



## 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 a reservation 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](mailto: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:

Monday, February 3, 2014

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**Flight** College Station, TX (CLL) to Dallas, TX (DFW) [Cancel all Air](#)

**American 2922**  
Operated by: AMERICAN EAGLE AIRLINES

<p><b>Departure: 06:50 AM</b> Seat: 13A (Confirmed) Easternwood Field (CLL) Duration: 55 minutes Nonstop</p> <p><b>Arrival: 07:45 AM</b> Dallas Ft Worth Intl (DFW) Terminal: B</p> <p><b>Additional Details</b> Aircraft: Embraer RJ145 E-Ticket Cabin: Economy (O)</p>	<p><b>Confirmation: INMAYQ</b> Status: <span style="color: red;">Cancellation Confirmed</span></p> <p>Distance: 164 miles Meal: Food for purchase</p>
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**Enterprise Car Rental at: Dallas (DFW)** [Change](#) | [Cancel](#)

Pick-up at: Dallas (DFW)

<p><b>Pick Up: 07:45 AM</b> <small>Mon Feb 3</small> Pick-up at: <a href="#">Dallas (DFW)</a> Number of Cars: 1</p> <p><b>Return: 08:00 AM</b> <small>Tue Feb 4</small> Returning to: <a href="#">Dallas (DFW)</a></p> <p><b>Additional Details</b> For Texas rental, present a Motor Vehicle Rental Exemption Form at the counter when picking up your vehicle. Forms are available on the eTravel welcome page. Rate: \$37.00 USD daily rate, unlimited miles Total rate: \$56.36 USD</p> <p><b>Rental Details</b> Standard / Car / Automatic transmission / Air conditioning</p>	<p><b>Confirmation: 583088891COUNT</b> Status: <span style="color: green;">Confirmed</span> Rate Code: Z1OPDI Corporate Discount: TX556</p>
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[Add to your Itinerary](#)

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

Monday, February 3, 2014

**Flight** College Station, TX (CLL) to Dallas, TX (DFW) [Cancel all Air](#)

**American 2922**  
Operated by: AMERICAN EAGLE AIRLINES

**Departure: 06:50 AM**  
Seat: 13A (Confirmed)  
Easternwood Field (CLL)  
Duration: 55 minutes  
Nonstop

**Confirmation: INMAYQ**  
Status: **Cancellation Confirmed**

**Arrival: 07:45 AM**  
Dallas Ft Worth Intl (DFW)  
Terminal: B

**Additional Details**  
Aircraft: Embraer RJ145  
E-Ticket  
Cabin: Economy (O)

Distance: 164 miles  
Meal: Food for purchase

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**Enterprise Car Rental at: Dallas (DFW)** [Change](#) | [Cancel](#)

Pick-up at: Dallas (DFW)

**Pick Up: 07:45 AM** *Mon Feb 3*  
Pick-up at: [Dallas \(DFW\)](#)  
Number of Cars: 1

**Confirmation: 583088891COUNT**  
Status: **Confirmed**  
Rate Code: Z1OPDI

**Return: 08:00 AM** *Tue Feb 4*  
Returning to: [Dallas \(DFW\)](#)

**Additional Details**  
For Texas rental, present a Motor Vehicle Rental Exemption Form at the counter when picking up your vehicle. Forms are available on the eTravel welcome page.  
Rate: \$37.00 USD daily rate, unlimited miles  
Total rate: \$56.36 USD  
Corporate Discount: TX556

**Rental Details**  
Standard / Car / Automatic transmission / Air conditioning

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**Sheraton Fort Worth Hotel & Spa** [Edit](#) | [Remove](#) | [Move](#)

