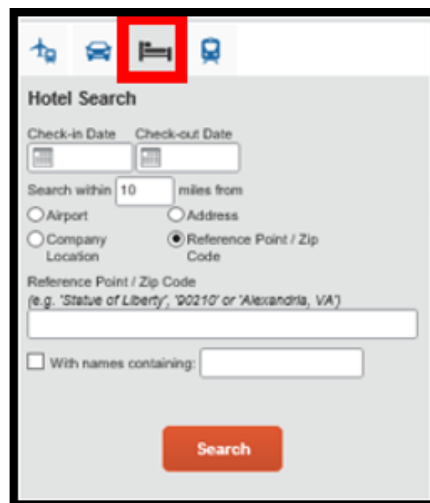


User Guide – Booking a Hotel

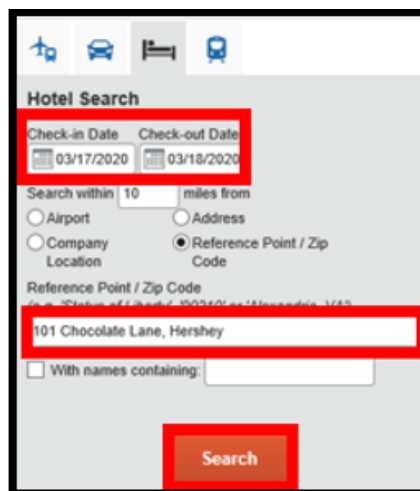
This guide is intended to walk an employee through the basics of how to book a hotel with SAP Concur.

Book a Hotel

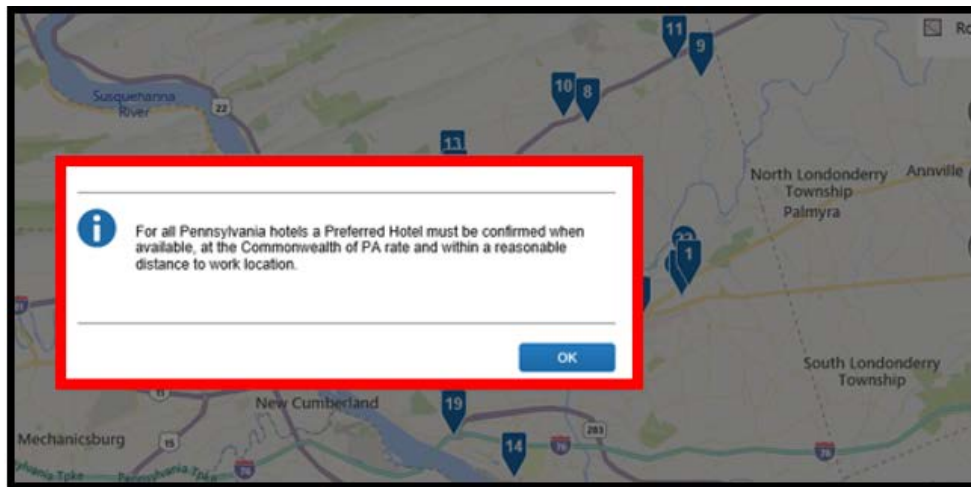
1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. In the Trip search section, select the Hotel tab.



3. Enter your check-in and check-out dates.
4. Enter your destination in the Reference Point/Zip Code search box and click the **Search** button.

