

# Colgate University working with Christopherson Travel



# Why Christopherson?



## We Value People. We Create Value. Big agency ability. Small firm personality.

- **University Experience** – Christopherson has 30+ years of experience navigating the needs of traveling for higher education.
- **Service Solution** – A best-in-class travel management company with proven track record in delivering **innovative, local services and solutions**.
- **Premium service offering** – Designated consultant team to Colgate. Agents and support teams who will learn Colgate's traveler preferences and needs.
- **Flexible travel partner** – Nimble and agnostic approach. Christopherson focuses on feedback and suggestions to increase **traveler satisfaction**.



# Commitment to excellence



#12

12<sup>th</sup> largest TMC  
in the U.S.

1,000+

More than a thousand  
valued clients

94%

94% client satisfaction  
rate

300+

More than 300  
team members



Certified woman-owned  
business



Worldwide  
partnerships

# Colgate University travel service configuration



Higher education advisor team  
8A.M. – 8 P.M., Eastern Time



Athletic and group  
specialists



VIP services  
available



Online support team



Integrated  
after-hours service



Account manager



# Account team



## Account management and service resolutions

### • Why

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- Strategic points of contact & backup
- Accountability and reliability
- Streamlined communication
- Promote overall collaboration

### • Benefits

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- Proactive client support team
- Tailored solutions and improved response time
- Client & traveler increased satisfaction
- Policy compliance enhancement

### **Shared Goal**

Successful delivery of travel management solutions & program



# Key account team roles



## Account Executive Pam Rex

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Main contact for program  
and strategy

Contract management

Client reviews

Travel management plans

Vendor program  
management

## Client Success Manager Tiffany Soja

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Technology adoption & support

Technology training – Manager & Traveler

Manage shared inbox

Reporting

Survey management

Virtual pay and risk management  
technology support

## Operations Manager Elliot Frenzel

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Travel Advisor training

Service and agent error  
resolution

Survey issue resolution

Coordination with support  
teams

VIP

Afterhours

# Contact information and service escalation



**Contact your account team  
in this order for escalations:**

**1) Account Executive**

Pam Rex  
[Pam.Rex@cbtravel.com](mailto:Pam.Rex@cbtravel.com)  
385-501-6298

**2) Client Success Manager**

Tiffany Soja  
[Tiffany.soja@cbtravel.com](mailto:Tiffany.soja@cbtravel.com)  
248-749-3742

**3) Operations Manager**

Elliot Frenzel  
[Elliot.Frenzel@cbtravel.com](mailto:Elliot.Frenzel@cbtravel.com)  
(205) 874-8563



**Upper management escalation:**

**Sr. Manager, Account Executives**

Sue Schroeder  
[Sue.Schroeder@cbtravel.com](mailto:Sue.Schroeder@cbtravel.com)  
303-489-1701

**VP, Operations**

Angela Cain  
[Angela.Cain@cbtravel.com](mailto:Angela.Cain@cbtravel.com)  
720-200-4116

**CCO, Chief Consulting Officer**

Matt Cameron  
[Matt.Cameron@cbtravel.com](mailto:Matt.Cameron@cbtravel.com)  
801-327-7627



# Important contacts



Contact Type	Types of Services	Best Practices	Contact Information
<b>Individual Full-Service Advisor Bookings</b>  <b>Business hours:</b> Monday - Friday 8:00 AM-8:00 PM ET  <b>Emergency afterhours:</b> Monday – Friday Major U.S. Holidays 8:00 PM-8:00 AM ET	<ul style="list-style-type: none"> <li>• Complex international bookings</li> <li>• Any changes or needs that are time sensitive</li> <li>• Emergency afterhours assistance</li> <li>• Multi-city reservations</li> <li>• Exchanges and changes to previously booked trips</li> <li>• Trips that combine personal &amp; business</li> </ul>	<ul style="list-style-type: none"> <li>• Include all the necessary details in your first contact (i.e. trip details like dates, times, hotel, car, full name(s) of all travelers, traveler preferences, budget code number.</li> <li>• If you have flight options that you have been researching, share the exact details, down to the actual fare class if you can.</li> <li>• Be clear on where you have flexibility with fares, airline preferences, different dates &amp; times of travel.</li> <li>• Specify when there is no flexibility with fares, airline preferences, different dates and times of travel.</li> <li>• Would you consider alternate airports for either/or outbound and return.</li> <li>• If emails exceed 3-4 between you and the advisor, a phone call would be prudent to simplify and be more efficient.</li> <li>• If you are booking for a non-profiled, guest traveler, you will need to collect their full, legal name as seen on their driver's license, as well as TSA information; date of birth, gender, and mobile phone number, and Known Travel Number (TSA KTN) or global entry number if applicable. You will also have to prove you are a profiled traveler of Colgate.</li> </ul>	<b>Email</b> <ul style="list-style-type: none"> <li>• <a href="mailto:University.travel@cbtravel.com">University.travel@cbtravel.com</a></li> <li>• <i>*emails are not monitored on weekends and after business hours</i></li> </ul> <b>Phone</b> <ul style="list-style-type: none"> <li>• 855-993-0423 toll free 24/7</li> <li>• 801-613-1912 for 24/7 service when outside the US</li> <li>• <i>*Advisors also assist with groups for afterhours emergencies</i></li> </ul>

