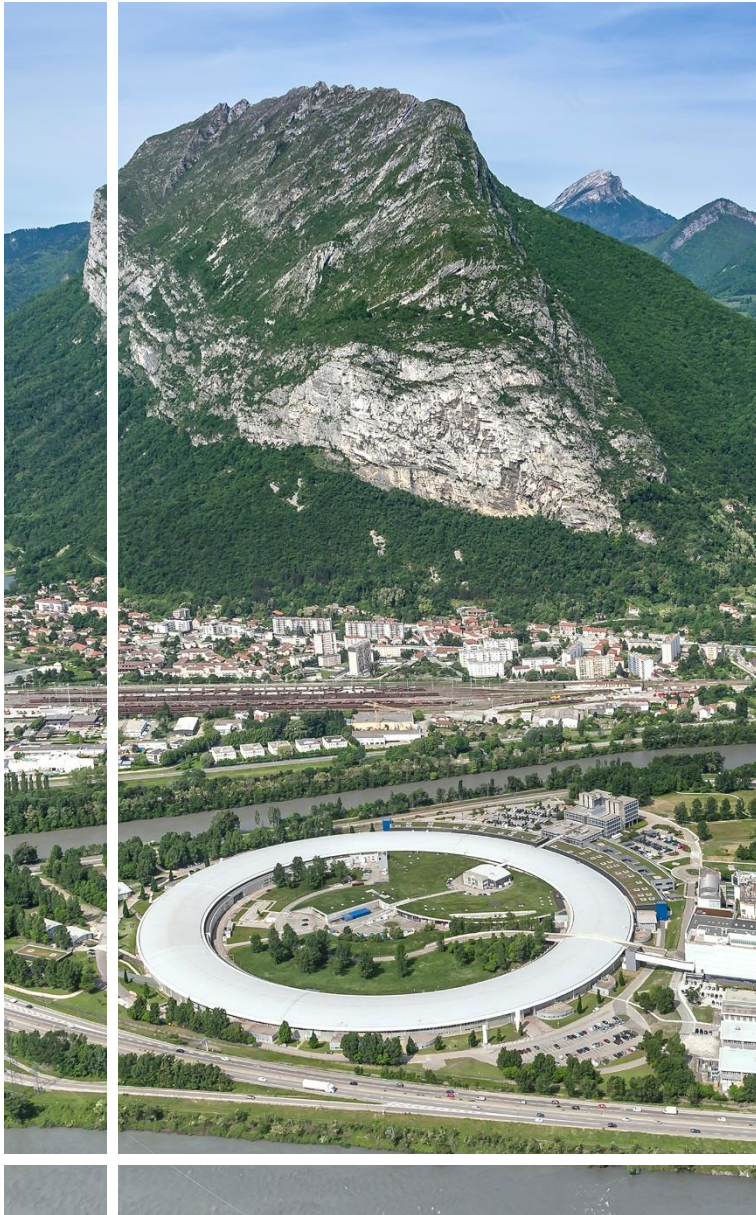




| The European Synchrotron



SAP Concur



for Experimental users

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 users
- General information of SAP Concur for ESRF users – First connection

Trains outside of France cannot be booked online via SAP Concur. Please refer to the « Travel request without online booking » handbook



From the home page, online booking starts with « Trip Search »

