

# **Travel Incorporated**

is proud to be your

## **Travel Services Provider!**



Our Company Motto is

**"Easy company to do business with**

**and**

**Absolute best in customer service."**

**~~~Attendees~~~**

**Mute your phone during the presentation**

**Submit questions verbally at the end of the session**

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# Today's Session ::

Discuss and Demo the following.....

**CTP** :: Corporate Travel Portal

Your One Stop Shop for helpful travel links & phone numbers

## Travel Profile::

Use your Concur Expense Log In to access your profile

*Update these important sections*

TSA: Date of Birth and Gender

Credit Card : Air, Car, Hotel include billing address

Membership Numbers : Air, Car, Hotel

Personal Travel Preferences : Seat Preference, etc.

Click **SAVE**

**Concur Travel** :: Online Booking Tool - Access via Concur Expense

**eItinerary** :: Travel Incorporated's interactive itinerary

# Corporate Travel Portal

The Corporate Travel Portal is a customized gateway with links to valuable information and services you will need

## Portal Options

- [Welcome Session](#)
- [Concur Travel Info and Helpful Tips](#)
- [Before You Go](#)
- [Travel and Expense Policy](#)
- [Travel Related Links](#)
- [International Links](#)
- [Message Board](#)
- [Feedback](#)


## Dollar General

### Message Board

## Welcome to The Dollar General Travel Website

### *For Concur Travel Online Technical Support*

Contact: Travel Incorporated  
Phone: 866-738-6444

- If you have difficulty booking online and cannot find a solution in the Concur  Help tool in the upp
- If you receive an error message
- Any other technical issues

### *For Travel Consultant Assistance*

Contact: Travel Incorporated  
~ Mon -Fri 7:00am CT to 7:00pm CT Regular Office Hours ~ Outside th  
Phone: 877.486.4035 (inside US)

# Corporate Travel Portal

The Corporate Travel Portal has a message board and resource documents. The CTP is located on the Company Notes Page of Concur Travel.

## Portal Options

- [How Do I Book A Trip in Concur Travel?](#)  
4 Page Step by Step Instructions
- [How to Book a Trip in Concur Travel](#)  
Interactive Training
- [How Do I Change My Trip in Concur Travel](#)  
1 Page Step by Step Instructions
- [How to Change a Reservation in Concur Travel](#)  
Interactive Training
- [How Do I Book Southwest in Concur Travel?](#)  
Step by Step Instructions
- [How Do I Add a Travel Assistant in Concur Travel?](#)
- [How Do I Temporarily Reassign Manager Notify?](#)
- [How Do I Find Unused Tickets in Concur Travel?](#)
- [How Does Concur Travel Assign A Seat](#)
- [How Do I Enable eReceipts in Concur Travel?](#)
- [How do I Cancel or Void a Trip in Concur Travel?](#)
- [Concur Travel FAQs](#)

## Dollar General

### Message Board

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# eltinerary

Travel Incorporated provides a custom interactive eItinerary for every transaction.

Itinerary

Invoice

Information

Mon, Oct 29 2012

Hi 76°F / Lo 54°F

Hide Details

Add

4:23 PM  
depart

Atlanta (ATL) to Jacksonville (JAX) — Confirmation No. GJRDBL

▼ Modify

Delta Air Lines

Flight 0177

Class of Service: Economy [ L ] Class

Info: SEAT 37A WINDOW

Takeoff: 4:23 PM

Atlanta, GA — [map](#)

Landing: 5:40 PM

Jacksonville, FL — [map](#)

Wed, Oct 31 2012

Hi 58°F / Lo 42°F

Hide Details

Add

5:00 PM  
depart

Jacksonville (JAX) to Atlanta (ATL) — Confirmation No. GJRDBL

▼ Modify

Delta Air Lines

Flight 0896

Class of Service: Economy [ L ] Class

Info: SEAT 25D AISLE

Takeoff: 5:00 PM

Jacksonville, FL — [map](#)

Landing: 6:23 PM

Atlanta, GA — [map](#)

Trip Info

↑

Create Date  
10/05/2012

Record Locator  
LVAPON

Travelers  
Novosel, CarolAnn

Contact your Agent  
[kimberly.parker@travel...](mailto:kimberly.parker@travel...)

