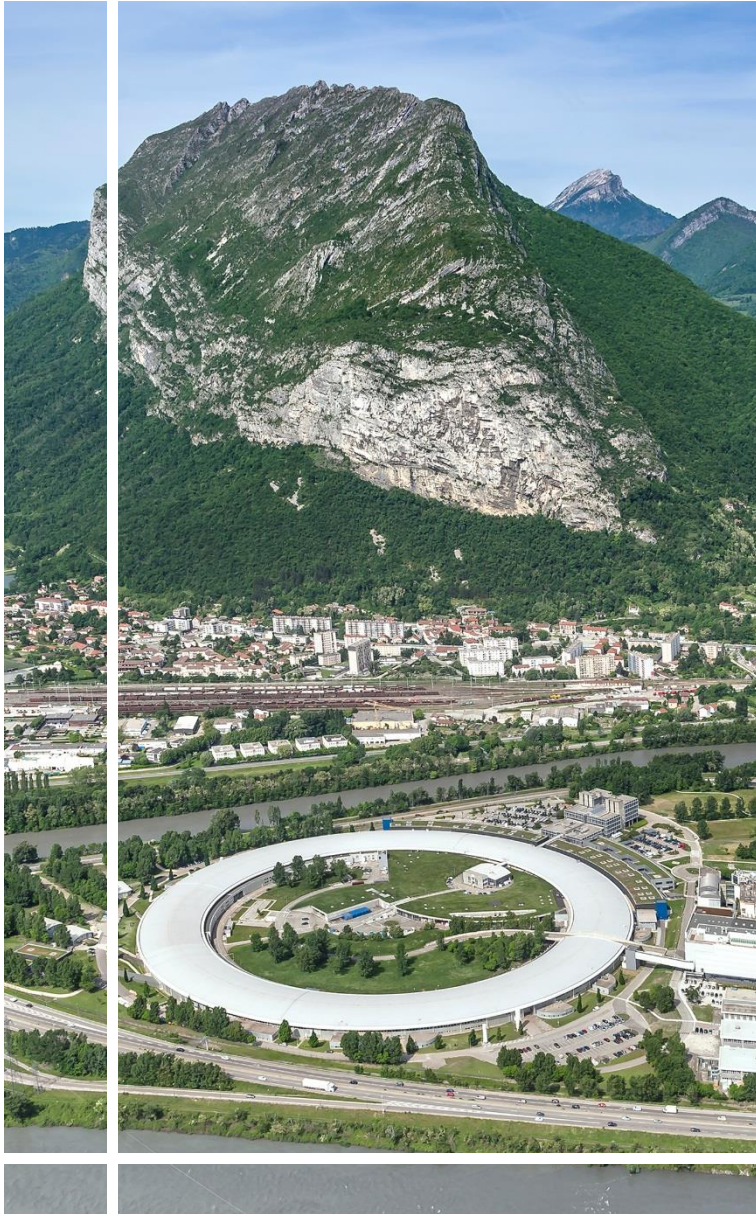




| The European Synchrotron



SAP Concur

for event participants

Online booking &
travel requests

The following slides explain:

- How to make an online booking
- How to submit your travel request

Pre-requisites:

The ESRF recommends that beforehand, you looked at:

- Introduction to SAP Concur for ESRF event participants
- First connection to SAP Concur for ESRF event participants



As invited participant, you must update this field and select « Event »

Then start your online booking with « Trip Search » - (See more information next page)

