

## Concur Travel

### Frequently Asked Questions



#### **What is Concur Travel?**

Concur Travel is an innovative interactive travel booking system used by company employees to make their own travel arrangements. The system allows you make your own air, hotel, rental car, and rail arrangements from your computer. It's fast and easy to use! It offers the convenience to make reservations 24x7, in the office or on the road. It supplies you with access to Kindred's preferred vendors and negotiated rates, airline seat maps, destination information, and much more. It also provides you greater control to choose flights according to low fare options, time preferences, or airline preferences.

Concur Travel is a component of the Concur Travel & Expense system. Presently, the expense portion of the system is only used by Legacy RHC users and their designated approvers.

#### **Who do I contact if I have issues with Concur Travel?**

The following support options are available to travelers regarding Concur Travel.

- For questions regarding booking using Concur Travel during normal business hours, please e-mail: [travel@kindred.com](mailto:travel@kindred.com)
- For afterhours questions regarding Concur Travel, please contact:  
ALTOUR at 1-866-451-9369

#### **Who do I contact for Kindred travel specific questions?**

- E-mail: [travel@kindred.com](mailto:travel@kindred.com)
- Phone: 502-596-2359 (Monday - Friday, 8:30am - 5:30pm)

#### **What is ALTOUR?**

ALTOUR is a travel agency that Kindred has partnered with to provide ticketing and helpdesk services for Concur Travel. Once a trip has been ticketed, you will also receive an invoice from ALTOUR via e-mail. You may also use ALTOUR for afterhours travel emergencies or for support with Concur.

#### **How much training is necessary for travelers and travel arrangers to use the booking tool?**

For travelers already familiar with Web browsers, the system's user-friendly screens and intuitive interface require minimal training. There is also plenty of help, documentation, and online tutorials available from the Travel Department's KNext page.

### **How do I login to the booking system?**

Visit the Travel Department KNext page for the appropriate links to access Concur Travel. For direct access, link to [www.concursolutions.com](http://www.concursolutions.com).

Your login ID/username is your KindredDomainID@KNDTE (example: [doej@kndte](mailto:doej@kndte)). Your domain ID is the username you use when logging into your Kindred computer.

If you have never used the system before, your initial password will be “welcome” and you will be asked to change this upon first login. If you cannot remember your password, click the “Forgot your password?” link to have an e-mail sent to reset the password.

### **How do I get an account for the booking system?**

Most Kindred full time employees will automatically have an account created. If your account is not active, please e-mail the travel department ([travel@kindred.com](mailto:travel@kindred.com)) for your account to be generated.

If you are a contractor and your manager has permitted you to use the system to manage travel please have your Administrative Assistant complete a Security Request for your account to be created. You will receive confirmation once an account is created and active. If you are not approved to use the system your AA will request the account and book your travel in the system.

### **Do I have to complete a TAR for reservations made using the booking system?**

As the system applies the Kindred travel policy, a TAR is not required by the Kindred Travel Department for the initial booking. Should your reservations require revisions, an approved Revision TAR should be submitted to [travel@kindred.com](mailto:travel@kindred.com) for processing. Note that some departments may require internal approval paperwork prior to using the system. Please consult your manager for more information.

### **What do I need to do before I start booking my first trip?**

Once you login to the site for the first time you will need to set up and review the information stored in your profile. To do so, simply click on the **Profile** link. More information concerning the profile page is found in the user training documentation. See the Travel Department Knext page for more information.

### **Can I use the booking tool even if I have to travel at the last minute?**

Yes! The system recognizes reservations that need to be ticketed immediately. Provided you have at least 6 hours before the departure of your first flight segment, you can use the system to book your travel.

### **How secure is my personal information?**

The system requires a unique login name and a password to access the application. All personal and sensitive data, such as member ID, password, credit card and travel profile information, is protected with the highest level of 128-bit encryption. All pages displayed and information transmitted utilizes https, a secure, encrypted form of http that is used to move sensitive information between a Web browser and a Web server.

### **Does the system store my personal preferences for airlines, hotels and car rentals?**

Yes! Your personal preferences are stored in your user **Profile**, which you can update at any time. That way you do not need to input your frequent flyer numbers, seat preferences, etc. each time you use the system.

### **Do I receive frequent flyer and other member program reward points for reservations made using the system? Are all my member benefits the same for reservations made using the system?**

Yes, frequent flyer information listed in your traveler profile is automatically included in your travel reservation. You can include airline frequent flyer numbers, hotel frequent guest numbers and car rental frequent renter numbers. Please ensure that your profile has accurate and complete information on your memberships. All program benefits and status levels remain active for your reservations made using the system.

### **What if I just want to reserve a car or a hotel?**

The site will default to booking flight information. If you want to reserve a car or hotel without making air travel reservations, simply click on the Car or Hotel tabs at the beginning of your booking to bypass the flight reservation.

### **I frequently travel to the same city. Do I have to create a new itinerary each time I book a trip?**

Trip templates can be used to allow you to quickly recreate a previous trip you've taken. To setup a template, select **Templates** from the Travel menu tab. From this system module, you can add a new template, manage existing templates, or quickly book a new reservation using a template.

### **What if I do not book my own travel?**

If someone else needs to book your travel, you can select an assistant or arranger to reserve your travel.

1. Access your travel **Profile** and then click the **Assistants** link at the top of the page.
2. Click **Add an Assistant** to add the person who you would like to authorize to reserve your travel. This person can now update your profile and also make travel arrangements for you.

If you do not see your travel arranger in the list of people to select from, that individual might not have access to the system. To add your arranger to the list, please have your Administrative Assistant/Travel Planner submit a request to [travel@kindred.com](mailto:travel@kindred.com).