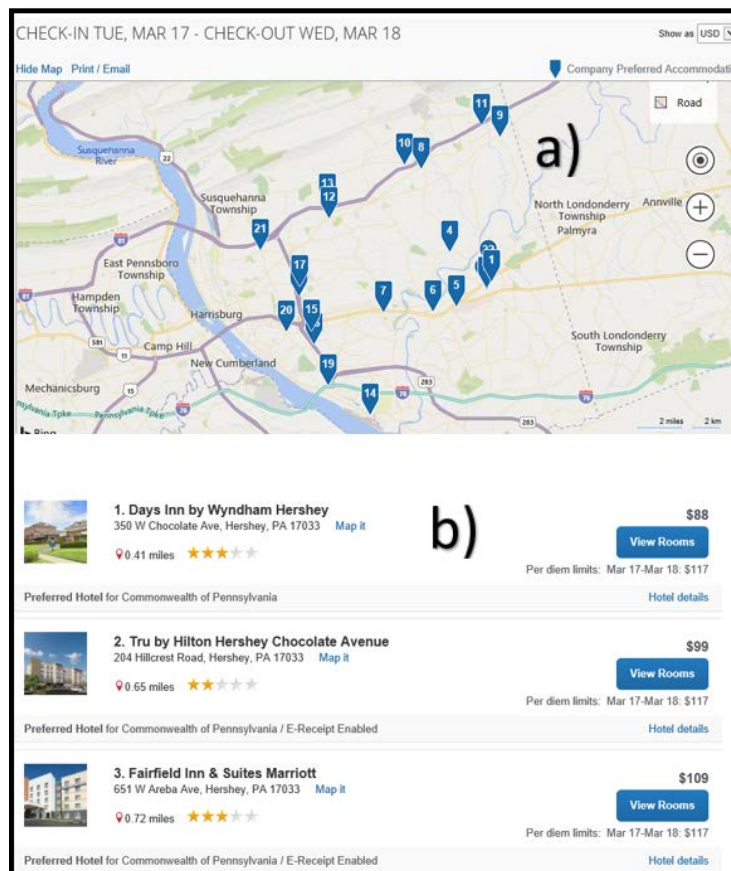


5. For all hotels booked within Pennsylvania, a window will appear with a policy reminder stating “For all Pennsylvania hotels, a Preferred Hotel must be confirmed when available, at the Commonwealth of PA rate and within a reasonable distance to the work location.” Click the **OK** button to continue.

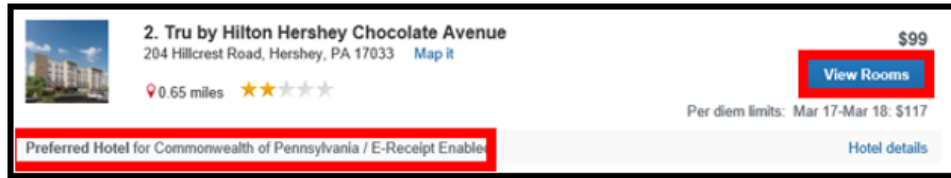


6. The hotel selection screen consists of:
- a. a map of the area; and
 - b. a list of available hotels with a **View Rooms** button.

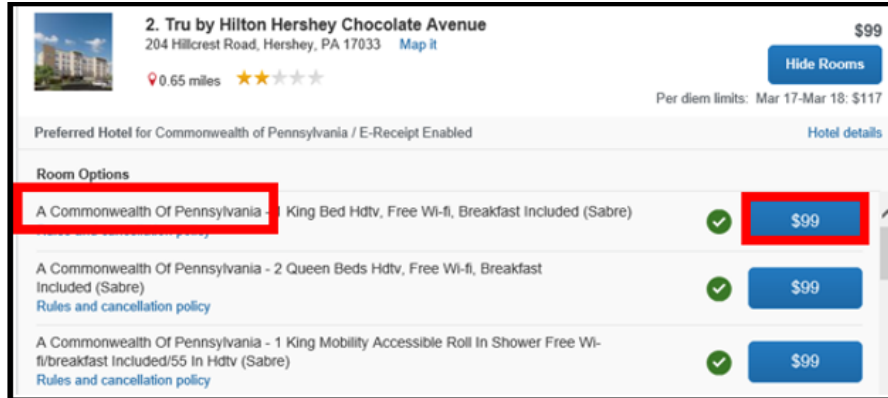
Review the map to ensure the location is accurate. Out-of-policy hotels will display a yellow alert icon and business justification must be provided in order to proceed.



