



## USF Health/Concur (Cliqbook) Frequently Asked Questions

### Why should I use Concur?

Concur is an easy user-friendly booking tool which provides a less expensive booking option for the traveler and/or assistant. It is directly linked to AAA, and most airlines and other travel websites to obtain lowest fares as well as ensure USF Health corporate policies are adhered to. It also provides back-office reporting data to USF Health.

### How do I get a Concur Login?

You must register on the USF Health/Concur Self Registration site. During the registration process you will receive your login information.

[https://www.concursolutions.com/registration/register\\_form.asp?regcode=USF36842](https://www.concursolutions.com/registration/register_form.asp?regcode=USF36842)

When you click on the above link it will take you directly to the Concur self registration page, where it will allow the traveler to sign up, get your login information and complete your profile information all in one.

For assistant access to Concur – please use the same above link and complete the process. After completion, please send an email to Audrey Kairiukstis at [akairiukstis@aaasouth.com](mailto:akairiukstis@aaasouth.com) so that you can be set up for self-assigning rights in Concur to make reservations for other travelers.

You must have your own login to be able to utilize Concur for travel reservations.

### Can I still call and make a travel reservation with an AAA Counselor?

Yes, you can still call an AAA counselor to book your reservation. The choice is yours to either use Concur or a counselor. You and/or your department must make the decision if you want to book your reservation in Concur for the lower service fee or utilize a counselor for the higher service fee. For reservations with a corporate counselor, please call **888-369-3170** or email your request to [aaacorptrlv@aaa-alliedgroup.com](mailto:aaacorptrlv@aaa-alliedgroup.com)

### How can I book multiple legs of a trip?

On the homepage at the top of search criteria screen click on the radio button that states multi-leg trip. You then have the option to book multi-leg trips by schedule, or by price, this option is located at the bottom of the screen of the original search criteria. It is much easier to use the schedule search for this type of booking.

### Can I book separate outbound and return flights if they don't show up on the screen?

This is possible by clicking on the schedule search radio button instead of the pricing search button which is located at the bottom of the screen of the original search criteria page.

### **Can I book International flights in Concur?**

We highly recommend calling a counselor to book your international reservations. There are many special routings, documents, regulations, lower fare combinations, etc., that only a counselor can advise you of. It is well worth the time and additional service fee to ensure your international trip goes smoothly and is ticketed at the lowest available price.

### **Can I book low cost carriers in Concur? Put the reservations on Hold?**

Yes, you can book low cost carriers such as Southwest, Jet Blue, AirTran, Spirit, etc. in Concur. You cannot put the reservation on hold since most of their fares are WebFares and **are instant purchase flights**. You will be held responsible for any instant purchase flights you put on hold for a low cost carrier and the carrier automatically tickets the reservation.

### **What about lower air fares on web sites?**

If you find any WebFares lower than Concur, please contact AAA's Online Support Desk 877-463-0543 and speak to a counselor, who will book the itinerary (if available, you may have the last seat for that fare on the website) for you at the Concur fee. The counselor will then notify Concur to research why the fare was not offered in Concur.

### **Can I book a reservation in Concur when I am traveling within 12 hours?**

The system will allow you to book your travel reservations within 12 hours of traveling, but we highly recommend you call and speak with a counselor.

### **Can I book groups larger than 9 persons in Concur?**

No, you must contact a counselor to book a group.

### **What do I do if I have problems?**

**When traveling  
Changing flights**

In both instances, please contact AAA for assistance nothing has changed even though you are booking via Concur. AAA is available 24/7 via telephone.

### **How do I cancel a ticketed trip?**

Contact AAA to cancel and/or change your ticketed airline itinerary. You may cancel hotel and car only reservations directly on Concur.

### **How do I cancel a trip on hold in Concur?**

If the trip is only on hold, please cancel in Concur by going to the homepage where you will see the trip highlighted in red. Click on the trip and it will allow you to finish/complete/change or cancel the reservation that has not been issued yet. Please make sure you cancel your hold trip within the time parameters that Concur gives you when you book the reservation and place it on hold, i.e. 24 hours etc.

### **How can I make sure all of my frequent flyer, hotel, and car rental numbers are current?**

Please check your profile in Concur. All your profile information that is on file in our computer system is located there. If you need to make any changes, you can change them directly in Concur.

### **What do I do if I find flights on an airline website that don't show up on Concur?**

If you cannot find a flight in Concur that is listed on an airline website, you may need to open up the time search criteria for flights. The USF Health search parameter is + or - 3 hrs to the requested departure or arrival time. If this does not work, please contact AAA's Online Support

Desk, 877-463-0543, who will troubleshoot the problem or book the itinerary (if available) for you at the Concur fee. The issue will be forwarded to Concur to research why the flights were not offered.

### **How do I add an assistant and/or traveler to be able to book their reservations in Concur?**

The travelers can add an assistant via their profiles in the add an assistant section or the assistant can go in under their own assistant login to the Travel Center Main Page and add the traveler's name by clicking on the search button to the right of the pull down box, where it says "you are administering travel for".

When you click on the search box, the box on the left becomes white and when you start typing the person's last name it will bring up any names close to that spelling if we have a profile in our system. Click on the name you want and it will add it to the drop down box of the assistant.

### **How can I book personal travel for me or my spouse?**

At this time, USF Health policy does not allow personal travel to be booked using Concur.

### **BOOKING SOUTHWEST IN CONCUR!**

Southwest flights will appear on the same availability screens as all other carriers that fly between the chosen city pairs. It is the same booking process as other low cost carriers and you will be booking directly into the Southwest system therefore you will not be able to place any reservations on hold.

### **Can I select a seat on Southwest?**

SWABIZ bookings do not allow for seat selection. Choosing a Business Select fare, however, will allow the traveler boarding priority. This is a "higher fare" if booking a Business Select fare.

### **How will I receive confirmation of a SWABIZ booking?**

Travelers will receive a confirmation e-mail from AAA, Southwest and Concur, once the trip has been booked.

### **Can you cancel or change a Southwest ticket?**

No, ticket changes and cancellations must be handled by a counselor.

### **Can I book SWABIZ from an existing car or hotel itinerary?**

No, but any other Concur Travel functionality (Hotel, Car, Dining, etc.) can be added to a SWABIZ itinerary.