# Important contacts



Contact Type	Types of Services	Best Practices	Contact Information
<b>Concur Travel Reservation Support</b>  <b>Business hours:</b> Monday - Friday <b>9 AM-6 PM ET</b>	<ul style="list-style-type: none"> <li>• Navigational support for Concur Travel</li> <li>• Questions on errors/issues with Concur Travel</li> <li>• Domestic reservations less than 3 legs</li> <li>• Simple international reservations</li> </ul>	<ul style="list-style-type: none"> <li>• Contact online support if you think there is a lower price on the same ticket, fare class, and airline that is not appearing in Concur.</li> <li>• Provide the details of any errors or discrepancies as much “in-the-moment” as possible.</li> <li>• Fares and availability change constantly</li> <li>• Some airlines do not allow seat assignments at the time of booking on certain flights.</li> <li>• Only select upgraded seats if you intend to pay for them, or if your status on that airline allows them.</li> </ul>	<b>Email</b> <ul style="list-style-type: none"> <li>• <a href="mailto:onlinesupport@cbtravel.com">onlinesupport@cbtravel.com</a></li> <li>• <i>*emails are not monitored on weekends and after business hours</i></li> </ul> <b>Phone</b> <ul style="list-style-type: none"> <li>• 888-535-0179</li> </ul>
<b>Group Travel for 10+ Travelers</b>  <b>Business hours:</b> Monday - Friday <b>8:00 AM-8:00 PM ET</b>	<ul style="list-style-type: none"> <li>• Group air reservations</li> <li>• Hotel room blocks</li> <li>• Budget quotes for group travel</li> <li>• Charter transportation</li> </ul>	<ul style="list-style-type: none"> <li>• See Group/Event slide in this deck</li> </ul>	<b>Email</b> <ul style="list-style-type: none"> <li>• <a href="mailto:universitygroups@cbtravel.com">universitygroups@cbtravel.com</a></li> </ul> <b>Phone</b> <ul style="list-style-type: none"> <li>• 866-371-3580</li> </ul>

# The ever-changing world of travel...important updates



## Real ID

- As of May 7, 2025, all U.S. travelers flying domestically need a REAL ID or other authorized ID.

## ETAs

- An Electronic Travel Authorization (ETA) is a prerequisite for entry imposed by certain countries on visa-exempt travelers. The ETA acts as a security measure and a preliminary assessment.



## NDC content

- New Distribution Capabilities (NDC) rolled out a 2 years ago. NDC was designed to transform how airlines distribute and sell flight content, enabling carriers to offer richer and more personalized options.

## Potential Drawbacks

- Integration Complexity:** Implementing NDC requires significant investment and integration efforts for both airlines and travel sellers.
- Limited Support:** Not all airlines or travel agencies have fully adopted NDC yet, so access to NDC fares may be limited.
- Changes and Cancellations:** NDC fares may have specific rules regarding changes and cancellations, which can sometimes be more restrictive than traditional fares.

## Airline Dynamic Pricing

- Adjusting ticket prices in real-time based on various factors, including demand, time of booking, and competitor pricing.
- Allows airlines to maximize revenue by selling seats at the highest possible price point.



# The ever-changing world of travel...important updates



## Unused tickets and usage

- Transfer options -Each airline is different, and rules fluctuate

## Airline Refunds - New regulation around delays and disruptions

### •Automatic Refunds:

Airlines are required to automatically provide refunds when a flight is canceled or significantly changed, and the passenger does not accept the alternative offered by the airline.

### •Prompt Refunds:

Refunds must be issued within seven business days for credit card purchases and 20 calendar days for other forms of payment.

### •Significant Changes:

The DOT defines "significant changes" as those that meet specific criteria, such as changes in departure/arrival times (3+ hours domestic, 6+ hours international), changes in departure/arrival airport, increased connections, or downgrades in cabin class.

### •Extra Services:

If an airline fails to provide an extra service that was paid for (e.g., Wi-Fi, seat selection, or baggage), the passenger is entitled to a refund for that service.

### •Original Form of Payment:

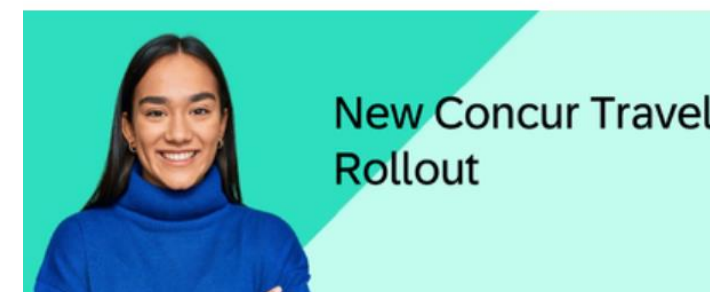
The refund must be returned in the original form of payment, such as the credit card used or as miles if that's how the ticket was purchased.

### •Notification:

Airlines must notify passengers of their right to a refund when a flight is canceled or significantly changed.

## Upcoming changes

- Concur – T2 user interface upgrades soon
- Southwest airlines- Assigned seating and fare class changes







# Booking with Advisors



# Quote process from a full-service advisor



## Email/Phone travel requests - Christopherson will share quote options via email

- Colgate traveler or arranger validate flights, seats, etc.
- Airline fare rules determine last date to ticket – fares subject to change
- Once itinerary is reviewed contact Christopherson to book the travel

## Itinerary document

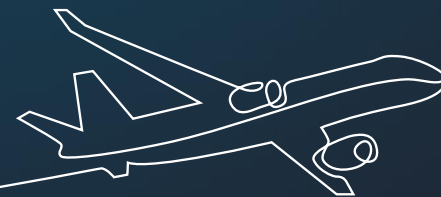
- Christopherson “airtinerary” sent to traveler (and/or their arranger if applicable).
- Review detail for accuracy
- Full details of air/hotel/car booking
- Fare quote for selected itinerary

## Trip Invoice

- Christopherson issues ticket(s) and sends traveler (and arranger if applicable) final itinerary which acts as the invoice also
- Questions or changes contact assigned the Christopherson agent team – provide booking reference if possible
- Void period for corrections is 24 hours



