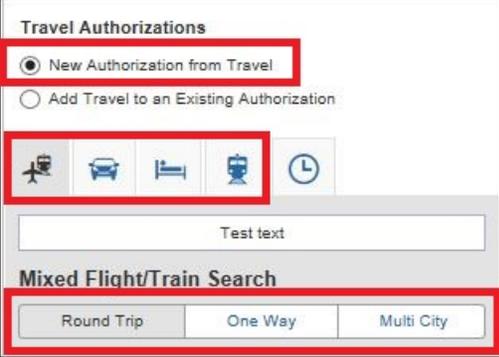
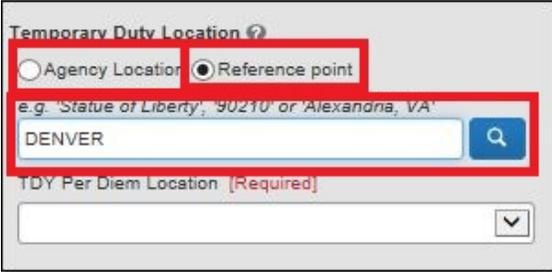
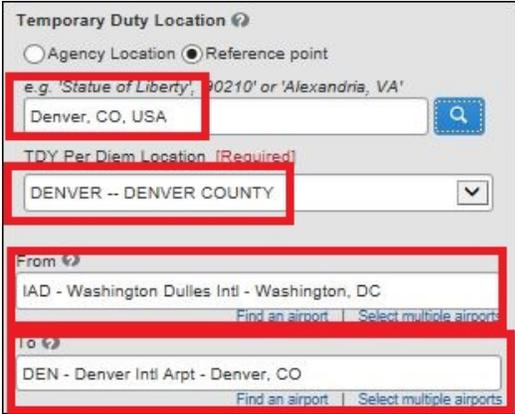
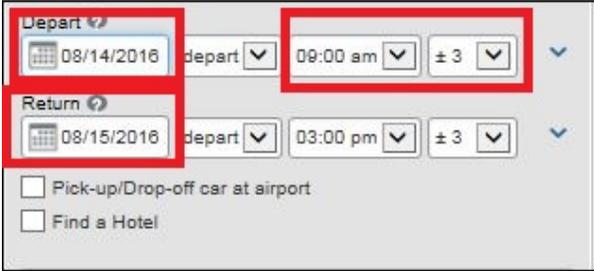




Purpose: To provide a step-by-step guide to make a flight reservation in ConcurGov.

Audience: Travelers and Arrangers

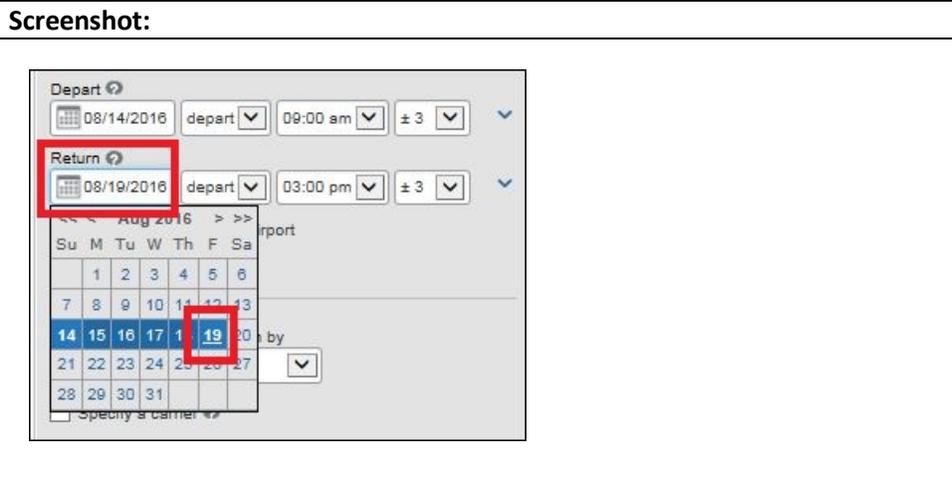
Information:	Screenshot:
<p>Step 1: Sign into ConcurGov.</p> <p>Sign into ConcurGov using your username and password.</p> <p>Note: ConcurGov can be accessed through the FEMA intranet or the internet at https://cge.concursolutions.com</p>	
<p>Step 2: Enter your User Name.</p> <p>Enter your User Name and Password in the User Name and Password fields.</p> <ul style="list-style-type: none"> User Name is your FEMA email address Password is case sensitive <p>Click the Sign In box</p>	
<p>Step 3: Click Travel Tab.</p> <p>Click on the Travel tab to make reservations.</p>	
<p>Step 4: Click Reservations Type.</p> <p>Select the type of reservation you would like to make:</p> <ul style="list-style-type: none"> Air / Rail (Mixed Search) Rental Car Hotel Rail <p>Select the trip type:</p> <ul style="list-style-type: none"> Round Trip One Way Multi-City <p>Note: The system will default to New Authorization from Travel</p>	

