

Travel Booking

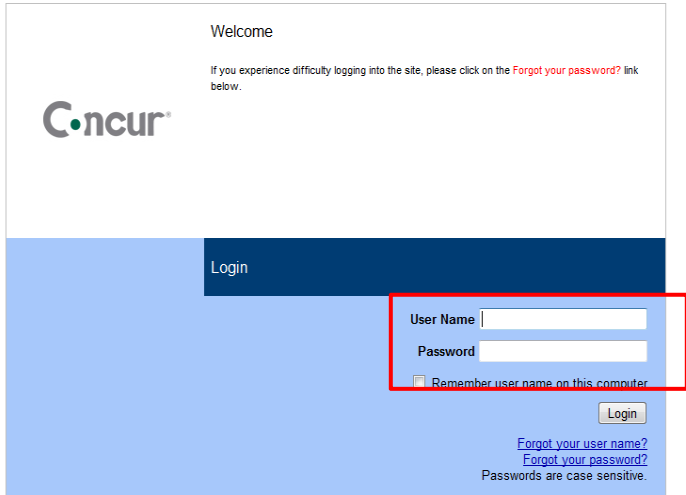
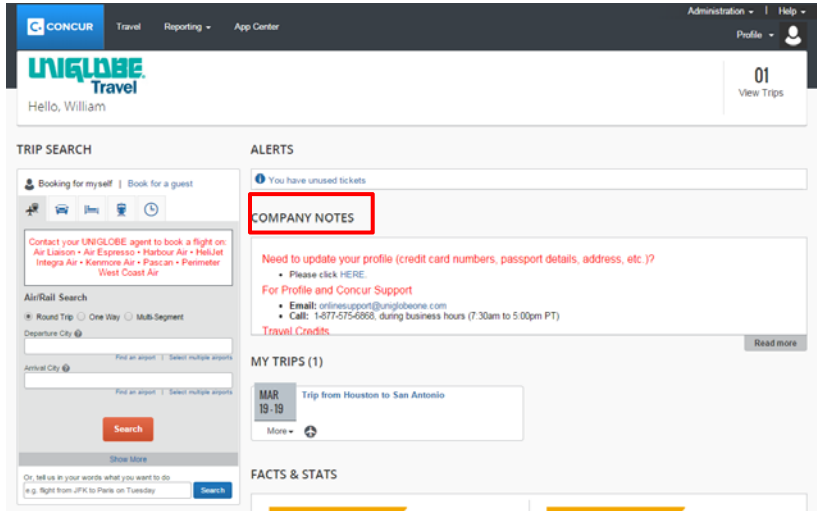
User Guide


VERSION 2.0

APRIL 10, 2015

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Steps	Procedure	Screen Display/Expected Results
Step 1 Login to Concur	<ul style="list-style-type: none"> Click here to access Concur You will be prompted to enter a username and password with the link above. Your username and password will be the same as ProFILER Express. 	 <p>The screenshot shows the Concur login page. It features a 'Welcome' message and a link to 'Forgot your password?'. Below this is a 'Login' button. A red box highlights the 'User Name' and 'Password' input fields, along with a 'Remember user name on this computer' checkbox and a 'Login' button.</p>
Step 2 Explore the My Concur Page	<ul style="list-style-type: none"> You are now on your personal Concur homepage From this page, you can submit or approve travel requests, search travel, update your profile, etc. <div style="background-color: red; color: white; padding: 10px; text-align: center; margin: 10px 0;"> IMPORTANT NOTE: A UNIGLOBE travel profile is required to use the Concur </div> <ul style="list-style-type: none"> The Company Notes section includes a link to UNIGLOBE ProFiler Express travel profile login <ul style="list-style-type: none"> See UNIGLOBE Travel Profile Tips below 	 <p>The screenshot shows the 'My Concur' homepage. It includes a header with 'UNIGLOBE Travel' and 'Hello, William'. The main content area is divided into sections: 'TRIP SEARCH', 'ALERTS', 'COMPANY NOTES', 'MY TRIPS (1)', and 'FACTS & STATS'. A red box highlights the 'COMPANY NOTES' section, which contains a link to 'Need to update your profile (credit card numbers, passport details, address, etc.)?'. Below this is a 'For Profile and Concur Support' section with contact information.</p>

UNIGLOBE Travel Profile Tips	<ul style="list-style-type: none"> The Travel Info section includes a link to UNIGLOBE ProFiler Express travel profile login <ul style="list-style-type: none"> <i>New profile?</i> Select “Create a New Account” from the main login page. <i>Already have a profile?</i> Login to review and update your profile. If you have forgotten login details, please click “Forgot Password”. Travel Arranger: Note the name of any employees authorized to coordinate travel on your behalf in this field. <div data-bbox="321 783 721 957"> <p>IMPORTANT NOTE:</p> <p>The Travel Arranger must have a UNIGLOBE travel profile before you may add them to your profile.</p> </div>	<div data-bbox="768 296 959 321">COMPANY NOTES</div> <div data-bbox="787 373 1515 399" style="border: 2px solid red; padding: 5px;"> <p>Need to update your profile (credit card numbers, passport details, address, etc.)?</p> <ul style="list-style-type: none"> Please click HERE. </div> <p>For Profile and Concur Support</p> <ul style="list-style-type: none"> Email: onlinesupport@uniglobeone.com Call: 1-877-575-6868, during business hours (7:30am to 5:00pm PT) <div data-bbox="797 642 1520 821" style="background-color: #4a86e8; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <p>TIP: If you encounter any technical challenges creating or accessing your UNIGLOBE travel profile, please contact UNIGLOBE Travel Online Support:</p> </div>
Step 3 Update Concur Travel Profile	<ul style="list-style-type: none"> Review and modify your settings and preferences for Concur Travel. 	<div data-bbox="771 1058 1549 1150"> <div style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: flex-end; align-items: center;"> Profile ▾  </div> </div> <div data-bbox="805 1188 846 1234" style="margin-bottom: 10px;"></div> <div data-bbox="865 1188 1208 1234">William Chris Never</div> <div data-bbox="992 1257 1333 1346" style="border: 2px solid red; padding: 5px; display: flex; align-items: center; margin-top: 10px;"> Profile Settings Sign Out </div> <div data-bbox="800 1392 1539 1774" style="background-color: #f9f9f9; padding: 15px; margin-top: 10px;"> <h2 style="margin: 0;">Profile Options</h2> <p>Select one of the following to customise your user profile.</p> <div style="margin-top: 10px;"> <p>System Settings</p> <p>Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?</p> </div> <div style="margin-top: 10px;"> <p>Mobile Registration</p> <p>Set up access to Concur on your mobile device</p> </div> </div>




Step 4 Review any unused ticket credits

- If there are unused ticket credits in your name, they will appear in several places throughout Concur. The first place is on the home page under 'ALERTS'. Click to see what credits are available for you to use.
- Unused ticket credits are listed by carrier and will show the amount of the credit available as well as the expiration date of each credit.
- To use an unused ticket credit, you will need to contact a UNIGLOBE agent.

ALERTS

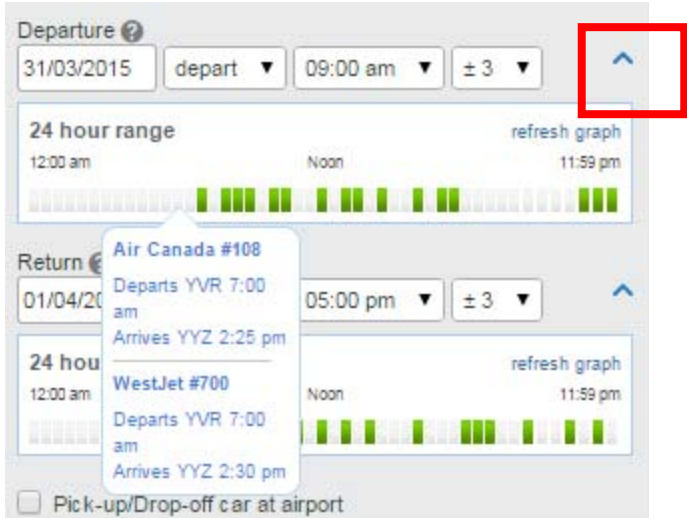
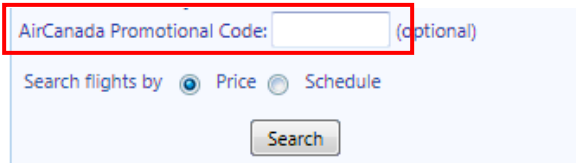
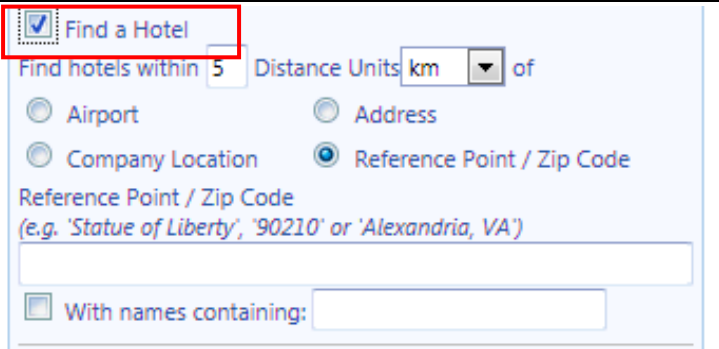
 You have unused tickets

