





# **Concur Travel User Guide**

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## Updating Your Travel Profile

Before you use Concur's travel application for the first time, update your Travel profile. Even if you make no changes, you must **save** your profile before you can book a trip in Travel.

Use the Travel profile options to set or change your personal Travel preferences and settings. They include:

- Assistant or travel arranger
- Credit card
- Email options
- E-Receipts
- Language
- Password
- Personal preferences (name, address, emergency contact, credit card)
- Regional preferences (number format, date format, language)
- Register for Concur for Mobile
- Travel preferences (air, hotel, car rental, rail preferences)
- Travel vacation reassignment  
and
- Other preferences and settings (default home page, calendar, emails, accessibility mode)

### Travel Arranger

If you are a travel arranger and you want to change the profile of one of your users:

1. Click **Profile**.
2. In the **Administer for another user** field, type the first few letters of the user's name.
3. Select the desired user from the search results.
4. Click **Apply**.

### Access

To access the profile information:

1. Click **Profile > Profile Settings**. The **Profile Options** page appears.
2. Select the desired option on the left side of the page.

CONCUR Administration | Help

Requests Travel Expense Invoice Approvals App Center Profile

Profile Personal Information Change Password System Settings Mobile

**William Nate Never**  
[Profile Settings](#) | [Sign Out](#)

**Profile Options**

Select one of the following to customize your user profile.

**Personal Information**  
Your home address and emergency contact information.

**Company Information**  
Your company name and business address or your remote location address.

**Credit Card Information**  
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

**E-Receipt Activation**  
Enable e-receipts to automatically receive electronic receipts from participating vendors.

**Travel Vacation Reassignment**  
Going to be out of the office? Configure your backup travel manager.

**Request Preferences**  
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

**Change Password**  
Change your password.

**Acting as other user**

Search by name or ID

Cancel Start Session

**How can we contact you about your travel arrangements?**

**Setup Travel Assistants**  
You can allow other people within your companies to book trips and enter expenses for you.

**Travel Profile Options**  
Carrier, Hotel, Rental Car and other travel-related preferences.

**Expense Delegates**  
Delegates are employees who are allowed to perform work on behalf of other employees.

**Expense Preferences**  
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

**Mobile Registration**  
Set up access to Concur on your mobile device

**Your Information**

- Personal Information
- Company Information
- Contact Information
- Email Addresses
- Emergency Contact
- Credit Cards

**Travel Settings**

- Travel Preferences
- International Travel
- Frequent-Traveler Programs
- Assistants/Arrangers




**Request Settings**



- Request Information
- Request Delegates
- Request Preferences
- Request Approvers
- Favorite Attendees


**Expense Settings**

- Expense Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Favorite Attendees

## Book a Flight

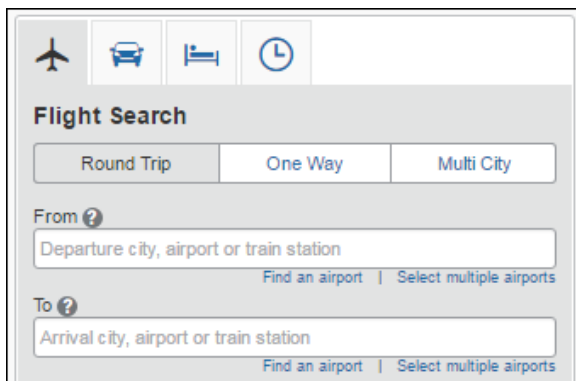
From the **Concur Home** page, use the Flight  tab to book a flight by itself or with car rental and/or hotel reservations. To book car and hotel reservations **without** a flight, use the **Hotel**  and **Car**  **Search** tabs, respectively.

**NOTE:** If your company is configured to use rail, then the **Flight**  tab may show **Air / Rail** .

You can access the Flight  tab (or Air / Rail ) by doing the following:

- On the **Concur Home** page: On the menu, click **Travel**.
  - On the **Concur Home** page: On the menu, click **Home**
- OR
- On the **Concur logo** (whichever applies).