The screenshot shows the SAP Concur Home Page. At the top, there is a navigation bar with the SAP Concur logo and a 'Home' dropdown. Below this is a header section with the ESRF logo and three buttons: '+ Start a Request', '+ Start a Claim', and '+ Enter Reservation'. To the right of these buttons are three summary cards: '06 Authorisation Requests', '00 Available Expenses', and '02 Open Claims'. The main content area is divided into several sections. The 'Trip Search' section is highlighted with a red box and has an arrow pointing to it from the text above. It contains a dropdown menu for 'Please update if ESRF event' (set to 'Copy of Experiment (for tests only)'), icons for flight and train, a note about ESRF closest airports (Lyon and Geneva), and a 'Mixed Flight/Train Search' form with fields for 'From' and 'To' (departure and arrival city, airport or train station) and a 'Search' button. Below the search form is a 'Show More' link. To the right of the Trip Search section is the 'Company Notes' section with a heading 'Dear ESRF users and visitors,' and a message about SAP Concur user guides. Below the notes is the 'My Tasks' section, which displays three summary cards: '06 Open Requests' with a list of tasks (e.g., '13/12 tes D-14 €20.00 — Travel'), '00 Available Expenses' with a message 'You currently have no available expenses.' and a checkmark icon, and '02 Open Claims' with a list of claims (e.g., '14/11 Experiment at the ESRF €26.90'). At the bottom left, there is a 'My Trips (0)' section with a message 'You currently have no upcoming trips.'

Trip Search

Please update if ESRF event

Copy of Experiment (for tests only)

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

Default value is Experiment (i.e travel policy for experimental user)

Default value is Airplane or train search

Reminder

Default value is “Round Trip”

Departure/arrival: to be filled-in by traveler

By default, the application researches flights to/from both Lyon (LYS) and Geneva (GVA)

Dates: to be filled-in by traveler (minimum D-14)

By default, the application will report available tickets from 6:00 to 22:00 for flight. For train you must indicate an approximate schedules.

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

And then, click « Search »

For example: London-Lyon (or Geneva), from 16 to 22 Jan. 2024

Trip Summary

Select Flights or Trains

Round Trip
LON - LYS
Depart: Tue, 16/01/2024
Return: Mon, 22/01/2024

Finalise Trip

Change Search

Depart - Tue, 16 Jan
Depart: 6:10 - 19:55
Arrive: 8:50 - 22:40

Return - Mon, 22 Jan
Depart: 6:00 - 21:40
Arrive: 8:00 - 22:36

Price
EUR86.44 - EUR362.00

Display Settings
 Hide flights without refundable fares
 Hide Propeller Planes

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

London, United Kingdom To Lyon, France

Tue, 16 Jan - Mon, 22 Jan

Hide matrix | Print / Email

All	British Airways	Swiss	Multiple	KLM	Air France	Multiple	easyJet	Luxair
227 results						Most Preferred		
Nonstop 135 results	86.44 104 results	184.02 30 results	—	—	—	—	313.04 1 results	—
1 stop 92 results	—	205.66 16 results	197.18 39 results	234.08 17 results	244.64 1 results	306.00 18 results	—	351.75 1 results

Shop by Fares | Shop by Schedule

Flight/Train Number Search: Sorted By: Price - Low to High

Displaying: 227 out of 227 results. Previous | Page: 1 of 23 | Next | All

British Airways¹ 7:35 LGW → 10:15 GVA Nonstop 1h 40m €86.44 [View Fares](#)

10:05 GVA → 10:45 LGW Nonstop 1h 40m [View Fares](#)

¹ British Airways 2552 / 2551 operated by Avianca Argentina

Least Cost Logical Fare [Show all details](#)

British Airways¹ 15:20 LGW → 18:00 GVA Nonstop 1h 40m €86.44 [View Fares](#)

10:05 GVA → 10:45 LGW Nonstop 1h 40m [View Fares](#)

¹ British Airways 2554 / 2551 operated by Avianca Argentina

Least Cost Logical Fare [Show all details](#)

Reminder

Travel options...

You can adjust the desired schedule

TRAVEL SUGGESTIONS ARE COMPLIANT WITH ESRF TRAVEL POLICY:



Great!
You chose the most economical fare, compliant with ESRF travel policy

British Airways¹
7:35 LGW → 10:10 GVA
10:05 GVA → 10:40 LGW
¹ British Airways 2552 / 2552

Least Cost Logical Fare

Info

- ✓ This trip conforms to your company travel rules.
- ℹ It is the cheapest available fare

€86.44

View Fares

Show all details ▾



These tickets require justification and are subject to ESRF prior agreement

British Airways

6:55 LHR → 9:30 GVA
7:10 GVA → 8:00 LHR

Warning

This option triggers one or more company travel rules. We will log this choice if you choose to purchase it.