UnusedTickets

Carrier	Ticket Number	Credit	Expiration Date
 UNITED	5260328888	CAD612.06	25/06/2015
 UNITED	7469894381	\$454.42	03/08/2015
 UNITED	7464606993	\$472.11	10/07/2015
 UNITED	7463431791	\$458.50	02/07/2015
 US AIRWAYS	7470909756	US 162.60	05/08/2015
	7466762101	CAD418.85	17/07/2015
 WESTJET	5261430716	CAD321.33	01/10/2015
 American Airlines	7468764149	\$597.20	29/07/2015

Return to [Table of Contents](#)

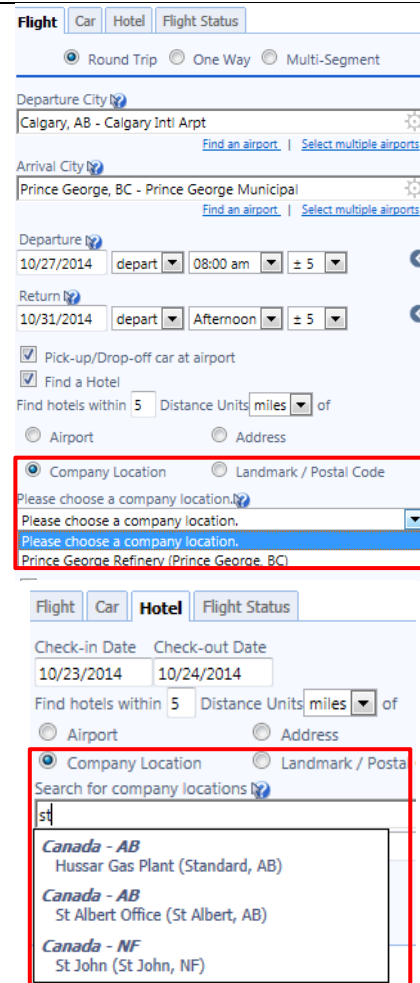
Steps	Procedure	Screen Display/Expected Results
Step 1 Search Travel	<ul style="list-style-type: none"> Select the Travel tab 	
Step 2 Search Flights	<ul style="list-style-type: none"> To search for flights, enter the city name or airport codes in the departure city and arrival city fields. Select your travel dates from the calendar. You can choose to search by either flight departure time or flight arrival time. If you know you will be booking a car and/or hotel, you can click in the box next to Pick-up/Drop-off car at airport and Find a Hotel fields. <div style="border: 1px solid blue; border-radius: 10px; background-color: #4a86e8; color: white; padding: 10px; margin-top: 10px;"> TIP: If you click on the “?” a pop-up message will appear with quick, helpful tips for that particular item. </div>	

<p>Step 3 Check for non-stop flights</p>	<ul style="list-style-type: none"> Click on the chevron next to the time-frame for Concur to search and if there are non-stop flights, they will be displayed in the grid below the departure and return field. Mouse over the green bars in the grid to see details information about the non-stop flight. Adjust the time and/or search window to ensure that you will see non-stop flight options, if applicable. 	
<p>Step 4 Enter Air Canada Promotional Codes</p>	<ul style="list-style-type: none"> If you received a special promotional code from Air Canada (i.e. seat sale by Air Canada), enter the applicable code in the box highlighted. 	 <p>TIP: Frequent traveler/rewards numbers can be added to your UNIGLOBE ProFILER Express travel profile</p>
<p>Step 5 Select Find Hotel</p>	<ul style="list-style-type: none"> If flight and a hotel are required, select Find a Hotel You can search by hotels nearest the airport, a specific address, a Company location, reference point or a specific hotel. See Hotel Reservation Tips for more information! 	

Step 6 Search Common Company Locations

- If you choose to search by **Company Location**:
 - Flight tab: any matching corporate locations to your arrival location will appear in the drop-down list.
 - Hotel tab: you can complete a wildcard character search

TIP: Do you need to add a hotel to a one-way flight? Refer to [Add a Hotel/Car To a One-Way Flight](#). Do you need to book a hotel in a different city? Refer to [Book a Hotel Outside of Arrival City](#).



Flight | Car | Hotel | Flight Status

☒ Round Trip ☐ One Way ☐ Multi-Segment

Departure City [Find an airport.](#) | [Select multiple airports](#)

Arrival City [Find an airport.](#) | [Select multiple airports](#)

Departure

Return

☒ Pick-up/Drop-off car at airport

☒ Find a Hotel

Find hotels within Distance Units of

☐ Airport ☐ Address

☒ Company Location ☐ Landmark / Postal Code

Please choose a company location.

Prince George Refinery (Prince George, BC)

Flight | Car | **Hotel** | Flight Status

Check-in Date Check-out Date

Find hotels within Distance Units of

☐ Airport ☐ Address

☒ Company Location ☐ Landmark / Postal Code

Search for company locations

Canada - AB
Hussar Gas Plant (Standard, AB)

Canada - AB
St Albert Office (St Albert, AB)

Canada - NF
St John (St John, NF)

Step 7 Search a Specific Hotel

- If you choose a specific hotel name, you will limit the results that are returned.

TIP: If you click on the “?” a pop-up message will appear with quick, helpful tips for that particular item.

☒ Find a Hotel

Find hotels within Distance Units of

☐ Airport ☐ Address

☐ Company Location ☒ Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

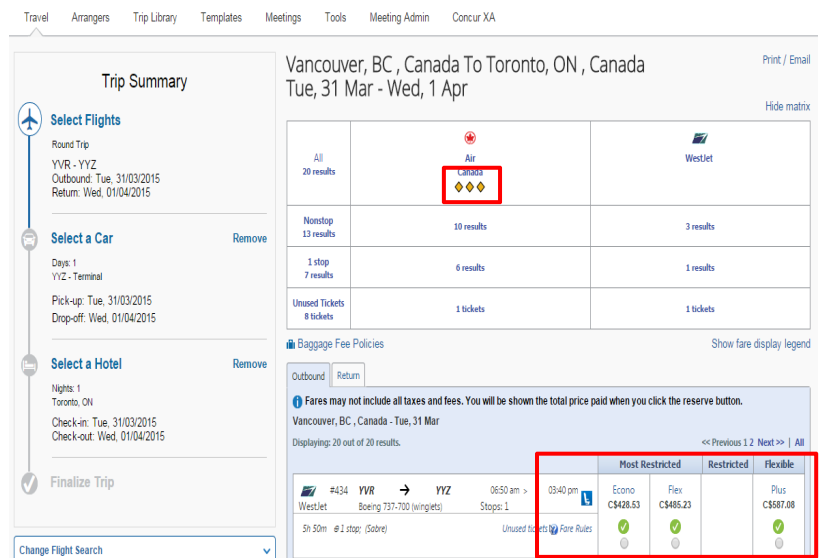
☒ With names containing:

Step 8 Flight Search Results

- Sample screen shot of flight search results
- Flight fares are noted as “Most Restricted”, “Restricted” or “Flexible”
- Clicking on the Fare name reveals details about the flexibility regarding refunds, changes, checked bags, etc.

IMPORTANT NOTE:

Preferred airlines will be marked by 2 or 3 gold diamonds.



Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

Print / Email

Hide matrix

Baggage Fee Policies

Outbound Return

Fares may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.

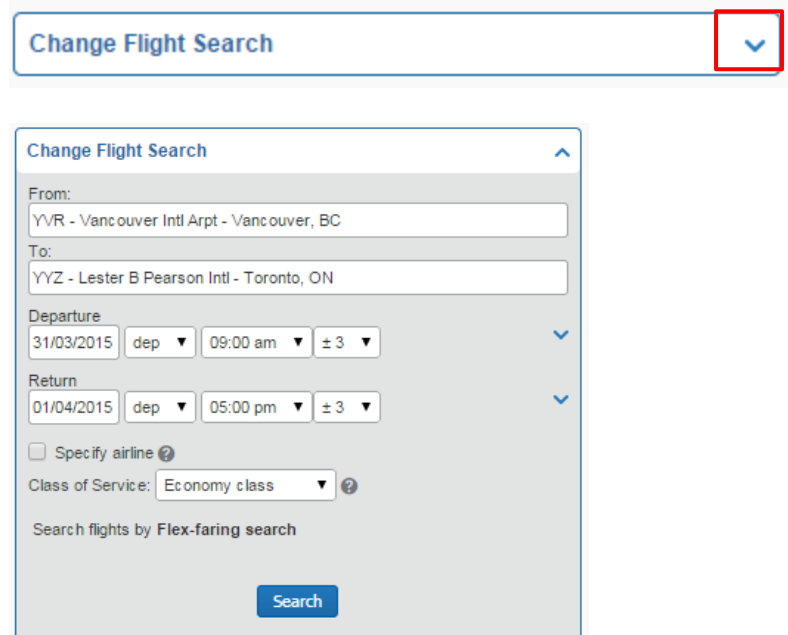
Vancouver, BC, Canada - Tue, 31 Mar

Displaying: 20 out of 20 results.