The **Flight**  tab (or **Air / Rail** ) is on the left side of the page.




### Step 1: Start the Search

3. Select one of the following types of flight options:
  - Round Trip
  - One Way
  - Multi City
4. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, Concur will automatically search for a match.

**NOTE:** Use the **Find an airport** and **Select multiple airports** links as needed.

5. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the desired time range.

Click the  arrow to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights.

**NOTES:**

- The graphical display is based on flight schedule data. It will not show any rail options, nor can it take refundability or class of service preferences into account.
- Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
- If you change locations or dates, click **refresh graph** for more data.

6. If you need a car, click the **Pick-up / Drop-off car at airport** check box.

A screenshot of a form with two checkboxes. The first checkbox is labeled "Pick-up/Drop-off car at airport" and is currently unchecked. The second checkbox is labeled "Find a Hotel" and is also unchecked. The form has a light gray background and a thin black border.

- Depending on your company's configuration, you might be able to automatically reserve a car, allowing you to bypass viewing the car search results. When you select this option, additional fields appear. Select a vendor and car type; the car is automatically added to your reservation.
- If you need an off-airport car or have other special requests, you can skip this step and add a car later from your itinerary.

7. If you need a hotel, click the **Find a Hotel** check box. Additional fields appear.

- Choose to search near an airport, near an address, near a company location, or near a reference point / zip code (a city or neighborhood).
- If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel later from your itinerary.

**NOTE:** Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter. Fees will likely apply.

8. Depending on your company's configuration, you might be able to specify an airline. If so, the **Specify airline** check box appears.

**NOTE:** You can only search one vendor at a time, and this will override the preferred airline searches normally done for all of the frequent flyer number carriers.

If you click the **Specify airline** check box, a list of carriers appears that are color coded:

- The first (yellow) will be their frequent flyer carriers.
- The second (gray/khaki) are the most requested airlines.
- The remaining airlines are in alphabetical order.

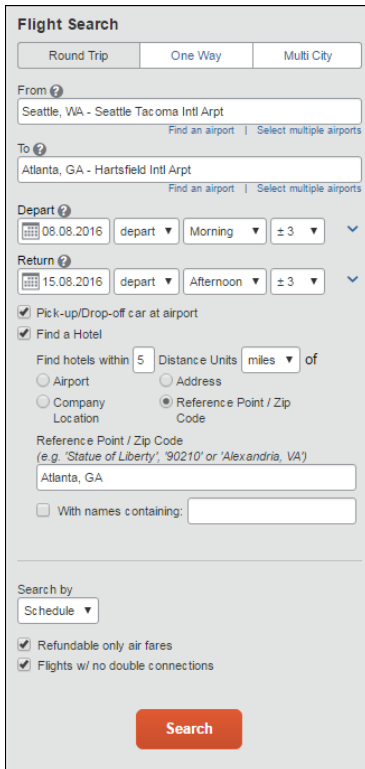
9. To search only for refundable flights, click the **Refundable only air fares** check box.

A screenshot of a form with a single checked checkbox. The checkbox is labeled "Refundable only air fares" and has a small checkmark icon to its left. The form has a light gray background and a thin black border.

10. Depending on your company's configuration, you might be able to book for a companion. If so, select from the **Number of adults** list.

**NOTE:** If a companion is selected, the payment screen provides the option to use the credit card from the companion's profile.

11. Depending on your company's configuration, you might be able to select the desired class of service.
12. For **Search flights by**, select either **Price** or **Schedule**. (Depending on your company's configuration, you may not have these options or you may have an additional option: **Multi-Fare**.)
13. If necessary, uncheck the **Flight w/ no double connections** check box.
14. Click **Search**. The flight search results appear.



