Concur Travel: Non-Profiled Travel (formerly Guest Traveler)

Travel Service Guide

Concur Technologies Inc.

Non-Profiled Travel (formerly Guest Traveler)

Section 1: About This Guide

IMPORTANT – Similar Features

There are two similar features:

- Sponsored Guest User
- Non-Profiled Travel (formerly Guest Traveler)

They are similar in that non-employees book travel (or have travel booked for them) in Concur. The main difference is that the sponsored user has a user profile in Concur; the non-profiled traveler does not.

    📖   Refer to the *Sponsored Guest User Travel Service Guide*, which is available on the Concur Support Portal or in Travel Administration online help.

Section 1: Overview

The Non-Profiled Travel (formerly called Guest Traveler) feature allows a guest travel booker (a user with the Guest Booking permission, described later in this guide) to perform a one-time booking for a non-profiled user, such as interviewees, consultants, travel partners, etc. The booking will be listed in the travel booker's Concur Travel account for reporting and organization purposes.

A PNR is created manually by Concur Travel, since no Concur or GDS profile exists for the guest traveler. The company-level profile will still move into the record.

- Concur supports full policy, workflow, and reporting processes.
- A guest traveler booking can be made by using the Trip Template and Clone Trip functions.

Section 2: What the Travel Booker Sees

A travel booker is a user with the Guest Booking permission, as described later in this guide.

Booking a Trip

▶ *To book for a guest traveler:*

1. At the top of the search form, the booker clicks **Book for a guest**.

2. Using the Travel Wizard, the booker:

    ♦   Chooses the appropriate city pairs, dates, and other options.

    ♦   Clicks **Search**.

3. On the search results pages, the booker:

    ♦   Chooses the desired flight.

    ♦   Clicks **Reserve**.

4. On the **Review** pages, the booker:

- ♦ Enters the name of the guest.
- ♦ Completes all other required fields.
- ♦ Provides any applicable frequent traveler account numbers.
- ♦ Selects a seat (if available).
- ♦ Makes the appropriate choice for payment:
  - Corporate Credit Card
  - Booker's Credit Card
  - Temporary (traveler's) Credit Card

The **Review and Reserve Flight** page is shown below. Each segment type (air, hotel, car, etc.) has its own review page. The booker must specify only the non-profiled traveler's information on the first review page. This traveler's information should be pre-populated on any subsequent review pages.

Review and Reserve Flight

REVIEW FLIGHTS

Outbound flight: Baltimore, MD (BWI) - Denver, CO (DEN)   Tue, Dec 30

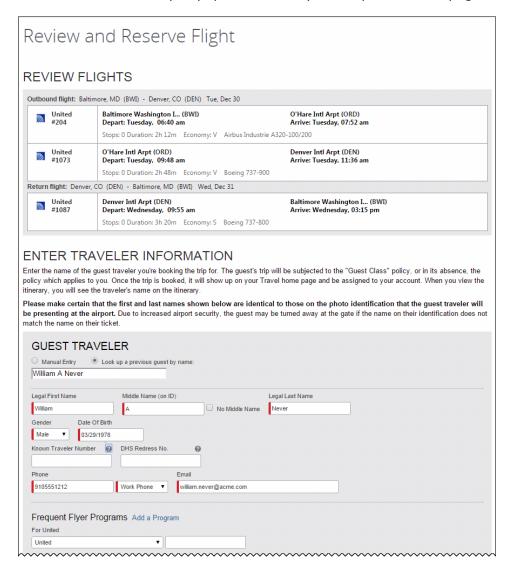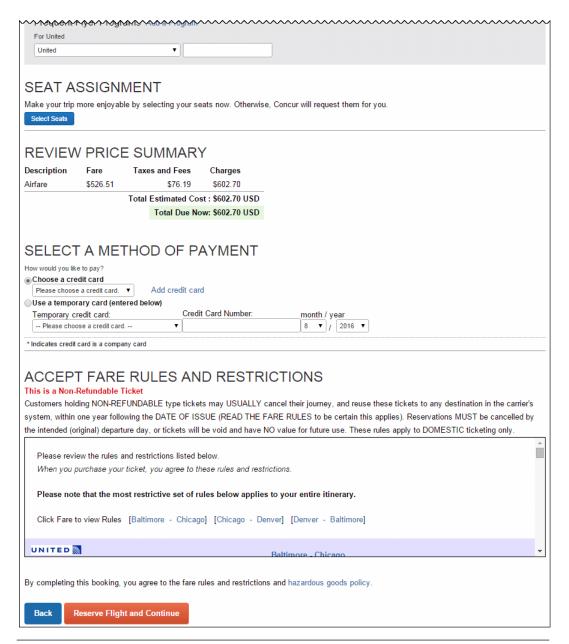|		
United #204	**Baltimore Washington I... (BWI)** **Depart: Tuesday, 06:40 am**	**O'Hare Intl Arpt (ORD)** **Arrive: Tuesday, 07:52 am**
	Stops: 0 Duration: 2h 12m Economy: V Airbus Industrie A320-100/200	
United #1073	**O'Hare Intl Arpt (ORD)** **Depart: Tuesday, 09:48 am**	**Denver Intl Arpt (DEN)** **Arrive: Tuesday, 11:36 am**
	Stops: 0 Duration: 2h 48m Economy: V Boeing 737-900	

