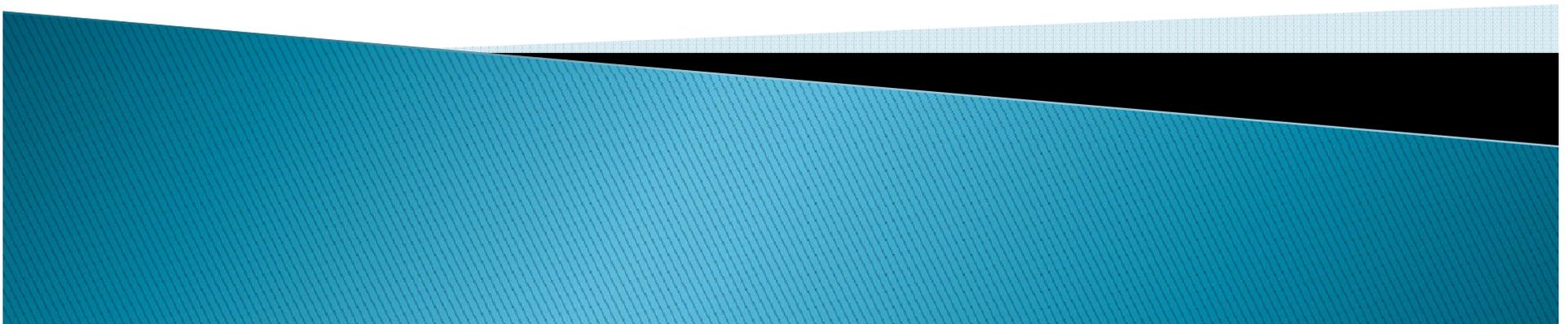




Concur Travel Training

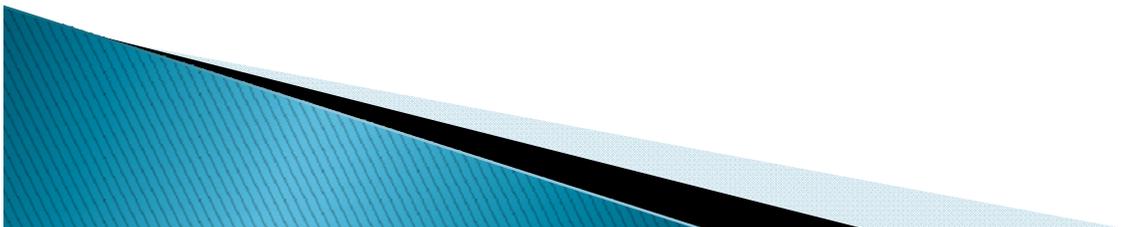
“formerly known as Cliqbook”

04/06/2011



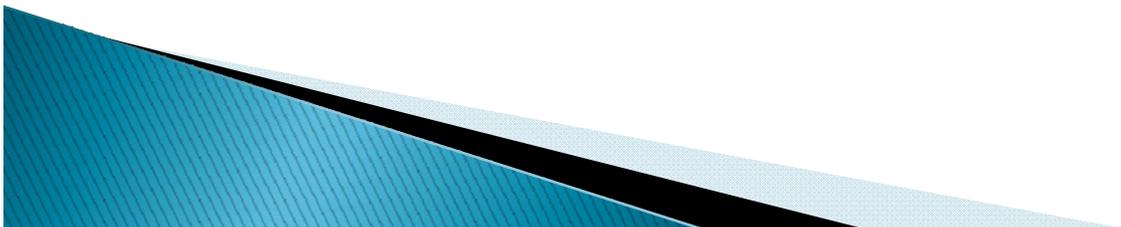
What is Concur?

- ▶ On-line travel booking tool.
- ▶ Software licensed through T&T.
- ▶ Uses the GDS (Global Distribution System).
- ▶ Similar features to Expedia, Orbitz and other on-line tools.
- ▶ Uses all airlines available.



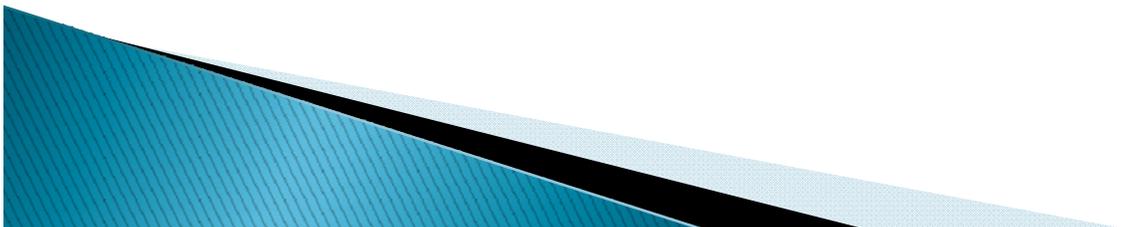
When can I use Concur?

- ▶ Ames Laboratory or Iowa State travel.
- ▶ Concur is set-up to direct bill airline and car rental.
- ▶ Personal form of payment must be used to book other (hotel, taxi)
- ▶ Cannot be used for personal travel.
- ▶ Cannot be used for mixed personal and business travel.
- ▶ Cannot be used for one-way airport car rentals.
- ▶ Should not be used for foreign travel.'
- ▶ Should be used with caution for multi-leg trips.
- ▶ Follow Ames Lab travel policy for direct billing.



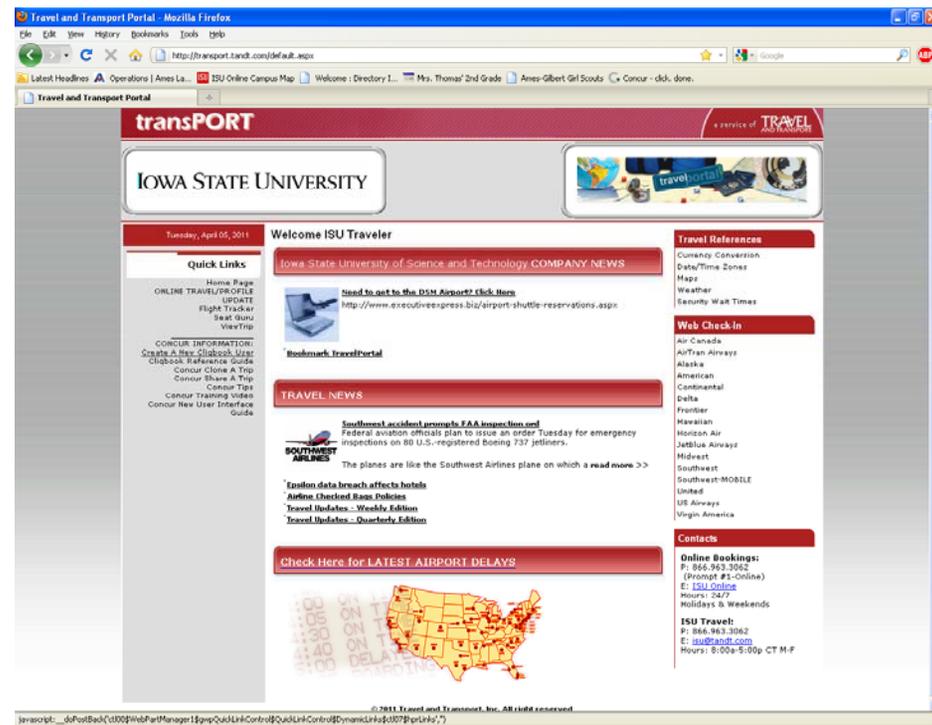
Profile

- ▶ Traveler and/or travel assistant must have an e-mail address that ends with ameslab.gov.
- ▶ Assistant administering travel needs a profile for log-in purposes.
- ▶ Travel assistant must be set-up under the traveler's profile in order to plan travel.
- ▶ *Travel will not be booked on Concur Travel until Ames Lab Travel Worksheet has been received and reviewed by the Travel Office.*