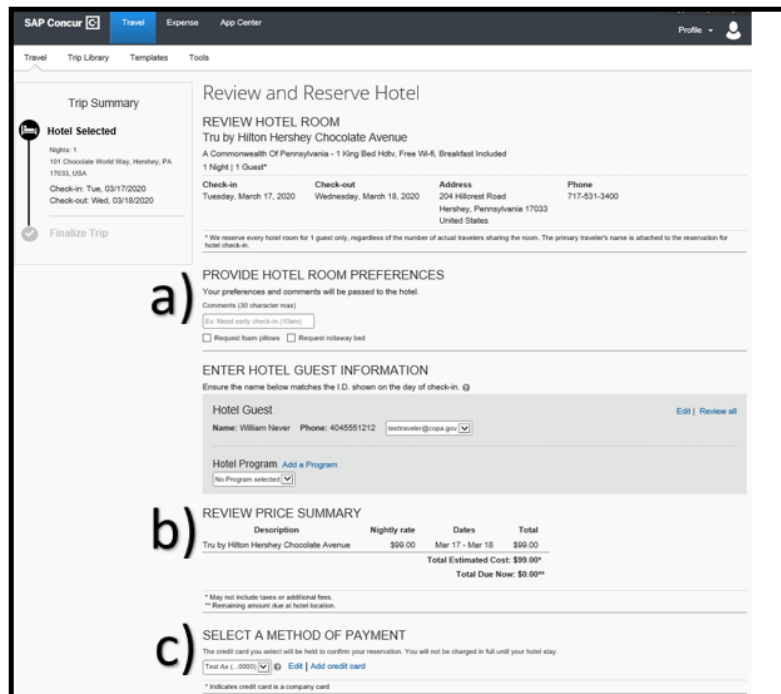
7. Choose a preferred hotel, if available, and click the **View Rooms** button to see additional details such as the available rooms, amenities, and any negotiated discounts on meals or parking. Many preferred hotels are e-receipt enabled so the receipt will automatically populate to your expense report upon checkout.



8. Click the **Total Cost** button next to the Commonwealth of Pennsylvania room type.



9. On the **Review and Reserve Hotel** page:
 - a. Select any room preferences.
 - b. Review the price summary.
 - c. Select a payment method. If you have a Corporate Travel Credit Card, it will be prepopulated here and will be used to reserve the room. If you do not have one, a personal credit card will need to be entered.



- d. Agree to the rate details and cancellation policy. Select the checkbox for **I agree to the hotel's rules, restrictions, and cancellation policy** and then click the **Reserve Hotel and Continue** button.

ACCEPT RATE DETAILS AND CANCELLATION POLICY
Please review the rate details and cancellation policy provided by the hotel.

Tru by Hilton Hershey Chocolate Avenue *Hotel*

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 99.00
TOTAL RATE: 109.89 USD
EXTRA PERSON: \$10.00

I agree to the hotel's rate rules, restrictions, and cancellation policy.

[Back](#) [Reserve Hotel and Continue](#)

Review the Travel Details

1. After you completed the **Review and Reserve Hotel** page and click **Reserve Hotel and Continue** button, the hotel is not reserved yet. Review the details on the **Travel Details** page.

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Hotel Reservation at 101 CHOCOLATE WORLD WAY, HERSHEY, PA 17033, USA [\(Edit\)](#)

Start Date: March 17, 2020

End Date: March 18, 2020

Created: December 11, 2019, William Never (Modified: December 11, 2019)

Description: (No Description Available) [\(Edit\)](#)

Agency Record Locator: CGZBDQ

Reservation for: William Never

Total Estimated Cost: \$99.00 USD [\(Details\)](#)

Add to your Itinerary
[Car](#) [Hotel](#)

RESERVATIONS

Tuesday, March 17, 2020

Tru by Hilton Hershey Chocolate Avenue [Change](#) | [Cancel](#)