Information:	Screenshot:
<p>Step 5: Click Temporary Duty Location</p> <p>Click in the Temporary Duty Location (TDY) window and enter your TDY location.</p> <p>Type the City you are going to and then click the magnifying glass icon.</p> <p>Note: You can search by Reference Point or Agency Location</p>	
<p>Step 6: Click Choose.</p> <p>Make sure your location is correct. You may have to click on the dropdown if multiple locations are found.</p> <p>Note: The example has multiple locations with the city name of Denver.</p>	
<p>Step 7: Validate Information</p> <p>Validate the TDY location, TDY Per Diem Location, Departure Airport, and Arrival Airport Location.</p> <p>Note: The departure airport code will default if the airport is in the traveler's profile.</p>	
<p>Step 8: Click the Depart field</p> <p>Click into the date field to get the calendar. Select the date that you wish to travel.</p> <p>Note: The times are set at departure times, the plus or minus 3 hours is the window in which the flights will show.</p> <p>Also notice that the return date auto populated to the very next day. Make sure you change this to your actual return date.</p>	

Information:

Step 9: Click the Return field

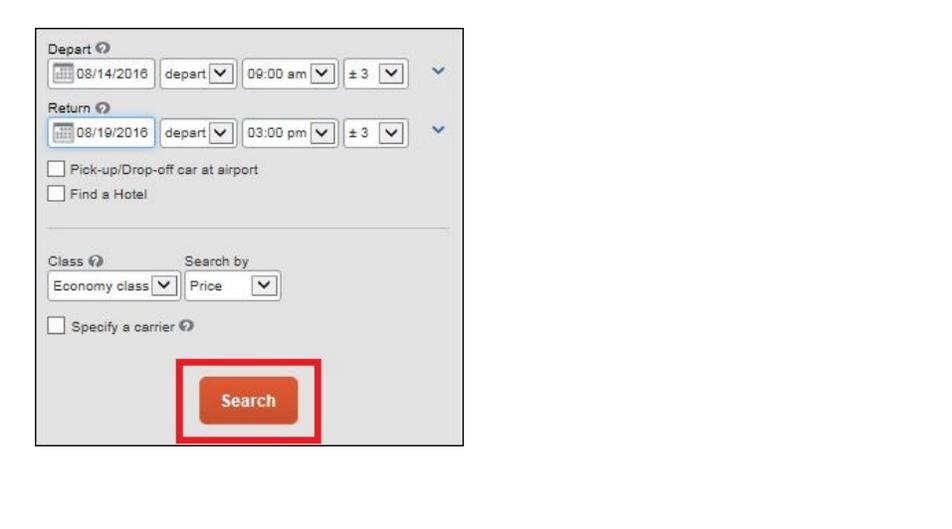
Click in the Return field and select the date for your return flight.



Step 10: Click the Search button

Click the Search button to begin your search for flights.