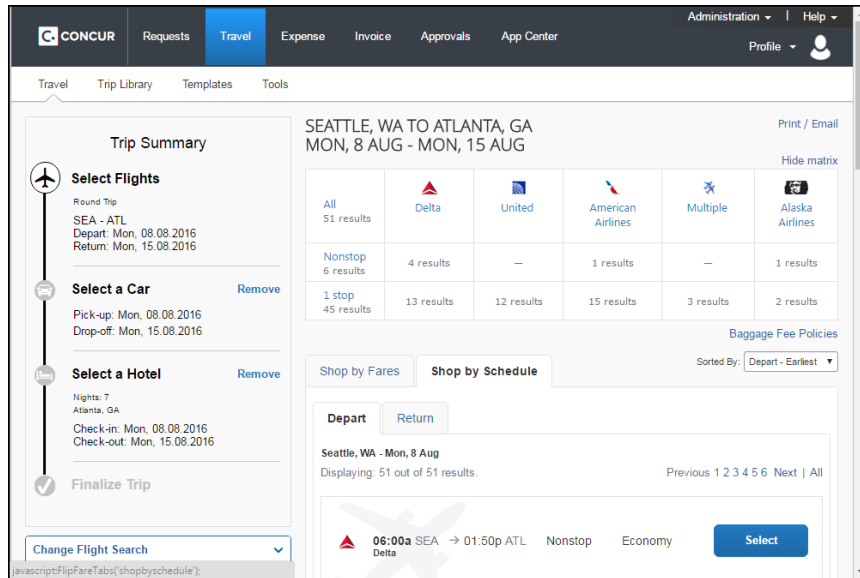
The screenshot shows a 'Flight Search' form with the following fields and options:

- Trip type: Round Trip (selected), One Way, Multi City
- From: Seattle, WA - Seattle Tacoma Intl Arpt
- To: Atlanta, GA - Hartsfield Intl Arpt
- Depart: 08.08.2016, depart, Morning, ± 3
- Return: 15.08.2016, depart, Afternoon, ± 3
- Pick-up/Drop-off car at airport
- Find a Hotel
- Find hotels within 5 Distance Units miles of
- Airport
- Address
- Company Location
- Reference Point / Zip Code
- Reference Point / Zip Code (e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')  
Atlanta, GA
- With names containing: [ ]
- Search by: Schedule
- Refundable only air fares
- Flights w/ no double connections
- Search button

## Step 2: Select a flight

On the Flight Search results page:

- If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.
- If you selected **Schedule** on the previous page, then the **Shop by Schedule** tab is initially active.
- (Click either **Shop by Fares** or **Shop by Schedule** - whichever applies - for the appropriate help information).



### Step 3: Select a rental car

If you requested a car on the **Flight** tab (or **Air / Rail**) **Search**, the rental car search results appear. For information about booking a rental car, see [Booking a Car](#) in this document.

### Step 4: Select a hotel

If you requested a hotel on the **Flight** tab (or **Air / Rail**) **Search**, the hotel search results appear. For information about booking a hotel, see [Booking a Hotel](#) in this document.

### Step 5: Review the Travel Details page (itinerary)

Review and change your itinerary, if necessary.

15. In the **Trip Overview** section:
  - a. Review the information for accuracy.
  - b. In the **I want to** section, print or email as appropriate.
  - c. In the **Add to your Itinerary** section, add a car, hotel, etc., as necessary.
16. In the **Flight** section:
  - a. Verify the information for accuracy.
  - b. Click **Change Seat** to select a difference seat (depending on the airline).
  - c. Your company might allow you to change your flight from the itinerary page. If so, click **Change**, and then follow the prompts to change your outbound or return flight
 