Profile

- ▶ Each travel using Concur must have profile.
- ▶ Call Travel Office (4-4488) for pin number.
- ▶ Profile set up at <http://portal.tandt.com/isu>



Profile

Travel and Transport Portal - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://transport.tandt.com/default.aspx

Latest Headlines Operations | Ames La... ISU ISU Online Campus Map Welcome : Directory I... Mrs. Thomas' 2nd Grade Ames-Gilbert Girl Scouts Concur - click, done.

Travel and Transport Portal

transPORT

a service of TRAVEL AND TRANSPORT

IOWA STATE UNIVERSITY

Tuesday, April 05, 2011

Welcome ISU Traveler

Iowa State University of Science and Technology COMPANY NEWS

Need to get to the DSM Airport? Click Here
<http://www.executiveexpress.biz/airport-shuttle-reservations.aspx>

Bookmark TravelPortal

TRAVEL NEWS

Southwest accident prompts FAA inspection ord
Federal aviation officials plan to issue an order Tuesday for emergency inspections on 80 U.S.-registered Boeing 737 jetliners.

Southwest Airlines
The planes are like the Southwest Airlines plane on which a [read more >>](#)

Explosion data breach affects hotels
Airline Checked Bags Policies
Travel Updates - Weekly Edition
Travel Updates - Quarterly Edition

Check Here for LATEST AIRPORT DELAYS



Quick Links

- Home Page
- ONLINE TRAVEL/PROFILE UPDATE
- Flight Tracker
- Seat Guru
- ViewTrip

CONCUR INFORMATION:

- [Create A New Cliqbook User](#)
- [Cliqbook Reference Guide](#)
- [Concur Clone A Trip](#)
- [Concur Share A Trip](#)
- [Concur Tips](#)
- [Concur Training Video](#)
- [Concur New User Interface Guide](#)

Travel References

- Currency Conversion
- Date/Time Zones
- Maps
- Weather
- Security Wait Times

Web Check-In

- Air Canada
- AirTran Airways
- Alaska
- American
- Continental
- Delta
- Frontier
- Hawaiian
- Horizon Air
- JetBlue Airways
- Midwest
- Southwest
- Southwest-MOBILE
- United
- US Airways
- Virgin America

Contacts

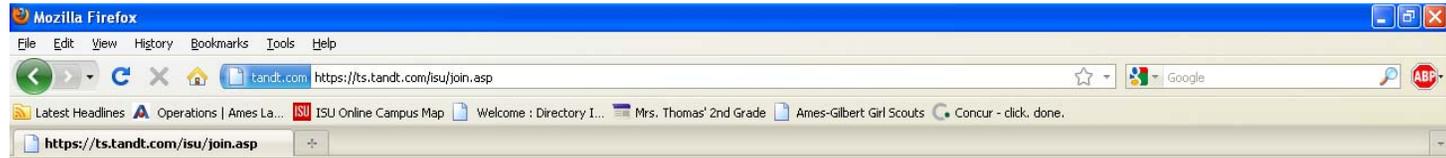
Online Bookings:
P: 866.963.3062
(Prompt #1-Online)
E: ISU Online
Hours: 24/7
Holidays & Weekends

ISU Travel:
P: 866.963.3062
E: isu@tandt.com
Hours: 8:00a-5:00p CT M-F

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javascript: __doPostBack('ctl00\$WebPartManager1\$gwpQuickLinkControl\$QuickLinkControl\$DynamicLinks\$ctl07\$#prLinks,')

Profile



To obtain the Company PIN number, please email your travel manager.

ISU: [Jodi Essey](#)

DOT: [Sheri Anderson](#)

Ames Lab: [Andrea Spiker](#) or [Konnie Willie-Kennicker](#)

Enter your Company PIN number below.

Submit



Profile

User Registration - Mozilla Firefox

File Edit View History Bookmarks Tools Help

outtask.com https://app2.outtask.com/registration/register_form.asp?regcode=IASTATE1858

Latest Headlines Operations | Ames La... ISU ISU Online Campus Map Welcome | Directory I... Mrs. Thomas' 2nd Grade Ames-Gilbert Girl Scouts Concur - click done.

User Registration

Welcome to Cliqbook!

IOWA STATE UNIVERSITY This is a self-registration site for Iowa State University. Setting up a login and password is quick and easy. Please fill in the information requested below and take note of the following:

- All new users must self-assign a login. It is recommended that you use your email address as the Cliqbook Login. Each traveler and travel arranger must have a login to arrange travel.
- All new users must also self-assign a password. Passwords must be at **least 6 characters in length**. It cannot contain spaces. Please memorize your login and password. Or, note them and keep in a secure location.

IF you travel for more than one division (ISU, DOT and AMES Lab) you will need to create a profile under each division.

Please fill out all fields. Typically, your Cliqbook Login should be the same as the first part of your email address (before the "@iastate.edu", "@dot.iowa.gov" or "@ameslab.gov"). If you are building a security profile for alternate divisions, your login will still need to have the correct domain above for that division, you can enter your email address as your normal email.

Account Information

Concur Login @ Choose a domain...

Contact Information

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.

First Name

Middle Name

Last Name

Rule Class ISU

Work Email Address @ Choose a domain...

Work Phone

Home Phone

Home Address

no p.o. boxes please

Street Address 1'

Street Address 2'

City'

Country'

State, Province, Region'

Zip/Postal Code'

Configuration Settings

Time Zone (GMT-06:00) Central Time (US & Canada)

Done

Profile

User Registration - Mozilla Firefox
File Edit View History Bookmarks Tools Help
outask.com https://app2.outask.com/registration/register_form.asp?regcode=IASTATE1858
Latest Headlines | Operations | Ames La... | ISU Online Campus Map | Welcome : Directory I... | Mrs. Thomas' 2nd Grade | Ames-Gilbert Girl Scouts | Concur - click. done.

