



General User

Training Guide

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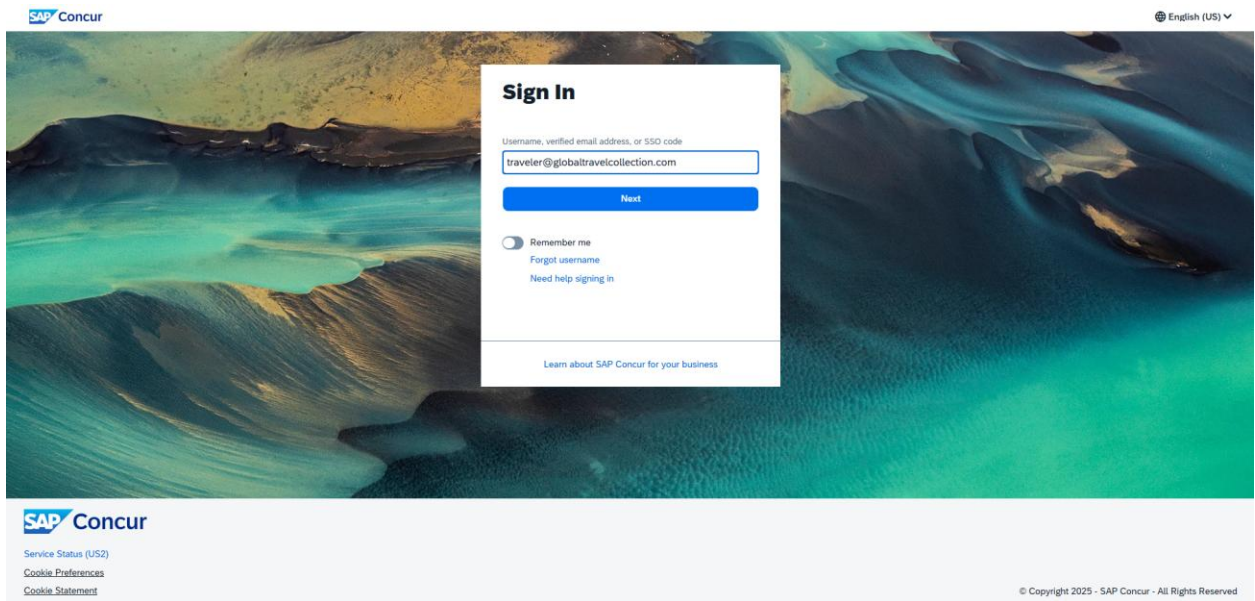
Logging in to Concur

1. Navigate to <https://www.concursolutions.com>.
2. Log onto Concur following your company's logon instructions.

*If you are not sure how to start Concur, check with your company's system administrator.
When starting Concur, you will first see the Login screen.*

Passwords are case sensitive.

3. After entering your Username select "Next".



4. Enter your password and then select "Next".

< Sign In

[traveler@globaltravelcollection.com](#)

Password

Next

[Forgot password](#)

[Need help signing in](#)

5. Enter your Two-Factor Authentication (2FA) code. Then select “Sign In”.

Two-factor Authentication

Enter the authentication code generated by the authenticator app on your mobile device or browser.

6-Digit Authentication Code

Sign In

[Unable to enter authentication code](#)

[Need help signing in](#)

Resetting and Changing Your Password

If you have forgotten your password, you can request to reset it in an email.

Resetting Your Password

1. On the Login page, click the “Forgot password?” link.

< Sign In

[traveler@globaltravelcollection.com](#)

Password

Next

[Forgot password](#)

[Need help signing in](#)

2. Enter the username associated with your account and select “Send”. An email will be sent with a link to reset your password.

< **Forgot Password**

Enter the username associated with your account. We will send an email with a link to reset your password.