	Most Restricted	Restricted	Flexible
#434 YVR → YYZ 0650 am -> 0340 pm	Econo C\$428.53	Flex C\$485.23	Plus C\$587.08
WestJet Boeing 737-700 (winglets) Stops: 1			
5h 50m @ 1 stop: (Sore)			

Step 9 Change Search Parameters

- If you need to, you can change your search parameters by clicking on the arrow beside **Change Flight Search** to expand the section.
- You can then change or modify anything you need to, and when you are finished, click on ‘search’ to submit your revised query.



Change Flight Search

From: YVR - Vancouver Intl Arpt - Vancouver, BC

To: YYZ - Lester B Pearson Intl - Toronto, ON

Departure: 31/03/2015 dep 09:00 am ± 3

Return: 01/04/2015 dep 05:00 pm ± 3

☐ Specify airline ?

Class of Service: Economy class ?

Search flights by Flex-faring search

Search

Step 10 Outbound Flight Options

- You will now see the flight options available for your requested itinerary.
- You can select which outbound flight you would like by clicking the radio button (example below) of the desired flight.



TIP: For Air Canada flights, there are two different booking options:

- AirCanada:** Discounted fares. These flights are instant purchases upon reservation.
- Sabre:** Typically a higher fare. These flights can be held without instant purchase.

Refer to FAQ for a definition.

- See [Book Air Canada Online Flights](#) for more information on fares and/or seat selection.



**Discounted fare,
instant purchase**



**Standard fares,
generally higher**



Step 11 Return Flight Options

- Once you have selected your outbound flight, you will be presented with the return flight options.
- Now you can select your return flight option by clicking the radio button (example below) of the desired flight.

☐ Item 1
☒ Item 2
☐ Item 3

TIP: For Domestic Canada flights select an 'outbound' flight option and a 'return' flight option. Once selected, a total trip price will be provided.

- If you have unused ticket credits, they will appear in each flight option

Outbound **Return**

Fares may not include all taxes and fees. You will be shown the total price paid when you click the reserve button.

Toronto, ON, Canada - Wed, 1 Apr

Displaying: 19 out of 19 results.

				Most Restricted	Restricted	Flexible
	#109 YYZ → YVR	02:00 pm > 04:08 pm	Stops: 0	Flex C\$597.91		Latitude C\$1,275.91
Air Canada Airbus Industrie A320-100/200						
5h 8m (Sabre)						
Unused tickets Fare Rules						
	#109 YYZ → YVR	02:00 pm > 04:08 pm	Stops: 0	Flex C\$597.58		Latitude C\$1,033.23
Air Canada Airbus Industrie A320-100/200						
5h 8m (AirCanada)						
Unused tickets Fare Rules						
	#713 YYZ → YVR	02:00 pm > 04:08 pm	Stops: 0	Econo C\$466.83	Flex C\$527.85	Plus C\$637.46
WestJet Boeing 737-800 (winglets)						
5h 8m (Sabre)						
Unused tickets Fare Rules						

Step 12 Itinerary Review

- Your selected itinerary will display at the top and you can click on the **Reserve** button to continue.
- You are able to 'remove' flights and start again, if they are not suitable.

Chosen Carriers

Outbound

	#307 YVR → YXS	8:30am > 9:38am	Economy C\$211.81
WestJet Boeing 737-700 (winglets)			
1h 8m (Sabre)			
Show details			
Remove			

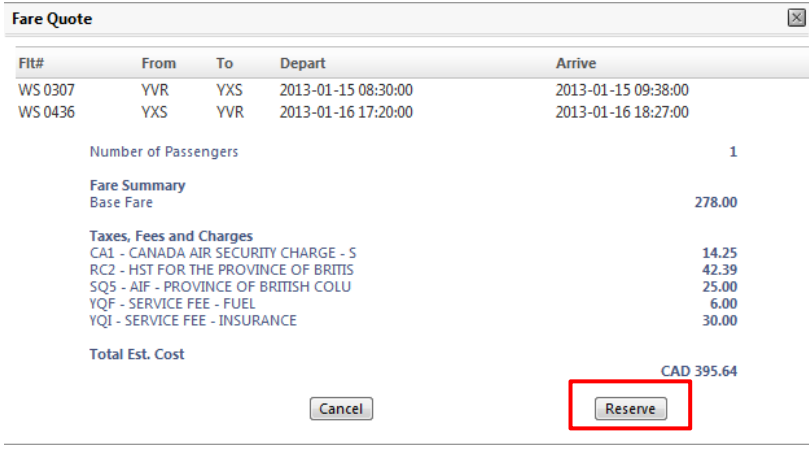
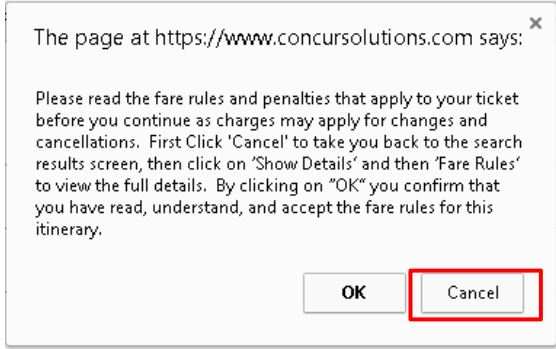
Return

	#436 YXS → YVR	5:20pm > 6:27pm	Economy C\$379.81
WestJet Boeing 737-700 (winglets)			
1h 7m (Sabre)			
Show details			
Remove			

Frequent Flyer Programs: No Program selected

[Add a Program](#)

Reserve >>

Step 13 Fare Quote	<ul style="list-style-type: none"> Once you click Reserve, a Fare Quote window will pop up reviewing the fare details you have selected. If you wish to proceed, you will click Reserve again. 	
Tip Non-Refundable Fare Warning	<ul style="list-style-type: none"> If you have selected a non-refundable fare, a warning window will pop up advising you are selecting a non-refundable fare, if you wish to stop, click Cancel. 	

Step 14 Review and Reserve

- This screen provides the opportunity to review all the elements of your air booking. You will see a similar screen for a car rental and a hotel reservation.
- If you are booking a guest traveler, you will enter the traveler's name here.
- You can select seats, if applicable (please contact Uniglobe to purchase seats for WestJet & Air Canada Tango-Sabre).
- Be sure to carefully review the fare rules
- Click **Reserve Flight and Continue**

Review and Reserve Flight

REVIEW FLIGHTS

Outbound flight: Vancouver, BC, Canada (YVR) - Toronto, ON, Canada (YYZ) Wed, 16 Sep

WestJet #700	Vancouver Intl Arpt (YVR) Depart: Wednesday, 06:45 am Stops: 0 Duration: Econo: P Boeing 737-800 (winglets)	Lester B Pearson Intl (YYZ) Arrive: Wednesday, 02:14 pm
-----------------	---	--

Return flight: Toronto, ON, Canada (YYZ) - Vancouver, BC, Canada (YVR) Thu, 17 Sep

WestJet #715	Lester B Pearson Intl (YYZ) Depart: Thursday, 03:00 pm Stops: 0 Duration: Econo: P Boeing 737-800 (winglets)	Vancouver Intl Arpt (YVR) Arrive: Thursday, 05:05 pm
-----------------	--	---

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. @

PRIMARY TRAVELER [Edit | Review all](#)

Name: William Chris Never Phone: 604-602-3459 wcn@uniglobe.com

Frequent Flyer Programs [Add a Program](#)

For WestJet
No Program selected

SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seat](#)

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	CAD 642.00	CAD 144.61	CAD 786.61
Total Estimated Cost : CAD 786.61			
Total Due Now: CAD 786.61			

SELECT A METHOD OF PAYMENT

How would you like to pay?

[Jacquie - LME \(-100%\)](#) [Edit](#) [Add credit card](#)

* Indicate credit card is a company card

! This is a Non-Refundable Ticket

Please read the fare rules and penalties that apply to your ticket before you continue as charges may apply for changes and cancellations. First Click "Cancel" to take you back to the search results screen, then click on "Show Details" and then "Fare Rules" to view the full details. By clicking on "OK" you confirm that you have read, understand, and accept the fare rules for this itinerary.

By completing this booking, you agree to the [fare rules and restrictions](#).

[Back](#) [Reserve Flight and Continue](#)

Step 15 Car Rental Availability

- In your initial search, if you selected to include car, you will now be taken to the car availability page. Any negotiated rates are loaded into the online booking tool.
- Preferred vendors are identified with two or three diamonds.
- You can select directly from the matrix.

TIP: Do you need to add a car to a one-way flight? Refer to [Add a Hotel/Car To a One-Way Flight](#) for more information!