The screenshot shows the SAP Concur home page for an invited participant. At the top left is the ESRF logo. To the right are three buttons: '+ Start a Request', '+ Start a Claim', and '+ Enter Reservation'. Below this is the 'Trip Search' section, which includes a dropdown menu labeled 'Please update if ESRF event' with 'Event' selected. Below the dropdown are icons for flight and train. A note states: 'Please note ESRF closest airports are Lyon (LYS) and Geneva (GVA) (+ Grenoble-GNB, only seasonal activity)'. Underneath is the 'Mixed Flight/Train Search' section with buttons for 'Round Trip', 'One Way', and 'Multi City'. It has 'From' and 'To' fields with placeholder text 'Departure city, airport or train station' and 'Arrival city, airport or train station'. To the right is the 'Company Notes' section with a message: 'Dear ESRF users and visitors, Several SAP Concur user guides are available, for scientists participating to conferences or workshops.' Below that is the 'My Tasks' section, which displays two task cards: '08 Open Requests' with a list of tasks (e.g., '16/01 Trip from London to Lyon €33.00 — Travel') and '01 Available Expenses' with a list of expenses (e.g., '16/11 Il Pane Di San Saba €10.00').

Please update if ESRF event

Event

Please note **ESRF closest airports** are Lyon (LYS) and Geneva (GVA) (+ Grenoble-GNB, only seasonal activity)

Mixed Flight/Train Search

Round Trip One Way Multi City

From
Find an airport | Select multiple airports

To
Find an airport | Select multiple airports

Depart

Return

Search

- Default value is “Experiment”, please select “Event”
- Default value is Airplane/train search
- Reminder
- Default value is “Round Trip”
- Departure/arrival: to be filled-in by traveler
- Dates: to be filled-in by traveler (minimum D-14)
- By default, the application will report available tickets from 6:00 to 22:00

Fill-in « From », « To », « Depart » and « Return » dates

And then, click Search

SAP CONCUR – TRIP SEARCH (2/4)

For example: Amsterdam-Lyon (or Geneva), from 15 to 19 Feb. 2024

Trip Summary

Select Flights or Trains

Round Trip
AMS - LYS
Depart: Thu, 15/02/2024
Return: Mon, 19/02/2024

Finalise Trip

Change Search

Depart - Thu, 15 Feb

Depart: 6:50 - 21:20
Arrive: 8:25 - 23:05

Return - Mon, 19 Feb

Depart: 6:45 - 19:25
Arrive: 8:35 - 22:10

Price

Price EUR216.72 - EUR452.04

Display Settings

Hide flights without refundable fares
Hide Propeller Planes
Depart/Return Same Airport Only

Please note that tickets are booked as **non-refundable and non-changeable**. Any extra costs **won't be supported** by the ESRF.

Amsterdam, Netherlands To Lyon, France

Thu, 15 Feb - Mon, 19 Feb

Show as EUR - ▾

Hide matrix Print / Email

	KLM	Air France	Multiple	British Airways
All 179 results				
Nonstop 76 results	216.72 46 results	236.36 10 results	236.36 20 results	—
1 stop 103 results	—	263.79 17 results	246.15 85 results	452.04 1 results

Shop by Fares Shop by Schedule

Flight Number Search Sorted By: Price - Low to High ▾

Displaying: 179 out of 179 results. Previous | Page: 1 of 18 | Next | All

KLM	Route	Class	Duration	Price	View Fares
	9:30 AMS → 11:00 GVA	Nonstop	1h 30m	€216.72	View Fares
	17:30 GVA → 19:15 AMS	Nonstop	1h 45m		
Least Cost Logical Fare Show all details ▾					
	9:30 AMS → 11:00 GVA	Nonstop	1h 30m	€216.72	View Fares
	9:10 GVA → 11:00 AMS	Nonstop	1h 50m		
Least Cost Logical Fare Show all details ▾					
	6:55 AMS → 8:25 GVA	Nonstop	1h 30m	€225.72	View Fares
	17:30 GVA → 19:15 AMS	Nonstop	1h 45m		

Reminder

Available flights

Travel options...