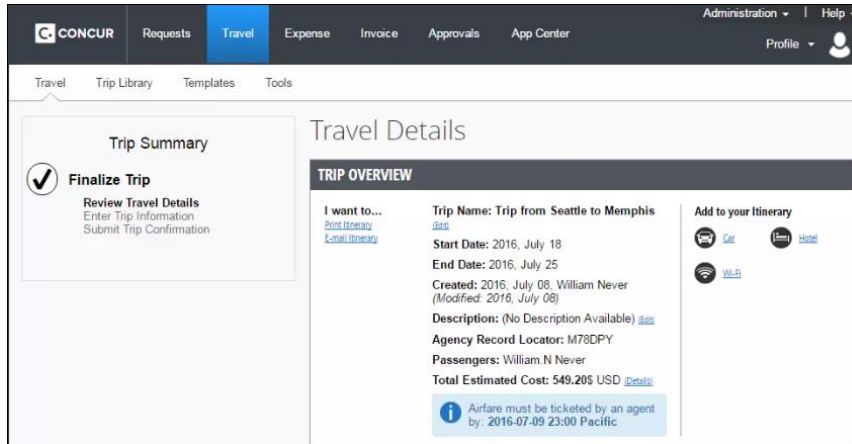
Travelers given the option to change a flight will be able to select a different date or time for the trip, but must stay on the same airline.

**Note:** Changing a flight can result in fare changes. If this option is available to you, please make sure to check with your travel agency on fare differences.
  - d. Click **Cancel all Air**, if necessary.



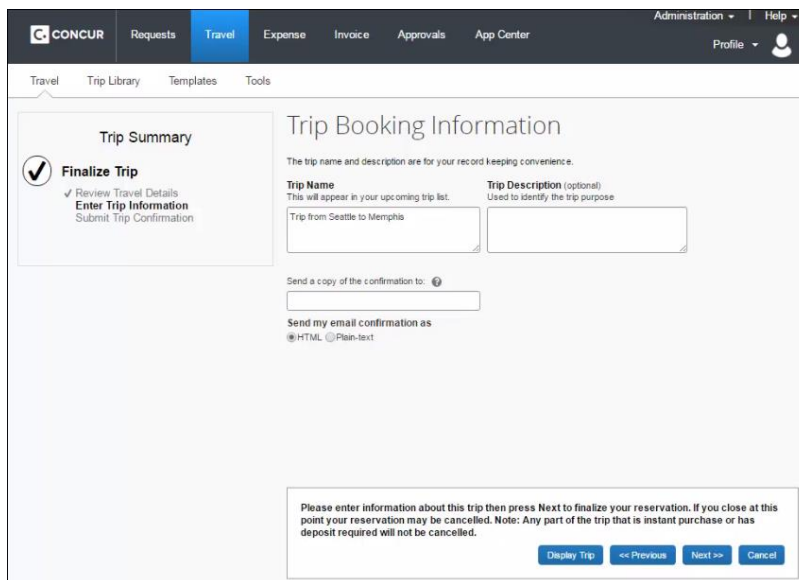
17. Review the remaining sections as necessary, and make the appropriate changes.
18. Review the **Total Estimated Cost** section.
19. Click **Next**.

The **Trip Booking Information** page appears.



## Step 6: Review the booking information

Use the **Trip Booking Information** page to enter additional information about your trip.