⚠ This fare is more than 40% higher than the basic price and requires a justification

€127.03

View Fares

Show all details ▾



Sorry, these tickets are not authorized by ESRF travel policy

British Airways

6:55 LHR → 9:30 GVA
21:40 GVA → 22:10 LHR

Not allowed

This option triggers one or more company travel rules that prevent it from being selected.

✗ This fare is more than 60% higher than the basic price and is not compliant with ESRF travel regulations

Not Allowed

Show all details ▾

SAP CONCUR – TRIP SEARCH (4/4)

Select your tickets, by clicking on

Hide Fares

7:35 LGW → 10:15 GVA Nonstop 1h 40m **€86.44**

10:05 GVA → 10:45 LGW Nonstop 1h 40m

¹ British Airways 2552 / 2551 operated by Avianca Argentina

[i](#) [Hide Fares](#)

Least Cost Logical Fare [Hide all details ^](#)

DEPART ✈ **Tue, 16 Jan** – London, United Kingdom to Geneva, Switzerland [Hide details ^](#)

Tue, 16 Jan 7:35 LGW → 10:15 GVA 1h 40m British Airways 2552 [View seats](#)
Airbus Industrie A321 / 176 kg CO₂e
 Operated by Avianca Argentina

RETURN ✈ **Mon, 22 Jan** – Geneva, Switzerland to London, United Kingdom [Hide details ^](#)

Mon, 22 Jan 10:05 GVA → 10:45 LGW 1h 40m British Airways 2551 [View seats](#)
Airbus Industrie A320-100/200 / 176 kg CO₂e
 Operated by Avianca Argentina

Fare Options	Free Checked Bags	Refundable		
Economy Basic Fare (O) Rules Benefits/Services	0	No	i	€86.44
Economy Plus (O) Rules Benefits/Services	1 Up to 23kg (total)	No	✓	€114.44
Plus Flex or Economy Fully Flex (Y) Rules Benefits/Services	1 Up to 23kg (total)	Yes Fees may apply	✗	€1,100.44 Not Allowed

[View more fares](#)
Amadeus

Luggage
Y/N?

The flights you selected:

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

Trip Summary

Flights Selected
Round Trip
LON - LYS
Depart: Tue, 16/01/2024
Return: Mon, 22/01/2024

Finalise Trip

Review and Reserve Flight

Review Flights

DEPART ✕ Tue, 16 Jan – London, United Kingdom to Geneva, Switzerland [Hide details](#)

Tue, 16 Jan	7:35 LGW → 10:15 GVA	1h 40m	British Airways 2552 Airbus Industrie A321 Operated by Avianca Argentina
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RETURN ✕ Mon, 22 Jan – Geneva, Switzerland to London, United Kingdom [Hide details](#)

Mon, 22 Jan	10:05 GVA → 10:45 LGW	1h 40m	British Airways 2551 Airbus Industrie A320-100/200 Operated by Avianca Argentina
-------------	-----------------------	--------	--

Enter Traveller Information

Ensure all traveller information below is correct. @

Remember Your Passport Your international travel will require passport or other government-issued identification. Remember to bring your identification with you on your day of travel.

Primary Traveller [Edit](#) | [Review all](#)

Name: Test externe EXTERNE Phone: 0476882076 Email:

Frequent Flyer Programmes [Add a Programme](#)

For British Airways

Select Seats

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
BA 2552 Nobag (O)	View seat map
BA 2551 Nobag (O)	View seat map

Review Price Summary

Description	Fare	Taxes and Fees	Charges
Airfare	€8.00	€78.44	€86.44
Total Estimated Cost: €86.44			
Total Due Now: €86.44			

Method of payment

This purchase will be charged to your company directly.

⚠ 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.

By completing this booking, you agree to the fare rules and restrictions.

