

## Quick reference guide: International Travel Bookings in Concur

### Before booking in Concur

- All international travel requires pre-approval from your Faculty/Portfolio and DVC using the University's Overseas Travel Application.

**Tip:** To acquire quotes for your application please contact Campus Travel direct and advise you are seeking an 'application quote only' at this stage. Campus Travel will email a quote direct to you. Note that quoted fare prices will increase between application and approval so add 10% to the quoted price on your application to allow for this.

- This approved Overseas Travel Application will need to be attached to your Booking Request in Concur for Travel and Expense Approvers to check against (refer below how to attach documents).

### Getting set up

#### Profile

- Log into Concur (username is your FedUni email and FedUni password) via the **Travel and expense management** link on the FedUni Staff page (under *Staff resources*).
- If you are unable to log in please submit an ITS Portal ServiceNow job with subject title: "Concur login access".
- When logged in, Concur will open to your **Dashboard**.
- Set up your profile by clicking on the **Profile > Profile Settings** in top right-hand corner of your Dashboard.
- Select **Personal Information** and complete all data fields, ensuring your name reflects what appears in your Passport.
- In **Email Addresses** please ensure you verify your email address, as this will ensure you receive expense notifications from Concur.
- If you are processing expenses on behalf of another staff member, that person needs to set you up as a delegate. They can do this by logging on and going to **Profile > Profile Settings > Expense Delegates**. [Download the full instructions here.](#)

### Processing in Concur

#### Creating a Request

- Click on **Requests** in top ribbon.
- Directly below Requests click on **New Request**.
- The New Request will open on the **Request Header** tab. Complete all fields marked with red sidebar.  
**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 on next tab called **Segments**.  
*Tip: In the Segments you are providing Campus Travel with basic information you have for them to proceed with providing a quote for your trip.*
- Click the **Airplane icon**. 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 click the **Bed icon**. 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 particular 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
- Click blue **Attachments** tile, top right (note document must be a PDF and is file size limited so only attach the signed Application and no supplementary paperwork)
- Select **Attach Documents**, and then **Browse** and **Upload**, and **Close**

### Approval process

- Select **Submit Request (orange tab top right)**
- 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 you need to talk through with the Campus Travel consultant, it is at this point you need to ring Campus Travel. When making contact quote the Request ID (this is the unique 4 digit alpha-numeric identifier, i.e. 36KY). 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 Campus Travel they will load this into Concur and Campus Travel will submit your Request on your behalf, which will then route through to your Request Approver in your Faculty/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 Campus Travel. Only when you receive this are you booked and good to travel.