

Concur FAQ: SLCC Travel Booking Tool

Frequently Asked Questions (FAQ) on Travel

Q. I have a credit from a previously canceled flight. How do I use it?

A. Credits for flights that were booked by State Travel are managed by State Travel. You will need to book your new flight with State Travel to take advantage of your credit. You will not be able to use the Concur Booking Tool.

Q. How do I book airfare for someone else?

A. You will first need to be assigned as a Travel Assistant/Arranger in Concur. The traveler will either need to login and add you as a Travel Assistant or you may contact Lisa Bradshaw and she will add you to the traveler's profile.

Q. Do I have to book my own flight or can I call an agent?

A. You may still contact a travel agent to book your flight. Contact information is listed on the SLCC Travel website and Concur. You may also contact Lisa Bradshaw and she can book your flight for you.

Q. My conference is offering a hotel discount, do I need to book through Concur?

A. You will book your hotel through the link provided by the conference and not through Concur.

Q. I need to arrange travel for a group (more than 10 people). What do I do?

A. Please contact the CTM Group Travel Team and they will book it for you. Their contact information is listed in Concur.

Q. Concur requires a Travel Authorization Code. What is that?

A. A Travel Authorization Code is the T number you receive after completing your pre-approval in Chrome River. You will receive your T number by email once your pre-approval is approved and processed. Note, the T number is created by taking the last 7 digits of the Pre-Approval ID preceded by a "T".