All 110 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV
Enterprise	44.65	47.50	49.40	52.25	57.00	73.15	..	92.13	63.91
Hertz	54.00	55.80	57.60	59.40	61.00	71.10	..	79.00	65.69
Budget	55.80	57.60	59.40	61.20	63.00	91.80	104.76	81.90	83.70
Avis	74.00	74.00	76.00	80.00	80.00	102.00	115.00	92.00	93.00
Husky	..	16.53	18.23	22.48	22.48	68.00

Intermediate and mid-sized vehicles are authorized for business travel. Two-wheel-drive and four-wheel-drive trucks are available, only for specific purposes. If you purchase Loss Damage Waiver (LDW) or Personal Accident Insurance (PAI) from the rental company, it will not be reimbursed by Husky. Loss Damage Waiver (LDW) is required when renting a vehicle outside of the employee's/contractor's home country.

Picking up the car at: (YLL) on Thu, Oct 23 12:00 PM
Returning on Thu, Oct 30 12:00 PM

Print / Hide

Step 16 Car Rental Selection & Cost Summary

- Your selection will display below the matrix and then you can click **Reserve** on your desired selection.
- Your total cost for the car rental is also displayed for your information. This includes all estimated taxes and fees, but excludes additional mileage if beyond the free mileage allowance.

Sorted By: Policy - Most Compliant

Economy Car (Sabre) ◆◆◆ C\$26.43 per day (Corporate rate) C\$185.00 weekly rate Reserve ✓	1400 Free kilometers and C\$25 for each extra kilometre Automatic transmission Total cost C\$207.85*	E-Receipt Enabled more info
Compact Car (Sabre) ◆◆◆ C\$26.43 per day (Corporate rate) C\$185.00 weekly rate Reserve ✓	1400 Free kilometers and C\$25 for each extra kilometre Automatic transmission Total cost C\$207.85*	E-Receipt Enabled more info
Intermediate Car (Sabre) ◆◆◆ C\$26.43 per day (Corporate rate) C\$185.00 weekly rate Reserve ✓	1400 Free kilometers and C\$25 for each extra kilometre Automatic transmission Total cost C\$207.85*	E-Receipt Enabled more info

Step 17 Car Rental Review and Reserve

- Rental arrangements are provided to allow you to review the details of the rental.
- Pricing summary is provided, as well as a reminder that payment is made at the location.
- Click **Reserve Car and Continue**

Review and Reserve Car

REVIEW RENTAL CAR

Enterprise Car Rental [Location Details](#)

Type	Pick-up	Drop-off
Compact Car	Airport Terminal	Airport Terminal
Features	YYZ: Toronto	YYZ: Toronto
	02:14 pm Wed, 16/09/2015	03:00 pm Thu, 17/09/2015

PROVIDE RENTAL CAR PREFERENCES

Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)

☐ Include in-car GPS system ☐ Include ski rack

ENTER DRIVER INFORMATION

Ensure the name below matches the I.D. you have with you on the day of pick-up. @

DRIVER

Name: William Chris Never Phone: 604-602-3459

Rental Car Agency Program [Add a Program](#)

REVIEW PRICE SUMMARY

Description	Daily Rate	Dates	Total
Enterprise Car Rental	CAD 47.50	16 Sep - 17 Sep	CAD 47.50

Total Estimated Cost : CAD 84.99*

Total Due Now: CAD 0.00†

* Does not include additional fees incurred during time of travel.
† Remaining amount due at rental location.

[Back](#)

[Reserve Car and Continue](#)

Step 18 Estimated Cost Summary

- As you book each part of your trip (air, car, hotel), a summary of your costs are provided to you in the upper-right-hand-corner of the page.
- You will now be taken to the hotel search page.

Total Estimated Cost

Air	CAD
	786.61
Car	CAD
	84.99
Total	CAD
	871.60

Step 19 Hotel Search

- You will be presented with a map view of hotels and their relation to your requested search point.
- You can click on the room rate to expand the rate offerings of a particular hotel. Any negotiated rates have been loaded into the online booking tool. The rate displayed beside each property is the least expensive rate available (starting from).
- Filters are available on the left to narrow your search options (such as free wifi or a free breakfast)

Trip Summary

Flights Reserved
Round Trip
YVR - YYZ
Outbound: Wed, 16/09/2015
Return: Thu, 17/09/2015

Car Reserved
Day: 1
YYZ - Terminal
Pick-up: Wed, 16/09/2015
Drop-off: Thu, 17/09/2015

Select a Hotel
Night: 1
Check-in: Wed, 16/09/2015
Check-out: Thu, 17/09/2015

Finalize Trip

Total Estimated Cost

Air	CAD 786.61
Car	CAD 84.99
Total	CAD 871.60

Change Search

Price
CAD119 - CAD6100

Display Settings
☐ E-Receipt Enabled

CHECK-IN WED, 16 SEP - CHECK-OUT THU, 17 SEP

Automatic

Expand All Details
Displaying: 84 out of 84 results.

1. Holiday Inn Express Toronto Down...

111 Lombard St
Toronto, Ontario M5C 2T9
0.77 km | [view map](#)

★ ★ ★ ★ ★
rate this hotel

from **C\$180**

[more info](#) | [compare](#) | [choose room](#)

2. Bond Place Hotel

65 Dundas St E
Toronto, Ontario M5B 2G8
Baton Centre
0.42 km | [view map](#)

★ ★ ★ ★ ★
rate this hotel

from **C\$182**

[more info](#) | [compare](#) | [choose room](#)

Step 20 Hotel Selection

- Select your desired rate and room type, and click on **Reserve**.

1. Holiday Inn Express Toronto Down...

111 Lombard St
Toronto, Ontario M5C 2T9
0.77 km | [view map](#)

★ ★ ★ ★ ★
rate this hotel

from **C\$180**

[more info](#) | [compare](#) | [hide rooms](#)

C\$180 Radisson Travel Includes Free - Hot Bkfst, Free Local Calls, Free Daily One Queen Bed Non Smoking You Can Surf The Free High Speed Access, The Single Sofa Bed And Triple Sleeper Queen Bed (Rate Code: OQNMVTT) (Sable)

C\$180 Best Flexible Rate - One Queen Bed Non Smoking You Can Surf The Free High Speed Access, The Single Sofa Bed And Triple Sleeper Queen Bed (Rate Code: OQND1349) (Sable)

C\$180 Radisson Key Hotel Program 250 - 1kg Rewards Club Bonus Points One Queen Bed Non Smoking You Can Surf The Free High Speed Access, The Single Sofa Bed And Triple Sleeper Queen Bed (Rate Code: OQNRNBY) (Sable)

[Rate details / Cancellation policy](#)

Select

Step 21 Hotel Review and Reserve

- If you selected a non-refundable hotel rate or one requiring a deposit, this would be indicated in the 'total due now'.
- Be sure to click on 'rate, rules, restriction, and cancellation policy to understand of this information.
- Once you are ready to proceed, click the rates, restrictions and cancellation policy box and click **Reserve Hotel and Continue**.

Review and Reserve Hotel

REVIEW HOTEL ROOM

Holiday Inn Express Toronto Downtown

Radius Travel Includes Free - Hot Bkfst.free Wifi.free Local Calls.free Daily One Queen Bed Nonsmoking Yo
Speed Access, The Single Sofa Bed And Triple Sheeted Queen Bed
1 Night | 1 Guest*

Check-in	Check-out	Address
Wednesday, 16 September, 2015	Thursday, 17 September, 2015	111 Lombard St Toronto, Ontario M5C 2T9 Canada

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached

PROVIDE HOTEL ROOM PREFERENCES

Your preferences and comments will be passed to the hotel.

Comments (30 characters max)

☐ Request 2am pillows ☐ Request rollaway bed ☐ Request crib

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the I.D. shown on the day of check-in. @

HOTEL GUEST

Name: William Chris Never Phone: 604-602-3459

Hotel Program [Add a Program](#)

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
Holiday Inn Express Toronto Downtown	CAD 179.99	16 Sep - 17 Sep	CAD 179.99
			Total Estimated Cost : CAD 179.99*
			Total Due Now: CAD 0.00†

* Does not include taxes or additional fees incurred during time of stay.
† Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

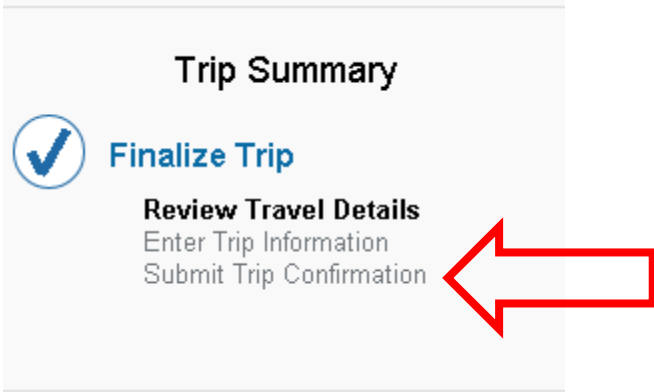
The credit card you select will be held to confirm your reservation. You will not be charged a bill until your hotel stay.

[Edit](#) [Add credit card](#)

* Indicates credit card is a company card

☐ I agree to the hotel's rate, rules, restrictions, and cancellation policy.