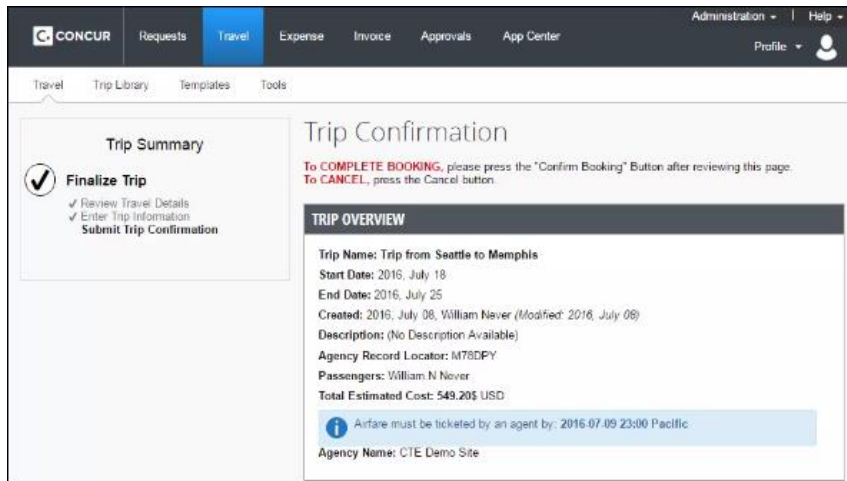


20. Enter or modify your trip name. This is how the trip will appear on your itinerary and in the automated email from Concur.
21. Enter a trip description.
22. Enter any comments for the travel agent. Refer to your company policy for information regarding the use of the agent's comment field.

**NOTE: Be aware that making an entry in this field will likely generate an agency fee.**

23. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas.
  - If you book the trip, you will automatically receive the email.
  - If you book as an arranger, you will also receive the email.
24. Choose your preferred email format, either plain text or HTML. Some companies do not offer travelers this option and always send plain-text email.
25. Depending on your company's configuration, you might be able to choose whether you would like to receive directions or maps to the hotel. This information will be part of the initial email from Concur.
26. Depending on your company's configuration, your company may require billing information. If so, make sure to complete this information if requested.
 

**NOTE:** Your company might offer its travelers the option to Hold a trip. Travel will always display the length of time this trip can be held on this page. **Pay close attention to the date and time displayed; if the trip is not submitted, approved, and ticketed by the date and time displayed, in most cases it will be automatically cancelled.**
27. Click **Next**. Concur displays your itinerary on the **Trip Confirmation** page. This itinerary will include any messages about ticketing policies.



## Step 7: Purchase the ticket

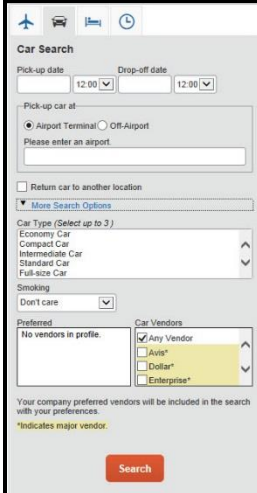
28. Click **Confirm Booking** to send your request to the travel agents. The **Finished!** screen shows your confirmation number and information to contact the travel agent.
29. Click **Return to Travel Center**.

## Book a Car

### Step 1: Use the Car 🚗 tab

If you require a car **but not airfare**, request the car using the Car 🚗 tab instead of the Flight ✈️ (or Air / Rail 🚂) tab. To do so:

30. Enter your pick-up and drop-off dates and times.
  - In the **Pick-up car at** section, select either:
    - **Airport Terminal** and then type the city or the Airport code
    - **Off-Airport** and then enter (or search for) the location (depending on your company's configuration, you may be able to have a car delivered to or picked up from your company location)
31. Select **Return car to another location**, if desired. Additional fields appear. Choose the desired location.
32. To see additional search preferences, click **More Search Options**.
  - Select the **Car Type**.  
**NOTE:** Hold the Ctrl key to select more than one type.
  - Select smoking or non-smoking.
  - Select the preferred vendors.
33. Click **Search**. The rental car search results appear.



The screenshot shows a 'Car Search' form with the following elements:

- Navigation icons: ✈️, 🚗, 🚂, ⌚
- Section: Car Search
- Pick-up date: 12:00 (dropdown)
- Drop-off date: 12:00 (dropdown)
- Pick-up car at:  Airport Terminal /  Off-Airport
- Please enter an airport: (text input)
- Return car to another location:
- More Search Options: (dropdown)
- Car Type (Select up to 3):
  - Economy Car
  - Compact Car
  - Intermediate Car
  - Standard Car
  - Full-size Car
- Smoking:  Don't care
- Preferred Car Vendors:
  - No vendors in profile.
  - Any Vendor
  - Avia\*
  - Dollar\*
  - Enterprise\*
- Footnote: Your company preferred vendors will be included in the search with your preferences. \*Indicates major vendor.
- Search button: Search

### Step 2: Filter the results (if desired)

There are two sets of filters: one at the top of the page and one at the left side of the page.