Actions

↑

⇒ Share this Trip ▼

📅 Add to Calendar ▼

🖨️ Print this Page ▼

📱 Open in Smartphone ▼

🔄 Refresh Itinerary

📁 Add/Remove Trips\*

⚙️ Settings

Flight Status  
Flight Check In  
Hotel Display

Maps  
Weather  
Directions  
Restaurants

Gas Stations  
Calendar Import  
Share a Trip

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**DOLLAR GENERAL**



# eltinerary

## Comments From Your Agent

Itinerary

Invoice

Information

eitinerrary®

Mon, Oct 29 2012

Hi 76°F / Lo 54°F

4:23 PM  
depart

Atlanta (ATL) to Jacksonville (JAX) — Confirmation No. GJRDI

Delta Air Lines

Flight 0177

Class of Service: Economy [L] Class

Info: SEAT 37A WINDOW

Takeoff: 4:23 PM  
Atlanta, GA — [map](#)

Wed, Oct 31 2012

Hi 58°F / Lo 42°F

5:00 PM  
depart

Jacksonville (JAX) to Atlanta (ATL) — Confirmation No. GJRDI

Delta Air Lines

Flight 0896

Class of Service: Economy [L] Class

Info: SEAT 25D AISLE

Takeoff: 5:00 PM  
Jacksonville, FL — [map](#)

Please read

A Message From Your Agent

THIS MESSAGE CONFIRMS THAT YOUR RESERVATION IS FINALIZED. CHECK YOUR CONCUR TRIP LIBRARY FOR AN INVENTORY OF ALL TRIPS.

- Plan To Arrive At The Airport A Minimum Of 2 Hrs Prior To Departure.
- Photo Id And Boarding Pass Are Required For Airport Security And Check-In.
- For Us Airport Travel Tips Refer To [Www.Tsa.Gov](#).
- \*\*\*\*\*
- Personal I.D.
- Is Required Upon Check-In.
- Your E-Ticket Confirmation Number Is - Gjrdbl.
- \*\*\*\*\*

# eltinerary

There are 4 tabs on each Itinerary

The screenshot shows a travel itinerary interface. At the top, there are four tabs: 'Itinerary', 'Invoice', 'Information', and 'Feedback'. The 'Itinerary' tab is highlighted with a red border and a large black arrow pointing to it with the number '1'. The 'Invoice' tab has a black arrow pointing to it with the number '2'. The 'Information' tab has a black arrow pointing to it with the number '3'. The 'Feedback' tab has a black arrow pointing to it with the number '4'. Below the tabs, the date 'Mon, Jan 21 2013' and weather 'HI 51°F / Lo 32°F' are displayed. The itinerary details are as follows:

Time	Flight	Class of Service	Takeoff	Landing
7:05 AM depart	Greenville-Spbg (GSP) to Atlanta (ATL) — Confirmation No. Delta Air Lines Flight 0724	Economy [Y] Class	7:05 AM Greenville-Spbg, SC — <a href="#">map</a>	8:12 AM Atlanta, GA — <a href="#">map</a>
11:02 AM depart	Atlanta (ATL) to Albuquerque (ABQ) — Confirmation No. Delta Air Lines Flight 1022	Economy [Y] Class	11:02 AM Atlanta, GA — <a href="#">map</a>	12:44 PM Albuquerque, NM — <a href="#">map</a>

The 1<sup>st</sup> tab is the **Itinerary**

The 2<sup>nd</sup> tab is the **Invoice**

The 3<sup>rd</sup> tab is the **Information**

The 4<sup>th</sup> tab is the **Feedback**

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# eltinerary

From the Actions box you have the ability to:

The screenshot displays the eItinerary web interface. At the top, there are tabs for 'Invoice' and 'Information'. Below these, a weather widget shows 'Hi 76°F / Lo 54°F'. The main content area lists flight segments, including 'Atlanta (ATL) to Jacksonville (JAX)' and 'Jacksonville (JAX) to Atlanta (ATL)'. A red-bordered box highlights the 'Actions' menu, which contains the following options: 'Share this Trip', 'Add to Calendar', 'Print this Page', 'Open in Smartphone', 'Refresh Itinerary', 'Add/Remove Trips\*', and 'Settings'. To the right of the Actions menu, the 'Trip Info' section provides details such as 'Create Date: 10/05/2012', 'Record Locator: LVAPON', and 'Travelers: Novosel, CarolAnn'. Below the Trip Info, there is another 'Actions' menu that mirrors the one highlighted in the red box.

**Actions**

- Share this Trip ▼
- 📅 Add to Calendar ▼
- 🖨️ Print this Page ▼
- 📱 Open in Smartphone ▼
- 🔄 Refresh Itinerary
- 📋 Add/Remove Trips\*
- ⚙️ Settings

**Trip Info**

Create Date  
10/05/2012  
Record Locator  
LVAPON  
Travelers  
Novosel, CarolAnn  
Contact your Agent  
kimberly.parker@travel...

**Actions**

- Share this Trip ▼
- 📅 Add to Calendar ▼
- 🖨️ Print this Page ▼
- 📱 Open in Smartphone ▼
- 🔄 Refresh Itinerary
- 📋 Add/Remove Trips\*
- ⚙️ Settings



# eltinerary

## Adding an Itinerary to your Calendar:

The screenshot shows the eItinerary website interface. A flight itinerary is displayed for a round trip from Atlanta (ATL) to Jacksonville (JAX). A red-bordered pop-up window titled "Add to Calendar" is overlaid on the itinerary. The pop-up contains a calendar icon and two options: "Add all trips" and "Add this trip only". Below the pop-up, there are two tabs: "Add all trips" and "Add this trip only". The "Add this trip only" tab is selected. Below the tabs, there is a section titled "Choose program:" with a list of calendar applications: MS Outlook 2010, MS Outlook 2007, MS Outlook 2003, Google Calendar, Apple iPhone, Apple iCal, Lotus Notes, iCalendar compatible, and .ics file compatible. To the right of the "Choose program:" section, there is a section titled "Live Calendar -vs- File" with text explaining the difference between the two options and a link to "Click here for additional calendar help".

**Add to Calendar**

- ▶ Add all trips
- ▶ Add this trip only

**Choose program:**

- ☐ MS Outlook 2010
- ☐ MS Outlook 2007
- ☐ MS Outlook 2003
- ☐ Google Calendar
- ☐ Apple iPhone
- ☐ Apple iCal
- ☐ Lotus Notes
- ☐ iCalendar compatible
- ☐ .ics file compatible

**Live Calendar -vs- File**

If you use a program which supports calendar feeds you should almost certainly use the Live Calendar option.

Live Calendar will update automatically whereas a file is static and therefore will need to be re-downloaded if you make any edits or additions to your trip.

[Click here for additional calendar help](#)

