Concur Travel / SHORT’S TRAVEL  
Frequently Asked Questions

Getting Started

What should I do first?  
It is essential to complete your Traveler Profile. Click on Profile from the Concur Travel screen as soon as you log in the first time. Once you have created your profile, you are ready to begin making reservations.

Even if you book travel through SHORT’S TRAVEL Agents, it is necessary to complete your Traveler Profile online. This ensures SHORT’S TRAVEL Agents charge your travel to the appropriate company credit card and also allows transfer of important information to the airlines and Transportation Security Administration (TSA).

I’m not comfortable booking my own flights online. Who do I call to have a travel agent do the booking?  
SHORT’S TRAVEL agents average 16 years of experience in the travel industry and will be happy to book your flights. They are available Monday–Friday, 8:00 am–5:00 pm ET. Call 877-503-0017 (913-220-2709 outside US & Canada). You can also email your requests to teamC@shortstravel.com. (Note: There is a higher fee when booking with an agent rather than online.)

Making a Reservation

How can I search for the lowest fares?  
To obtain the lowest fare, you should attempt to:

✈ Book airline reservations in advance (the sooner the better for lower advanced-purchase fares)
✈ Be flexible in departure times
✈ Change your time window to see a wider selection of flight options
✈ Use non-refundable and penalty fares
✈ Use alternate airports

These strategies can lead to substantial savings on airfare costs. Fare options will depend on availability.
Will frequent flyer numbers be entered into my reservation?
Yes, if frequent flyer numbers are stored in your Traveler Profile, your number will be included in the reservation and reflected on the itinerary. If you haven’t already done so, we highly recommend you sign up for airline Frequent Flyer programs.

How will I know that Concur Travel has received my reservation?
Once you have completed and purchased your reservation, the final screen will show a record of your itinerary including air record locator (confirmation number). The record locator indicates that the airline has received your reservation.

Where is the reservation sent after I click the Purchase Ticket button?
Reservations are sent to SHORT’S TRAVEL’s office where they are quality controlled and ticketed in the same manner as if you had placed a reservation over the telephone.

When will my reservation be ticketed?
When Concur Travel is used to reserve airfares, SHORT’S TRAVEL will handle fulfillment/ticketing in the same manner as a phone reservation. Electronic tickets will always be issued, typically within several hours of booking, and emailed to you unless otherwise requested or required by an airline.

How can I tell if my ticket is issued?
The status column of your trip list will indicate ‘Ticketed’. To see the ticket number, select the Upcoming Trips tab from the Concur Travel home page and select the trip in question. The ticket number is listed under Trip Overview.

Where do I view my itinerary?
If you have entered your email address in your Traveler Profile, SHORT’S TRAVEL will email your final itinerary when it is ticketed. In addition, you can view your itinerary from the Travel Center home page, Upcoming Trips tab.

What if there are no seats available to assign?
The airlines hold back a certain percentage of seats for airport check-in. You may still hold a reservation on the flight, but you will have to request your seat assignment at the airport. If you are unable to secure a seat assignment at time of booking, SHORT’S TRAVEL’s quality control system will request a seat assignment on your behalf and advise if a seat has been secured.
Will I be able to book international travel online?
Yes, you may book simple, round-trip international reservations, e.g. San Francisco/London/San Francisco; however, we recommend booking international travel directly with a SHORT’S TRAVEL agent. All international reservations will be issued as e-tickets, unless the airline prohibits e-tickets.

How do I change or cancel a reservation?
If you require changes to your air itinerary, contact SHORT’S TRAVEL. It is important to cancel trips as soon as possible. For most airlines, if a flight is not cancelled prior to departure, the entire ticket is forfeited. Providing advance notification will, in many cases, retain some of the ticket’s value for future use.

What if I require new reservations or changes to existing reservations at the last minute?
Concur Travel may be used for new reservations that are 48 hours or more in advance of your departure. For departures within 48 hours and changes, please call SHORT’S TRAVEL directly.

How do I know if an itinerary is non-refundable?
All non-refundable flight options will have “Non-refundable” noted on the flight results “Show Details” section.

Please Note: Some remarks included in the Comments for the Travel Agent box requesting help from an agent may result in a higher transaction fee. Please avoid unnecessary remarks such as "Have a nice day" or “I have Premier status with United”.