User Registration

Please memorize your login and password. Or, note them and keep in a secure location.
IF you travel for more than one division (ISU, DOT and AMES Lab) you will need to create a profile under each division.

Please fill out all fields. Typically, your Clickbook Log-in should be the same as the first part of your email address (before the "@iastate.edu, @dot.iowa.gov or @ameslab.gov"). If you are building a second profile for alternate divisions. Your login will still need to have the correct domain above for that division, you can enter your email address as your normal email.

Account Information

Concur Login @ Choose a domain...

Contact Information

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.

First Name
Middle Name
Last Name
Rate Class ISU
Work Email Address @ Choose a domain...
Work Phone
Home Phone*

Home Address

no p.o. boxes please

Street Address 1*
Street Address 2*
City*
Country*
State, Province, Region*
Zip/Postal Code*

Configuration Settings

Time Zone (GMT-5:00) Central Time (US & Canada)
Date Format MM/YY

*Optional

Please remember to review and update your travel profile before attempting to arrange travel. This can be done by clicking on **My Travel Profile** from the Travel Home page.

If you have any difficulties registering, please contact ISU Online Help Desk at 866.963.3062 (Prompt #1) or email isuonline@tandt.com for assistance.

Done

Logging into Concur

<https://www.concursolutions.com/default.asp?host=www.tandt.com>

The screenshot shows a Mozilla Firefox browser window with the URL <https://www.concursolutions.com/default.asp?host=www.tandt.com>. The page has a dark blue background. In the center, there is a white box containing the "TRAVEL AND TRANSPORT" logo. To the right of the logo, there is a "Technical Support" link with a right-pointing arrow. Below the logo, there are "Login" and "Password" links, each with a right-pointing arrow. To the right of these links are two white input fields for username and password, a "GO" button, and a checkbox labeled "Remember user name on this computer". A "Notice" section on the right side of the page provides instructions in English and French regarding login difficulties and links to "Forgot your password?". At the bottom right, there are links for "Forgot your user name?" and "Forgot your password?", followed by the text "Passwords are case sensitive." The browser's address bar and menu bar are visible at the top.

Concur - click. done. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

concursolutions.com <https://www.concursolutions.com/default.asp?host=www.tandt.com> Google

Latest Headlines | Operations | Ames La... | ISU Online Campus Map | Welcome : Directory I... | Mrs. Thomas' 2nd Grade | Ames-Gilbert Girl Scouts | Concur - click. done.

User Registration | On-Line Travel Reservations through "..." | Concur - click. done.

Technical Support ▶

TRAVEL
AND TRANSPORT

Login ▶
Password ▶

GO

Remember user name on this computer

Notice:
If you experience difficulty logging into the site, please click on the [Forgot your password?](#) link below.

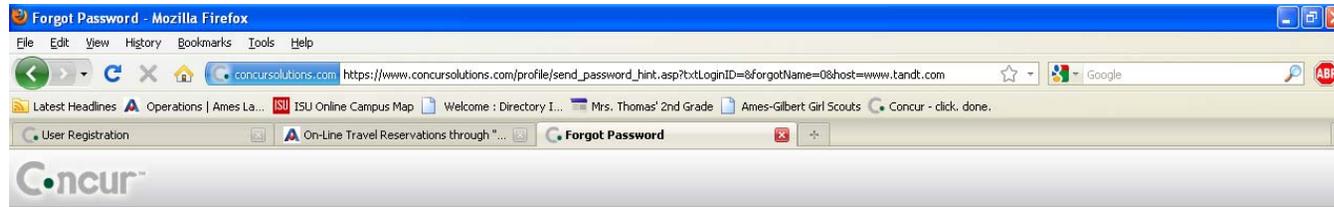
Si vous éprouvez des difficultés à ouvrir une session dans ce site, veuillez cliquer sur le lien [Vous avez oublié votre mot de passe?](#) ci-dessous.

[Forgot your user name?](#)
[Forgot your password?](#)
Passwords are case sensitive.

Done

Logging into Concur

<https://www.concursolutions.com/default.asp?host=www.tandt.com>



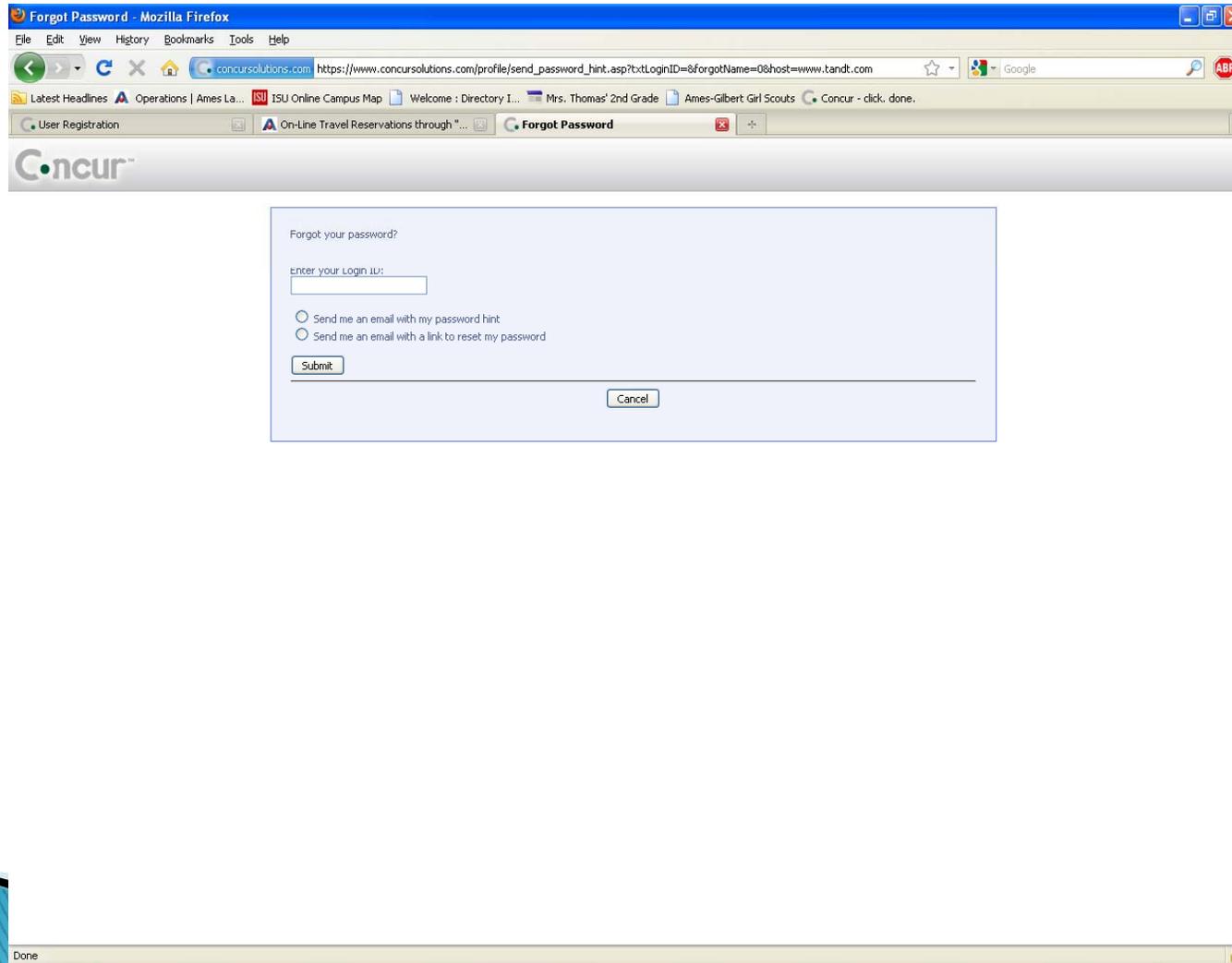
Forgot your password?