Username

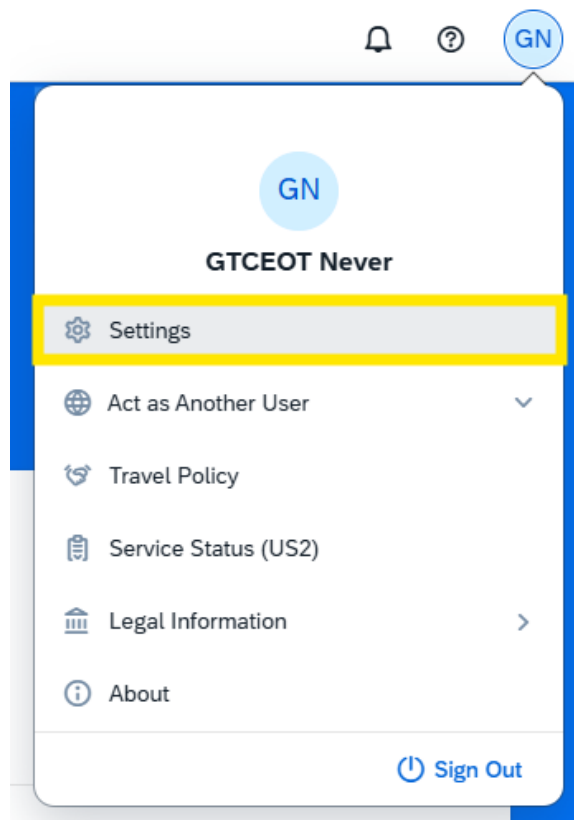
traveler@globaltravelcollection.com

Send

[Learn about SAP Concur for your business](#)

Changing Your Password

1. After you log in, in the upper right corner of the page, click Profile, and then click Profile Settings.



2. On the Profile Options page, click Change Password.

Profile Options

Select one of the following to customize your user profile.

Personal Information

Your home address and emergency contact information.

Company Information

Your company name and business address or your remote location address.

Credit Card Information

You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

Travel Profile Options

Carrier, Hotel, Rental Car and other travel-related preferences.

Change Password

Change your password.

System Settings

Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

Contact Information

How can we contact you about your travel arrangements?

Setup Travel Assistants

You can allow other people within your companies to book trips and enter expenses for you.

Travel Vacation Reassignment

Going to be out of the office? Configure your backup travel manager.

SAP Concur Mobile App

Set up access to Concur on your mobile device

3. Enter your old password, then enter your new password twice. Then select "Submit".

Change Password

A password must be at least 8 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*#@#). It cannot contain spaces. All fields are required.

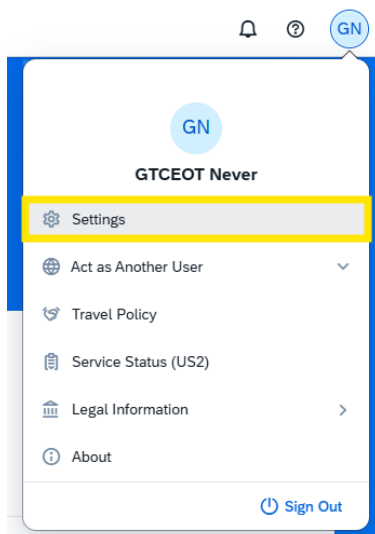
Note: Passwords are case sensitive.

Old Password	New Password	Re-enter New Password

Updating Your Profile

When logging into Concur for the first time, please update your travel profile prior to booking travel.

1. After you log in, in the upper right corner of the page, click Profile, and then click Profile Settings.



2. On the Profile Information page, click Personal Information.

Profile Options

Select one of the following to customize your user profile.

Personal Information
Your home address and emergency contact information.

Company Information
Your company name and business address or your remote location address.

Credit Card Information
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

Travel Profile Options
Carrier, Hotel, Rental Car and other travel-related preferences.

Change Password
Change your password.

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

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SAP Concur Mobile App
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3. Enter in your travel profile information and select "Save".

My Profile - Personal Information

Jump To: Personal Information Choose

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** and **[Required**]** (validated and required) must be completed to save your profile.

Important Note
Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name	Preferred Name	Last Name	Suffix
	William	gtceot	GTCEOT	Never	

Company Information

Go to top

Employee ID

Manager

Org. Unit/Division

Employee Position/Title

Department **[Required]**

Division/Business Unit **[Required]**

Save

Work Address

Go to top

Company Name

Assigned Location

Street

☒ Address same as assigned location

City

State/Province

Postal Code

Country/Region

Save

Please note that to prevent errors all required fields must be completed and no special characters can be utilized. When adding a passport, visa, driver's license, address, or emergency contact, all fields must be completed. Names in Concur profile must match names of frequent traveler profiles. When adding a credit card, you must Default the card for the type of travel it is authorized for.

Edit Credit Card

For security, your credit card number is not displayed. If you think your credit card number is wrong, delete this credit card record and insert a new one with the correct information.