# Group bookings with advisors





# Group booking process

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**A "group" is defined as 10 or more travelers going to the same place.**

1. A "Group Booking Form" is used for requests for group air, hotel group contracts and ground transportation. Complete this link: [Colgate University Groups | Event | Athletics Form](#)
2. An agent will reach out to the point of contact within 24 hours to advise who is working on the request. Hotels and buses may be handled by a different agent than a flight booking agent.
3. Standard turnaround time is one week for individual group requests. Multiple requests may take up to 3 weeks, depending on the number of groups.
4. We are happy to provide an estimate for research purposes, for a nominal fee of \$125.00/hour billed directly.
5. Colgate University will sign all hotel and vendor contracts and make payments directly.
6. Direct email for groups is [universitygroups@cbtravel.com](mailto:universitygroups@cbtravel.com).



**An "event" is defined as 10 or more travelers, not traveling together, but traveling to a common destination to attend a meeting, conference or occasion.**

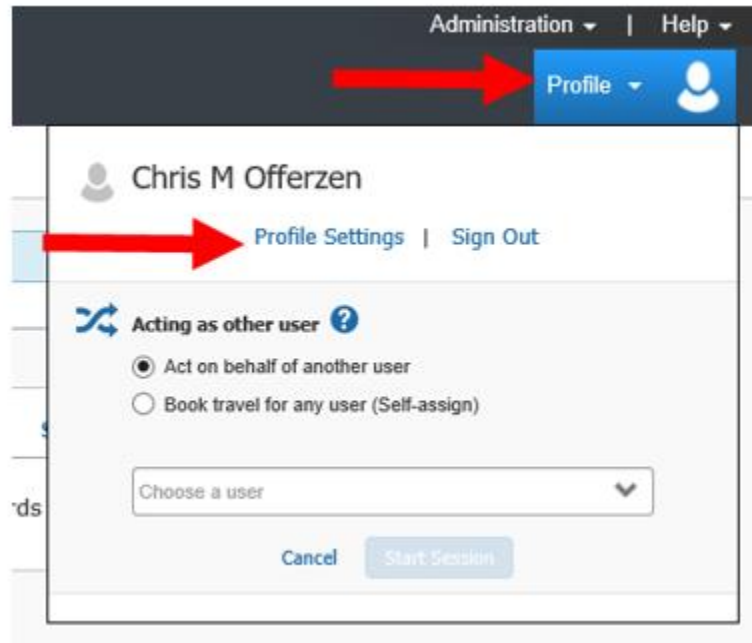
## **Request Process:**

1. Complete this link: [Colgate University Groups | Event | Athletics Form](#)
  - You will receive notification that it has been received.
  - An advisor will respond with instructions to provide the attendees prior to them booking.
  - Attendees book their own travel by contacting an advisor via phone or email and they follow the instructions on how to identify themselves with the specific event.
  - Direct email for events is [university.travel@cbtravel.com](mailto:university.travel@cbtravel.com)



# Concur Online Self-Booking

# Access your profile



Profiles can be reviewed and updated in Concur under the profile button in the top right corner of the screen.

It is a good idea to review a profile before booking to ensure all required fields have been completed.

Make sure your name matches your government issued ID that you travel with.

## My Profile - Personal Information

Jump To: Personal Information Choose

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** and **[Required\*\*]** (validated and required) must be completed to save your profile.

[Change Picture](#)

**Important Note**

**Your Name and Airport Security:** Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name <b>[Required]</b>	Nickname	Last Name	Suffix
<input type="text"/>	<input type="text" value="Chris"/>	<input type="text" value="M"/>	<input type="text" value="CB Manager"/>	<input type="text" value="Offerzen"/>	<input type="text"/>
		<input type="checkbox"/> No Middle Name			

### Company Information

[Go to top](#)

Employee ID

Manager  Org. Unit/Division  Employee Position/Title

### Work Address

[Go to top](#)

Company Name  Assigned Location

Street  ☐ Address same as assigned location

City  State/Province

Postal Code  Country/Region

# Booking travel in Concur



Travel

Trip Library

Templates

Meetings

Tools

Meeting Admin

Mixed Flight/Train Search

Round Trip

One Way

Multi City

From

DEN - Denver Intl Airport - Denver, CO

Find an airport

Select multiple airports

To

Salt Lake City, UT - Salt Lake City Airport

Find an airport

Select multiple airports

Depart

06/04/2019

depart

Morning

± 3

Return

06/06/2019

depart

Afternoon

± 3

☒ Pick-up/Drop-off car at airport

☒ Find a Hotel

Class

Economy class

Search by

Price

☐ Specify a carrier

☐ Refundable only air fares

☒ Flights w/ no double connections

Search

Company Notes

Upcoming Trips

Welcome to Concur Travel, the corporate online travel tool for your company.

Please take a moment to review your profile and ensure that your information is complete.

For questions regarding Concur Travel, please refer to the help menu or contact our Online Support:

Hours: 7:00 AM - 6:00 PM Monday - Friday:

800-555-1234 [onlinesupport@travel.com](mailto:onlinesupport@travel.com)

For questions regarding travel reservations or changes to an itinerary, contact your Travel Agent.

Hours: 6:00 AM to 7:00 PM Monday - Friday toll free: 800-321-4567

Emergency After Hours Service: 888-555-1234

ABC Company Travel Policy:

Travel must be booked 14 days in advance

Approval will be required if you select an airfare more than \$100 over the lowest offered

Midsized Cars and smaller are recommended

Hotels choices must be within govt per diem allowances

Click [here](#) for full company policy.

When booking travel in Concur, there will be options to book flights, car rentals, hotels and rail.