enter your Login ID:

Send me an email with my password hint
 Send me an email with a link to reset my password

Logging into Concur

<https://www.concursolutions.com/default.asp?host=www.tandt.com>



Logged In – Home Page

Travel Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.concursolutions.com/travelhome.asp

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT

IOWA STATE UNIVERSITY

Travel Reporting Administration **Profile**

Home Arrangers Trip Library Templates Policy Profile Tools

Get the Latest Mobile Features Now!
Check App Stores for Current Versions

Flight Car Hotel Taxi Flight Status

To refresh your list of unused tickets, click on the profile link in the header bar and click save in your profile. The list will also refresh when you start an air search.

ISU's preferred air carriers are Delta and Continental

Round Trip One Way Multi-Segment

Departure City DSM
DSM - Des Moines Municipal Airport - Des Moines, IA

Arrival City

Departure 9:00am ± 3

Return 5:00pm ± 3

Pick-up/Drop-off car at airport

Find a Hotel

Search flights by: Price Schedule

Search

Company Notes Travel Map Upcoming Trips Trips Awaiting Approval

You are administering travel for: Me Search

IOWA STATE UNIVERSITY

Welcome to AMES Labs Online Reservation System.

This site is for Business travel only.

Resources:

- Web Checkin's
- Clqbook Training Video
- Clqbook Tips Document
- Clqbook Quick Reference Guide
- Clqbook "How To" Share a Trip
- Clqbook "How To" Clone a Trip
- ISU Travel Policy

Assistance:

P: 866.963.3062 (Prompt #1)
E: isuonline@tandt.com
Hours: 24/7 M-F, Holidays & Weekends

Updating Profile

Profile Options - Mozilla Firefox

File Edit View History Bookmarks Tools Help

concur solutions.com https://www.concursolutions.com/profile/profile_user.asp

Welcome, Andrea Lynn Spiker Help | Log Out

TRAVEL AND TRANSPORT IOWA STATE UNIVERSITY

Travel Reporting Administration **Profile**

Personal Information Change Password System Settings Mobile Registration Travel Vacation Reassignment System E-Mail Settings

My Profile Select one of the following to customize your user profile.

- Your Information**
 - Personal Information** Your home address and emergency contact information.
 - Company Information** Your company name and business address or your remote location address.
 - Credit Card Information** You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.
 - Travel Preferences** Carrier, Hotel, Rental Car and other travel-related preferences.
 - System E-Mail Settings** Change parameters for automated system E-Mails.
 - Mobile Registration** Set up PIN to access Concur for mobile on your BlackBerry or Windows Mobile Device.
- Travel Settings**
 - Travel Preferences
 - International Travel
 - Frequent-Traveler Programs
 - Assistants/Arrangers
- Other Settings**
 - System Settings
 - Change Password
 - Privacy Statement
 - System E-mail Settings
 - Travel Vacation Reassignment
 - Mobile Registration
 - I'm Assisting...
- System Settings** Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?
- Contact Information** How can we contact you about your travel arrangements?
- Setup Travel Assistants** You can allow other people within your companies to book trips and enter expenses for you.
- Travel Vacation Reassignment** Going to be out of the office? Configure your back-up travel manager.
- Change Password** Change your password.

https://www.concursolutions.com/profile/ProfileUserChangePassword.asp

Profile

Birthdate/Gender – TSA Requirement

The screenshot shows a web browser window titled "My Profile - Mozilla Firefox" with the URL "https://www.concursolutions.com/profile/PersonalProfile.asp". The page contains several form sections:

- Address Section:** Ames, IA 50014, United States of America.
- Contact Information Section:** Work Phone: 515-294-6738, Work Extension, Work Fax: 515-294-6166, 2nd Work Phone Remote Office, Home Phone: 515-450-5408. Pager, Other Phone, Mobile Phone: 515-450-3113. Mobile Carrier: Verizon PCS (@myvzw.com) with a "Send Test Message" button. A red oval highlights this section. Below it, a note states: "You must specify either a home phone or a work phone." and "Please check which of the following e-mail addresses to use to contact you regarding travel arrangements." E-mail Addresses: E-mail 1 [Required]: spiker@ameslab.gov (checked), E-mail 2, E-mail 3: kennick@ameslab.gov.
- Emergency Contact Section:** Name: A.J. Spiker, Relationship: Spouse, Street: 1019 Gaskill Drive, City: Ames, IA, Zip/Postal Code: 50014, Phone: 515-450-5408, Alternate Phone: 515-450-3110. A checkbox "Address same as employee" is checked.
- Travel Preferences Section:** Eligible for the following discount travel rates/fare classes: AAA, Government, Military, Senior/AARP.
- Air Travel Preferences Section:** Seat: Window, Row: Front, Special Meals: Regular Meal, Ticket Delivery: E-ticket when possible.

The browser's address bar shows "https://www.concursolutions.com/profile/PersonalProfile.asp#HomeAddress".

Logged In – Booking a Trip

Travel Center - Mozilla Firefox

http://www.concursolutions.com/travelhome.asp

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT IOWA STATE UNIVERSITY

Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Policy Profile Tools

You are administering travel for: Me Search

Company Notes Travel Map Upcoming Trips Trips Awaiting Approval

IOWA STATE UNIVERSITY

Welcome to AMES Labs Online Reservation System.

This site is for Business travel only.

Resources:

- Web Checkin's
- Clqbook Training Video
- Clqbook Tips Document
- Clqbook Quick Reference Guide
- Clqbook "How To" Share a Trip
- Clqbook "How To" Clone a Trip
- ISU Travel Policy

Assistance:

686.963.3062 (Prompt #1)
isuonline@tandl.com
Hours: 24/7 M-F, Holidays & Weekends

Get the latest Mobile Features Now!
Check App Stores for Current Versions

Flight Car Hotel Taxi Flight Status

To refresh your list of **unused tickets**, click on the **profile link in the header bar and click save in your profile**. The list will also refresh when you start an air search.