Edit your credit card information as necessary and click **Save** when finished.

Display Name (e.g., My Corporate Card) *

test card

Your name as it appears on this card *

William Never

VISA

Card Type

VISA

Credit Card Number

*****-1111

Expiration Date *

8

2029

Use this card as the default card for:

☒ Plane Tickets

☒ Rail Tickets

☒ Car Rentals

☒ Hotel Reservations

Billing Address

The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate.
Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street *

1633 Broadway

Use this address

Work Address

City *

New York

State *

New York

Zip/Postal Code *

10019

Country/Region *

United States of America

Cancel

Reset

Save

Using Concur Travel

You use Concur Travel to book a flight, rail, car, and/or hotel reservation.

Step 1: Making a Flight Reservation

1. On the Concur home page, on the Flight tab on the left side of the page, select one of the following options.

- Round Trip
- One Way
- Multi City

If you have a car, hotel, or rail to book without airfare, use the corresponding tabs.

Trip Search

Booking for myself | [Book for a guest](#)

Flight Search

[Round-trip](#) [One-way](#) [Multi-city](#)

From *

To *

Dates *



Cabin



☐ Include Accommodation

[Search Flights](#)

2. In the From and To fields, enter the cities for your travel, and then click Search. When you type in a city, airport name, or code, Travel will automatically search for a match.

From *

 **JFK - John F. Kennedy International Airport**
New York City, New York, United States of America

3. Click in the Departure and Return date fields, and then select the appropriate dates from the calendar.

LAX - Los Angeles International Airport

Dates *



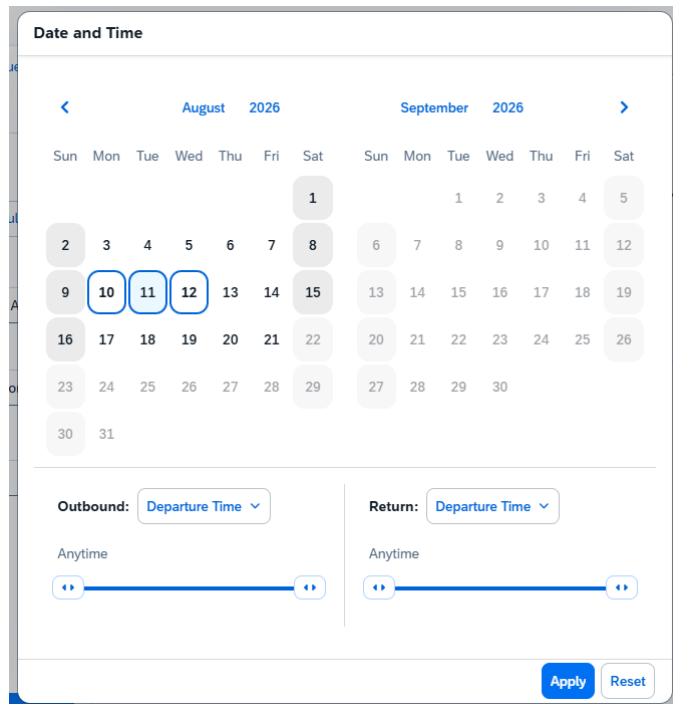
[Open calendar](#)

Cabin



4. Select depart or arrive, the time of day you want to fly, and time range from the dropdown arrows. Travel searches before and after the time you select.

5. Click Apply.

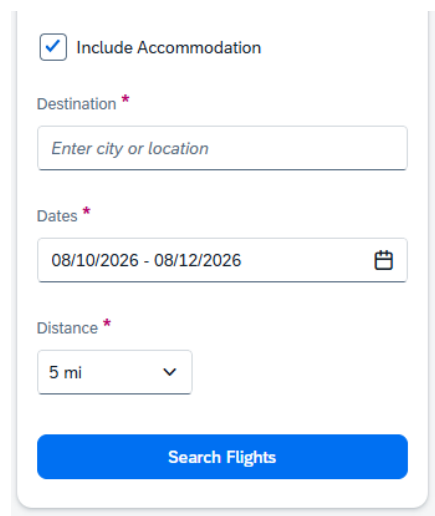


The interface shows a calendar for August and September 2026. The dates 10, 11, and 12 are selected. Below the calendar, there are two sections for 'Outbound' and 'Return'. Each section has a dropdown menu set to 'Departure Time' and a slider set to 'Anytime'. At the bottom right, there are 'Apply' and 'Reset' buttons.