If booking air, car, and hotel together; it is best to book them in the same reservation and easier if booked at the same time.

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# Air Reservation



Travel

Trip Library

Templates

Meetings

Tools

Meeting Admin

Trip Summary

Select Flights or Trains

Round Trip

DEN - SLC

Depart: Tue, 06/04/2019

Return: Thu, 06/06/2019

Select a Car

Remove

Pick-up: Tue, 06/04/2019

Drop-off: Thu, 06/06/2019

Select a Hotel

Remove

Nights: 2

Salt Lake City, UT

Check-in: Tue, 06/04/2019

Check-out: Thu, 06/06/2019

Finalize Trip

Change Search

Depart - Tue, Jun 4

Depart 06:00 A - 11:51 A

Arrive 07:25 A - 06:51 P

Return - Thu, Jun 6

Depart 12:04 P - 05:55 P

DENVER, CO TO SALT LAKE CITY, UT

TUE, JUN 4 - THU, JUN 6

Show as USD

Hide matrix

Print / Email

All 228 results	United Preferred	Delta	Southwest	American Airlines	Multiple	Alaska Airlines
Nonstop 32 results	506.60 6 results	271.60 9 results	377.97 4 results	—	506.60 13 results	—
1 stop 196 results	691.30 94 results	—	295.98 32 results	348.00 9 results	569.30 57 results	890.00 4 results

Shop by Fares

Shop by Schedule

Please note: search results are based on your selected criteria and other factors including company policies. Fare, schedule or availability information may not be complete or in neutral order.

Flight Number Search

Sorted By: Price - Low to High

Displaying: 228 out of 228 results.

Previous | Page: 1 of 23 | Next | All

Delta

06:00a DEN → 07:38a SLC

Nonstop

1h 38m

\$271.60

01:53p SLC → 03:25p DEN

Nonstop

1h 32m

Show all details

Southwest

06:00a DEN → 07:25a SLC

Nonstop

1h 25m

\$295.98

01:35p SLC → 06:25p DEN

1 stop LAS

4h 50m

View Fares

Show all details

Once dates and destination are chosen, a screen will pop up with the options available for the dates and times selected for the search.

On top of the search will be a matrix that will display airlines and results available.

Preferred airlines will be listed first and indicated as preferred.

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# Selecting a seat



Use the seat map:

- On the flight search results pages to **view** seat availability (depending on the airline) - or -
- On the **Review and Reserve** page and your itinerary to **select** a seat (depending on the airline)

Keep the following in mind:

- **Not all airlines will let you choose your seat in advance.**
- Seat information appears at the bottom of the seat map page, showing which seats are available, which seats are occupied, and which seats are considered preferential. In some cases, the bottom right corner shows the number of available seats by class of service for this flight.
- Some seats are marked handicapped and can be selected only by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.
- Preferential seats should be selected only by travelers with preferred status on the selected airline. It is also necessary to have your frequent traveler number part of your Concur profile. If you select a preferential seat and this information is not entered, your seat request may not be honored.
- Sometimes seats are shown as occupied because the airline is holding them for other purposes.

## View while booking

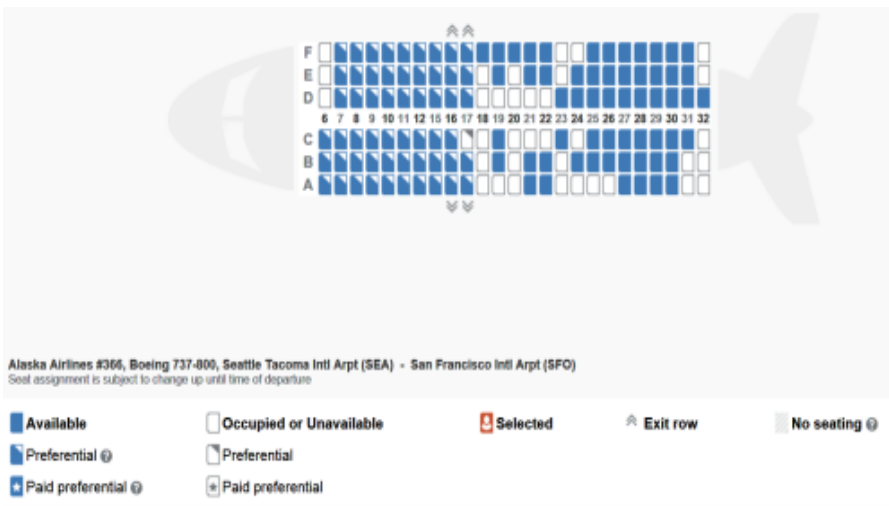
To **view** a seat map from flight results pages, click the **View seats** link next to the flight. The seat map page appears. You can view the information but cannot select a seat at this time.

## Select a seat

To view the seat map **and select a seat** from the **Review and Reserve** page, click **Select Seat**. The seat map page appears. Select the desired seat.

To view the seat map **and select or change your seat** from a reserved flight (from your itinerary):

1. Click the **Change Seat** link on your itinerary.
2. To change your seat, click the seat you prefer.
3. Once you select your seat, you can either click **Change Seat** or select the next flight in your reservation to change another seat. Travel will prompt you to save your new seat selection.







# Out of policy and Fly America Act



Travel Rule Triggered

This flight is not in compliance with the following travel rule(s):

⚠ Is not Fly America Act Compliant

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason

Inconvenient alternate airport

Nonstop flight requested

Declined penalty fare

Preferred carrier requested

Inconvenient schedule

Upgraded fare requested

Declined Fly America Act

Personal travel

Save

Cancel

Chosen:

Cost: \$1129.43

Outbound Flight

	622	Los Angeles Intl Airport (LAX)	06/26/2019 1:00 PM	Guangzhou Airport (CAN)	06/27/2019 7:20 PM	Boeing 787
	3107	Guangzhou Airport (CAN)	06/27/2019 9:00 PM	Beijing Capital Intl Airport (PEK)	06/28/2019 12:10 AM	Airbus A330

Return Flight:

	3106	Beijing Capital	06/28/2019	Guangzhou	06/29/2019	Airbus
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If the traveler decides to book an out of policy ticket, then a travel rule exceptions pop up will display for them to explain why it was chosen.