ISU's preferred air carriers are Delta and Continental

Round Trip One Way Multi-Segment

Departure City DSM - Des Moines Municipal Airport - Des Moines, IA
[Select nearby airports](#)

Arrival City

Departure 9:00am ± 3

Return 5:00pm ± 3

Pick-up/Drop-off car at airport

Find a Hotel

Search flights by: Price Schedule

Search

Logged In – Booking a Trip

Flight Search - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.concursolutions.com/travelwizard/wizard_processing.asp?52237.76=3630950331.68793

Google

Latest Headlines Operations | Ames La... ISU ISU Online Campus Map Welcome : Directory I... Mrs. Thomas' 2nd Grade Ames-Gilbert Girl Scouts Concur - click. done.

User Registration On-Line Travel Reservations through "Loading..."

Welcome, Andrea Lynn Spiker Help | Log Out

TRAVEL
AND TRANSPORT

IOWA STATE UNIVERSITY

Searching for flights...
Monday, 07/25/2011 - Friday, 07/29/2011

Concur[®]

.....

Please stand by...

Corporate carriers:  

Waiting for www.concursolutions.com...

Available Flights

Concur: Air Availability/Fare Quote -- Andrea Lynn Spiker Iowa State University - Mozilla Firefox

http://www.concursolutions.com/travelwizard/twAirChoose.asp?52237.77=5371952533.72192&cbid=52238.48&HTTP_REFERER=%2Ftravelwizard9

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT

IOWA STATE UNIVERSITY

Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Policy Profile Tools

ISU's preferred air carriers are Delta and Continental

Des Moines, IA To Las Vegas, NV Mon, Jul 25 - Fri, Jul 29

Package Fee Policies

All 89 results	Continental	Delta	United	US Airways	Multiple Carriers	American
1 stop 41 results	506.15 2 results	522.80 3 results	514.80 4 results	603.80 12 results	642.24 14 results	908.80 6 results
2 stops 47 results	509.85 11 results	1051.50 5 results	517.00 7 results	1075.20 2 results	687.00 9 results	912.50 13 results
3 stops 1 results	--	--	--	--	--	1626.20 1 results

Shop by Fares | Shop by Schedule | Sorted By: Policy - Most Compliant

Expand All Details

Displaying: 89 out of 89 results.

Price	Carrier	Depart	Arrive	Stops	Duration
\$506.15 Reserve	Continental	DSM Jul 25 6:27 am → LAS Jul 25 9:26 am	LAS Jul 29 5:35 pm → DSM Jul 29 11:56 pm	1	3h 50m
\$506.15 Reserve	Continental	DSM Jul 25 6:27 am → LAS Jul 25 11:10 am	LAS Jul 29 5:35 pm → DSM Jul 29 11:56 pm	1	3h 44m
\$509.85 Reserve	Continental	DSM Jul 25 6:27 am → LAS Jul 25 2:07 pm	LAS Jul 29 5:35 pm → DSM Jul 29 11:56 pm	2	5h 22m
\$514.80 Reserve	United	DSM Jul 25 6:27 am → LAS Jul 25 9:26 am	LAS Jul 29 5:35 pm → DSM Jul 29 11:56 pm	1	3h 50m

Change Flight Search

Outbound - Mon, Jul 25

Depart: 5:50 AM - 9:55 AM

Arrive: 9:06 AM - 6:00 PM

Return - Fri, Jul 29

Depart: 2:00 PM - 5:35 PM

Arrive: 11:00 PM - 11:56 PM

Price: Choose currency: USD \$

Price: \$506.15 - \$2414.80

Display Settings

Airport Filters

Outbound: Hide Non-refundable Fares, Hide Propeller Planes, Depart/Return Same Airport Only

Return: DSM - Des Moines, IA (\$506.15)

Green Reserve box vs. Yellow Reserve Box

Break a rule - Write a justification

Reserve a Flight

The screenshot shows a Mozilla Firefox browser window with the following details:

- Browser Title:** Reserve Flights - Mozilla Firefox
- Address Bar:** http://www.concursolutions.com/travelwizard/wizard_processing.asp
- Search Bar:** Google
- Bookmarks Bar:** Latest Headlines, Operations | Ames La..., ISU Online Campus Map, Welcome : Directory I..., Mrs. Thomas' 2nd Grade, Ames-Gilbert Girl Scouts, Concur - click, done.
- Open Tabs:** User Registration, On-Line Travel Reservations through "...", Loading...
- Page Content:**
 - Header: Welcome, Andrea Lynn Spiker (left), Help | Log Out (right)
 - Logo: TRAVEL AND TRANSPORT (left), IOWA STATE UNIVERSITY (right)
 - Text: Reserving your flights...
 - Image: Concur logo with five dots below it
 - Text: Please stand by...
 - Message Box: Please do not close this window while on this "Stand-By" page. If you accidentally close it, you can find a link to this trip on your travel home page under the name "Unfinished Reservation". Clicking that link will allow you to continue your booking.
- Status Bar:** Waiting for www.concursolutions.com...

Reserve a Flight

Concur: Travel Wizard -- Andrea Lynn Spiker Iowa State University - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.concursolutions.com/travelwizard/twShowTrip.asp?52427.28=2359959125.5188&cbid=52427

Latest Headlines Operations | Ames La... ISU ISU Online Campus Map Welcome : Directory I... Mrs. Thomas' 2nd Grade Ames-G

User Registration On-Line Travel Reservations through "..." Concur: Travel Wizard -- Andrea ...

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT

Travel Details

Booking for Andrea Lynn Spiker

Trip from Des Moines to Las Vegas
Trip Record Locator: MQ27XS Created on: 04/05/2011 at 2:34 PM
Passengers: Spiker, Andrea Lynn.
Air Frequent Flyer Number: UA - 03169051320 [Change frequent flyer program](#)

Monday Jul 25, 2011

Air

Des Moines, IA (DSM) to Denver, CO (DEN)

Jul 25	Continental 6633	Duration: 1 hour, 50 minutes Nonstop
Change This Leg	Operated by: United Des Moines (DSM) : 6:27 AM Confirmation Number: CR4QWN Air Frequent Flyer Number: UA-03169051320;	Denver (DEN) : 7:17 AM Status: Confirmed
Flight Information		
Aircraft: AIRBUS A319	Distance: 589 miles	
E-Ticket		
Cabin: Economy (T)	Seat: 08A(Confirmed) Change Seat	

Connecting at Denver, CO (DEN) to Las Vegas, NV (LAS)

Jul 25	Continental 6845	Duration: 2 hours Nonstop
	Operated by: United Denver (DEN) : 8:26 AM Confirmation Number: CR4QWN Air Frequent Flyer Number: UA-03169051320;	Las Vegas (LAS) : 9:26 AM Terminal: 1 Status: Confirmed
Flight Information		
Aircraft: AIRBUS A319	Distance: 625 miles	
E-Ticket		
Cabin: Economy (T)	Seat: 08A(Confirmed) Change Seat	

Done

Concur: Travel Wizard -- Andrea Lynn Spiker Iowa State University - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.concursolutions.com/travelwizard/twShowTrip.asp?52427.28=2359959125.5188&cbid=52427.1

Latest Headlines Operations | Ames La... ISU ISU Online Campus Map Welcome : Directory I... Mrs. Thomas' 2nd Grade Ames-G

User Registration On-Line Travel Reservations through "..." Concur: Travel Wizard -- Andrea ...