Search Flights

6. If you need a hotel, select the Include Accommodation check box. Car rental can be added during the booking process.

Enter your destination. Dates will auto-populate, but you are given the option to update.



The form includes a checked checkbox for 'Include Accommodation'. Below it is a 'Destination' field with a red asterisk and placeholder text 'Enter city or location'. The 'Dates' field also has a red asterisk and shows '08/10/2026 - 08/12/2026' with a calendar icon. The 'Distance' field has a red asterisk and a dropdown menu set to '5 mi'. A blue 'Search Flights' button is at the bottom.

8. Click Search Flights

9. Review the search results and select the most appropriate option for your flight.
10. To select your flight, choose the flights you want, and the system will automatically price them together.

Departing Flight Skip Search

New York City (JFK) - Los Angeles (LAX) Departure Date: Monday, August 10, 2026 Edit Search

All Filters Flight Number Matrix Number of Stops Carriers Time Flexibility Policy Clear All

56 of 56 Flights

Best flights for you

Delta	Delta Main Basic	Delta Main Extra	Delta Comfort Extra	Delta Premium Select Classic
8:05 AM - 11:36 AM JFK - LAX Nonstop 6h 31m Recommended More Preferred 632kg CO2e	Round-trip \$457	Round-trip \$757	Round-trip \$1,067	Round-trip \$1,457
7:00 AM - 10:27 AM JFK - LAX Nonstop 6h 27m Recommended More Preferred 632kg CO2e	Round-trip \$397	Round-trip \$727	Round-trip \$1,397	Round-trip \$6,997
9:30 PM - 12:57 AM ¹ JFK - LAX Nonstop 6h 27m Recommended More Preferred 632kg CO2e	Round-trip \$367	Round-trip \$727	Round-trip \$987	Round-trip \$1,367

Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

- To filter the results, select Matrix, then select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the left.

Departing Flight Skip Search

New York City (JFK) - Los Angeles (LAX) Departure Date: Monday, August 10, 2026 Edit Search

All Filters Flight Number Matrix Number of Stops Carriers Time Flexibility Policy Clear All

56 of 56 Flights

Best flights for you

Total Results (56)	Delta	American Airlines	jetBlue
Nonstop	Results (11) \$367	Results (9) *\$457	Results (11) \$487
1 stop or fewer	Results (12) \$367	Results (13) *\$447	Results (20) \$487
2 stops or fewer	Results (21) \$367	Results (15) *\$447	Results (20) \$487

*Some fares are excluded due to your policy settings.

To select a seat, click "Select Seats" and then View Seats next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential.

11. On the Review and Reserve Flight page, review your information, select a method of payment, and then click Reserve Flight and Continue.

Add or choose a different frequent flier program. Travel automatically selects the corresponding frequent flier program from the profile, if available.

12. Review your flight details, and then click Reserve Flight and Continue.

Step 2: Selecting a Hotel

1. If you selected the Include Accommodation option on the Flight tab, the hotel results appear after you choose your flights.

Hotels Skip Search

John F. Kennedy International Airport, New York City, New York August 10, 2026 - August 12, 2026 [Edit Search](#)

[All Filters](#) [Brand](#) [Hotel Amenities](#) [Parent Brand](#) [Star Rating](#) [Sort by Preferred Level](#)

Results: 37



Residence Inn By Marriott New York JFK Airport
142-30 135th Avenue, Jamaica, NY 11436 1.84 mi **3-Star Hotel**

Complimentary breakfast Health club High speed internet access
High speed wireless Parking
Neighborhood Safety Score: 75 Sustainability Score: 56 25.4KG CO₂e

From **\$328** Nightly
\$760 Total
Includes taxes and fees
[View Rooms](#)



Rodeway Inn Queens
136 05 Cranston Street, Jamaica, NY 11434 1.97 mi **1-Star Hotel**

High speed wireless
Neighborhood Safety Score: 75 Sustainability Score: 55 22.6KG CO₂e

From **\$167** Nightly
\$389 Total
Includes taxes and fees
[View Rooms](#)



Twa Hotel
One Idlewild Drive, New York, NY 11430-1962 0.61 mi **3-Star Hotel**

Health club High speed wireless Restaurant

From **\$274** Nightly
\$700 Total
Includes taxes and fees



2. Use filter options to narrow your search by Amenity or Chain.
3. Click View Rooms to see rates.
4. When you are ready to reserve your hotel room, click Select next to the desired room type.