Note: In this example we have asked the system to show flights leaving on August 14, and returning on August 19 from Washington Dulles (IAD) going to Denver Colorado (DEN)



Step 11: Review the Matrix

Review the Flight information from Washington, DC to Denver, CO. Airlines, Cost, and Search results.

WASHINGTON, DC TO DENVER, CO
SUN, AUG 14 - FRI, AUG 19

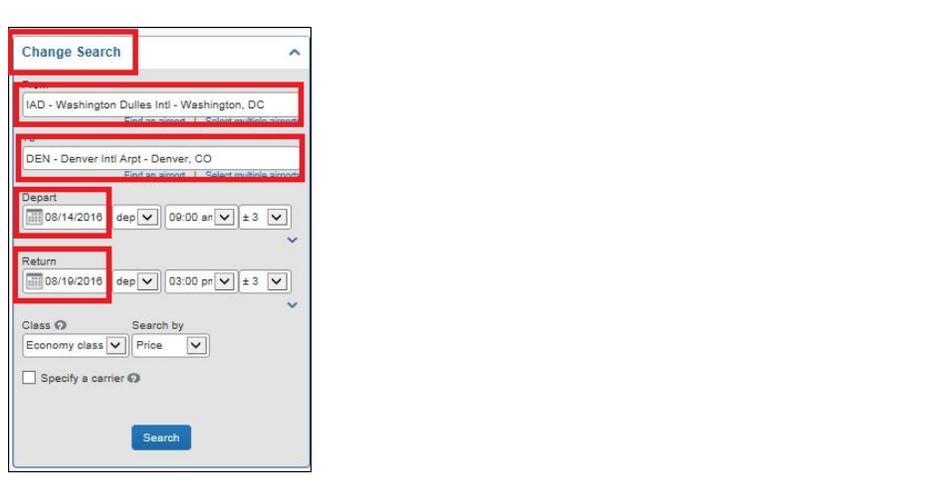
Print / Email

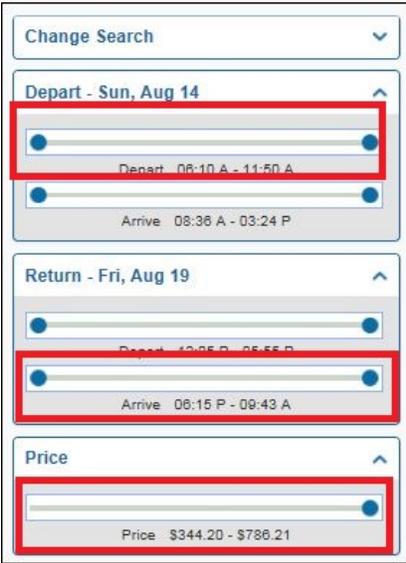
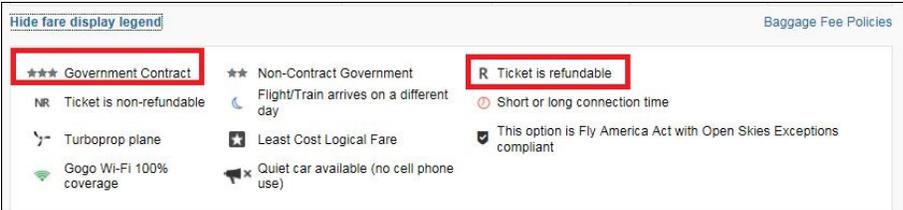
Hide matrix