General

If I encounter problems during travel, can SHORT’S TRAVEL assist?
SHORT’S TRAVEL agents are available via phone/email Monday–Friday, 8:00 am–5:00 pm, EST. Call 877-503-0017 (913-220-2709 outside US & Canada) or email teamC@shortstravel.com. SHORT’S TRAVEL also offers an after-hours service to assist in emergency situations. This service is at a premium cost, but can be a valuable resource in an emergency. Simply call the SHORT’S phone number to speak with the after-hours call center.

If I make a reservation with SHORT’S TRAVEL over the telephone, will I be able to see it online?
Yes, as long as you completed your Traveler Profile online, you will be able to view agency booked reservations in the Concur Travel Upcoming Trips tab.
Can I get updates on my trip, such as delay information?
Yes. After you make your first booking via Concur Travel, you will receive an email asking you to register your personal Trip Alert Profile. After registering you will receive email or text alerts in the event of:

- Flight delays
- Flight cancellations
- Missed connections
- Gate changes

How do I upgrade my flight?
Upgrades cannot be processed automatically with Concur Travel. Please call a SHORT’S TRAVEL agent for these requests.

Can I redeem Frequent Flier points for upgrades or free tickets through SHORT’S TRAVEL?
Yes, SHORT’S TRAVEL can provide this service but you must first contact the airline to redeem your points, then forward the airline’s authorization email to SHORT’S TRAVEL (teamc@shortstravel.com) along with your booking request and they’ll do the rest. If you prefer SHORT’S TRAVEL handle redemptions entirely, you will need to give SHORT’S TRAVEL your personal login with the airline’s Frequent Flier Program.

Why does the system sometimes take a long time to respond to my request?
Response time is related to your Internet connection speed and Internet traffic. If the search for flights takes unusually long or the system crashes, your search criteria may be too broad (most common for flights to/from New York City & Los Angeles, where multiple airports are considered). Here are a few tips to help:

- Change the search criteria to Schedule rather than Price
- Reduce the Search Timeframe (e.g., go to 2–3 hours)

Can I book personal travel on Concur Travel?
Reservations booked through Concur Travel should be for Kiwanis business travel only.

My spouse is travelling with me. How do I pay for his/her ticket separately?
If you require more than one ticket, please contact a SHORT’S TRAVEL agent to make the bookings. You will be able to split ticket payments through the agent.

I have an unused ticket. How do I apply the value towards my current booking?
If you have an unused ticket already on file with SHORT’S TRAVEL, then your new ticket will automatically be applied to the new booking. You need not contact anyone.
Itinerary Review

How do I display an online booking that I previously made?
Go to the Travel Center home page and search in the Trip Library section. Enter the dates you
would like to include and click Search. For detail on any trip, select the name of the trip.

What if I booked something I didn't really want?
At any time during the reservation process, use the Previous button to go back in the
reservation process to the point where the change is needed. If, however, a change is needed
after Purchase Ticket has been clicked, please contact SHORT’S TRAVEL to make changes or
cancel reservations. Depending upon the type of ticket purchased, cancellation penalties may
apply.

Troubleshooting & Problem Reporting

● If you encounter difficulties with any of the following, please contact Eleida Ehman for
  assistance (eehman@kiwanis.org/317-217-6132)
    o getting started
    o changing and/or updating your Profile
    o logon ID and Password
    o specific questions regarding Kiwanis International’s travel policy

● If you encounter technical problems with the website and/or error messages, please
  contact teamc@shortstravel.com, CC: Diane Suker (dsuker@kiwanis.org). SHORT’S
  TRAVEL agents monitor this mailbox and respond fairly quickly. If possible, send a
  screen shot of the error message, as well as the previous screen (many errors are fairly
generic, and SHORT’S tries to re-create the entry that caused the problem). Common
  reasons for booking errors are:
    o Frequent Flier ID number is incorrect in the Concur Travel Traveler Profile.
    o The name in the Concur Traveler Profile does not match the name in the airline’s
      Frequent Flier Program – must be an exact match to get points.

● If you encounter problems booking a flight, contact a SHORT’S TRAVEL agent (877-503-