INTERNOVA WORLDWIDE, 1 QUEEN BED/NONSMOKING/FREE HI-SPD WIRELESS/ PILLOW TOP MATTRESS/RAIN SHOWER/HAIR DRYER/ REFRIGERATOR/COFFEE MAKER/CLOCKRADIO/AM-FM/ /CONTEMPORARY/IRON AND IRONING BOARD/PHONE, LOCAL, FREE/TV, CABLE/SATELLITE/HBO/42 INCH TV/ID REQUIRED TO REPLACE A GUEST ROOM KEY

One queen bed

No deposit required
Free cancellation until 4:00PM on August 9, 2026.
Complimentary high speed internet in room
Pillow top mattress
Refrigerator
Shower
TV
Non-smoking
Cable television
Coffee/Tea maker
Hairdryer
Iron
Ironing board

From **\$167** Nightly
\$333 Total
Excludes Taxes & Fees
[View Rate Details](#)

[Negotiated Rate](#) [View Cancellation Policy](#) **Select**

5. Review the information on the Review and Reserve Hotel page, click to agree, and then click Book and Continue.

Step 3: Selecting a Car

1. After securing flights/hotel you will be given the option to add additional travel (Car/Hotel). Select Add Rental Car.

Finalize

Trip Overview
August 10, 2026 - August 12, 2026

Trip Name 18/50

Description 0/250

Traveler
GTCEOT Never

New York City, NY (JFK) - Los Angeles, CA (LAX)
Monday, August 10, 2026 Confirmed [View Details](#)
Confirmation Number: GXC40J

RODEWAY INN QUEENS, JAMAICA
Monday, August 10, 2026 - Wednesday, August 12, 2026 Confirmed [View Details](#)
Property Confirmation: 76037222 | Provider Confirmation: 76037222

Estimated Total Cost **\$1,145.84**

Flight **\$756.97**

Hotel **\$388.87**

Rates are quoted in USD.
Original cost, refund, or penalty for canceled or changed bookings are not displayed.

[Finalize Trip](#) [Cancel Trip](#)

Would you like to book anything else?

[Add Hotel](#) [Add Rental Car](#)

2. A pop-up window will display where search criteria can be entered. Then press Search.

Add to Your Trip

Rental Car Search

Where would you like to pick up your car? Select one of your previous reservations to set the pick up location and date or enter the criteria manually.

Your Reservations

Flight: Los Angeles International Airport, 08/10/2026

Pickup *

Los Angeles International Airport

Drop-Off

Same Location

Dates *

08/10/2026 - 08/12/2026

Pickup Time *

12:00 PM

Drop-Off Time *

2:00 PM

Search **Close**

3. Car results will be displayed. Press Select next to the desired car.

Rental Cars [Skip Search](#)

Los Angeles International Airport August 10, 2026 - August 12, 2026 [Edit Search](#)

Testing custom fields for Car search results.

[All Filters](#) [Matrix](#) [Intermediate](#) [Rental Company](#) ☐ Closest Locations Only [Clear All](#) [Sort by Category](#)

Results: 36. Recommendations based on price and convenience.

Best rental cars for you

Intermediate TOYOTA COROLLA or similar

5 2 Automatic Unlimited Mileage

Air Conditioning

Pickup and Drop-off: 0.78 mi [Location details](#)

Recommended 66 kg CO₂e

\$110.17
\$36.72 Per day

Select

Intermediate KIA K4 or similar

5 1 Automatic Unlimited Mileage

Air Conditioning

Pickup and Drop-off: 1.56 mi [Location details](#)

Recommended More Preferred 66 kg CO₂e

\$224.45
\$74.82 Per day

Select

Map: A map showing the Los Angeles International Airport and surrounding areas, including Playa Del Rey, El Segundo, and Inglewood. The map highlights the pickup location and the route to the airport.

4. Then select Book and Continue.

Step 4: Completing the Reservation

1. Review the details of the reservation, complete any required Additional Information, and then click Finalize Trip

Finalize * Required field

Trip Overview
August 10, 2026 - August 12, 2026

Trip Name * 18/50
Trip - Los Angeles

Description 0/250

Traveler
GTCEOT Never

Estimated Total Cost 🌐 **\$1,370.29**

Flight ▼ \$756.97
Hotel ▼ \$388.87
Rental Car ▼ \$224.45

Rates are quoted in USD.