Return flight: Denver, CO (DEN) - Baltimore, MD (BWI)   Wed, Dec 31

United #1087	**Denver Intl Arpt (DEN)** **Depart: Wednesday, 09:55 am**	**Baltimore Washington I... (BWI)** **Arrive: Wednesday, 03:15 pm**
	Stops: 0 Duration: 3h 20m Economy: S Boeing 737-800	

ENTER TRAVELER INFORMATION

Enter the name of the guest traveler you're booking the trip for. The guest's trip will be subjected to the "Guest Class" policy, or in its absence, the policy which applies to you. Once the trip is booked, it will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler's name on the itinerary.

Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport. Due to increased airport security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

GUEST TRAVELER

○ Manual Entry   ● Look up a previous guest by name:

| William A Never |

Legal First Name	Middle Name (on ID)		Legal Last Name
William	A	☐ No Middle Name	Never

Gender	Date Of Birth
Male ▼	03/29/1978

Known Traveler Number ❓	DHS Redress No. ❓

Phone		Email
9105551212	Work Phone ▼	william.never@acme.com

Frequent Flyer Programs Add a Program

For United

| United ▼ | |

SEAT ASSIGNMENT

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

[Select Seats]

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	$526.51	$76.19	$602.70

Total Estimated Cost : $602.70 USD

Total Due Now: $602.70 USD

SELECT A METHOD OF PAYMENT

How would you like to pay?

◉ **Choose a credit card**

Please choose a credit card. ▼   Add credit card

◯ Use a temporary card (entered below)

Temporary credit card:	Credit Card Number:	month / year
-- Please choose a credit card. -- ▼		8 ▼ / 2016 ▼

* Indicates credit card is a company card

ACCEPT FARE RULES AND RESTRICTIONS

This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

Please review the rules and restrictions listed below.

When you purchase your ticket, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

Click Fare to view Rules [Baltimore - Chicago] [Chicago - Denver] [Denver - Baltimore]

UNITED

Baltimore - Chicago

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.
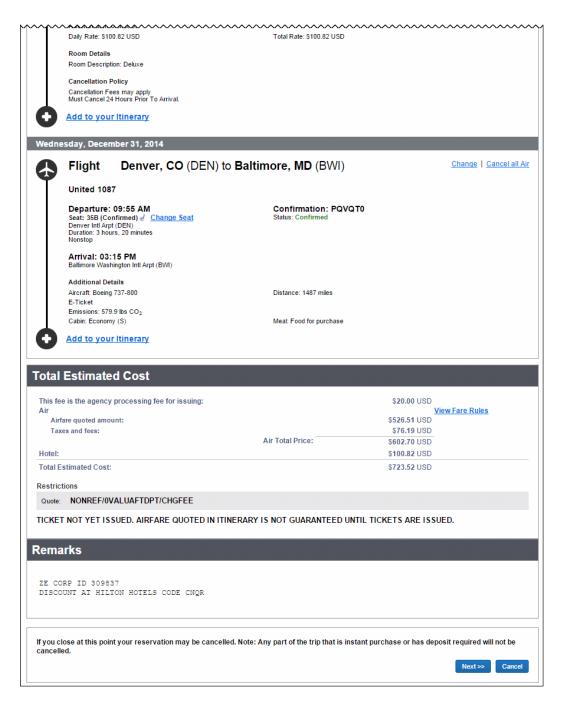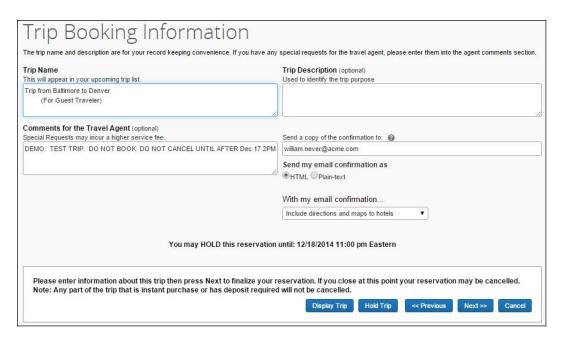
[Back] [Reserve Flight and Continue]