**Left side of the page:** Use the show ▼ and hide ▲ arrows as needed.

- In the **Car booking options** area, select other desired options.
  - Car program information:
    - Select a different program, if available.
    - To add a program, click the **Add car Mileage Program** link.
  - If you set up a credit card as the default in your profile, the card appears. Change if desired.
  - In the **Change Car Search** area:
    - Change your pick-up and drop-off dates and times; change your pick-up location; change your drop-off location.
    - Expand **More Search Options** to select car type, vendors, etc.

- Click **Search**. Travel displays the new results.
- In the **Car Display Filters** area, select the desired options.

**Matrix - Top right side of the page:** Use the grid to filter the results.

- Your company may display only its preferred vendors in the left column.
- The shaded column, if any, displays the type of car defined in your company's travel policy.
- To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.
- To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
- To see cars of a particular size *and* a particular vendor, click the appropriate cell. The search results below will reflect that choice.

### **Step 3: Sort the results (if desired)**

Below the matrix is the **Sorted By** list. Select the desired sort option.

### **Step 4: Review the results**

Note that the color of the **Total cost** button reflects policy compliance.

CONCUR | Requests | **Travel** | Expense | Invoice | Approvals | App Center | Administration | Help | Profile | User

Travel | Trip Library | Templates | Tools

### Trip Summary

**Select a Car**  
Pick-up: Mon, 01/23/2017  
Drop-off: Tue, 01/31/2017

Finalize Trip

Change Car Search

**Car Display Filters**

- Unlimited miles
- Air conditioning
- Hybrid

**Car Transmission**

- Automatic
- Manual

PICK UP: (DFW) ON MON, JAN 23 12:00 PM  
RETURN: TUE, JAN 31 12:00 PM

Show as USD

Hide matrix | Print

| All               | Economy Car | Compact Car | Intermediate Car | Standard Car | Full-size Car | Premium Car | Luxury Car |
|-------------------|-------------|-------------|------------------|--------------|---------------|-------------|------------|
| 52 results        |             |             |                  |              |               |             |            |
| <b>AVIS</b>       | 42.86       | 43.00       | 45.14            | 52.14        | 53.86         | 71.29       | 88.00      |
| Most Preferred    |             |             |                  |              |               |             |            |
|                   | 20.55       | 20.55       | 20.85            | 21.15        | 21.15         | 57.00       | 67.86      |
| <b>Enterprise</b> | 35.48       | 35.33       | 35.33            | --           | --            | --          | --         |
|                   | 42.29       | 42.57       | 45.00            | 51.86        | 53.86         | 71.95       | 86.14      |
|                   | 43.05       | 43.19       | --               | --           | --            | --          | --         |

Sorted By: Policy - Most Compliant

Displaying: 7 out of 32 results.

**AVIS** **Economy Car - \$42.86 per day (Worldspan)** Total cost\*

Automatic transmission  
Unlimited miles, Pick-up: Terminal: DFW  
Adults: 2, Children: 2, Large bags: 1, Small bags: 1  
\$300.00 weekly rate

**\$518.34**

Most Preferred Car Vendor for Learning Services Demo / E-Receipt Enabled Location details

**AVIS** **Compact Car - \$43.00 per day (Worldspan)** Total cost\*

Automatic transmission  
Unlimited miles, Pick-up: Terminal: DFW  
Adults: 2, Children: 2, Large bags: 1, Small bags: 2  
\$301.00 weekly rate




**\$519.80**

Also:

- Review the price and options.
- Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
- Click **Location details** for more information about the available options.