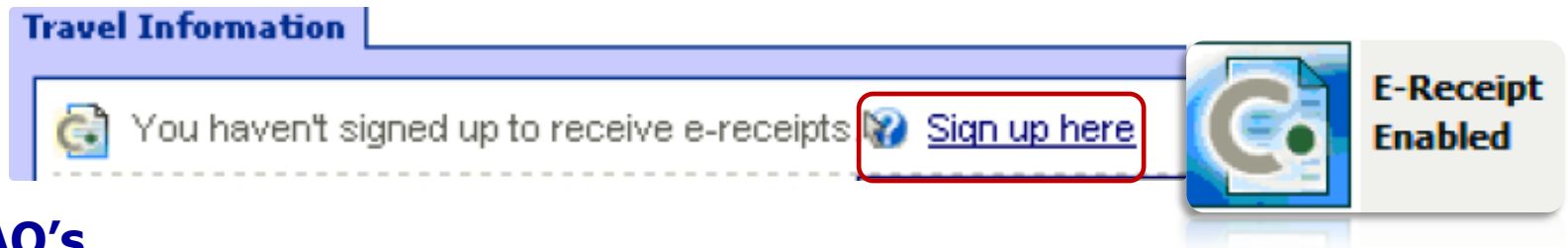
**Step by Step instructions Pop Up**

# Concur e-Receipts

## How it Works:

### The Set Up and View

- Look for the e-Receipts activation message on your Concur Travel site
- Each Concur User must **Sign-up and Grant Permission** for e-Receipts



## FAQ's

- ***Q. Which suppliers currently provide e-Receipts?***
- ***A.*** Avis Budget Group, Carlson Hotels, Choice Hotels, Enterprise, Hertz, Hilton, IHG, Ride Charge; to name a few.
- ***Q. How will I remember these suppliers while I am booking my travel?***
- ***A.*** Concur identifies participating suppliers using an e-Receipt icon in Concur Travel
- ***Q. Where are e-Receipts displayed?***
- ***A.*** e-Receipts are displayed in Concur Expense & in Travel's trip library.

# Triplt – From Concur

## ...is a free solution that helps travelers organize all aspects of their travel.

**Sign-Up** to be sent a confirmation email with a link to validate the connection.

View **Triplt** links on the Travel Center or Purchase Confirmation pages in Concur Travel for the option to **Sign-In or Sign-Up for Triplt**



Connect to Triplt

Automagically add Concur reservations to Triplt

Improve your travel experiences

- Automatically organize your travel plans
- Access trip details on your phone or the web
- Share plans with friends, family and colleagues

[Learn more about Triplt](#)

Sign in now to link your accounts!

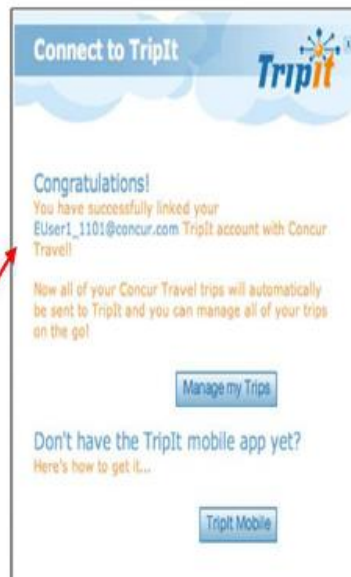
Triplt Login/Email Address

Password

Make my Concur Trips ☐ Private ☒ Public [Why is this?](#)

[Sign-In](#)

Not yet a Triplt user? No problem! [Sign-Up](#)



Connect to Triplt

Congratulations!

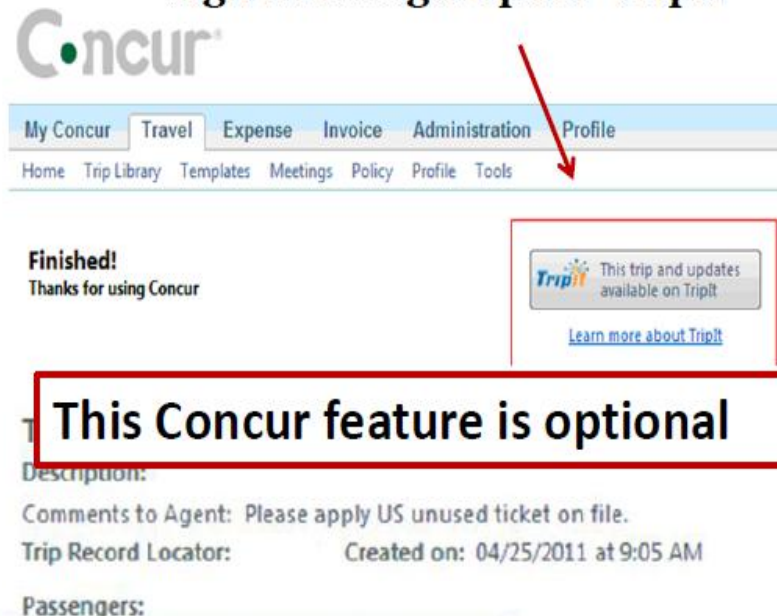
You have successfully linked your EUser1\_1101@concur.com Triplt account with Concur Travel!