204 Hillcrest Road
Hershey, Pennsylvania, 17033
US
717-531-3400

Checking In: Tue Mar 17
Room 1, Days 1, Guests 1

Checking Out: Wed Mar 18

Confirmation: 3176530039
Status: **Confirmed**

Additional information
Daily Rate: \$99.00 USD
Total Rate: \$99.00 USD

Room Details
Room Description: RoomDescriptionCodeA00AHZ
Special Instructions: Non Smoking

Cancellation Policy
Cancellation Fees may apply
Must Cancel By 4 Pm

[Add to your Itinerary](#)

2. Review the Total Estimated Cost.

TOTAL ESTIMATED COST	
Hotel:	\$99.00 USD
Total Estimated Cost:	\$99.00 USD

3. To confirm the hotel, click on the **Next** button.

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 Trip](#)

Enter Additional Trip Booking Information

1. On the **Trip Booking Information** page, enter additional information about your trip.
 - a. **Trip Name** – the first segment searched will be pre-populated. The trip name can be changed and will appear on your itinerary that will be sent to you.
 - b. **Trip Description** – this is an optional field.
 - c. **Confirmation copy** – this is an optional field where you can enter additional email addresses to receive a copy of your trip confirmation. Multiple email addresses must be separated by commas.
 - d. **With my email confirmation** – this is a dropdown list to select whether you want to receive additional information with your email confirmation, such as directions and maps to the hotel.

Trip Summary

- Car Reserved**
Pick-up: Mon, 09/25/2017
Drop-off: Fri, 09/29/2017
- Finalize Trip**
 - Review Travel Details
 - Enter Trip Information**
 - Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.
Trip from Seattle to Atlanta

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

With my email confirmation...
Include directions and maps to hotels

Please enter information about this trip then press Next to finalize your reservation. 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.

[Display Trip](#) [Previous](#) [Next >](#) [Cancel Trip](#)

2. Select the **Next** button when finished to continue to the **Trip Confirmation** page.

Review the Trip Confirmation and Book the Hotel Room

1. Review the **Trip Confirmation** page and finalize the purchase by clicking the **Confirm Booking** button.

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Confirm Booking" Button after reviewing this page.
To **CANCEL**, press the Cancel button.

TRIP OVERVIEW

Trip Name: Hotel Reservation at 101 CHOCOLATE WORLD WAY, HERSHEY, PA 17033, USA
Start Date: March 17, 2020
End Date: March 18, 2020
Created: December 11, 2019, William Never (Modified: December 11, 2019)
Description: (No Description Available)
Agency Record Locator: QECJFU
Reservation for: William Never
Total Estimated Cost: \$99.00 USD
Agency Name: ADTRAV (COPA)

RESERVATIONS

Tuesday, March 17, 2020

Tru by Hilton Hershey Chocolate Avenue

204 Hillcrest Road
Hershey, Pennsylvania, 17033
US
717-531-3400

Checking In: Tue Mar 17
Rooms 1, Days 1, Guests 1

Checking Out: Wed Mar 18

Confirmation: 3176530039
Status: **Confirmed**

Additional Information
Daily Rate: \$99.00 USD
Total Rate: \$99.00 USD

Room Details
Room Description: RoomDescriptionCodeA05AHZ
Special Instructions: Nonsmoking

Cancellation Policy
Must Cancel By 4 Pm

TOTAL ESTIMATED COST

Hotel:	\$99.00 USD
Total Estimated Cost:	\$99.00 USD

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Confirm Booking](#) [Cancel Trip](#)

2. The hotel booking is finished.

Finished!

You have successfully booked your trip!

Trip Record Locator : QECJFU

Trip on hold. Last time to send to agency is: 10/30/2019 12:55 am Eastern
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. ADTRAV (COPA) will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.
Airfare must be ticketed by: 10/30/2019 12:55 am Eastern (10/29/2019 11:55:00 PM Central).