[Back](#) [Reserve Hotel and Continue](#)

<p>Step 22 Almost Done!</p>	<ul style="list-style-type: none"> • On the Travel Details screen, which appears next, on the left-hand side, there is a progress bar, which indicates your progress through the reservation process. • There are three steps that need to be completed before the trip is finished and booked and sent for ticketing by UNIGLOBE. • Please be sure to complete all the steps (you need to complete the 'Submit Trip Confirmation' page before you are completed). 	
--	---	--

Step 23 Travel Details

- You will now be presented with the **Travel Details** page.
- From this page, you can change, add, cancel, or modify your itinerary.
- Scroll to the bottom and confirm that the trip details meet your needs. If okay click **Next** to continue.

Important Considerations:

- ✓ Reservations are only held as long as the fare rules allow.
- ✓ Fares are not guaranteed until ticketed. Even if a reservation is held, the fare may change before the booking is complete.
- ✓ Airlines change fares throughout the day.
- ✓ Air Canada reservations (immediate ticketing, cannot be held) can only be cancelled within 24 hours.
- ✓ Deposit or non-refundable hotels may be cancelled, but the credit card will be charged without refund.

Important: If you have booked AirCanada flights (vs. Sabre) or a non-refundable/deposit hotel, there will be immediate credit card charges/tickets issued. Review carefully before clicking Next.

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Vancouver to Toronto [Edit](#)
Start Date: 16 Sep, 2015
End Date: 17 Sep, 2015
Created: 10 Apr, 2015, William Never (Modified: 10 Apr, 2015)
Description: (No Description Available) [Edit](#)
Agency Record Locator: HTEDQP
Passengers: William C Never
Total Estimated Cost: \$ 1,051.59 CAD [Details](#)

Add to your Itinerary

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

i Airfare must be ticketed by an agent by: 10/04/2015 11:55 PM Pacific
[Change the ticketing program](#)

RESERVATIONS

Wednesday, 16 September, 2015



Flight Vancouver, BC (YVR) to Toronto, ON (YYZ) [Change](#) | [Cancel all Air](#)

WestJet 700

Departure: 06:45 AM

Seat: No seat assignment [Select Seat](#)

Confirmation: HE0UEI

Status: Confirmed

We were unable to confirm a seat assignment. Click on "Select Seat" to view the seatmap and manually select your seat.

Vancouver Intl Appt (YVR)
Terminal: MAIN TERMINAL
Duration: 4 hours, 29 minutes
Nonstop

TOTAL ESTIMATED COST

Air		View Fare Rules
Airfare quoted amount:	\$ 642.00 CAD	
Taxes and fees:	\$ 144.61 CAD	
Air Total Price:	\$ 786.61 CAD	
Hotel:	\$ 179.99 CAD	
Car:	\$ 84.99 CAD	
Total Estimated Cost:	\$ 1,051.59 CAD	

Restrictions

NOTE: NONREF - FEE FOR CHG/CXL

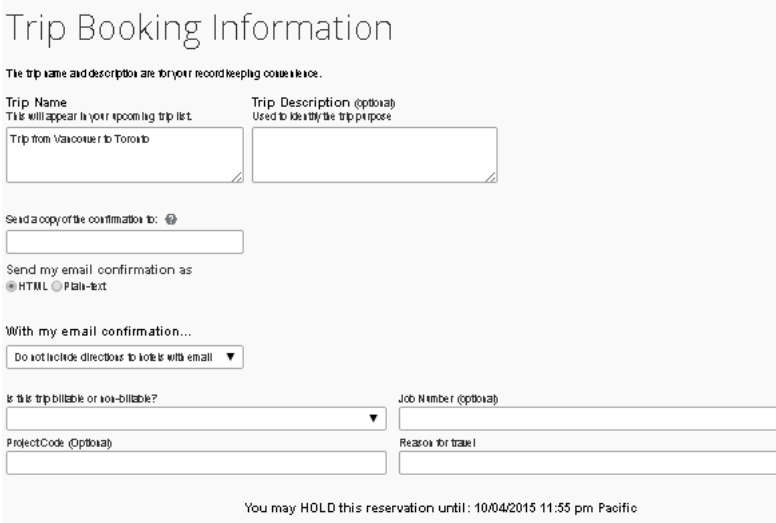
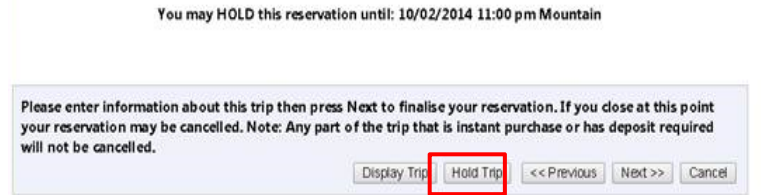
TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

.

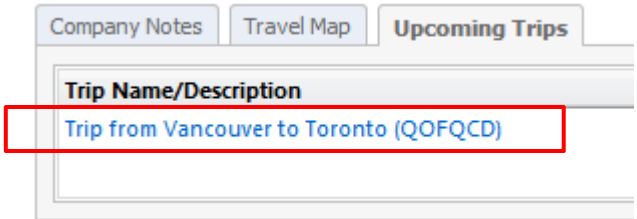
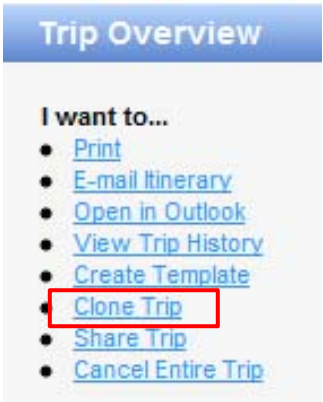
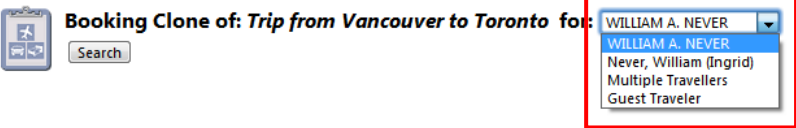
If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next>>](#) [Cancel](#)

<p>Step 25 Trip Booking Information</p>	<ul style="list-style-type: none"> You are now presented with the Trip Booking Information page. Add any required information by your company or organization. 	
<p>Step 26 Hold or Finish Trip</p>	<ul style="list-style-type: none"> Once you have completed any optional and required reporting field information, you have two options: Hold Trip to have Concur hold the reservation until the ticketing deadline for air or for 24 hours for a car/hotel only reservation Next (will take you to the final review page before completing your reservation and sending it to UNIGLOBE for processing) If AirCanada flights are booked, there is no option to hold. NOTE: A ticketing deadline applies. The trip deadline will be noted on this screen (11pm MT same day). If it is not confirmed within that time, Concur will auto-cancel this reservation. 	

<p>Step 27 Finally done!</p>	<ul style="list-style-type: none"> • Trip Record Locator reference code is provided. • NOTE - If you do not get this message, your reservation has not been sent to UNIGLOBE for processing. Either check under 'upcoming trips' on your home page to complete this reservation or call UNIGLOBE for assistance. 	<div data-bbox="922 373 1427 541"> <p>Finished!</p> <p>You have successfully booked your trip!</p> <p>Trip Record Locator : HTEDQP</p> </div>
--	---	---

BOOKING DUPLICATE TRIPS FOR MULTIPLE TRAVELERS

Steps	Procedure	Screen Display/Expected Results
Step 1 Select Trip	<ul style="list-style-type: none"> Select the trip to clone from the Upcoming Trips tab by clicking on the hyperlink. <div> IMPORTANT NOTE: This option only works for travel arrangers with at least one traveler that you coordinate travel for. </div>	
Step 2 Select Action	<ul style="list-style-type: none"> Select Clone Trip from the Trip Overview action menu. <div> TIP: If you are not a travel arranger, you can select Share Trip to email your trip to another Husky employee. The user can then access Concur to make the same reservation </div>	
Step 3 Select Traveler	<ul style="list-style-type: none"> Select the traveler the new trip will be for from the drop-down menu. <div> TIP: This list will only include the travelers that have selected you as their travel arranger. </div>	

Step 4 Reserve Travel & Complete Booking

- You have the option to:
 - Search for the specific flights shown or do a 'general' search for available flights on the date specified.
 - Change the travel dates
 - Remove car by de-selecting the check-box for 'car'
 - Remove hotel by de-selecting the check-box for 'hotel'
- Click **Next** so Concur completes the booking for you.
- If seats are not available, then Concur will do a general search to show you what seats are available.

TIP: Save time making travel arrangements if you are booking multiple travelers for the same business trip!