Air Frequent Flyer Number: UA-03169051320;

Flight Information

Aircraft: Canadair Jet Distance: 625 miles
E-Ticket
Cabin: Economy (T) Seat: 03A(Confirmed) [Change Seat](#)

Connecting at Denver, CO (DEN) to Des Moines, IA (DSM)

Jul 29	Continental 6880	Duration: 1 hour, 36 minutes Nonstop
	Operated by: United Denver (DEN) : 9:20 PM Confirmation Number: CR4QWN Air Frequent Flyer Number: UA-03169051320;	Des Moines (DSM) : 11:56 PM Status: Confirmed
Flight Information		
Aircraft: AIRBUS A318/321	Distance: 589 miles	
E-Ticket		
Cabin: Economy (T)	Seat: 08A(Confirmed) Change Seat	

Add: [Car](#) [Hotel](#)

Air [View Fare Rules](#)

Airfare quoted amount: \$431.02 USD
Taxes and fees: \$75.13 USD
Total Estimated Cost: \$506.15 USD

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

Remarks:
CHECKED BAGGAGE POLICIES VARY BY AIRLINE
FEES MAY APPLY-FOR DETAILS GO TO WWW.TANDT.COM/BAGGAGE
...
TRAVEL AND TRANSPORT WORKS AS AN AGENT OF THE SUPPLIER.
MONEY THAT YOU PAY TO TRAVEL AND TRANSPORT FOR A TRAVEL
SUPPLIER BOOKING IMMEDIATELY BECOME THE PROPERTY OF THAT
SUPPLIER AND TRAVEL AND TRANSPORT CANNOT REFUND YOUR
MONEY WITHOUT RECEIVING PRIOR AUTHORIZATION FROM THE
SUPPLIER OR THE BANKRUPTCY COURT IF APPLICABLE TO DO SO.
....

Itinerary generated on 04/05/2011 at 2:34 PM

If you close at this point your reservation will be cancelled.

<< Previous Next >> Cancel

Done

Holding Your Trip

Concur: Travel Wizard -- Andrea Lynn Spiker Iowa State University - Mozilla Firefox

http://www.concursolutions.com/travelwizard/twTripDetails.asp?52447.21=3870543837.5473

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT

IOWA STATE UNIVERSITY

Trip Booking Information

You **MUST** click **HOLD TRIP** at the bottom of the page. A copy of your itinerary will be sent to Konnie Kennecker to acquire your TA#. She will complete your trip adding your TA# and approving it.

Booking for:
Andrea
Lynn
Spiker

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your calendar
Trip from Des Moines to Las Vegas

Trip Description (optional)
Used to identify the trip purpose

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee

Send a copy of the confirmation to:

Send my email confirmation as:
 HTML Plain-text

University Travel Requisition Number (3-5 numeric)
[Required]

You may HOLD this reservation until: 04/06/2011 11:30 PM Central

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation will be cancelled.

Display Trip **Hold Trip** << Previous Next >> Cancel

You must click
"HOLD TRIP"

Once travel worksheet is approved, Travel Office will complete reservation, put in EA#. Traveler will receive an e-mail notice.

Holding Your Trip

Concur: Travel Wizard - David Paul Baldwin Iowa State University

http://www.concursolutions.com/travelwizard/tripDone.asp?61205%2E71=4172576306%2E25043

Concur: Travel Wizard - David Paul Baldwin Iowa Sta...

TRAVEL AND TRANSPORT IOWA STATE UNIVERSITY

Travel Profile Help Log Out

Home Trip Library Templates Policy Profile Tools

Finished!
Thanks for using Concur

Trip Record Locator: ABCDEFG1
Trip on hold. Last time to send to agency is: 01/07/2011 11:00 PM Central
This trip will be automatically cancelled if you do not complete it by that time.

This trip complies with your travel policy.
Your itinerary has been saved. Travel and Transport (Iowa State University) will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.
Airfare must be booked by an agent by: 01/07/2011 11:59 PM Central.

Travel Contact Information

ISU Online Help Desk
Phone: 562.563.3062
Hours: 24hours 7days a week
Email: isuonline@isu.edu
ISU Travel Department
Phone: 562.563.3062
Email: isu@isu.edu
Hours: 8:00a-5:00p CT M-F

TRAVEL AND TRANSPORT Travel and Transport (Iowa State University) IOWA STATE UNIVERSITY

Trip from Des Moines to Washington
Description: SING chairs meeting at FBI Lab, Quantico, VA

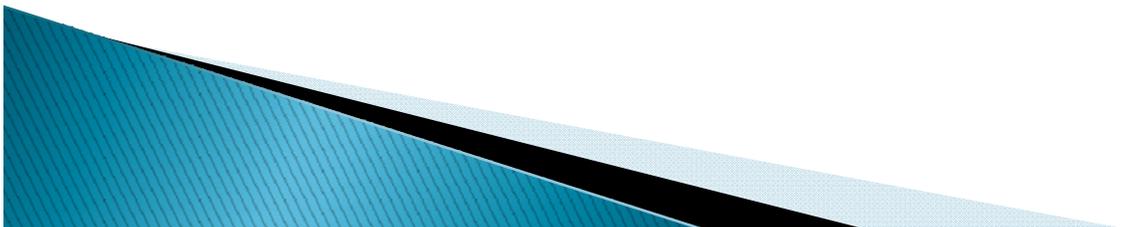
Your itinerary has been saved.

Print Itinerary Email Itinerary Return to Travel Center

Start | Inbox - Mozilla Thunderbird | Concur: Travel Wizard... | May Cont... Dangerous ... | Baldwin Test.doc [Comp... | Internet | 100% | 4:00 PM

IMPORTANT:

- ▶ Holding the trip reserves the seat, not the price.
- ▶ Get your travel worksheet turned in ASAP after holding the trip. (before 3 p.m.)
- ▶ *Travel will not be booked until the Travel Office has received a completed Travel Worksheet.*
- ▶ Car rental exception request should be completed and approved by PD before trip is approved.