### **How do I get help on using the system?**

Click **Help** on the landing page. In the Help section, you can find specific instructions for the task you are trying to complete. You can also view demonstrations of the most important tasks. Further documentation is available via the Travel Department Knect website. You may also contact ALTOUR for assistance with Concur.

### **Why should I use the booking system instead of calling an agent directly?**

The booking system allows you to quickly make plans after viewing your travel options. In addition, you have access to internet fares. The system provides a list of all your travel plans and is your direct source for travel alerts. Everything pertaining to your travel is in your control and provides...

- **Convenience** — the service is available 24 hours a day for the traveler. The services can be accessed from the home, office, or on the road.
- **Ease of Use** — the service provides travelers with point and click screens. The system is highly intelligent and integrates Kindred corporate travel policies, negotiated rates, and traveler preferences into its inventory (air, car, and hotel) displays.
- **Added Value** — the services will offer seat maps for seating selection, city maps to assist in selecting hotels, destination information, currency conversions, a world clock, and many other features travelers should find of value in planning and making their business travel reservations.

### **What is the difference between booking a flight with the booking system and purchasing an Internet fare from a vendor's website?**

Kindred maintains a managed travel program. As such, using the system applies appropriate vendor contracts and discounts which other online sites will not provide. Furthermore, the system applies company policy pertaining to flight, hotel, and car bookings.

### **Some online sites offer the ability to make hotel and car reservations. Should I use those options?**

Please do not make your hotel/car reservation through other websites. All reservations should be made using the booking system.

### **Can I add a car or hotel to an airline reservation after it is booked?**

Yes. To add a car/hotel, click the name of the trip on the **Upcoming Trips** section of Travel Center page and then click **Change Trip**.

### **How do I make air reservation changes?**

Review the following in determining the best method of flight revisions:

- If your airline reservation has been ticketed, you must follow the Revision Tar process (see next FAQ)
- If an airline has delayed or cancelled your flight, you must utilize the airline service counter to have the flight changed.
- If you want to arrive at your return destination early, you may elect to fly Standby. A fee will be required at the time of change and is reimbursable by Kindred. Please contact the airline's toll-free service 3 hours or less from than the departure time.

### **What is the Revision TAR process?**

The Concur Travel tool cannot be used to make revisions to airline reservations. Concur will only allow you to add/change car and hotel reservations, make changes to your seat assignment, or cancel the trip. Any revisions to your existing trip must be processed manually by the Kindred Travel Department.

Please submit an approved Revision TAR to [travel@kindred.com](mailto:travel@kindred.com). All required fields must be completed for the TAR to be processed in a timely fashion. The Revision TAR is available from the Travel Department Knect website.

### **How do I pay for my reservations?**

Your airfare will be automatically charged to Kindred. When you reserve hotel and car rental reservations, your personal credit card number is used to purchase your reservations. Please confirm that the credit card information in your profile is accurate. If the credit card is missing, you will not be able to continue with your reservation.

### **What type of confirmation do I need at the airport?**

You should bring a printed copy of your e-mail itinerary with ticket number information or the paper ticket (whichever is acceptable by the airline) and a government approved identification document such as a driver's license, Passport, VISA, etc.

### **How do I schedule a multi-leg flight?**

To schedule a multi-leg flight:

1. On the landing page, click the **Flight** tab on the **Trip Search** wizard
2. Click **Multi-segment** additional departure.
3. Enter your departure and arrival information for each segment and then click **Search**.

### **Where do I update my email address and password?**

You can update your password in the **Profile** section.

1. Click **Profile** from the landing page.
2. Click **Change Password**.
3. Enter your old and new password into the appropriate fields, enter your password hint, and then click **Submit**.

### **I found a cheaper flight elsewhere. Can I book using the alternative source?**

No. All reservations should be made through the booking system to apply Kindred policy and appropriate discounts.

### **I found an available flight on Expedia.com but it does not show in the booking system. Why?**

As the system applies Kindred Travel policy and rules, not all available travel arrangements will show. Please select a reservation option that complies with Kindred policy.

**When will I be charged for hotel/care rental expenses?**

Your credit card will be charged at the time of check-out. Some hotels, however, may require a deposit prior to booking. This will be denoted within the booking system.

**What information do I need for reimbursement?**

Please review the Travel Department Knect website for full details, including forms and necessary documentation (receipts, etc.) that will be required for expense reimbursement.

**I have unused airline tickets. Can I use them in the system?**

Any unused tickets are stored with your system profile and are available for use in the system. You cannot, however, exchange personal unused tickets for your business profile.

**Can I use the system for international travel?**

No. The booking system only allows for domestic US travel destinations. If you have an international booking, please work with the Kindred Travel Department directly.

**Can I use the system for personal travel?**

No! The online booking system is only to be used for making business-related travel reservations. Any personal travel is strictly prohibited.

**Can I use the system to combine business and personal travel destinations?**

No! The online booking system is only to be used for making business-related travel reservations. Any personal travel is strictly prohibited.

**What do I do if the system is down and I must book a reservation?**

While system downtime should be minimal, there is always the possibility of system outages. Should the system be unavailable for a prolonged period of time (i.e. several hours), a system message will be displayed to let users know an estimated uptime. If you have an urgent request for travel, please submit the necessary TAR and approvals to the Travel Department for processing via fax or e-mail. The TAR is available on the Travel Department Knect website.

**Can I access the site on my mobile device?**

Yes. Please download the FREE app from your app store.

**I am a planner a responsible for setting up my boss' travel plans in the system. Why can't I turn on e-receipts on their behalf?**

E-Receipts can only be turned on by the user. A user must read and agree to the legal information concerning the use of e-receipts. As such, no other users can do this on their behalf.



**What is the difference between an assistant, arrangers, planner, and primary assistant?**