THE TEXAS A&M UNIVERSITY SYSTEM

Concur Open Booking-Adding External Reservations

How do I Add Reservations Made Externally to Already Existing Reservations in Concur?

-Example: Make air and car reservation in Concur, but reserve hotel directly with hotel to take advantage of conference room rate.

1) Make a reservation for Air/Car/Hotel in Concur as normal
2) Make areservation for Air/Car/Hotel directly with vendor.
3) Have the confirmation sent to one of your verified email addresses in your Concur profile.
    a. To add a verified email address go to your profile in Concur and click on Contact Information. The email address you use to send your confirmations from must be verified.
    b. Click Add an Email Address
    c. Enter the address you wish to use and click OK
    d. You will receive an email at that address with a verification code.
    e. Copy the code and go back to your Concur profile and click Verify to enter the code and verify your email address
    f. Once you have verified your email address you will not need to do it again. It is a one-time action
4) Forward the confirmation sent to your verified email address to plans@concur.com
5) The externally booked reservation will automatically be added to your existing itinerary in Concur.

Itinerary Booked in Concur with Air and Car, but no Hotel:

Once I forwarded the confirmation I received from the hotel to plans@concur.com the hotel reservation information was automatically added to my Concur itinerary:

I will now be able to view all my travel reservations in one place on my Concur itinerary or in the TripIt Mobile app. I will also receive ereceipts for any external vendors that provide ereceipts to Concur for easy addition to my expense report. Please ensure you are opted in to receive ereceipts through your Concur profile in the ereceipt activation section.

An arranger may email plans to plans@concur.com or plans@tripit.com on behalf of a traveler. The arranger must include one of the traveler's verified email addresses in the subject line or in the first line of the email. Concur will then apply the plans to the traveler's trips.

How do I Add New Concur Reservations to External Reservations I've already imported into Concur?

-Example: I need to book my hotel now to secure a room at the conference rate, but I will wait until closer to my travel date for airfare to try to get a better price

    1) After I book my hotel directly with my conference hotel, I will forward those plans to plans@concur.com. That will create in itinerary for me in Concur and TripIt Pro

The Itinerary contains only the hotel confirmation that I imported.

    2) I will book my airfare in Concur as I normally would
        a. This will create a separate itinerary in my Concur Trip List

3) I will open the Hotel itinerary I had previously imported
4) Click Merge Itinerary

5) Click OK
6) Click on the itinerary(s) I wish to merge together

7) Click OK
8) I will now only see one trip listed in my trip list

9) Now when I open that trip I will see my air and hotel joined together in one itinerary
10) This manual merging of itineraries is necessary due to the way Short's ticketing system processing changes to itineraries that could result in duplicate ticketing. This method is only used been booking the airfare after the hotel has already been imported into Concur.

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