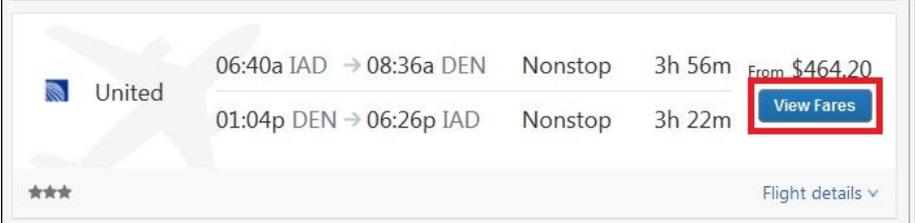
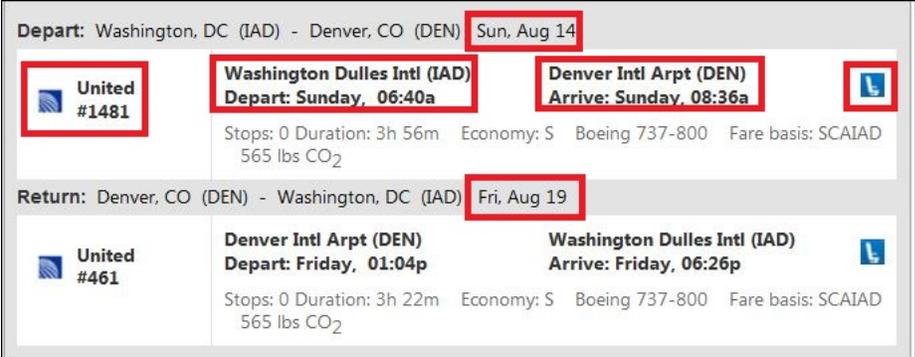
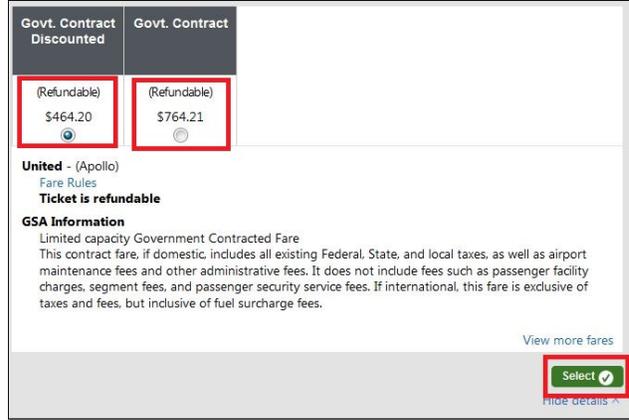
All 284 results	Southwest	United	American Airlines	Delta
Govt. Contract Discounted 70 results	344.20 18 results	440.70 52 results	—	—
Non-Contract Government 214 results	374.20 50 results	406.20 124 results	354.20 8 results	635.18 32 results