TRAVEL SUGGESTIONS ARE COMPLIANT WITH ESRF TRAVEL POLICY:

✔ Great!
you choose the most economical fare, compliant with ESRF travel policy

A screenshot of a flight search result for KLM. The flight details are: 9:30 AMS → 11:00 AMS and 17:30 GVA → 19:00 GVA. The fare is labeled "Least Cost Logical Fare" and costs €216.72. An "Info" pop-up box contains two green checkmarks: "This trip conforms to your company travel rules." and "It is the cheapest available fare". A "View Fares" button is visible on the right.

⚠ These tickets require justification and are subject to ESRF prior agreement

A screenshot of a flight search result for Air France and KLM. The flight details are: 6:50 AMS → 11:00 AMS and 17:30 GVA → 19:00 GVA. The fare is labeled "Least Cost Logical Fare" and costs €260.15. A "Warning" pop-up box contains a yellow warning triangle and text: "This option triggers one or more company travel rules. We will log this choice if you choose to purchase it." and "This fare is more than 20% higher than the cheapest reference fare and requires a justification". A "View Fares" button is visible on the right.


❗ Sorry, these tickets are not authorized by ESRF travel policy

A screenshot of a flight search result for British Airways. The flight details are: 10:15 AMS → 14:45 AMS and 17:40 GVA → 22:00 GVA. A "Not allowed" pop-up box contains a red 'X' and text: "This option triggers one or more company travel rules that prevent it from being selected." and "This fare is too expensive". A "Not Allowed" label with a red 'X' is visible on the right. A "View Fares" button is visible on the right.

SAP CONCUR – TRIP SEARCH (4/4)

Select your tickets, by clicking on

Hide Fares



15:10 AMS → 16:40 GVA Nonstop 1h 30m **€229.72**

14:35 GVA → 16:15 AMS Nonstop 1h 40m

[Hide Fares](#)

[Hide all details ^](#)

DEPART ✈ **Thu, 15 Feb** – Amsterdam, Netherlands to Geneva, Switzerland [Hide details ^](#)

Thu, 15 Feb	15:10 AMS → 16:40 GVA	1h 30m	KLM 1931 View seats <small>Boeing 737-800 (winglets) / 167 kg CO₂e</small>
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RETURN ✈ **Mon, 19 Feb** – Geneva, Switzerland to Amsterdam, Netherlands [Hide details ^](#)

Mon, 19 Feb	14:35 GVA → 16:15 AMS	1h 40m	KLM 1930 View seats <small>295 / 167 kg CO₂e</small>
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Fare Options	Free Checked Bags	Refundable		
Light (T) Rules Benefits/Services	0	No	✔	€229.72
Economy Standard (X) Rules Benefits/Services	1 <small>Up to 23kg (total)</small>	No	✔	€233.72
Economy Flex (X) Rules Benefits/Services	1 <small>Up to 23kg (total)</small>	Yes <small>Fees may apply</small>	✘	<small>€353.72</small> Not Allowed

Luggage
Y/N?

Page 8

The European Synchrotron | 

The flights you selected:

Traveler's data, automatically reported in Concur (can be completed by the traveler)

Please note ESRF credit card for direct invoicing

The screenshot shows the 'Review and Reserve Flight' page in SAP Concur. It is divided into several sections:

- Trip Summary:** Shows 'Flights Selected' for a Round Trip (AMS - LYS) from Thu, 15/02/2024 to Mon, 19/02/2024. A 'Finalise Trip' button is visible.
- Review Flights:** Lists the departure (Thu, 15 Feb) and return (Mon, 19 Feb) flights with details like time, duration, and aircraft.
- Enter Traveller Information:** Includes a warning about passport requirements and a form for the Primary Traveller (Name: Test externe EXTERNE, Phone: 0476882076, Email: traveloff@esrf.fr) and Frequent Flyer Programmes (No Programme selected).
- Select Seats:** A table showing flight options (KL 1931, KL 1930) and seat preferences (Light (T)).
- Review Price Summary:** A table showing the breakdown of costs: Airfare (€133.00), Taxes and Fees (€96.72), and Charges (€229.72). Total Estimated Cost: €229.72, Total Due Now: €229.72.
- Method of payment:** States 'This purchase will be charged to your company directly.'
- Non-Refundable Ticket Warning:** A yellow box with a warning icon stating: 'This is a Non-Refundable Ticket. Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.'

