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.

![Map of Pennsylvania showing hotel options]

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.

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### 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.
2. Review the Total Estimated Cost.

![Total Estimated Cost Table]

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

![Trip Confirmation Page]

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 Booking Information Page]

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 Image]

2. The hotel booking is finished.

   ![Finish Image]