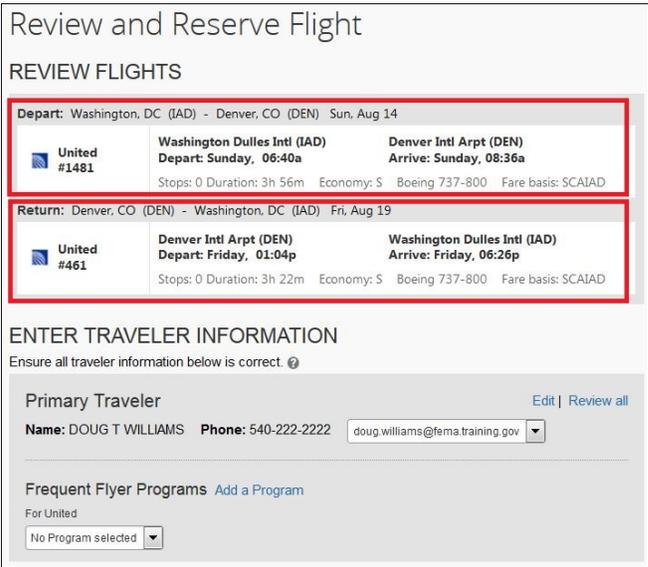
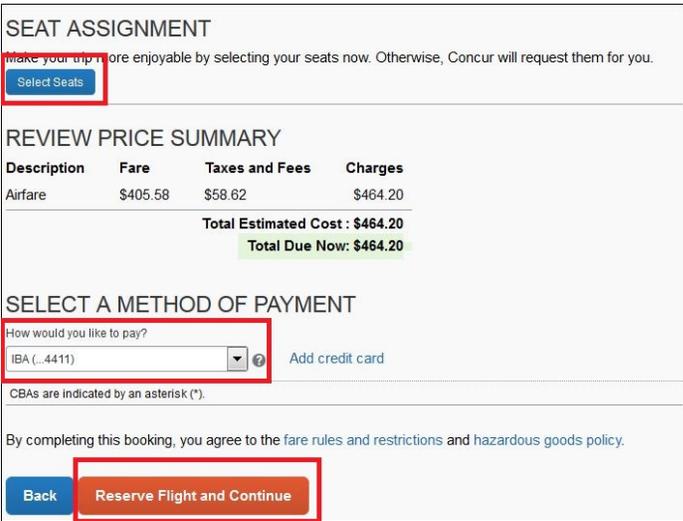
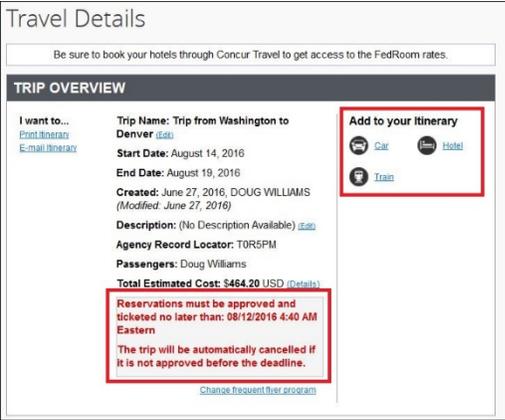
Step 12: Review the Change Search

If you need to change your search for your trip, click on the “Change Search” link. This will expand and give you the options to change your Airports, Flight Dates, and/or Times.



<p>Information:</p> <p>Step 13: Review Flight Filters</p> <p>Time can be changed by using the filters. Sliding to the right or left can change your flight search results. You can also adjust your flight cost results by sliding the Price filter to the left.</p>	<p>Screenshot:</p>  <p>The screenshot shows three filter sections: 'Depart - Sun, Aug 14', 'Return - Fri, Aug 19', and 'Price'. Each section has a horizontal slider with blue handles. Red boxes highlight the sliders in each section.</p>
<p>Step 14: Review Airport Filters</p> <p>You can uncheck the boxes of the airports to remove them from your results.</p>	 <p>The screenshot shows the 'Airport Filters' panel with sections for Depart, Arrival, and Return. Under 'Depart', 'BWI - Baltimore, MD (\$344.20)' is checked and highlighted with a red box. Under 'Return', 'DCA - Washington, DC (\$374.20)' is checked and highlighted with a red box.</p>
<p>Step 15: Fare Display Legend</p> <p>The fare display legend is the key that gives you answers to what is on the screen.</p>	 <p>The screenshot shows the 'Hide fare display legend' panel. It lists various symbols and their meanings: '*** Government Contract', 'NR Ticket is non-refundable', 'Turboprop plane', 'Gogo Wi-Fi 100% coverage', 'Non-Contract Government', 'Flight/Train arrives on a different day', 'Least Cost Logical Fare', 'Quiet car available (no cell phone use)', 'R Ticket is refundable', and 'Short or long connection time'. Red boxes highlight '*** Government Contract' and 'R Ticket is refundable'.</p>

<p>Information:</p> <p>Step 16: Review Fares</p> <p>Click the View Fares button to review flight information.</p> <p>Note: Make sure the return flight meets the mission times. You can select a different flight.</p>	<p>Screenshot:</p> 
<p>Step 17 Review Fares (cont.)</p> <p>Look at the following :</p> <ul style="list-style-type: none"> • Flight Number • Departure Date • Departure Airport • Arrival Airport • Seat Selection Icon • Return Departure Date 	
<p>Step 18: Review Fares (cont.)</p> <p>Click the Select button</p> <p>Review the flight cost. Make sure the lowest price is selected. The Government Discounted versus the Government Contract cost. Both are refundable fares.</p> <ul style="list-style-type: none"> • The Green Select means the Fare is within policy • Yellow means the fare is partially out of policy, but can be selected with an approved justification • Red means the fare is completely out of policy and should not be selected 	