Additionally, travelers have a freeform notes box to explain further if desired.

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# Car rental



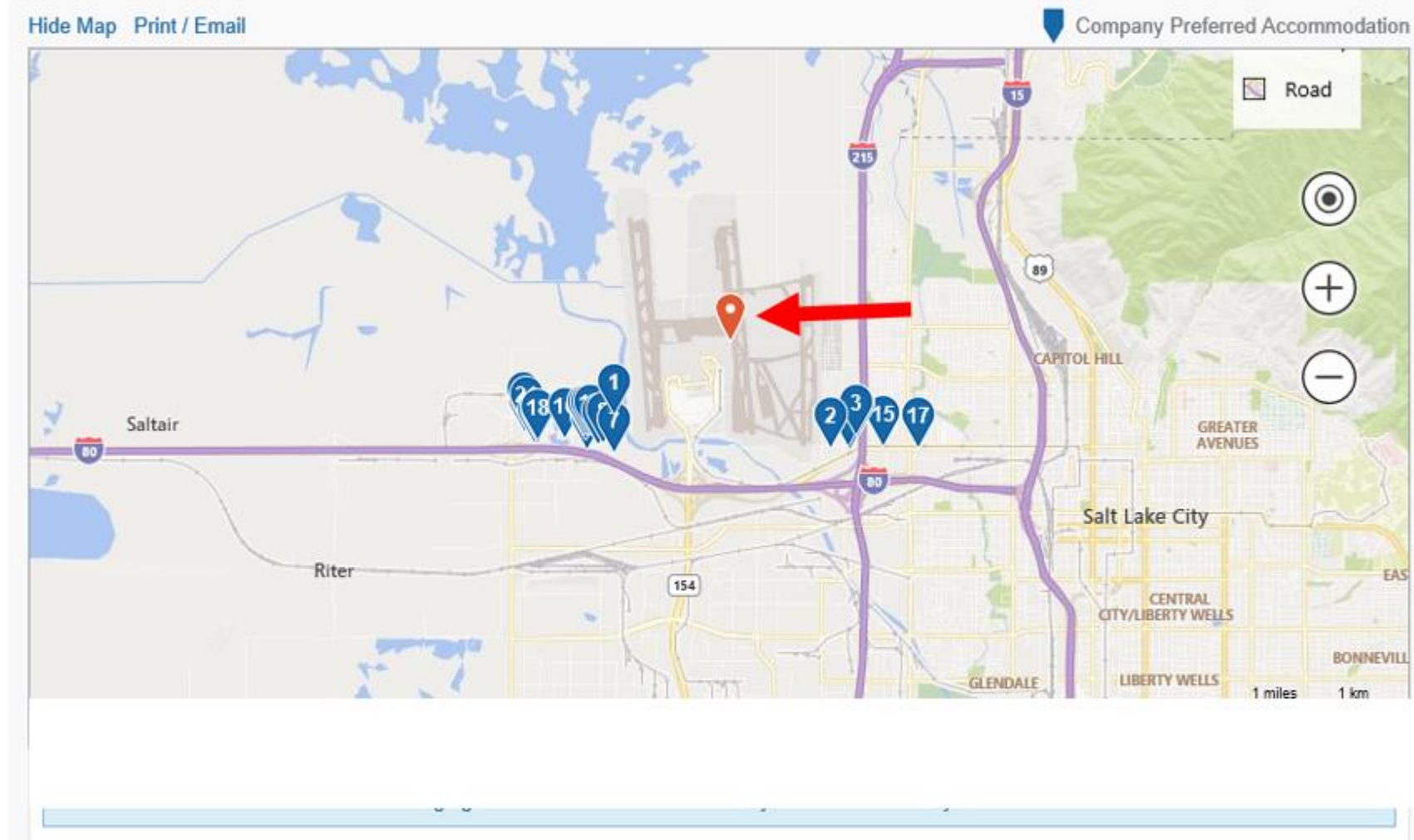
Hide matrix

Print / Email

All 126 results	Economy Car	Compact Car	Intermediate Car	Intermediate Car Hybrid	Standard Car	Standard Convertible	Full-size Car	Full-size Car Hybrid	Mini Van	Compact SUV	Intermediate SUV	Standard SUV	Full-size SUV	Premium SUV	Luxury SUV	Intermediate All terrain Vehicle	
National	--	--	--	--	--	--	--	--	--	--	--	--	--	--	391.47	--	
Most Preferred																	
Hertz	112.98	112.98	146.53	164.12	141.42	182.05	148.82	--	2	148.90	--	132.06	136.76	164.92	189.71	301.51	--
Less Preferred																	
AVIS	128.81	128.81	157.48	--	154.87	192.39	157.48	--	2	167.63	--	140.41	145.36	175.06	204.76	--	--
Less Preferred																	
enterprise	--	--	--	--	--	--	--	--		148.27	--	--	--	251.95	479.90	527.85	--
Less Preferred																	
ADVANTAGE	68.31	70.96	158.90	--	71.76	--	71.76	--		136.63	--	129.10	54.06	--	--	--	--
E-Z	68.31	70.96	158.92	--	71.79	--	71.79	--		136.63	--	129.10	54.09	--	--	--	--
FOX	71.83	74.60	139.68	--	72.88	--	75.46	159.96		--	62.82	62.82	59.46	--	--	--	--
Thrifty	137.44	139.73	160.19	--	162.61	--	165.05	--		137.91	--	132.34	137.03	172.40	--	--	--
dollar.	137.45	139.77	160.22	--	162.65	--	165.10	--	7	137.95	--	130.39	135.11	163.25	--	--	152.46
Blue	--	--	--	--	--	--	--	--		127.48	--	--	--	167.74	--	--	--
Firefly	155.34	156.49	158.90	--	161.35	--	163.81	--		136.60	--	160.86	--	--	--	--	--
PAYLESS CAR RENTAL	143.01	144.99	165.99	--	167.99	--	170.99	--		--	--	136.99	156.01	--	--	--	--
SILVERCAR	--	--	170.50	--	170.50	--	170.50	--	0	--	--	--	--	--	--	--	--