E-mail Notices

- ▶ Trip is On Hold
- ▶ Itinerary Notice
- ▶ Approval E-mail
- ▶ Final Itinerary
- ▶ EA Information

from: Concur Travel <TravelWizard@concur.com>
subject: **Trip is on hold: TRIP FROM DES MOINES TO SAN FRANCISCO**
to: You, Konnie Willie-Kennicker

3/17/2011 4:08 PM
other actions

TRAVEL AND TRANSPORT Travel and Transport (Iowa State University) **IOWA STATE UNIVERSITY**

Trip from Des Moines to San Francisco Apr 25 - Apr 28
Description: Purchasing Manager's Meeting 4/26-4/27
Trip Record Locator: LW6X4G Created on: 03/17/2011 at 5:08 PM
Passengers: Spiker, Andrea Lynn.
This trip will be automatically cancelled if you do not complete it before the deadline.

Monday Apr 25, 2011

Air

+ Des Moines, IA (DSM) to Denver, CO (DEN)

Apr 25	Continental 7799	Duration: 1 hour, 55 minutes Nonstop
	Operated by: United	Denver (DEN) : 2:09 PM
	Des Moines (DSM) : 1:14 PM	Status: Confirmed
	Confirmation Number: AKFZ6M	

DSM-SFO.ics SFO-DSM.ics

from: Approval Queue <ApprovalDaemon@concur.com>
subject: **Your request 'Trip from Des Moines to San Francisco' was approved.**
to: You, Konnie Willie-Kennicker, kennicker@csmail.net

3/17/2011 4:10 PM
other actions

Your request 'Trip from Des Moines to San Francisco' was approved.
Approved on Thursday, March 17, 2011 at 4:10 PM Central Time by: Konnie Jo Willie-Kennicker Comments: Order on EA# 05438 for Andrea Spiker

This is a system-generated email. Please do not reply.

from: Krista Danielson <kdanielson@ameslab.gov>
subject: **EA05438 Berkeley, CA, 4-25-2011 Andrea Spiker**
to: You

3/22/2011 3:26 PM
other actions

EA05438 Berkeley, CA, 4-25-2011 Andrea Spiker

Krista Danielson <kdanielson@ameslab.gov>
Purchasing & Travel Office Assistant
Purchasing, Property, & Travel
Ames Laboratory

AL Travel Exp Voucher.xls 20110425,EA...a,20108.pdf

Trip Approval

The screenshot shows a web browser window titled "Travel Center - Mozilla Firefox" displaying the "Travel Center" application. The browser's address bar shows the URL "http://www.concursolutions.com/travelhome.asp". The application header includes a welcome message for "Andrea Lynn Spiker" and the "IOWA STATE UNIVERSITY" logo. A navigation menu contains "Travel", "Reporting", "Administration", and "Profile". Below this, a secondary menu lists "Home", "Arrangers", "Trip Library", "Templates", "Policy", "Profile", and "Tools". A dropdown menu indicates the user is administering travel for "Me". A red circle highlights the "Trips Awaiting Approval" tab in the navigation bar. The main content area displays "You have no trips to approve." On the left, there is a "Flight" search section with options for "Car", "Hotel", "Taxi", and "Flight Status". It includes a message about unused tickets, a note that ISU's preferred air carriers are Delta and Continental, and radio buttons for "Round Trip", "One Way", and "Multi-Segment". The search form includes fields for "Departure City" (DSM - Des Moines Municipal Airport - Des Moines, IA) and "Arrival City", along with "Departure" and "Return" date and time selectors. There are checkboxes for "Pick-up/Drop-off car at airport" and "Find a Hotel", and a "Search flights by:" section with "Price" and "Schedule" options. A "Search" button is at the bottom of the search form.

Trip Approval

Travel Center - Mozilla Firefox

http://www.concursolutions.com/travelhome.asp

Welcome, Andrea Lynn Spiker

TRAVEL AND TRANSPORT

IOWA STATE UNIVERSITY

Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Policy Profile Tools

You are administering travel for: Me [Search]

Company Notes Travel Map **Upcoming Trips** Trips Waiting Approval

Trip Name/Description	Locator	Status	Start Date	End Date
Trip from Des Moines to San Francisco <i>Purchasing Manager's Meeting 4/26-4/27</i>		Ticketed	04/25/2011	04/28/2011

Flight Car Hotel Taxi Flight Status

To refresh your list of unused tickets, click on the profile link in the header bar and click save in your profile. The list will also refresh when you start an air search.

ISU's preferred air carriers are Delta and Continental

Round Trip One Way Multi-Segment

Departure City DSM
DSM - Des Moines Municipal Airport - Des Moines, IA [Select nearby airports](#)

Arrival City [Select nearby airports](#)

Departure depart 9:00am ± 3

Return depart 5:00pm ± 3

Pick-up/Drop-off car at airport

Find a Hotel

Search flights by: Price Schedule

Done

Travel Website

The screenshot shows a Mozilla Firefox browser window displaying the Ames Laboratory travel website. The browser's address bar shows the URL <http://www.ameslab.gov/operations/travel/cliqbook-line-booking-tool>. The website header features the Ames Laboratory logo with the tagline "Creating Materials & Energy Solutions" and the U.S. Department of Energy logo. A navigation menu includes links for ABOUT, NEED A MATERIAL?, NEWS CENTER, RESEARCH, TECH TRANSFER, and CONTACT. The main content area is titled "On-Line Travel Reservations through 'Concur Travel'" and includes a "View" button and an "Edit" button. Below the title, there is a section titled "What is Concur Travel (formerly known as Cliqbook)?" followed by a bulleted list of details about the booking tool. A "Login to Concur Travel" link is provided, along with a section for "Concur Travel Training and Requirements:" which includes a bulleted list of user requirements. Another section, "Concur Travel may not be used for:", lists restrictions on travel types. Finally, a "Concur Travel Training Resources:" section lists links to a training video, quick start guide, and quick reference guide. A left sidebar contains a "Travel" menu with sub-links like "Airfare and Airports" and "Foreign Travel", and a "Travel News" section with recent news items. The browser's status bar at the bottom shows "Done".

On-Line Travel Reservations through "Concur Travel" | Ames Laboratory - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.ameslab.gov/operations/travel/cliqbook-line-booking-tool

Latest Headlines Operations [AmesLab Online Concur Travel](#) Welcome! Discounts Mrs. Thomas' 2nd Grade Ames-Gilbert Girl Scouts Concur - click. done.

User Registration On-Line Travel Reservations thro... Travel Center

THE Ames Laboratory
Creating Materials & Energy Solutions

U.S. DEPARTMENT OF ENERGY

ABOUT NEED A MATERIAL? NEWS CENTER RESEARCH TECH TRANSFER CONTACT

Home » Operations » Travel » On-Line Travel Reservations through "Concur Travel"

On-Line Travel Reservations through "Concur Travel"

View Edit

What is Concur Travel (formerly known as Cliqbook)?

- Concur Travel is an on-line booking tool. Concur Travel is independent of Travel and Transport and it is a software that Travel and Transport has a software license with as a part of the Travel contract with Iowa State University. Concur Travel uses the GDS (Global Distribution Systems).
- Concur Travel should provide a more extensive flight search than other similar on-line travel websites such as Orbitz, Expedia, etc.
- Since Concur Travel is contracted through T&T, it allows Laboratory travelers to direct bill airfare and rental car arrangements. Lodging must be paid for by the traveler and then reimbursed.