☒ Search for these specific flights
 ☐ I would like to do a general search

Depart Date
 04/15/2014

Vancouver Intl Arpt (YVR) to Lester B Pearson Intl (YYZ)

WestJet (WS) Flight Number 0434 Depart After 6:50 AM (ECONO)

☒ Search for this car

Pick Up: 04/15/2014 Return: 04/16/2014

Car Rental at Toronto, ON CA (YYZ)

Renting from: National
 Pick Up: 3:39 PM
 Pick-up at: Lester B Pearson Intl (YYZ)
 Return: 2:00 PM
 Returning to: Lester B Pearson Intl (YYZ)
 Car Type: Economy Car, Automatic transmission Air conditioning

☒ Search for this hotel

Checking In: 04/15/2014 Checking Out: 04/16/2014

Hotel at Toronto, ON CA (YTZ) 249 QUEENS QUAY WESTTORONTO
WestTorontoOntarioCAM5J2N5

Radisson Hotel Admiral

Property Code	Rate Code	Rate Amount
23658	Y0IH20B	188.10

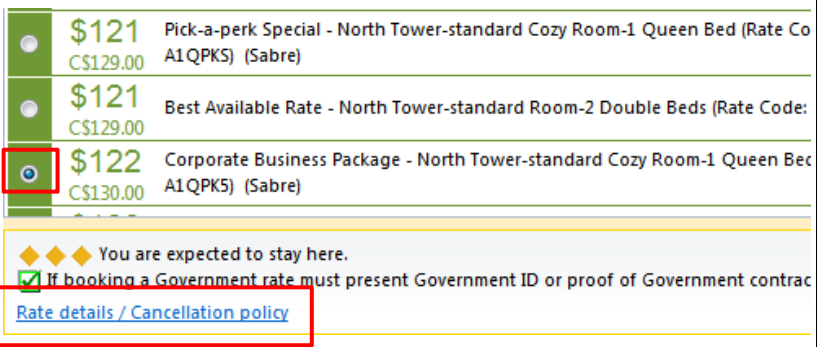
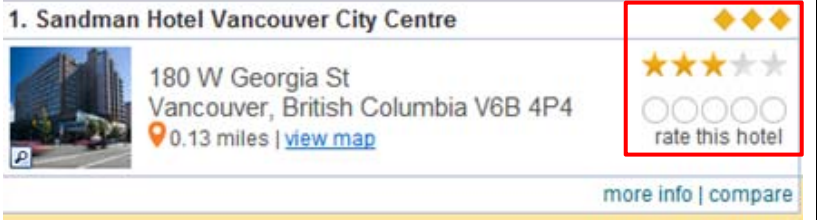
Depart Date
 04/16/2014

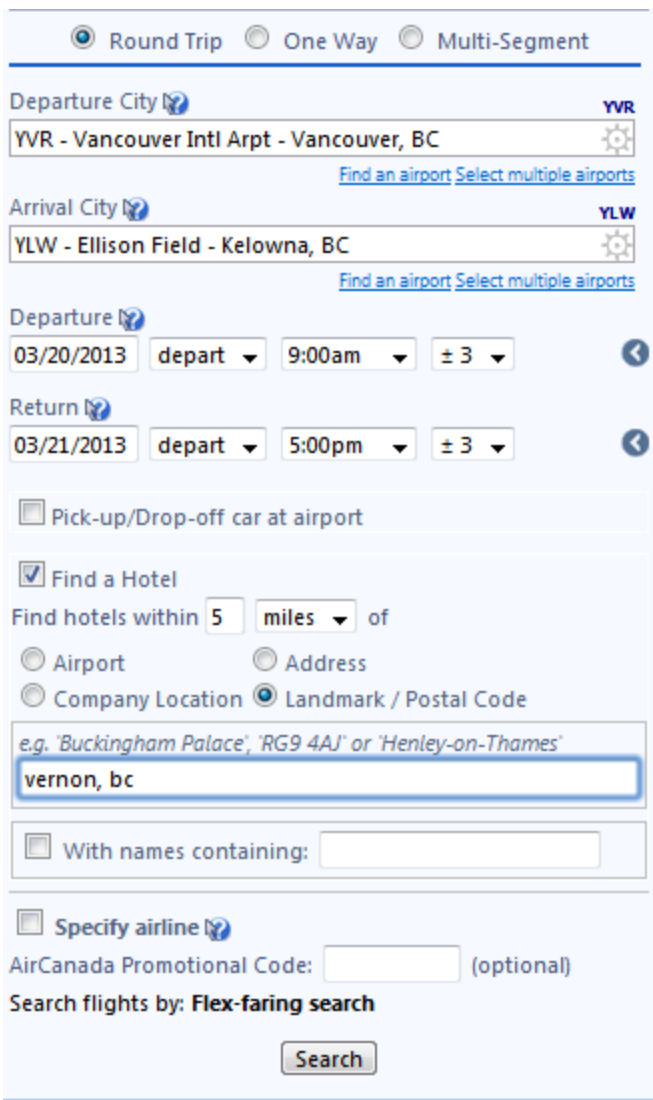
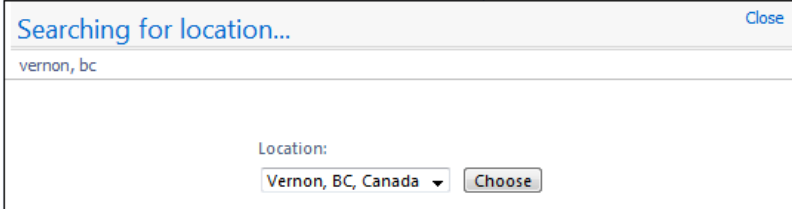
Lester B Pearson Intl (YYZ) to Vancouver Intl Arpt (YVR)

Air Canada (AC) Flight Number 0109 Depart After 2:00 PM (Tango)

Enter your dates of travel, and we will create a trip using these air, car and hotel options.

Tips	Procedure	Screen Display/Expected Results
Tip 1 Preferred Hotels	<ul style="list-style-type: none"> Search and select preferred hotels <div style="border: 1px solid red; background-color: red; color: white; padding: 10px; text-align: center; margin: 10px 0;"> IMPORTANT NOTE: Your Company's preferred suppliers will be marked by 3 gold diamonds. </div> <div style="text-align: center;"> </div>	<div> 1. Sandman Hotel Vancouver City Centre <div style="float: right;"> </div> <div style="clear: both;"></div> 180 W Georgia St Vancouver, British Columbia V6B 4P4 0.13 miles view map <div style="float: right;"> rate this hotel </div> </div>
Tip 2 Rate Codes	<ul style="list-style-type: none"> There are several rate codes that may be listed when you search a hotel. <ul style="list-style-type: none"> Company Name: Your company name will be listed – these are specifically negotiated rates for your company. Radius Travel: UNIGLOBE negotiated rate. May also be listed as '<i>Radius Travel Consortia Rate</i>'. Best Flexible Rate: best general public rate. ABC Global Services: UNIGLOBE negotiated rate. May also be listed as '<i>ABC Global Services Consortia Rate</i>' Others 	<div> <div> C\$205 </div> <div> Rate changes over duration of stay Radius Travel - 1 King Bed Executive Suite Nonsmoking This Suite Offers You Free Internet Access And The Two 32 Inch Lcd Tvs (Rate Code: XENWTT) (Sabre) </div> </div> <div> <div> C\$195 </div> <div> Rate changes over duration of stay Best Flexible Rate - Standard Room Every Room In The Hotel Has Free High Speed Internet The 26 inch Lcd Tv Has Expanded Cable (Rate Code: STN013A) (Sabre) </div> </div> <div> <div> \$168 C\$179.00 </div> <div> Abc Global Services - 2 Queen Beds Nonsmoking Free Hi Speed/grab Bars/regrig/microw (Rate Code: AUBAZJ) (Sabre) </div> </div>

Tip 3 Check Rate Details	<ul style="list-style-type: none"> If you are unsure what the rules are concerning a specific rate, click the radio button for the option of interest, and then click on Rate details/ Cancellation policy for more information. Concur will retrieve information from the hotel about the specific rate selected. 	
Tip 4 Hotel Ratings	<ul style="list-style-type: none"> Company preferred: ◆◆◆ Independent quality ratings: ★ Employee feedback: ○○○○○ <ul style="list-style-type: none"> Company users can share feedback about a specific property. This rating stays within your company and is not shared with other Concur users. 	

<p>Tip 5 Override Default Arrival Point</p>	<ul style="list-style-type: none"> When needing a hotel that is not in the 'arrival' city – all you need to do is use the Landmark/Postal Code option to override the default arrival point for a hotel search. 	 <p>The screenshot shows the flight search interface with the following details:</p> <ul style="list-style-type: none"> Round Trip is selected. Departure City: YVR - Vancouver Intl Arpt - Vancouver, BC Arrival City: YLW - Ellison Field - Kelowna, BC Departure: 03/20/2013, 9:00am, ± 3 Return: 03/21/2013, 5:00pm, ± 3 Find a Hotel: Checked. Find hotels within: 5 miles of Location Type: Landmark / Postal Code (selected) Search Field: vernon, bc Search flights by: Flex-faring search Search Button: Search
<p>Tip 5 (continued) Search for Location</p>	<ul style="list-style-type: none"> Concur will confirm the search location 	 <p>The screenshot shows the 'Searching for location...' dialog box with the following details:</p> <ul style="list-style-type: none"> Search Field: vernon, bc Location: Vernon, BC, Canada (selected in dropdown) Choose Button: Choose

- [illegible]

Steps	Procedure	Screen Display/Expected Results
Step 1 Two Booking Source Options	<ul style="list-style-type: none"> When booking Air Canada flights in Concur you will be presented with two booking source options: <ol style="list-style-type: none"> AirCanada: Air Canada's online reservation system. Rates will show discounted rates as well as Tango fares. Sabre: UNIGLOBE's online reservation system as well as Tango fares. For both options the transactions will occur within Concur (you will not leave Concur's website to finish any part of the reservation) but the process is different. 	
Step 2 Consistent Booking Sources	<ul style="list-style-type: none"> If you select the AirCanada option, you will notice that any other flight type options (i.e. Sabre) will not be available for reservation. Air Canada does not allow mixed booking sources. You must book AirCanada for the return journey. (Conversely, if you book a Sabre fare on the outbound you will need to select a Sabre fare for the return.) You are able to book different carriers with Air Canada (e.g. WestJet with Air Canada). 	

