next business day

### Trip Booking Information

Special travel agent requests may incur additional fees.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

<p><b>Trip Name</b> This will appear in your upcoming trip list.</p> <input style="width: 95%; border: 1px solid gray;" type="text" value="Lasinski, J 4/1 - 4/6/24 SEA"/>	<p><b>Trip Description (optional)</b> Used to identify the trip purpose</p> <input style="width: 95%; border: 1px solid gray;" type="text" value="Conference Training"/>
--	--

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.

  

<p>Do you want CTM to send payment for hotel? [Required]</p> <input style="width: 95%; border: 1px solid gray;" type="text" value="Yes"/>	<p>Send CTS Authorization to Hotel Vendor [Required]</p> <input style="width: 95%; border: 1px solid gray;" type="text" value="Yes"/>
---	---

  

**Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled.**  
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.



## 8. Trip Confirmation – Final step to complete booking

**Trip Summary**

**Finalize Trip**

- ✓ Review Travel Details
- ✓ Enter Trip Information
- Submit Trip Confirmation**

### Trip Confirmation

**To COMPLETE BOOKING**, please press the "Confirm Booking" Button after reviewing this page.  
**To CANCEL**, press the Cancel button.

---

**Trip Overview**

Trip Name: Lasinski, J 4/1 - 4/6/24 SEA  
 Start Date: April 01, 2024  
 End Date: April 06, 2024  
 Created: October 06, 2023, Travis Miles (Modified: October 06, 2023)  
 Description: Conference Training  
 Do you want CTM to send payment for hotel?: No  
 Agency Record Locator: MVSAMD  
 Your reservation is complete, but not yet ticketed. A final itinerary will be sent in a separate email.  
 Passengers: Travis Miles  
 Total Estimated Cost: \$1,187.40 USD

i
Airfare must be ticketed by: 10/07/2023 9:30 PM Alaskan

Activate [Tripl](#) to see your plans and stay one step ahead while traveling.

Agency Name: CTM NA (University of Alaska - PAC)  
 Address:  
 Your Travel Team numbers will pass-through to the after-hours service, outside of normal business.  
 Daytime Phone: 1-833-500-4292  
 Nighttime Phone: 1-833-500-4292

**Total Estimated Cost**

<b>Air</b>		<a href="#">View Fare Rules</a>
Airfare quoted amount:		\$258.08 USD
Taxes and fees:		\$49.32 USD
	<b>Air Total Price:</b>	<b>\$307.40 USD</b>
<b>Hotel:</b>		<b>\$880.00 USD</b>
<b>Total Estimated Cost:</b>		<b>\$1,187.40 USD</b>

**Restrictions**

Quote: **NONREF/FAREDIF/CXL BY FLT TIME OR NOVALUE/VALID AS/**

**TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.**

---

**Remarks**

FOR \*EMERGENCY\* AFTER HOURS SERVICE WITHIN THE US OR CANADA CALL 833-500-4292 AND GIVE CALLING CODE S-26CF. AFTER HOURS FEES MAY APPLY  
 UNABLE TO USE REQUESTED AS FREQUENT FLYER PROGRAM  
 INVALID USE OF FREQUENT FLYER NUMBER AS2069196  
 PLEASE CONTACT CORRESPONDING FREQUENT TRAVEL PROGRAM SUPPORT DESK FOR ASSISTANCE

---

Almost done... Please confirm this itinerary.

Display Trip << Previous **Confirm Booking>>** Cancel Trip





9. "Finished!" – Final booked itinerary with option to Print or Email

**Trip Summary**

✔ **Finished!**

**Tell us how we are doing (optional)**

Overall satisfaction with Concur: ★★★★★

Comments and suggestions: (Max 1000 Characters)

1000 characters left

Sign me up to participate in future research studies.

[Send Feedback](#)

## Finished!

You have successfully booked your trip!

**Trip Record Locator : MVSAHD**

**This trip complies with your travel policy.**  
Your itinerary has been saved. CTM NA (University of Alaska - PAC) will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by: 10/07/2023 09:30 pm Alaskan ( 10/7/2023 10:30:00 PM Pacific ).

**Travel Contact Information**

1-833-500-4292  
1-833-500-4292

### Trip Overview

University of Alaska

**Trip Name:** Lasinski, J 4/1 - 4/6/24 SEA

**Start Date:** April 01, 2024

**End Date:** April 06, 2024

**Created:** October 06, 2023, Travis Miles (Modified: October 06, 2023)

**Description:** Conference Training

**Do you want CTM to send payment for hotel?:** No

**Agency Record Locator:** MVSAHD

**Ticket Number(s):** 0270717651165

**Passengers:** Travis Miles

**Total Estimated Cost:** \$1,187.40 USD

Activate [Tripl](#) to see your plans and stay one step ahead while traveling.

**Agency Name:** CTM NA (University of Alaska - PAC)

**Address:**  
Your Travel Team numbers will pass-through to the after-hours service, outside of normal business.

**Daytime Phone:** 1-833-500-4292

**Nighttime Phone:** 1-833-500-4292

Your itinerary has been saved.

[Print Itinerary](#)
[E-mail Itinerary](#)
[Return to Travel Center](#)

10. Depending on the user’s email notification settings, the traveler and delegate receive an email of the ticketed itinerary – this is the flight itinerary receipt required for the Report