[Login to Concur Travel](#)

Concur Travel Training and Requirements:

- The traveler must have a profile before he/she can use Concur Travel. Profiles can be set-up via <http://portal.tandt.com/isu>. Call travel office (4-4488 or 4-1780) for the pin number.
- Traveler and/or travel assistant must have an e-mail address that ends with ameslab.gov. The e-mail address is used for the log-in and uniquely identifies if the person is traveling with Ames Laboratory or Iowa State University and bills the institution according to e-mail address.
- If an assistant is administering travel, they must also have a profile. The traveler must also designate them as a travel administrator.
- Travel will not be booked on Concur Travel until Ames Lab Travel Worksheet has been received and reviewed by the Travel Office.
- Concur Travel is set-up to direct bill the Laboratory. Travelers may not use Concur Travel for personal travel.
- Lodging will not be direct-billed to the Laboratory. If traveler wants to book a hotel via Concur Travel, a personal credit card must be given to reserve/book the room.

Concur Travel may not be used for:

- Persons who are not traveling for official business with Ames Laboratory or Iowa State University.
- One-way car rentals to and from the airport. Those must be booked separately through Enterprise or through Ames Lab travel office.
- For car rentals when any personal time is included with the trip. If traveler has personal time built into the trip, the car rental must be billed to the traveler and then reimbursed by the Laboratory. Car rental arrangements can be made via Enterprise website or by calling a T&T agent.

Concur Travel Training Resources:

- [Training Video](#) (approx. 20 minutes)
- [Quick Start Guide](#)
- [Quick Reference Guide](#)

Travel

- Airfare and Airports
- Foreign Travel
- Forms
- Frequently Asked Questions (FAQs)
- On-line Travel Reservation Tool
- Personnel
- Rental Vehicles ▶
- Travel Policy
- Travel Resources

Travel News

- March 1st, 2011
Measles Watch
- February 11th, 2011
Mexico Robberies
- January 19th, 2011
Mileage Reimbursement Changes
- October 14th, 2010
Canada Travel from United States

[View All News](#)

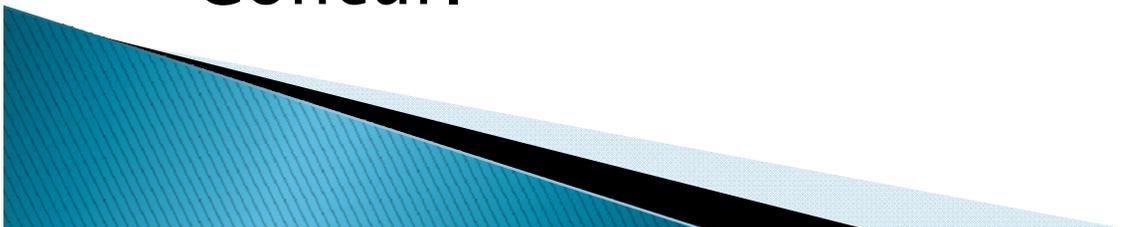
spiker

Ames Lab Homepage

Done

Conclusion

- ▶ Concur Travel is not for ALL travel.
- ▶ Should use caution when booking multi-leg trips.
- ▶ \$9 on-line fee. \$30.50 to call T&T.
- ▶ 24-hour help desk #: \$15 per call.
- ▶ May incur multiple booking fees/baggage handling fees due to ISU disc./airline contracts.
- ▶ If only booking car/hotel, use alternative to Concur.



Questions?

▶ Frequently Asked Questions

- ▶ If you have questions, please contact us! (4-4488) or (4-6738)
- ▶ We will make updates to the Website often.



The screenshot shows a web browser window displaying the Ames Laboratory website. The page title is "Concur Travel Frequently Asked Questions (FAQs) | Ames Laboratory - Mozilla Firefox". The browser address bar shows the URL: <http://www.ameslab.gov/operations/travel/clqbook-frequently-asked-questions-faqs>. The website header includes the Ames Laboratory logo, the U.S. Department of Energy logo, and a navigation menu with links for ABOUT, NEED A MATERIAL?, NEWS CENTER, RESEARCH, TECH TRANSFER, and CONTACT. The main content area is titled "Concur Travel Frequently Asked Questions (FAQs)" and features a "View" button. The page lists several questions and answers related to Concur Travel, including:

- Q - How do you get EA# when you book through Concur Travel (formerly known as Clqbook)?**
A - Travelers still need to complete and submit a travel worksheet to the Ames Lab travel office. The travel office reviews the travel worksheet, assigns and EA# authorizing the travel, and completes/purchases the ticket through Concur Travel.
- Q - Who is preloaded in the Concur Travel system? Can you designate more than one assistant?**
A - Some employees already have profiles, but they need to be checked for accuracy. You can designate as many assistants as you choose.
- Q - If you use Concur Travel on Friday and make a reservation, will it still be on file and ready to use on Monday morning?**
A - No, reservations can only be held for 24 hours.
- Q - What do we do about split costs with trips? (Partial payment from ISU and some from Ames Lab)**
A - Clqbook may not be used for this. Call Travel and Transport for help.
- Q - What billing address do you use when setting up your profile?**
A - Please use your home address for your own credit card. Anything that is direct-billed will automatically come to Ames Lab.
- Q - Concur Travel has an option to 'share a trip'. Can we use this for our spouse or anyone traveling for personal reasons?**
A - No, Concur Travel may not be used for any personal travel. You should call Travel and Transport if you want to make reservations for your spouse. Concur Travel cannot be used any personal use.
- Q - What if I only take one trip a year? Should I set up a profile and use Concur Travel?**
A - It is your decision. You may use the Concur Travel Guest Booking tool. It may be more economical and time effective to call Travel and Transport.
- Q - Will one profile work for an assistant if they are using both Ames Lab and Iowa State funding?**
A - Concur Travel identifies the "bill to" by the way the profile is set up. If you travel with both Ames Lab and Iowa State, you will need two (2) profiles. One profile will be with an "ameslab.gov" domain and the other should be with "iastate.edu" domain.
- Q - Will Konnie see that I picked the lowest airfare? If I did not pick the lowest price what happens?**
A - If you picked the lowest airfare the trip will hold and the system should proceed without problems. If you do not pick the lowest airfare you will need to justify that in the system. There is a reason code and a space to type in your reasoning for not using the lowest airfare.

The left sidebar of the website contains a "Travel" menu with links for Airfare and Airports, Foreign Travel, Forms, Frequently Asked Questions (FAQs), On-line Travel Reservation Tool, Personnel, Rental Vehicles, Travel Policy, and Travel Resources. Below this is a "Travel News" section with a list of recent news items and a "View All News" link. At the bottom of the sidebar is a "Speaker" section with a link to "Ames Lab Homepage".

Thank you!!