Annotations on the page include:

- An orange bracket on the left side of the 'Flights Selected' section, pointing to the 'The flights you selected:' text box.
- An orange bracket on the left side of the 'Enter Traveller Information' section, pointing to the 'Traveler's data...' text box.
- A blue arrow pointing from the 'Please note ESRF credit card for direct invoicing' text box to the 'Method of payment' section.
- An orange arrow pointing from the 'If ok, click here for next step' text box to the 'Reserve Flight and Continue' button.

If ok, click here for next step

SAP CONCUR – BOOKING CONFIRMATION (2/4)

Flight details

Submit trip Confirmation

E-mail itinerary

End Date: 19 February, 2024
Created: 04 December, 2023, Test externe EXTERNE
(Modified: 04 December, 2023)
Description: (No Description Available) [\(see\)](#)
Agency Record Locator: U55XCZ
Passengers: Test Externe Externe
Total Estimated Cost: €229.72 EUR [\(Details\)](#)

i Airfare must be ticketed by: 14/02/2024 23:55 Central European

Reservations

Thursday, 15 February 2024

Flight Amsterdam (AMS) to Geneva (GVA) [Cancel all Air](#)

▲ Please note that chargeable seat assignment will not be covered by ESRF

KLM 1931

Departure: 15:10
Amsterdam Airport (AMS)
Duration: 1 hour, 30 minutes
Non-Stop

Confirmation: U55XCZ
Status: **Confirmed**

Seat: No seat
[Select a seat](#)

Arrival: 16:40
Geneva Airport (GVA)
Terminal: 1

Additional Details
Aircraft: Boeing 737-800
E-Ticket
Emissions: 167.2 kg CO₂e
Cabin: LIGHT (T)

Distance: 681 kilometres
Meal: Snack

Monday, 19 February 2024

Flight Geneva (GVA) to Amsterdam (AMS) [Cancel all Air](#)

▲ Please note that chargeable seat assignment will not be covered by ESRF

KLM 1930
Operated by: KLM CITYHOPPER

Departure: 14:35
Geneva Airport (GVA)
Terminal: 1
Duration: 1 hour, 40 minutes
Non-Stop

Confirmation: U55XCZ
Status: **Confirmed**

Seat: No seat
[Select a seat](#)

Arrival: 16:15
Amsterdam Airport (AMS)

Additional Details
Aircraft: 296
E-Ticket
Emissions: 167.2 kg CO₂e
Cabin: LIGHT (T)

Distance: 681 kilometres
Meal: Snack

Total Estimated Cost

Air [View Fare Rules](#)

Airfare quoted amount: €133.00 EUR
Taxes and fees: €96.72 EUR

Total Estimated Cost: €229.72 EUR

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#) [Cancel Trip](#)

If ok, click here for next step

Trip Summary

- ✓ Finalise Trip
 - ✓ Review Travel Details
 - Enter Trip Information**
 - Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record-keeping convenience.

Trip Name
This will appear in your upcoming trip list.

Trip Description (optional)
Used to identify the trip purpose

Trip from Amsterdam to Lyon

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

Please enter information about this trip then press Next to finalise your reservation. If you close at this point your reservation may be cancelled.
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Display Trip](#) [<< Previous](#) [Next >>](#) [Cancel Trip](#)

Trip name automatically filled-in (changeable by traveler)

If ok, click here for next step

SAP CONCUR – BOOKING CONFIRMATION (4/4)