NOTE: Once the booker has booked a guest traveler, the traveler's name will be available in the **Look up a previous guest by name** list indefinitely.

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5. On the itinerary, the booker:

♦ Reviews the itinerary for accuracy.

♦ Clicks **Next**.

Travel Details

Trip Overview

I want to...
Print Itinerary
E-mail Itinerary

Trip Name: Trip from Baltimore to Denver (For Guest Traveler)
(Edit)

Start Date: Dec 30, 2014

End Date: Dec 31, 2014

Created: Dec 17, 2014, Katie Admin *(Modified: Dec 17, 2014)*

Description: (No Description Available) (Edit)

Comments to Agent: DEMO. TEST TRIP. DO NOT BOOK. DO NOT CANCEL UNTIL AFTER Dec 17 2PM

Agency Record Locator: ZITZBB

Passengers: William Never

Total Estimated Cost: $723.52 USD (Details)

> ⓘ Airfare must be ticketed by an agent by: **12/18/2014 11:00 PM Eastern**

Add to your Itinerary

🚗 Car   🛏 Hotel

🚕 Taxi

Reservations

Tuesday, December 30, 2014

✈ **Flight**   **Baltimore, MD** (BWI) to **Chicago, IL** (ORD)   Change | Cancel all Air

United 204

Departure: 06:40 AM
Seat: 37A (Confirmed) ✎ Change Seat
Baltimore Washington Intl Arpt (BWI)
Duration: 2 hours, 12 minutes
Nonstop

Confirmation: PQVQT0
Status: **Confirmed**

Arrival: 07:52 AM
O'Hare Intl Arpt (ORD)
Terminal: 1

Additional Details
Aircraft: Airbus A320
E-Ticket
Emissions: 266.6 lbs CO_2
Cabin: Economy (V)

Distance: 620 miles

1 hr, 56 min layover at O'Hare Intl Arpt (ORD)

Flight   **Chicago, IL** (ORD) to **Denver, CO** (DEN)

United 1073

Departure: 09:48 AM
Seat: 32A (Confirmed) ✎ Change Seat
O'Hare Intl Arpt (ORD)
Terminal: 1
Duration: 2 hours, 48 minutes
Nonstop

Confirmation: PQVQT0
Status: **Confirmed**

Arrival: 11:36 AM
Denver Intl Arpt (DEN)

Additional Details
Aircraft: Boeing 737-900
E-Ticket
Emissions: 381.4 lbs CO_2
Cabin: Economy (V)

Distance: 887 miles

Meal: Meal at Cost

🛏 **Warwick Denver Hotel**   Change | Cancel

1776 Grant St
Denver, Colorado, 80203
US
☏ 303-861-2000

Checking In: Tue Dec 30
Room 1, Days 1, Guests 1

Confirmation: 82011165
Status: **Confirmed**
Rate Code: AR10ZZZ

Checking Out: Wed Dec 31

Additional Information
Daily Rate: $100.82 USD

Total Rate: $100.82 USD

Room Details
Room Description: Deluxe

Daily Rate: $100.82 USD   Total Rate: $100.82 USD

Room Details
Room Description: Deluxe

Cancellation Policy
Cancellation Fees may apply
Must Cancel 24 Hours Prior To Arrival.