The car rental matrix can display all car types as well as preferred vendors.


# Hotel reservations



On the top of the hotel search page, a map will display of the location that was chosen during the initial trip request.

# Hotel reservations – hotel per diems – out of policy





**12. Hilton Garden Inn Salt Lake City Airport**  
4975 Wiley Post Way, Salt Lake City, UT 84116 [Map it](#)  
1.98 miles ★★★★★

\$125  
[Hide Rooms](#)

[Hotel details](#)

**Room Options**

Us Government On Duty Travel 2 Queen Mobility-hearing Accessible W-bathtub Vis Firearm-door-phn Alrt Please cancel 2 days before arrival (Worldspan)  
[Rules and cancellation policy](#)

✓

\$125

Us Government On Duty Travel 2 Queen Mobility-hearing Accessible Ri Shwr Vis Firearm-door-phn Alrt Please cancel 2 days before arrival (Worldspan)  
[Rules and cancellation policy](#)

✓

\$125

Gov Room-breakfast 1 King Bed Comp Wifi before arrival (Worldspan)  
[Rules and cancellation policy](#)

⚠

\$130

Gov Room-breakfast 2 Queen Bed Room C cancel 2 days before arrival (Worldspan)  
[Rules and cancellation policy](#)

⚠

\$130

Gov Room-breakfast 1 King Mobility-hearing Accessible W- Bathtub Vis Firearm-door-phn Alrt Please cancel 2 days before arrival (Worldspan)  
[Rules and cancellation policy](#)

⚠

\$130

**Warning**

This option triggers one or more company travel rules. We will log this choice if you choose to purchase it.  
⚠ Hotel property is over per diem rate - travel policy exception logged for reports

If a traveler chooses a hotel option that is over the allotted hotel rate, a warning icon will display. A pop up will display explaining the warning if the icon is clicked on.



# Hotel reservations – hotel per diems – out of policy



Travel Rule Triggered

This hotel is not in compliance with the following travel rule(s):

Hotel property is over per diem rate - travel policy exception logged for reports

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

This rate lower than company negotiated rate for this city

Hotel choice due to attending conference/meeting

Penalty deposit paid because there is no risk the trip will be cancelled

Second Level approval has been obtained for this hotel rate

Declined lower rate due to this property's location

No preferred hotel displaying for this city

Company preferred hotel unavailable

Hotel choice due to customer's request

Room upgrade - sharing a room with co-worker

Lower rate unavailable

Suite Required

No available preferred hotels

Declined lower hotel rate due to location

s which you did not take.

Chosen:\$130.00

Reference Point:Salt Lake City Airport, Salt Lake City, UT

Hilton Garden Inn -- Hilton Garden Inn Salt Lake City Airport

Hilton Garden Inn

Distance to reference point: 1.98 miles

4975 Wiley Post Way

The following rules-compliant options were presented but not chosen:

Microtel Inns & Suites -- Microtel Inn/Suites Salt Lake City Atpt

Distance to reference point: 1.55 miles

61 N Tommy Thompson Rd

\$71.00

Best Available Rate 1000 Bonus Points 1 Queen Nsmk With Free Wifi Free Hot Breakfast  
Coffee Tea Maker Hair Dryer Hdtv Please cancel 1 day before arrival

If an out of policy rate is chosen, the traveler will need to provide a reason for the exception.

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# Require approval email from Concur approver



## Action required

One of your employees has submitted a request for travel that is either out of policy or includes international travel. Please review the trip details, then approve or reject the request following the instructions below.

Traveler Name:  
Chris Offerzen

What do I need to do?  
You can approve or reject this trip by either:

- Replying to this email with the word "Approve" or "Reject"
- Logging into Concur Travel and following the instructions to approve or reject the trip

When do I need to do it by?  
This trip must be approved or rejected by: 05/22/2019 9:00 PM Mountain time (05/22/2019 9:00 PM Mountain time). If you do not approve the trip by this time or if you reject the trip, it will automatically be cancelled.

## TRIP FROM DENVER TO SALT LAKE CITY

### Flight Rule Triggered

Air Fare is greater than the least cost logical airfare plus 150.00 dollars - Require Approval

### Reason Code:

CA - Preferred alternate aircraft

### Booker Comments

### Airfare quoted total:

392.60

*Ticket non-refundable - penalties may apply*



### Denver Intl Airport (DEN) to Salt Lake City Airport (SLC)

Flight: **UNITED** Flight # 5819 Y  
Departure: Denver Intl Airport (DEN) Wed 06/12/2019 at 9:30 AM  
Arrival: Salt Lake City Airport (SLC) Wed 06/12/2019 at 11:08 AM  
Stops: Nonstop  
Fit Miles: 390



### Salt Lake City Airport (SLC) to Denver Intl Airport (DEN)

Flight: **UNITED** Flight # 5916 Y  
Departure: Salt Lake City Airport (SLC) Wed 06/19/2019 at 1:27 PM  
Arrival: Denver Intl Airport (DEN) Wed 06/19/2019 at 2:57 PM  
Stops: Nonstop  
Fit Miles: 390

If approval is required for out of policy items, the approver will get an email with the trip details and reason for breaking policy. The deadline and action required will be outlined in the email.