Trip Name: Trip from Amsterdam to Lyon
Start Date: 15 February, 2024
End Date: 19 February, 2024
Created: 04 December, 2023, Test externe EXTERNE (Modified: 04 December, 2023)
Description: (No Description Available)
Agency Record Locator: U55XCZ
Passengers: Test Externe Externe
Total Estimated Cost: €229.72 EUR

i Airfare must be ticketed by: 11/12/2023 23:55 Central European
Activate Trip to see your plans and stay one step ahead while travelling.
Agency Name: American Express 1GBT FR ESRF(B-NCEAP28CE P-GNBHX2106)

Reservations

Thursday, 15 February 2024

Flight Amsterdam (AMS) to Geneva (GVA)

KLM 1931

Departure: 15:10
Amsterdam Airport (AMS)
Duration: 1 hour, 30 minutes
Non-Stop

Arrival: 16:40
Geneva Airport (GVA)
Terminal: 1

Additional Details
Aircraft: Boeing 737-800
E-Ticket
Emissions: 167.2 kg CO₂e
Cabin: LIGHT (T)

Confirmation: U55XCZ
Status: **Confirmed**

Distance: 681 kilometres
Meal: Snack

Seat: No seat

Monday, 19 February 2024

Flight Geneva (GVA) to Amsterdam (AMS)

KLM 1930
Operated by: KLM CITYHOPPER

Departure: 14:35
Geneva Airport (GVA)
Terminal: 1
Duration: 1 hour, 40 minutes
Non-Stop

Arrival: 16:15
Amsterdam Airport (AMS)

Additional Details
Aircraft: 295
E-Ticket
Emissions: 167.2 kg CO₂e
Cabin: LIGHT (T)

Confirmation: U55XCZ
Status: **Confirmed**

Distance: 681 kilometres
Meal: Snack

Seat: No seat

Total Estimated Cost

Air	View Fare Rules
Airfare quoted amount:	€133.00 EUR
Taxes and fees:	€96.72 EUR
Total Estimated Cost:	€229.72 EUR

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Confirm Bookings](#) [Cancel Trip](#)

Final review of the booking:

Flight option end date
(your flight is pre-booked until this date, your travel request must be validated before this date).

If ok, click on "Confirm bookings"

SAP CONCUR – CREATION OF THE REQUEST HEADER

Well done! Now, your online booking needs to be approved by ESRF

You can see below the header of your travel request (automatically filled-in)

The screenshot shows the 'Edit Request Header' form for a travel request. The form is titled 'Trip from Amsterdam to Lyon' and has a 'Request ID: 4CC3'. The 'Request Policy' dropdown is set to 'Event', which is highlighted by a blue box with the text 'Check "Event" is selected'. The 'Request Name' is 'Trip from Amsterdam to Lyon', the 'Start Date' is '15/02/2024', the 'Start Time' is '15:10', and the 'End Time' is '16:15'. The 'Event' dropdown is set to 'None Selected', which is highlighted by a blue box with the text 'Select your event name from the list'. The 'Total Posted Amount' is '€ 229.72'. At the bottom right, there are 'Cancel' and 'Save' buttons, with a blue box pointing to the 'Save' button containing the text 'Click "Save" for next slide'.

Check "Event" is selected

Select your event name from the list

Click "Save" for next slide

As booked online, your flight expense is automatically reported,

Trip from Amsterdam to Lyon € 229.72

Not Submitted | Request ID: 4CC3 | ⚠️ Required approval date: 11/12/2023 21:55

More Actions ▾

Submit Request

Request Details ▾ | Print ▾ | Attachments ▾

TRIP

€ 229.72

PNR: U55XCZ

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>	Air Ticket (Self-Booked)	Amsterdam (AMS) - Geneva (GVA)	15/02/2024	€ 229.72	€ 229.72
					€ 229.72

Now, you are requested to add the extra travel expenses you would like to be reimbursed by the ESRF, such as shuttle, bus,...