➕ **Add to your Itinerary**

Wednesday, December 31, 2014

✈ **Flight   Denver, CO** (DEN) to **Baltimore, MD** (BWI)   Change | Cancel all Air

United 1087

Departure: 09:55 AM   **Confirmation: PQVQT0**
Seat: 35B (Confirmed) 🖉 **Change Seat**   **Status:** Confirmed
Denver Intl Arpt (DEN)
Duration: 3 hours, 20 minutes
Nonstop

Arrival: 03:15 PM
Baltimore Washington Intl Arpt (BWI)

Additional Details
Aircraft: Boeing 737-800   Distance: 1487 miles
E-Ticket
Emissions: 579.9 lbs CO_2
Cabin: Economy (S)   Meal: Food for purchase

➕ **Add to your Itinerary**

Total Estimated Cost

This fee is the agency processing fee for issuing:	$20.00 USD
Air	**View Fare Rules**
Airfare quoted amount:	$526.51 USD
Taxes and fees:	$76.19 USD
Air Total Price:	$602.70 USD
Hotel:	$100.82 USD
Total Estimated Cost:	$723.52 USD

Restrictions

Quote: NONREF/0VALUAFTDPT/CHGFEE

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

Remarks

```
ZE CORP ID 309837
DISCOUNT AT HILTON HOTELS CODE CNQR
```

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

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6. On the **Trip Booking Information** page, the booker:

    ♦ Adds a description.

    ♦ Enters one or more (comma separated) email addresses in the **Send a copy of the confirmation to** field.

    ♦ Clicks **Next**.

Then, the trip is displayed in **Upcoming Trips** and will show the guest's name.

Transportation Security Administration (TSA) Requirements

When making a guest traveler reservation:

- The middle name will be written to the PNR if present.

  📖 Refer to *Write Middle Name for Guest Travel* below.

- The TSA requirements are requested.

Note the following:

- The TSA items are only requested if the company travel configuration **When to send TSA required data to air carriers** field is set to *Only for traveler to, from, or transferring through the USA* or *Always*.

- This information has been incorporated into the review page with the *enhanced* user interface; there is no longer an additional page to specify the traveler's TSA data (like in the previous user interface).

Unknown Date of Birth

There are times when a guest booking is made or a multi-passenger booking is made and the dates of birth of the travelers are not known by the person making the reservation. For example, if a candidate for a position is being flown in for an interview, the hiring manager may not know the date of birth of the candidate.

NOTE: Under EEOC regulations in the United States, the hiring manager is not allowed to inquire as to the date of birth.

For these reasons, the **TSA Secure Flight** page now allows the travel booker to leave the **Date of Birth** field blank for guest bookings by indicating that the traveler's date of birth is unknown. The **Date of Birth Unknown** check box includes QuickHelp that explains that the traveler will still be required to provide that information either online or at the airport during check-in. This option will also be available for multiple-passenger bookings.

Requested Information

GRETLE, HANSEL

Gender ⊙ Male ◯ Female

Middle Name [   ] ☑ No Middle Name

Date of Birth (mm/dd/yyyy) [   ] ☑ Date of Birth Unknown 🌐

DHS Redress No. [   ] 🌐

Quick Help for the Date of Birth Unknown check box: If you cannot obtain the traveler's date of birth due to legal restrictions, check this box and Concur Travel will not add one to the reservation. Be aware that tickets won't be issued without this information and that reservations will be cancelled if the date of birth is not provided to the agency prior to the ticketing deadline or 72 hours prior to check-in, whichever comes first.

If the travel booker selects the **Date of Birth Unknown** check box, they are not prevented from completing the booking:

This option should only be checked if you are LEGALLY unable to confirm the passenger's date of birth, most often due to government restrictions on data gathering for non-employees. If that is the case, please click OK to confirm your selection. If this is NOT the case, please click Cancel to provide the date of birth. Fictitious information is punishable by fines and penalties.

Please note that tickets won't be issued without this information and that reservations will be cancelled if the date of birth is not provided to the agency prior to ticketing deadline or 72 hours prior to check-in, whichever comes first.

[OK] [Cancel]

If the **Date of Birth** field is blank, *BIRTHDATE UNKNOWN* appears on the itinerary in the **Comments from Agent** section:

Concur Travel will also add an unassociated itinerary remark to the PNR. This provides text on the itinerary and also allow us to alert the agency that the date of birth is missing. The itinerary remark will be BIRTHDATE UNKNOWN.

Sabre example: 5#BIRTHDATE UNKNOWN

While reservation is permitted without a date of birth, ticketing is not. It will be incumbent upon the TMC to contact the traveler to get the DOB. This may lead to higher service fees depending on your contract with your TMC.