[Back](#) [Reserve Flight and Continue](#)

If ok, click here for next step

SAP CONCUR – BOOKING CONFIRMATION (2/4)

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

Flight details

If ok, click here for next step

The screenshot displays the 'Travel Details' page in SAP Concur. It is divided into several sections:

- Trip Summary:** Includes a 'Finalise Trip' button and options to 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'.
- Trip Overview:** Shows trip details such as 'Trip Name: Trip from London to Lyon', 'Start Date: 16 January, 2024', 'End Date: 22 January, 2024', 'Created: 01 December, 2023', 'Agency Record Locator: L3NXLW', and 'Passengers: Test Externe Externe'. A note states 'Airfare must be ticketed by: 01/12/2025 23:56 Central European'.
- Reservations:** Lists two flights:
 - Flight London (LGW) to Geneva (GVA):** Operated by BA EUROFLYER, British Airways 2662. Departure: 7:36, Arrival: 10:16. Confirmation: L3NXLW. Status: Confirmed. A note indicates 'Seat: No seat' and 'Select a seat'.
 - Flight Geneva (GVA) to London (LGW):** Operated by BA EUROFLYER, British Airways 2661. Departure: 10:06, Arrival: 10:46. Confirmation: L3NXLW. Status: Confirmed. A note indicates 'Seat: No seat' and 'Select a seat'.
- Total Estimated Cost:** Shows 'Airfare quoted amount: €8.00 EUR' and 'Total Estimated Cost: €26.44 EUR'.
- Restrictions:** Lists 'Crate: PAX NONREFBASIC-Z0' and a disclaimer: 'TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.'
- Footer:** Includes a note about cancellation and two buttons: 'Next step' and 'Cancel Trip'.

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
<input type="text" value="Trip from London to Lyon"/>	<input type="text"/>

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

Trip name automatically filled-in (changeable by traveler – purpose of your trip)

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](#)

If ok, click here for next step

Trip Summary

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

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Confirm Booking" Button after reviewing this page.
To **CANCEL**, press the Cancel button.

Trip Overview

Trip Name: Trip from London to Lyon
Start Date: 16 January, 2024
End Date: 22 January, 2024
Created: 01 December, 2023, Test externe EXTERNE (Modified: 01 December, 2023)
Description: (No Description Available)
Agency Record Locator: L3NXLW
Passengers: Test Externe Externe
Total Estimated Cost: €86.44 EUR

! Airfare must be ticketed by: 01/12/2023 23:55 Central European
Activate TRIP! to see your plans and stay one step ahead while travelling
Agency Name: American Express LGBT FR ESRF(B-NCEAP2BCE P-GNBHX2106)

Reservations

Tuesday, 16 January 2024

Flight London (LGW) to Geneva (GVA)

British Airways 2662
Operated by: BA EUROFLYER

Departure: 7:56
London Gatwick Airport (LGW)
Terminal: 5
Duration: 1 hour, 40 minutes
Non-Stop

Confirmation: L3NXLW
Status: Confirmed

Seat: No seat

Arrival: 10:16
Geneva Airport (GVA)
Terminal: 1

Additional Details
Aircraft: Airbus A321
Distance: 715 kilometres
E-Ticket
Emissions: 175.9 kg CO₂e
Cabin: NDBAG (D)
Meal: Unknown

Monday, 22 January 2024

Flight Geneva (GVA) to London (LGW)

British Airways 2661
Operated by: BA EUROFLYER

Departure: 10:06
Geneva Airport (GVA)
Terminal: 1
Duration: 1 hour, 40 minutes
Non-Stop

Confirmation: L3NXLW
Status: Confirmed

Seat: No seat

Arrival: 10:46
London Gatwick Airport (LGW)
Terminal: 5

Additional Details
Aircraft: Airbus A320
Distance: 715 kilometres
E-Ticket
Emissions: 175.9 kg CO₂e
Cabin: NDBAG (D)
Meal: Unknown

Total Estimated Cost

Air	Airfare quoted amount:	€8.00 EUR	View Fare Rules
	Taxes and fees:	€78.44 EUR	
	Total Estimated Cost:	€86.44 EUR	