Information:	Screenshot:
<p>Step 19: Review and Reserve Flight</p> <p>Review the Flight information to confirm you have selected the flight you want.</p>	
<p>Step 20: Review and Reserve Flight</p> <p>Select the “Select Seats” box to select or change your seat assignment.</p> <p>Validate the Government Billed Account card is selected (IBA) if you have one in your Profile.</p> <p>Select the Reserve Flight and Continue” button to reserve flight.</p>	
<p>Step 21: Travel Details</p> <p>The travel details give you valuable information on your flight. You can add to your itinerary.</p> <p>Note: Displayed in RED advises the reservations must be approved and Ticketed by date.</p>	

Information:

Step 22: Travel Details

Click next to continue

Note: You have several options here to choose from

- Change or Cancel Air reservations
- Add to your Itinerary
- Review your estimated cost
- Click next to continue
- Click Cancel to cancel

Screenshot:

Friday, August 19, 2016

Flight Denver, CO (DEN) to Washington, DC (IAD) [Change](#) | [Cancel Air](#)

United 461

Departure: 01:04 PM
Seat: 27F (Confirmed) [Change Seat](#)
Denver Intl Arpt (DEN)
Duration: 3 hours, 22 minutes
Nonstop

Confirmation: JPSRTT
Status: Confirmed

Arrival: 06:26 PM
Washington Dulles Intl (IAD)

Additional Details

Aircraft: Boeing 737-800 Distance: 1449 miles
E-Ticket
Emissions: 565.1 lbs CO₂
Cabin: Economy (S) Meal: Food for purchase

[Add to your Itinerary](#)

TOTAL ESTIMATED COST

Airfare quoted amount:	\$405.58 USD	View Fare Rules
Taxes and fees:	\$58.62 USD	
Total Estimated Cost:	\$464.20 USD	

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](#)

Step 23: Attention Warning Message

Click OK to continue.

Note: This warning only appears since this is a flight only reservation.

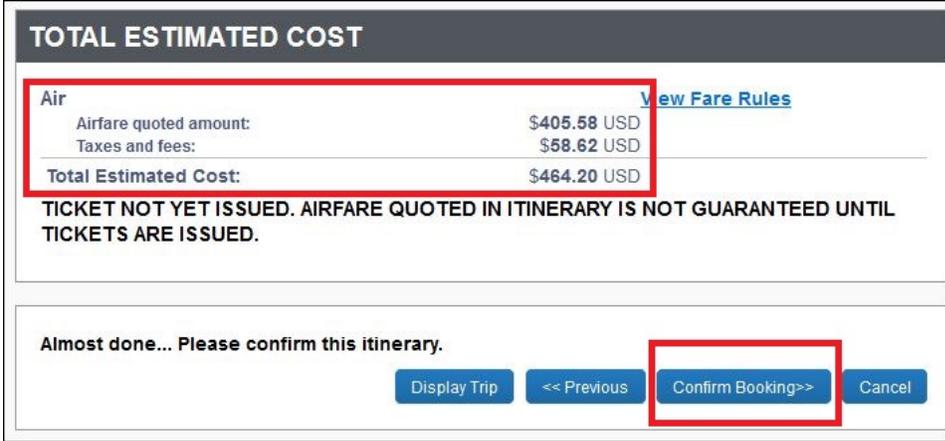
ATTENTION!

 Your trip does not have any car or hotel reservations. You can add a car or hotel reservation from the itinerary display. Click "Cancel" to go back and add a car and/or hotel, or click "OK" to continue with your present itinerary.