1701 Commerce St  
Fort Worth, Texas, 76102  
US

**Checking In: Mon Feb 3**  
Room 1, Days 1, Guests 1

**Confirmation: 225700033**  
Status: **Booked directly in Starwood Hotels /225700033**

**Checking Out: Tue Feb 4**

**Additional Information**  
Daily rate: \$ 229.00 ARS

**Room Details**  
Room Description: King Bed

**Cancellation Policy**  
Cancellation Fees may apply

[+](#) **Add to your Itinerary**

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

An arranger may email plans to [plans@concur.com](mailto:plans@concur.com) or [plans@tripit.com](mailto: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](mailto:plans@concur.com). That will create in itinerary for me in Concur and Triplt Pro

Trip List					
Add new itinerary manually					
Trip Name/Description	Status	Start Date	End Date	Action	
Car/Hotel Reservation - Fort Worth, Texas	Concur TripLink	02/03/2014	02/04/2014	Remove Trip	

The Itinerary contains only the hotel confirmation that I imported.

### Trip Overview

I want to...

- [Print](#)
- [E-mail Itinerary](#)
- [Open in Outlook](#)
- [Remove Trip](#)
- [Merge itinerary](#)

**Trip Name:** Car/Hotel Reservation - Fort Worth, Texas  
[\(Edit\)](#)

**Start Date:** Feb 3, 2014

**End Date:** Feb 4, 2014

**Created:** Oct 25, 2013 *(Modified: Oct 25, 2013)*

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

**Reservation for:** William Never

**Total Estimated Cost:** [\(Details\)](#)

Trip is synchronized with Triplt. [View in Triplt](#)

**Add to your Itinerary**

Car

Hotel

Taxi

Booked outside Concur? Enter your trip [manually](#), connect with [Triplt](#), or send your itinerary to [plans@concur.com](mailto:plans@concur.com).

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### Reservations

Monday, February 3, 2014

**Sheraton Fort Worth Hotel & Spa** [Edit](#) | [Remove](#) | [Move](#)

1701 Commerce St  
Fort Worth, Texas, 76102  
US

**Checking In: Mon Feb 3**  
Room 1, Days 1, Guests 1

**Checking Out: Tue Feb 4**

**Confirmation: 225700033**  
Status: Booked directly in Starwood Hotels /225700033

**Additional Information**  
Daily rate: \$ 229.00 ARS

**Room Details**  
Room Description: King Bed

**Cancellation Policy**  
Cancellation Fees may apply

[Add to your Itinerary](#)

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**Total Estimated Cost**

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

Trip List					
Add new itinerary manually					
Trip Name/Description	Status	Start Date	End Date	Action	
Trip from College Station to Dallas (QRRFNC)	Ticketed	02/03/2014	02/04/2014	Cancel Trip	
Car/Hotel Reservation - Fort Worth, Texas	Concur TripLink	02/03/2014	02/04/2014	Remove Trip	

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

**Trip Overview** Print

**I want to...**

- [Print](#)
- [E-mail Itinerary](#)
- [Open in Outlook](#)
- [Remove Trip](#)
- [Merge itinerary](#)

**Trip Name:** Car/Hotel Reservation - Fort Worth, Texas [\(Edit\)](#)

**Start Date:** Feb 3, 2014

**End Date:** Feb 4, 2014

**Created:** Oct 25, 2013 (Modified: Oct 25, 2013)

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

**Reservation for:** William Never

**Total Estimated Cost:** [\(Details\)](#)

Trip is synchronized with Triplt. [View in Triplt](#)

**Add to your Itinerary**

[Car](#) [Hotel](#)

[Taxi](#)

**Booked outside Concur?** Enter your trip [manually](#), connect with [Triplt](#), or send your itinerary to [plans@concur.com](mailto:plans@concur.com).

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

Trip Name/Description	Status	Start Date	End Date
Trip from College Station to Dallas (QRRFNC)	Ticketed	02/03/2014	02/04/2014

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

**Trip List**

[+ Add new itinerary manually](#)

Trip Name/Description	Status	Start Date	End Date	Action
Trip from College Station to Dallas (QRRFNC)	Ticketed	02/03/2014	02/04/2014	<a href="#">Cancel Trip</a>

- 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 when booking the airfare after the hotel has already been imported into Concur.

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