<div>Step 3 A La Carte Options</div>	<div><ul style="list-style-type: none">Once you have selected your flights, a pop-up will appear for “A La Carte” option selection.Options will be listed for each flight segment, so some items may appear more than once.Select each item you would like for each flight.NOTE -These items will be charged to the credit card used to pay for the flights.</div>	<div><div>Air Canada A La Carte Options</div><div>You can now exercise more freedom in customizing your flight, so that it reflects perfectly what you want from your travel experience. With our 7 la carte options, you can decide where you might like to save even a little bit more, or keep the base options you've chosen.</div><div><div>ConfirmSkipCancel</div><table><thead><tr><th>Flt#</th><th>From</th><th>To</th><th>Depart</th><th>Arrive</th></tr></thead><tbody><tr><td>AC108</td><td>YVR</td><td>YYZ</td><td>2013-10-22 07:00:00</td><td>2013-10-22 14:29:00</td></tr></tbody></table><div><div>Description</div><div><div><input type="checkbox"/></div>Get extra protection in case of flight delays or disruptions that are beyond the airline's responsibility or control.<div>Price</div>Add \$35.00</div><div><ul style="list-style-type: none">Rebook the first available flight on Air Canada or another airlineProvide complimentary hotel accommodations, car rental, ground transportation and mealsReceive automatic flight information updates by email and/or SMSFull details on how to use On My Way will appear on the Itinerary/ReceiptNon transferable: can only be used by ticket holderOnce the ticket has been purchased, this option cannot be changed and is non-refundable</div><div>Receive 1 Meal Item* + 1 Snack Item for only (up to \$9 CAD value, all taxes included) *Effective April 1, 2010, meal items will no longer be available for purchase on flights departing after 10PM. On these flights, customers will only be able to choose from a selection of beverages and snack items. Add \$7.00</div><div>Effective May 1, 2010, all Onboard Café purchases made on board Air Canada flights (excluding Jazz) are payable only with Visa, MasterCard and American Express credit cards.</div><div><ul style="list-style-type: none">Pay \$7 (all taxes included) for an Onboard Café voucher redeemable for 1 Fresh Meal item or Alcoholic Beverage and 1 Snack item (All Day Pantry or Fresh Snack). Voucher coding will be indicated on your boarding pass.Use for purchase of any Onboard Café items including alcoholic beverages on selected flights of two hours or more (duty free excluded).Effective April 1, 2010, meal items will no longer be available for purchase on flights departing after 10PM. On these flights, customers will only be able to choose from a selection of beverages and snack items.Examples of the snacks found in our All Day Pantry menu include: chips, chocolate bars, and cashews. All Day Fresh Snack items include: carrot sticks and dip, apple slices, and muffins. All are available for \$3 CAD/USD.Examples of our All Day Fresh Meal menu include: pizza, and sandwiches, all from \$6-7 CAD/USD.Please note: customers on Jazz flights of 2hrs to 3hr15min duration will receive up to \$8 CAD worth of Snack items from the All Day Pantry, as menu items differ.Menu listings for Jazz flights can be found on the www.flyjazz.com website.Not all items are available on all flights.Onboard Café snack and meal vouchers are valid solely on Air Canada operated flights (including Jazz).Non transferable: can only be used by ticket holder.Non refundable: once ticket has been purchased, this option cannot be changed or refunded.</div></div><table><thead><tr><th>Flt#</th><th>From</th><th>To</th><th>Depart</th><th>Arrive</th></tr></thead><tbody><tr><td>AC109</td><td>YYZ</td><td>YVR</td><td>2013-10-23 14:00:00</td><td>2013-10-23 16:00:00</td></tr></tbody></table><div><div>Description</div><div><div><input type="checkbox"/></div>Get extra protection in case of flight delays or disruptions that are beyond the airline's responsibility or control.<div>Price</div>Add \$35.00</div><div><ul style="list-style-type: none">Rebook the first available flight on Air Canada or another airlineProvide complimentary hotel accommodations, car rental, ground transportation and mealsReceive automatic flight information updates by email and/or SMSFull details on how to use On My Way will appear on the Itinerary/ReceiptNon transferable: can only be used by ticket holderOnce the ticket has been purchased, this option cannot be changed and is non-refundable</div><div>Receive 1 Meal Item* + 1 Snack Item for only (up to \$9 CAD value, all taxes included) *Effective April 1, 2010, meal items will no longer be available for purchase on flights departing after 10PM. On these flights, customers will only be able to choose from a selection of beverages and snack items. Add \$7.00</div><div>Effective May 1, 2010, all Onboard Café purchases made on board Air Canada flights (excluding Jazz) are payable only with Visa, MasterCard and American Express credit cards.</div><div><ul style="list-style-type: none">Pay \$7 (all taxes included) for an Onboard Café voucher redeemable for 1 Fresh Meal item or Alcoholic Beverage and 1 Snack item (All Day Pantry or Fresh Snack). Voucher coding will be indicated on your boarding pass.</div></div></div></div>	Flt#	From	To	Depart	Arrive	AC108	YVR	YYZ	2013-10-22 07:00:00	2013-10-22 14:29:00	Flt#	From	To	Depart	Arrive	AC109	YYZ	YVR	2013-10-23 14:00:00	2013-10-23 16:00:00
Flt#	From	To	Depart	Arrive																		
AC108	YVR	YYZ	2013-10-22 07:00:00	2013-10-22 14:29:00																		
Flt#	From	To	Depart	Arrive																		
AC109	YYZ	YVR	2013-10-23 14:00:00	2013-10-23 16:00:00																		
<div>Step 4 Instant Purchase</div>	<div><ul style="list-style-type: none">AirCanada online bookings are ‘instant purchase’ which means that Air Canada will automatically issue the ticket once you confirm the booking.Before you can continue, you must confirm that you have read and understand the conditions. Once you confirm your Tango flight by selecting the checkbox I understand and I wish to proceed, the ticket is issued.</div> <div><div>IMPORTANT NOTE: If you need to cancel a Tange/AirCanada booking due to an error, contact UNIGLOBE before the end of the day, so that they can cancel it</div></div>	<div><div>TIP: Other fare types (i.e. Sabre) are not confirmed and ticketed until the end of the booking process.</div><div><div>Trip Payment Information</div><div>You have selected an airline that requires that all reservations be paid for and ticketed immediately. You must select a credit card from the list below to use for payment.</div><div>Once you click "Next >>", the airline--not your travel agency--will<ul style="list-style-type: none">receive your credit card informationcharge your credit cardissue a ticket</div><div>Once you see your itinerary, you will not be able to cancel the trip through Concur, and any changes or refunds to the airfare will have to be processed through the airline.</div><div>When you click Next, the selected credit card will be charged and the ticket will be issued immediately.</div><div><input type="checkbox"/> I understand and I wish to proceed.</div></div><div><div>Choose a credit card Add a New Credit Card</div><div>Company cards are indicated by an asterisk (*).</div><div>Please choose a credit card.</div></div></div>																				
<div>Step 5 Confirm Purchase</div>	<div><ul style="list-style-type: none">Once you have confirmed that you want this reservation, select Next.</div>	<div><div>Please choose a credit card and billing information, if applicable.</div><div><div>Start Over</div><div><< Previous</div><div>Next >></div></div></div>																				

Step 6 Travel Details

- The **Travel Details** page will show your ticketed flights.
- The ticket number is listed at the top, followed by the details for each flight.
- Within the details you will see the **Status**: *Booked directly in AirCanada*.
- Other flight types (i.e. Sabre) will indicate a status of *Confirmed*.
- You can now select (and pay for, if applicable) your seat on Air Canada. Click **Select Seat** to proceed.

Travel Details

[Print](#)

Trip from Vancouver to Toronto

Start Date: 22 Oct, 2013
End Date: 23 Oct, 2013
Created: 7 Feb, 2013, William Never (Modified: 7 Feb, 2013)
Description: (No Description Available) [\[Edit\]](#)
Trip Record Locator: ZGNUGR
Passengers: William C Never.
Ticket Number(s): 0142117510871 [Change frequent flyer program](#)

Tuesday 22 Oct, 2013

Air

Vancouver, BC (YVR) to Toronto, ON (YYZ)

Tue 22 Oct	Air Canada 108	Duration: 4 hours, 29 minutes Nonstop
I want to ... • Cancel all Air	Vancouver (YVR): 7:00 AM Terminal: M Confirmation Number: KHZIZR	Toronto (YYZ): 2:29 PM Terminal: 1 Status: Booked directly in AirCanada /KHZIZR
Flight Information Aircraft: Airbus A320 E-Ticket Cabin: Tango (A) Seat: No seat assignment Select Seat We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.		
Add: Car Hotel		

Wednesday 23 Oct, 2013

Air

Toronto, ON (YYZ) to Vancouver, BC (YVR)

Wed 23 Oct	Air Canada 109	Duration: 5 hours Nonstop
I want to ... • Cancel all Air	Toronto (YYZ): 2:00 PM Terminal: 1 Confirmation Number: KHZIZR	Vancouver (YVR): 4:00 PM Terminal: M Status: Booked directly in AirCanada /KHZIZR
Flight Information Aircraft: Airbus A320 E-Ticket Cabin: Tango (E) Seat: No seat assignment Select Seat We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.		
Add: Car Hotel		

Step 7 Select Seats

- Click on any **green** (available) seat, then click **Select Seat**, and finally click **Close**.