[OK](#) [Cancel](#)

<p>Information:</p> <p>Step 24: Trip Booking Information</p> <p>Click the Next button</p> <p>Tell the story for your trip. Include information such as location of trip, type of trip, and any other information that tells the story of the trip..</p> <ul style="list-style-type: none"> • Display Trip will take you back to the Trip details screen • Hold Trip will allow the traveler to place these reservations on hold • Previous takes you to the previous screen • Next takes you to the next screen • Cancel will cancel your reservations 	<p>Screenshot:</p> <p>Trip Booking Information</p> <p>The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.</p> <p>Trip Name (This will appear in your upcoming trip list): Training Class in Denver at Region 8 office, requested by Deputy Administrator</p> <p>Trip Description (optional) (Used to identify the trip purpose): Training Class in Denver at Region 8 office, requested by Deputy Administrator</p> <p>Comments for the Travel Agent (optional): Special Requests may incur a higher service fee.</p> <p>Send a copy of the confirmation to: [input field]</p> <p>Send my email confirmation as: <input checked="" type="radio"/> HTML <input type="radio"/> Plain-text</p> <p>Trip Purpose [Required]: TRAINING</p> <p>You may HOLD this reservation until: 08/12/2016 06:40 am Eastern</p> <p>Please enter information about this trip then press Next to finalize 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.</p> <p>Buttons: Display Trip, Hold Trip, << Previous, Next >>, Cancel</p>
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<p>Step 25: Trip Confirmation</p> <p>Review the notes to complete the booking.</p> <p>Note: The Reservations must be approved and ticketed 48 hours prior to the departure date or they will be cancelled.</p>	<p>Screenshot:</p> <p>Trip Confirmation</p> <p>To COMPLETE BOOKING, please press the "Confirm Booking" Button after reviewing this page. To CANCEL, press the Cancel button.</p> <p>After you complete this booking, it will be reserved, however it will not be ticketed until approved by your agency.</p> <p>TRIP OVERVIEW</p> <p>Trip Name: Training Class in Denver at Region 8 office, requested by Deputy Administrator Start Date: August 14, 2016 End Date: August 19, 2016 Created: June 27, 2016, DOUG WILLIAMS (Modified: June 27, 2016) Description: Training Class in Denver at Region 8 office, requested by Deputy Administrator Trip Purpose: TRAINING Agency Record Locator: TOR5PM Passengers: Doug Williams Total Estimated Cost: \$464.20 USD</p> <p>Reservations must be approved and ticketed no later than: 08/12/2016 4:40 AM Eastern The trip will be automatically cancelled if it is not approved before the deadline.</p>
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Information:	Screenshot:												
<p>Step 26: Trip Confirmation</p> <p>Click "Confirm Booking" to have the Authorization started for you.</p> <p>Note: Review Total Estimated Cost of Flight. You have completed the reservation for your flight.</p>	 <p>TOTAL ESTIMATED COST</p> <table border="1"> <tr> <td colspan="2">Air</td> <td>View Fare Rules</td> </tr> <tr> <td>Airfare quoted amount:</td> <td>\$405.58 USD</td> <td></td> </tr> <tr> <td>Taxes and fees:</td> <td>\$58.62 USD</td> <td></td> </tr> <tr> <td>Total Estimated Cost:</td> <td>\$464.20 USD</td> <td></td> </tr> </table> <p>TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.</p> <p>Almost done... Please confirm this itinerary.</p> <p> <input type="button" value="Display Trip"/> <input type="button" value=" << Previous"/> <input type="button" value=" Confirm Booking >>"/> <input type="button" value=" Cancel"/> </p>	Air		View Fare Rules	Airfare quoted amount:	\$405.58 USD		Taxes and fees:	\$58.62 USD		Total Estimated Cost:	\$464.20 USD	
Air		View Fare Rules											
Airfare quoted amount:	\$405.58 USD												
Taxes and fees:	\$58.62 USD												
Total Estimated Cost:	\$464.20 USD												

You have successfully completed a Flight Reservation in ConcurGov!