Now all of your Concur Travel trips will automatically be sent to Triplt and you can manage all of your trips on the go!

[Manage my Trips](#)

Don't have the Triplt mobile app yet? Here's how to get it...

[Triplt Mobile](#)



Concur

My Concur Travel Expense Invoice Administration **Profile**

Home Trip Library Templates Meetings Policy Profile Tools

Finished!  
Thanks for using Concur

This trip and updates available on Triplt

[Learn more about Triplt](#)

**This Concur feature is optional**

Description:

Comments to Agent: Please apply US unused ticket on file.

Trip Record Locator: Created on: 04/25/2011 at 9:05 AM

Passengers:

# How do I log on to Concur Travel?

**Everyone with a current Travel Profile will have access to Concur Travel. New Travelers contact your Manager**

➤ Access Dollar General home portal :: <http://dge.dolgen.net/home/>

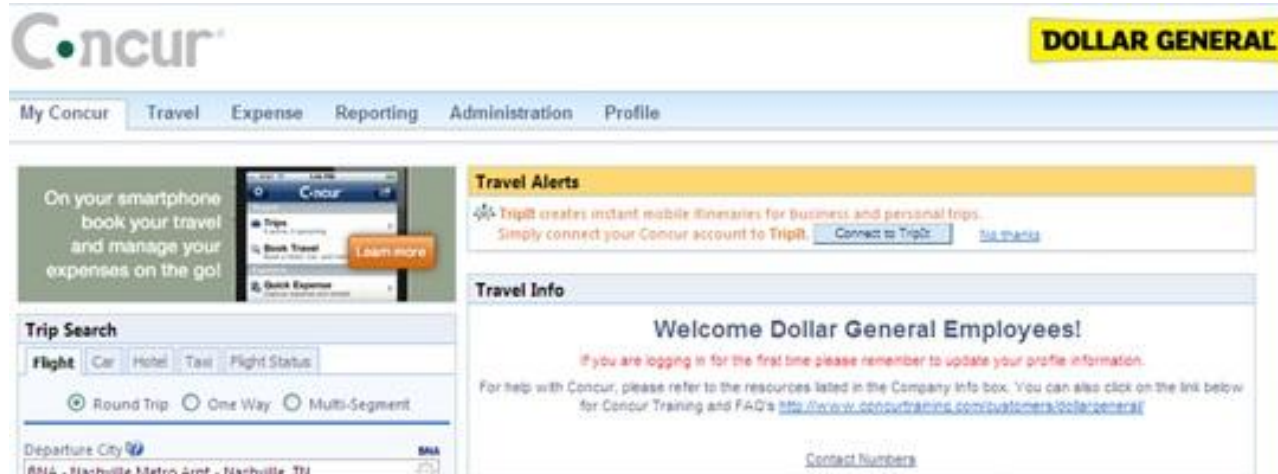
➤ Click on DGme →



➤ On the DGme page Click on Travel & Expense →



➤ You are now connected to our online booking tool Concur



**Contact your manager  
If you need assistance  
with **first time** Log On  
procedures**

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**DOLLAR GENERAL**



# From the Menu Options Select Travel

Welcome



**DOLLAR GENERAL®**

Travel

Profile

**Home**

Trip Library

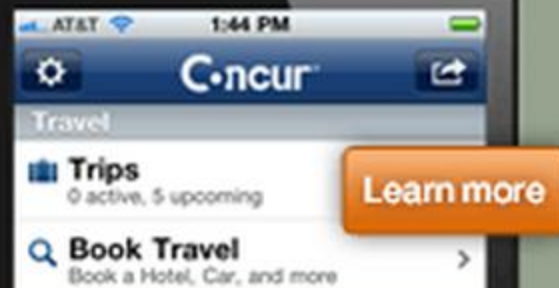
Templates

Policy

Profile

Tools

On your  
smartphone  
book your travel  
on the go!