# Traveler email – incomplete reservation “orphaned trip”



**WARNING! THE FOLLOWING TRIP HAS NOT BEEN TICKETED OR CANCELLED, BUT MAY HAVE BEEN CHARGED ALREADY**

Your trip will be automatically cancelled in the next two hours if you do not complete it.



**Note: Any part of the trip that is instant purchase or has a deposit required will not be cancelled.**

This problem can happen in several circumstances:

- your browser got stuck in the middle of booking
- your computer crashed
- the reservation system encountered an error

Please log back in to Concur, click on the trip, and either Cancel it or Continue the booking process.

Trip booked by: Chris Offerzen

## Trip Overview

Trip Name: Trip from Salt Lake City to Denver  
Start Date: June 04, 2019  
End Date: June 05, 2019  
Created: May 28, 2019, Chris Offerzen (Modified: May 28, 2019)  
Description: (No Description Available)  
Agency Record Locator: NE9VRO  
Passengers: Chris.G Offerzen  
Total Estimated Cost: \$330.60 USD

Airfare must be ticketed by: 05/28/2019 11:00 PM Mountain

Agency Name: CB Travel (866-280-4907)  
Address:  
Online Support: 888-535-0179  
Email: [onlinesupport@cbtravel.com](mailto:onlinesupport@cbtravel.com)

## Reservations

Tuesday, June 04, 2019



Flight Salt Lake City, UT (SLC) to Denver, CO (DEN)

In the reservation process, the booker will need to click all the way through a reservation and see 'FINISHED' on the last screen to ensure the reservation is complete.

If the traveler for any reason does not finish a reservation that was started, Concur will send warning emails letting the traveler know about the incomplete trip.

# Reservation completed



**Finished!**



You have successfully booked your trip!

**Trip Record Locator : 3ZV8P6**

This trip complies with your travel policy.

Your itinerary has been saved. CB Travel (866-280-4907) will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.

## Travel Contact Information

### TRIP OVERVIEW

**Trip Name:** Car/Hotel Reservation

**Start Date:** June 18, 2019

**End Date:** June 19, 2019

**Created:** June 03, 2019, Chris Offerzen (Modified: June 03, 2019)

**Description:** (No Description Available)

**Comments to Agent:** Testing Demo for screenshots

**Agency Record Locator:** 3ZV8P6

**Reservation for:** Chris.M Offerzen

**Total Estimated Cost:** \$66.41 USD

**Agency Name:** CB Travel (866-280-4907)

**Address:**

Online Support: 888-535-0179

Email: onlinesupport@cbtravel.com

### RESERVATIONS

Tuesday, June 18, 2019



#### Hertz Car Rental at: Salt Lake City US (SLC)

Pick-up at: Salt Lake City US (SLC)

**Pick Up: 12:00 PM** Tue Jun 18

Pick-up at: Salt Lake City US (SLC)

Number of Cars: 1

**Confirmation:** J05111525B8

Status: **Confirmed**

Rate Code: TMD1


**Return: 12:00 PM** Wed Jun 19

Returning to: Salt Lake City US (SLC)

Upon completing a reservation, a large 'Finished!' will display on the top of the screen.


# Trip library




**SAP Concur** 





Travel | Approvals | Reporting | App Center

Administration | Help

Profile 


Travel | Arrangers | Trip Library | Templates | Meetings | Tools | Meeting Admin


 Booking for myself | [Book for a guest](#)



**Mixed Flight/Train Search**

Round Trip | One Way | Multi City


From   
Departure city, airport or train station  
[Find an airport](#) | [Select multiple airports](#)

To   
Arrival city, airport or train station  
[Find an airport](#) | [Select multiple airports](#)

Search

Show More

**Travel Alerts**

 You have unused tickets

Company Notes

Upcoming Trips

**Trips Awaiting Approval**

Trip Name/Description	Status	Start Date	End Date	Action
Car/Hotel Reservation (3ZV8P6)	Confirmed	06/18/2019	06/19/2019	<a href="#">Cancel Trip</a>

Under the Travel section, trips will display in the 'Upcoming Trips' tab. If there are trips awaiting approval, they will be listed under the 'Trips Awaiting Approval' tab.