❗ Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Finalize Trip

Cancel Trip

New York City, NY (JFK) - Los Angeles, CA (LAX)
Monday, August 10, 2026 Confirmed ▼
Confirmation Number: GXC4OJ

HERTZ Rental Car
Monday, August 10, 2026 - Wednesday, August 12, 2026 Confirmed ▼
Confirmation Number: L35722766D6

RODEWAY INN QUEENS, JAMAICA
Monday, August 10, 2026 - Wednesday, August 12, 2026 Confirmed ▼
Property Confirmation: 76037222 | Provider Confirmation: 76037222

Would you like to book anything else?

✈️ Add Hotel 🚗 Add Rental Car

2. A Trip Confirmed message will be received.
If approval is required, an email will be sent to the designated approver.

Trip Confirmed

An email confirmation will be sent to GTCEOT Never.

[Back to Homepage](#) [View Trip Overview](#)

Traveler	GTCEOT Never
Trip Name	Trip - Los Angeles
Date	August 10, 2026 - August 12, 2026

Step 5: Cancelling or Changing an Air, Car, or Hotel Reservation

1. Access Trip Library from Homepage.

SAP Concur Travel ▼

[Travel](#) [Arrangers](#) [Trip Library](#) [Tools](#) [Concur XA](#)

Trip Search

👤 Booking for myself | 👥 Book for a guest

✈️ 🚗 🏠 🚗

Flight Search

Round-trip One-way Multi-city

From *

To *

Alerts

Company Notes Upcoming Trips Trips Awaiting Approval

Your GTC Support Team
Call 516-465-1088 or email productintegration@globaltravelcollection.com
Office hours are Monday through Friday from 9:00 a.m. until 5:30 p.m. ET
Emergency After-hours service: 555-555-5555 (reference code B97C).
If you have Travel related questions about Concur, please contact the Online Support Desk at 516-465-1088 or productintegration@globaltravelcollection.com

- Click Cancel Trip under Action.

Trip Library

Search Trip Names Dates To Use: ☒ Booking Dates ☐ Travel Dates Date Range: ☐ Include withdrawn trips

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Trip - Los Angeles (UCGKRJ)	Awaiting approval by William Never Approval deadline is 09/26/2025 09:00 pm Eastern. Trip will be automatically cancelled if not approved by then.	09/25/2025	08/10/2026	08/12/2026	Cancel Trip

- Then Confirm Cancel.

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Confirm Cancellation

[Do Not Cancel](#)

Trip - Los Angeles

Rental Car - HERTZ
August 10, 2026 - August 12, 2026 Record Locator: UCGKRJ
[Rules and Restrictions](#)

Hotel - RODEWAY INN QUEENS
Refund Conditions
August 10, 2026 - August 12, 2026 Record Locator: UCGKRJ Booking Source Confirmation: 76037222 Vendor Confirmation: 76037222
[Rules and Restrictions](#) **\$388.87**
Fully Refundable

Flight - Delta
Refund Conditions
August 10, 2026 - August 13, 2026 Record Locator: UCGKRJ
[Rules and Restrictions](#) Cancel now with no penalty

- A successful message will be displayed.

Cancellation was successful

Trip Overview

[Send Itinerary](#) [Back to Homepage](#)

Trip Status: **Canceled** Record Locator: UCGKRJ Trip Name: Trip - Los Angeles Date: August 10, 2026 - August 12, 2026

[Itinerary](#) [Details](#) [Trip History](#)

New York City, NY (JFK) - Los Angeles, CA (LAX)
Monday, August 10, 2026
Confirmation Number: GXC4QJ **Canceled**

HERTZ Rental Car
Monday, August 10, 2026 - Wednesday, August 12, 2026
Confirmation Number: L35722766D6 **Canceled**

RODEWAY INN QUEENS, JAMAICA
Monday, August 10, 2026 - Wednesday, August 12, 2026
Cancellation Confirmation: 923962778 **Canceled**

Los Angeles, CA (LAX) - New York City, NY (JFK)
Wednesday, August 12, 2026
Confirmation Number: GXC4QJ **Canceled**

Estimated Total Cost **\$0.00**
Rates are quoted in USD.
 Original cost, refund, or penalty for canceled or changed bookings are not displayed.