(see next slides)

Click on « Add » and select the extra travel expenses

The screenshot shows the SAP Concur interface for managing a request. The main window displays the following information:

- SAP Concur** logo and **Requests** dropdown menu.
- Manage Requests** header.
- Breadcrumb: [Home](#) / [Requests](#) / [Manage Requests](#) / Trip from Amsterdam to Lyon
- Trip from Amsterdam to Lyon € 229.72**
- Status: Not Submitted | Request ID: 4CC3 | ⚠️ Required approval date: [blank]
- Actions: [Request Details](#) | [Print](#) | [Attachments](#)
- TRIP** summary: € 229.72, PNR: U55XCZ
- EXPECTED EXPENSES** section with buttons: [Add](#) | [Edit](#) | [Delete](#) | [Allocate](#)
- Expense type selection: Expense type↑

The right-hand panel, titled **Add expected expenses and/or travel plans**, contains a search bar and a list of expense types:


- Search for an expense type
- 02. Transportation** (expanded):
 - Air Ticket
 - Bus-Metro-Shuttle
 - Car Rental
 - External contribution
 - Fuel
 - Parking
 - Private car – full rate
 - Private car – low rate
 - Railway Ticket
 - Taxi
 - Tolls/Road Charges
- 03. Meals** (expanded):
 - Meals in France

For example: Bus-Metro-Shuttle for the transfer from Geneva airport to the ESRF

Fill-in all the mandatory fields (i.e those with « * »)

For this item, fill-in the ticket price

New Expense: Bus-Metro-Shuttle
15/02/2024

Transaction Date * 

Transaction Amount *

Currency *

Comment

Click « Save » to validate (or « cancel » to go back)

Now, the shuttle ticket is added to your travel request

Trip from Amsterdam to Lyon € 259.72
Not Submitted | Request ID: 4CC3 | ⚠️ Required approval date: 11/12/2023 21:55

[Request Details](#) | [Print](#) | [Attachments](#)

TRIP
€ 229.72
PNR: U55XCZ

EXPECTED EXPENSES

[Add](#) [Edit](#) [Delete](#) [Allocate](#)

<input type="checkbox"/>	Alerts↓↑	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>		Air Ticket (Self-Booked)	Amsterdam (AMS) - Geneva (GVA)	15/02/2024	€ 229.72	€ 229.72
<input type="checkbox"/>		Bus-Metro-Shuttle		15/02/2024	€ 30.00	€ 30.00
						€ 259.72

Comment ✕

Tram ticket in Grenoble
EXTERNE,Test externe 04/12/2023

When necessary, add explanation in the comment field of each travel expense

Click again on « Add », for extra travel expenses

SAP CONCUR – CHANGES / CANCELLATION

For changes or cancellation, select the item first

Trip from Amsterdam to Lyon € 259.72

Not Submitted | Request ID: 4CC3 | ⚠ Required approval date: 11/12/2023 21:55

More Actions ▾

Submit Request

Request Details ▾ Print ▾ Attachments ▾

TRIP

€ 229.72

PNR: U55XCZ

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Alerts↓↑	Expense type↑↓	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>		Air Ticket (Self-Booked)	Amsterdam (AMS) - Geneva (GVA)	15/02/2024	€ 229.72	€ 229.72
<input checked="" type="checkbox"/>		Bus-Metro-Shuttle		15/02/2024	€ 30.00	€ 30.00
						€ 259.72

Click on « Edit »
for changes

Click on « Delete »
to remove the expense

Once all foreseen expenses are reported, please click on « Submit Request »

Once submitted, your request is filed with your other travel files (depending on the date of departure). A different color indicates the status of each file.

Manage Requests

Request Library

<p>Trip from Amsterdam to Lyon 15/02/2024 4CC3</p> <p>€ 259.72</p> <p>Submitted</p> <p>Submitted & Pending Approval SUPERVISEUR, Test superviseur</p>	<p>Trip from London to Lyon 16/01/2024 4C99</p> <p>€ 33.00</p> <p>Not Submitted</p>
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Complement: check your emails regularly and follow SAP Concur notifications