### Step 5: Select the rental car

34. Click **Select**. (The color of the **Select** button reflects policy compliance. A green button indicates the car is within company policy. A red button indicates the car is not within company policy.)
35. The **Review and Reserve Car** page appears:
  - Review the details for accuracy.
  - Select a program if desired.
  - Select a method of payment, if necessary.
36. Click **Reserve Car and Continue**.
37. Then:

- If you requested the car using the Flight  (or Air / Rail  ) tab and you elected to reserve a hotel room, Travel now displays those search result pages.
- If not, your **Travel Details** page (itinerary) appears and you can complete the booking.



## Book a Hotel

### Step 1: Use the Hotel tab

If you require a hotel *but not airfare*, use the Hotel  tab. To do so:

38. Enter the check-in and check-out dates (or click each field and use the calendar).
39. Enter the search radius and choose either miles or kilometers. Concur will always show *company preferred hotels* within a larger radius, usually 30 miles or kilometers.
40. Choose to search near an airport, near an address, near a company location, or near a reference point / zip code (a city or neighborhood).
41. If you will be using more than one hotel on your trip, select the **Add Another Hotel** check box. Additional fields appear. The **Check-in Date** field for the second hotel is automatically populated with the check-out date of the first hotel. Change as necessary.
42. Click **Search**. The hotel search results appear.

### Step 2: Change and filter your search (if desired)

There is a filter set on the left side of the page. Use show  and hide  as needed.

- In the **Change search** area:
  - Change your check-in and check-out dates; change your hotel location.
  - Click **Search**. Travel displays the new results.
- Use the slider in the **Price** area to narrow your search.
- In the **Hotel chain** area, select the desired hotels.
- In the **Hotel Amenities** area, select the desired options.

### Step 3: Review the hotel map (if desired)

Review the hotel map. Click any green "balloon" to see specific hotel information. Click, zoom, and move the map as desired.

The screenshot displays a hotel booking interface. On the left, a sidebar contains a 'Trip Summary' section with details: 'Nights: 8', 'Dallas Ft Worth Intl, Dallas, TX', 'Check-in: Mon, 01/23/2017', and 'Check-out: Tue, 01/31/2017'. Below this are sections for 'Change Search', 'Price' (ranging from \$74 to \$389), 'Display Settings' (with 'E-Receipt Enabled' checked), and 'Hotel Chain' (with 'Chain' selected). The main area features a map of the Dallas-Fort Worth area with several green location balloons. Below the map, search results are shown, sorted by 'Policy - Most Compliant'. The top result is '1. Marriott Dallas Ft Worth Airport North' at 8440 Freeport Parkway, Irving, TX 75063, with a price of \$319 and a 2.17-mile distance from the airport. A 'View Rooms' button is visible for this listing.

### Step 4: Sort the search results (if desired)

Below the map, select from the **Sorted By** list to sort the results. Enter hotel names, if desired.

### Step 5: Review the results

A picture as well as the name, address, rating stars, and price range appears.

Click the picture to see more images.

Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.

Click **View Room** to see:


- The available rates
- Other amenities per room/rate
- Rate details and cancellation policy

This screenshot shows a list of three hotel search results. Each listing includes a small image, the hotel name, address, distance from the airport, rating stars, and price. The first listing is '1. Residence Inn DFW Arprt North/Grapevine' at 2020 State Hwy 26, Grapevine, TX 76051, priced at \$169 and 4.45 miles from the airport. The second is '2. TownePlace Suites Dallas Grapevine' at 2200 Bass Pro Court, Grapevine, TX 76051, priced at \$210 and 4.21 miles from the airport. The third is '3. Fairfield Inn by Marriott' at 4800 W John Carpenter Fwy, Irving, TX 75063, priced at \$229 and 2.11 miles from the airport. Each listing has a 'View Rooms' button and a 'Hotel details' link.