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**DOLLAR GENERAL®**





# Concur Travel Online Booking Tool

## Center Page

Travel Reporting Administration **Profile**

Home Trip Library Templates Policy **Profile** Tools

On your smartphone book your travel on the go!

Travel Alerts

Triplt creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triplt. [Connect to Triplt](#) [No thanks](#)

You haven't signed up to receive e-receipts. [Sign up here](#)

Flight Car Hotel Flight Status

**WARNING**-Holding multiple reservations for same routing considered result in date.

This information is also synchronized to ~ **eProfile** ~ your Travel Inc. Profile

**~ First time user ~**

- Click → **Profile**
- Review preference
- Enter **Master Card** Credit Card  
*Corporate Travelers will have cc*
- Add Date of Birth & Gender
- Click → **SAVE**

When using Concur Travel for the first time

- 1) Click on the Profile menu option.
- 2) Review your profile and make any change
- 3) Save your profile, even if you didn't make

Need help with your online booking? [Click here](#)

While on Concur if you have any question

For Concur Travel Online Technical Support:

Round Trip One Way Multi-Segment

Departure City

Select nearby airports

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# Concur Travel Reservations Confirmation

You will receive an email from [fulfillment@travelinc.com](mailto:fulfillment@travelinc.com) and it contains a link to view your itinerary. If you do not receive this email, your ticket has not been issued! You must go back to Concur to finish the booking.

**From:** [fulfillment@travelinc.com](mailto:fulfillment@travelinc.com) [mailto:[fulfillment@travelinc.com](mailto:fulfillment@travelinc.com)]  
**Sent:** 15 November 2011 10:56  
**To:** Corcoran, Janet  
**Subject:** ITINERARY HAMAQUI NADINE

Below is a link to your requested travel e-Itinerary(tm).

To View - Click or Copy & Paste the Link to your Web Browser:

<https://ceitin.travelinc.com/?r=I4RAcu9o0y8%3D>

# Let's go to the Corporate Travel Portal

To view some links...

And then to Concur Travel to book a trip

Dollar General

Message Board

**Welcome to The Dollar General Travel Website**

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- Any other technical issues

**For Travel Consultant Assistance**

Travel Incorporated

## Concur Travel Overview and Helpful Tips

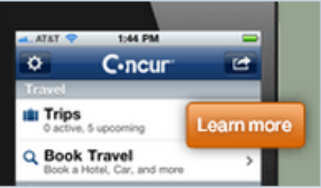
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1 Page Step by Step Instructions
- [How to Change a Reservation in Concur Travel](#)  
Interactive Training
- [How Do I Book Southwest in Concur Travel?](#)  
Step by Step Instructions

Travel

Profile

[Home](#) [Trip Library](#) [Templates](#) [Policy](#) [Profile](#) [Tools](#)

On your smartphone book your travel on the go!




Flight


Car

Hotel

Flight Status

Travel Alerts

 **TripIt** creates instant mobile itineraries for business and personal trips.  
Simply connect your Concur account to TripIt. [Connect to TripIt](#) [No thanks](#)

 You haven't signed up to receive e-receipts. [Sign up here](#)

Company Notes

Travel Map

Upcoming Trips

Trips Awaiting Approval

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**DOLLAR GENERAL**

**TRAVEL**  
Incorporated



~~~Attendees~~~

**Dial #6 to un-mute your phone to ask a question  
Or Submit follow up questions by email to**

**Tricia Alsup**

**palsup@dollargeneral.com**

**DOLLAR GENERAL®**



**Thank you.**

We look forward to  
working with you!