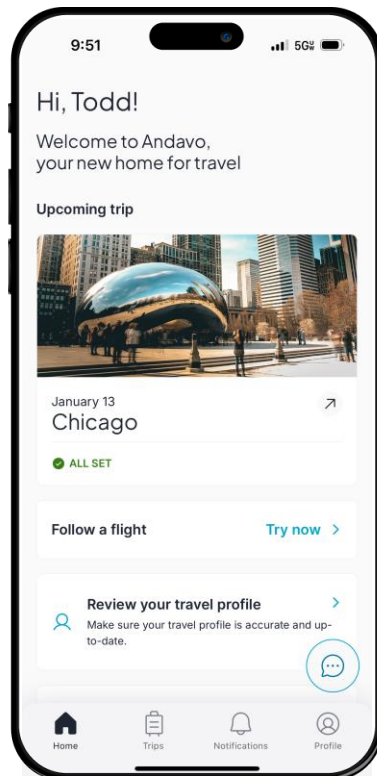


# Andavo traveler app

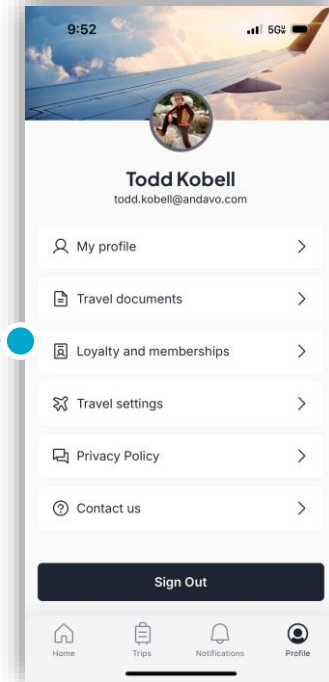
# The Andavo iOS traveler app



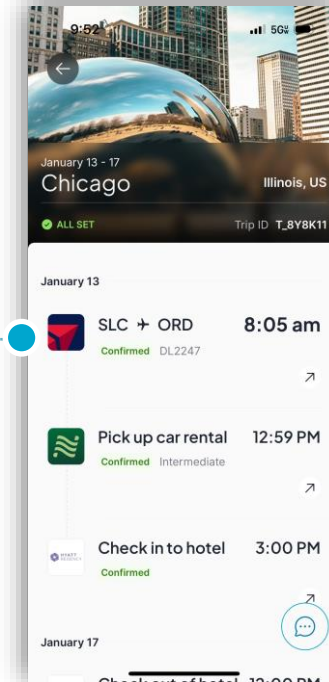
Travelers can view itineraries from multiple booking sources, manage profiles, and receive real-time travel notifications in one place. \*Differs from Concur mobile app that can be used for reservations and expenses.



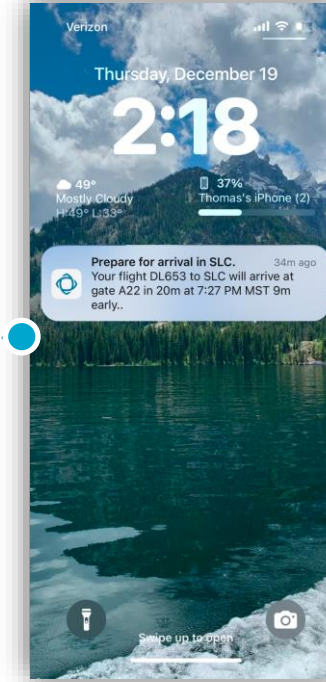
Manage  
traveler  
profiles



View trip  
itineraries



Get real-time  
notifications

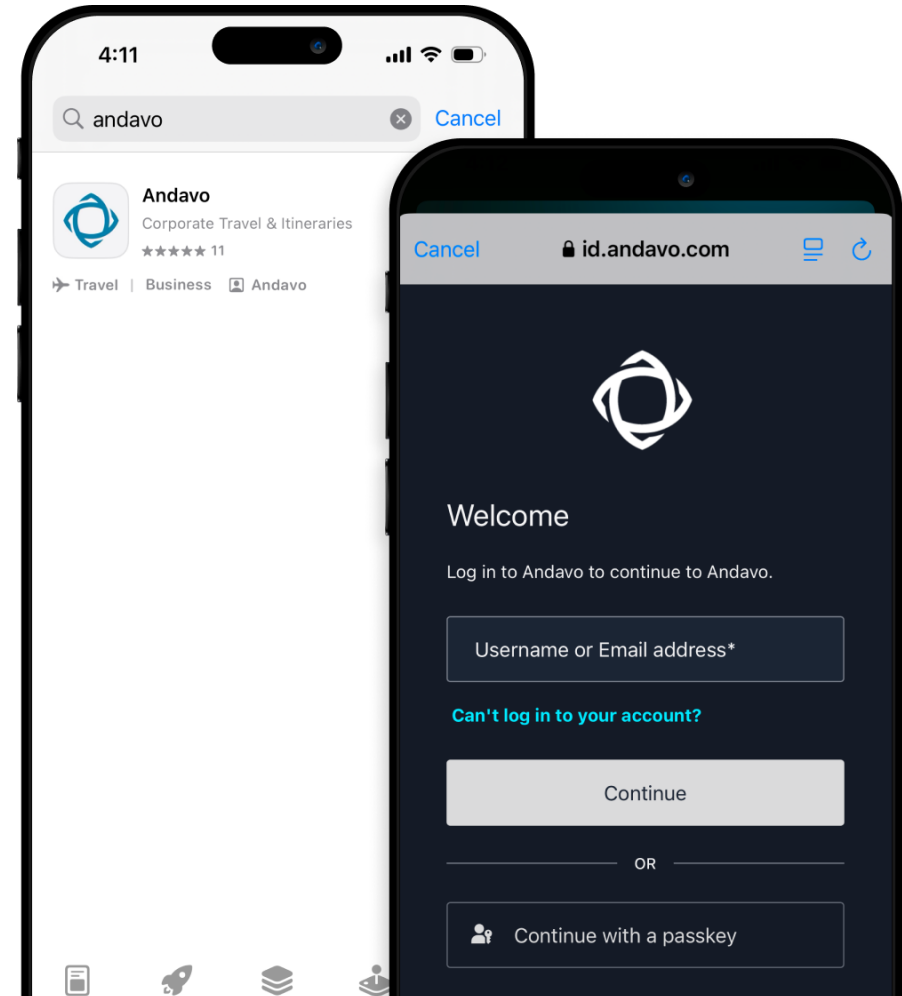




# Getting started



1. Download the Andavo app on the iOS App Store [here](#), or the Play Store [here](#).
2. Open the app and click “Sign In”
3. Enter the email from your Concur travel profile.
4. Create your password by clicking on “Can’t log in to your account?”







Thank you for your  
partnership!