## Step 6: Select the hotel room

43. Click the **Cost** button next to the room that you want to reserve.



**1. Residence Inn DFW Arpt North/Grapevine**  
2020 State Hwy 26, Grapevine, TX 76051 [Map it](#)

4.45 miles ★★☆☆☆

**\$169**  
[Hide Rooms](#)

Most Preferred Hotel Chain for Learning Services Demo E-Receipt Enabled [Hotel details](#)

### Room Options

|  |   |              |
|--|---|--------------|
| Regular Rate 6 Nights Studio 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan)<br><a href="#">Rules and cancellation policy</a>                       | ✓ | <b>\$169</b> |
| Park Here Fly There 6 Nights See Rate Rules Studio 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan)<br><a href="#">Rules and cancellation policy</a> | ✓ | <b>\$174</b> |
| Regular Rate 6 Nights 1 Bedroom Suite 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan)<br><a href="#">Rules and cancellation policy</a>              | ✓ | <b>\$179</b> |
| Regular Rate 6 Nights 1 Bedroom Suite 1 King Sofa Bed Please cancel 1 day before arrival (Worldspan)<br><a href="#">Rules and cancellation policy</a>              | ✓ | <b>\$189</b> |

44. The **Review and Reserve Hotel** page appears. Navigate through the page and:
- Review or modify the room preferences.
  - Verify or modify the guest and program information.
  - Review the price information.
  - Select a form of payment, if available, as defined by your company's configuration.
  - Review the rate and cancellation information.
45. Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
46. Click **Reserve Hotel and Continue**. Your **Travel Details** page (itinerary) displays.

## Creating an Expense Report Based on a Completed Trip

If you use Concur Expense, from the Upcoming Trips tab, you can create an expense report based on a trip.

To create an expense report based on a completed trip:

47. On the **Concur Home** page, on the Quick Task Bar, click the **New** task, and then click **Start a Report**.

OR

On the menu, click **Expense > Manage Expenses** (on the sub-menu). Under Active Reports, click the **Create New Report** tile.

48. Complete all required fields (indicated with a red bar) and the optional field as directed by your company. (The fields that appear on this page are defined by your company). Some products might go directly to the expense reporting page.

49. Click **Next**.

The expense report page appears. At this point you can add your out-of-pocket expenses and your company card transactions.

Note the following - The **Expense** link appears when the actual expense is incurred:

- For hotel and car segments, the expense is actually incurred at check-out or when the car is returned, so the **Expense** link will not appear until the trip is completed (the last date of the trip).
- For an air expense, when the **Expense** link appears depends on the company's configuration.
  - If the Expense configuration allows air to be expensed when it is paid for (generally well in advance of the actual trip), then the link appears once the air has been ticketed.
  - If the Expense configuration does not allow for pre-trip air reimbursement, then the link appears after the trip is completed (the last date of the trip).

| Trip Name/Description                          | Status                            | Start Date | End Date   | Action  |
|--|-----------------------------------|------------|------------|---------|
| Trip from Seattle to Memphis (2XZSBA) (33AK)   | Needs Expense Report<br>Withdrawn | 2015-04-09 | 2015-04-13 | Expense |
| Car Reservation at MEMPHIS (MYDRLF)            | Needs Expense Report<br>Withdrawn | 2015-04-09 | 2015-04-12 | Expense |
| Hotel Reservation at MEMPHIS, TN, USA (2YHASK) | Needs Expense Report<br>Withdrawn | 2015-04-09 | 2015-04-11 | Expense |
| Car Reservation at SEATTLE (NNQFSF)            | Needs Expense Report<br>Withdrawn | 2015-05-25 | 2015-05-29 | Expense |
| Car Reservation at SEATTLE (OBNGX9)            | Needs Expense Report<br>Withdrawn | 2015-05-25 | 2015-05-29 | Expense |