

Concur Quick Reference Guide: International Travel Bookings

Creating a Request

- Click on **Requests** in top ribbon.
- Directly below Requests click on **Create New Request** tile.
- The New Request will open a **Request** popup. Complete all fields marked with red asterisk *.
Tip: Your Trip Description should include your trip purpose, i.e., listing meeting/conference name (not just 'UK trip' for example).
- If you are booking for a Guest (non-FedUni staff member), select **Yes** in **Is this a Guest Booking**. Insert First Name and Surname in **Guest Name**.
- When all fields are completed on Request Header, click **Create Request**. This will open expected expenses for this request.
- Click the **Add** button which will open the list of expense types to add for this request
- *Tip: In the Expected Expenses you are providing Campus Travel with basic information you have for them to proceed with providing a quote for your trip.*
- Select **Air ticket**. Input a \$0.00 in **Amount**. Complete **From** departure airport (Melbourne) and
- **To** destination airport. Input departure/return **Dates** and preferable departure times.
- *Tip: Use the Comment field to add any other important information such as additional side trips to be quoted; certain airlines you want to travel. Or if the information is too complex, state you need to speak to a consultant BEFORE quoting.*
- Click **Save**
- For accommodation Select **Hotel Reservation**. Input \$0.00 in **Amount**. Complete the **City** and **Check-in Date**. In Detail input the name of the hotel you want to stay at (if known). Complete **Check-out Date**.
- *Tip: Use the Comment field to advise details, (ie special hotel conference rate; hotel within 5km of venue x, etc)*
- Click **Save**

Attachments

- Before submitting your Request, you need to attach your approved Overseas Travel Application
- Attach your approved **Domestic Funding Application** (note document must be a PDF) by clicking on blue **Attachments** dropdown heading (located in row above Expected Expenses heading)
- Select **Attach Documents**, and click **Upload and Attach** and locate file
- Select **Submit Request** (orange tile top right)

Approval process

- Your Request once submitted will route through to Campus Travel to pick up and quote on. They will provide you two options to select from.

Tip: *If your Request has complexities and you need to talk through with FCM Travel, quote the Request ID (this is the unique 4-digit alpha-numeric identifier, i.e., 36KY) when making contact. This ID can be located either in your Request, top left-hand corner. Or on the Requests landing page.*

- Once you have confirmed your quote with FCM Travel, they will load this into Concur and FCM Travel will submit your Request on your behalf, which will then route through to your Request Approver in your Institute/Directorate.
- When your Request has been approved, you will receive an updated status change from Concur, advising your travel is approved AND you will receive your final Itinerary from FCM Travel. Only when you receive this are you booked and good to travel.