Seat Map

[Select Seat](#) [Close](#)

Air Canada Flight: 0108 Airbus Industrie A320-100/200
Vancouver Intl Arpt (YVR) - Lester B Pearson Intl (YYZ)
22/10/2013

Available flights: AC 0108 YVR-YYZ

Seat Selection:

There is a minimum charge of 31 CAD for advance seat selection for Tango fare tickets.
Seat assignment is subject to change up until time of departure

■ Available seat
■ Occupied seat
■ Preferential seat
■ Exit row
■ Leave vacant or assign last seat
■ Selected Seat

Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status.

Step 8 Travel Details

- Once you have selected seats, you will be returned to the **Travel Details** page.
- Scroll to the bottom of the page and click **Next** to continue.
- You must complete the entire Concur booking process to successfully complete your booking. See [Book Travel](#).

IMPORTANT NOTE:

Remember that Air Canada online reservations can only be cancelled by contacting UNIGLOBE.

Total Estimated Cost

Ticket Number	Airfare amount	Taxes and fees	Airfare Paid
0142117510871	\$ 478.00 CAD	\$ 175.49 CAD	\$ 653.49 CAD

Air

Ticket Number: 0142117510871:	\$ 478.00 CAD
Taxes and fees:	\$ 175.49 CAD
Total Estimated Cost:	\$ 653.49 CAD

On-line Check-in

[Air Canada Check-in](#)

You can check-in on-line up to 24 hours before your flight. You may print your boarding pass at your home or office to avoid ticket counters and kiosks and go right to security. Click the Check-in button to find out more.

Confirmation Number: **KHZIZR**

Remarks:

-

Itinerary created on 7/02/2013 at 9:32 AM

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#) [Cancel](#)

ADD A HOTEL/CAR TO A ONE-WAY FLIGHT

Steps	Procedure	Screen Display/Expected Results
Important Note	<ul style="list-style-type: none"> If you select One Way on the flight search, you will notice that the option to book a car and/or hotel in conjunction with that flight disappears. 	
Step 1 Book Flight, Then Add to Itinerary	<ul style="list-style-type: none"> Book your flight. See Book Travel. When you arrive at the Travel Details page, you can then select to add a car and/or hotel as needed. 	
Step 2 Select the Trip Leg	<ul style="list-style-type: none"> Once you select Car or Hotel, you will have a drop-down menu to select whether to add reservation to an existing trip arrival location or a new location. 	

<h3>Step 3 Car Rental Search</h3>	<ul style="list-style-type: none"> Specify the pick-up location, pick-up and drop-off dates as well as other preferences. 	<h4>Rental Car Search Preferences</h4> <div> <p>Pick-up car at</p> <p><input checked="" type="radio"/> Airport Terminal <input type="radio"/> Off-Airport</p> <p>Please enter an airport.</p> <p>YMM - Fort McMurray Municipal Arpt - Ft McMurray, AB</p> <p><input type="checkbox"/> Return car to another location</p> </div> <div> <p>Pick-up date</p> <p>16/07/2014 10:48 am</p> <p>Drop-off date</p> <p>17/07/2014 12:00 pm</p> </div> <div> <p>Car Type (Select up to 3)</p> <p>Any Car Class</p> <p>Mini Car</p> <p>Economy Car</p> <p>Economy Car Hybrid</p> <p>Compact Car</p> </div> <div> <p>Smoking</p> <p>Don't care</p> </div> <div> <p>Preferred</p> <p><input checked="" type="checkbox"/> Enterprise</p> <p><input checked="" type="checkbox"/> Budget</p> <p><input checked="" type="checkbox"/> Hertz</p> <p><input checked="" type="checkbox"/> Avis</p> </div> <div> <p>Car Vendors</p> <p><input checked="" type="checkbox"/> Any Vendor</p> <p><input type="checkbox"/> Alamo</p> <p><input type="checkbox"/> Dollar</p> <p><input type="checkbox"/> Ace</p> </div> <p>Your company preferred vendors will be included in the search with your preferences.</p> <p>Indicates major vendor.</p> <div> <p>Promo Code</p> <p>Supplier</p> <p>Code</p> </div> <div> <p>Add Rental Cars</p> <p>Display Trip << Previous Next >> Cancel</p> </div>																																																																																				
<h3>Step 4 Hotel Search</h3>	<ul style="list-style-type: none"> Specify the location, check-in and check-out dates as well as other preferences. 	<h4>Find a Hotel</h4> <div> <p>Find hotels within 5 Distance Units miles of</p> <p><input type="radio"/> Airport <input type="radio"/> Address</p> <p><input type="radio"/> Company Location <input checked="" type="radio"/> Landmark / Postal Code</p> <p>e.g. 'Buckingham Palace', 'RG9 4AJ' or 'Henley-on-Thames'</p> <p>Ft McMurray, AB</p> <p><input type="checkbox"/> With names containing:</p> </div> <div> <p>Check-in Date</p> <p>16/07/2014</p> <p>Check-out Date</p> <p>Change Month</p> <p>Jul 2014 Aug 2014</p> <table border="1"> <tr> <td>Su</td><td>M</td><td>Tu</td><td>W</td><td>Th</td><td>F</td><td>Sa</td> <td>Su</td><td>M</td><td>Tu</td><td>W</td><td>Th</td><td>F</td><td>Sa</td> </tr> <tr> <td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> <tr> <td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td> </tr> <tr> <td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td> </tr> <tr> <td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td><td></td> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> <td>31</td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> </div> <div> <p>Prefer the following chains</p> <p>Hotel Memberships</p> <p>No vendors in profile.</p> <p>Hotel Vendors</p> <p><input checked="" type="checkbox"/> Any Hotel</p> <p><input type="checkbox"/> Carlson Brands (All)</p> <p><input type="checkbox"/> Choice Brands</p> <p><input type="checkbox"/> Hilton (All)</p> <p>Indicates major vendor.</p> </div> <div> <p>Company Preferred Hotels within 30 miles</p> <p>These properties will be automatically added to your search</p> <p>Sawridge Inn & Conference Centre***</p> <p>What are Preferred Hotels?</p> </div> <div> <p>Please choose a location to search for your hotel, and select your check-in and check-out dates.</p> <p>Help me find a hotel?</p> <p>Display Trip << Previous Next >> Cancel</p> </div>	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	6	7	8	9	10	11	12	3	4	5	6	7	8	9	13	14	15	16	17	18	19	10	11	12	13	14	15	16	20	21	22	23	24	25	26	17	18	19	20	21	22	23	27	28	29	30	31			24	25	26	27	28	29	30								31						
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Concur FAQ

Objective of Concur

The Concur Online Tool provides an end-to-end travel request and booking solution that will:

- Reduce costs
- Save time
- Eliminate paper

Can Personal Travel be booked using the Concur Online Tool?

At this time only corporate trips should be booked on Concur.

For vacation bookings please contact UNIGLOBE Travel's Leisure office. The leisure office is open Monday to Friday from 8:30 am to 5:00 pm and Saturdays from 10:00 am to 4:00 pm.

- Phone: 1-800-491-5565
- Email: vacationyyc@uniglobeone.com

Please note additional service fees apply.

Do I need a UNIGLOBE profile to use the Concur Online Tool?

Yes, all travelers using this system require a personal travel profile

Do employees need to upload corporate discount codes into the Concur system?

No, corporate discounts are pre-loaded into the system. Promotions that are not part of a company's corporate discounts will need to be added by the user.

NOTE: Individuals can enter their personal promotional and discount codes for Air Canada or a car rental when booking their travel through Concur.

In the Concur system, what flights can be put on hold and which flights are instant purchases?

When booking directly from the airline (ex. AirCanada or Southwest) flights are instant purchases when the booking is completed. When booking through "Sabre" these flights can be placed on hold until the date/time indicated by Concur.

What is a travel credit?

A travel credit is issued to your company when a ticket is cancelled and held for future purchases.

How are travel credits used?



Travelers must call UNIGLOBE in order to use a credit. Credits cannot be actioned on Concur as they are managed by UNIGLOBE's database.

When I reserve a trip will I receive an email?

No, only when a ticket or invoice is issued by UNIGLOBE.

When the ticket is issued will I receive an email?

You will receive an itinerary and invoice.

ProFILER Express and Concur Online Travel Booking Support:

- Email: onlinesupport@uniglobeone.com
- Toll Free: 877-575-6868