Restrictions
Code: PAX NONREFBASIC-Z0

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

Final review of the booking:

If ok, click on "Confirm bookings"

SAP CONCUR – CREATION OF THE REQUEST HEADER

Now, your online booking needs to be approved by ESRF

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

Edit Request Header



Trip from London to Lyon | Request ID: 4C99

* Required field

Request Policy *	Request Name *	Start Date *
Experiment	Trip from London to Lyon	16/01/2024
End Date *	Start Time *	End Time *
22/01/2024	07:35	10:45
Main Destination Country	Experiment number *	Travelling with
<input type="text"/>		<input type="text"/>
<input type="checkbox"/> Tick here if your trip includes private steps	PNR	Total Posted Amount
	<input type="text"/>	€ 86.44
Total Approved Amount		
€ 86.44		
Comment		
<input type="text"/>		

Cancel **Save**

Complete your experiment number
(ex : CH-6402)

Click "Save" for next slide

As booked online, your flight expense is automatically reported,

« Air ticket (Self-Booked) » is the ticket you pre-booked

SAP Concur Requests

Manage Requests

Home / Requests / Manage Requests / Trip from London to Lyon

Trip from London to Lyon € 86.44

Not Submitted | Request ID: 4C99 | ⚠️ Required approval date: 01/12/2023 21:55

Request Details | Print | Attachments

TRIP
€ 86.44
PNR: L3NXLW

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Expense type↑↓	Details↑↓	Date↓↑	Amount↑↓	Requested↑↓
<input type="checkbox"/>	Air Ticket (Self-Booked)	London (LGW) - Geneva (GVA)	16/01/2024	€ 86.44	€ 86.44
					€ 86.44

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 then, select the extra travel expenses

The screenshot displays the SAP Concur interface for a travel request. The main header shows the request title "Trip from London to Lyon € 86.44" and its status "Not Submitted". Below this, there are tabs for "Request Details", "Print", and "Attachments". A summary box contains the trip amount "€ 86.44" and the PNR "L3NXLW".

The "EXPECTED EXPENSES" section features an "Add" button, which is highlighted by a callout box. Below this are checkboxes for "Expense type" and "Air Ticket (Self-Booked)".

An "Add expected expenses and/or travel plans" modal window is open, showing a search bar and a list of expense categories. The "02. Transportation" category is expanded, listing options such as "Air Ticket", "Bus-Metro-Shuttle", "External contribution", "Private car – full rate", "Private car – low rate", "Railway Ticket", and "Tolls/Road Charges". The "08. Other" category is also expanded, listing "Miscellaneous" and "Visa".

On the right side of the main interface, there are "More Actions" and "Submit Request" buttons. Below these, a table displays the expense details:

Date	Amount	Requested
16/01/2024	€ 86.44	€ 86.44
		€ 86.44

For example: « Bus-Metro-Shuttle », for the transfer from Lyon airport to the ESRF

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

For this item, fill-in the ticket price

Home / Requests / Manage Requests / Trip from London to Lyon / New Expense: Bus-Metro-Shuttle

Cancel Save

New Expense: Bus-Metro-Shuttle

16/01/2024

Transaction Date *
16/01/2024

Transaction Amount *

Currency *
Euro

Comment

Save Cancel

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

Now, the shuttle ticket is added to your travel request

Home / Requests / Manage Requests / Trip from London to Lyon

Trip from London to Lyon € 116.44

Not Submitted | Request ID: 4C99 | ⚠️ Required approval date: 01/12/2023 21:55

Request Details ▾ Print ▾ Attachments ▾

TRIP

€ 86.44

PNR: L3NXLW

EXPECTED EXPENSES

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

<input type="checkbox"/>	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>	Air Ticket (Self-Booked)	London (LGW) - Geneva (GVA)	16/01/2024	€ 86.44	€ 86.44
<input type="checkbox"/>	Bus-Metro-Shuttle		16/01/2024	€ 30.00	€ 30.00
					€ 116.44

Click again on « Add », for extra travel expenses

Click again on « Add », for extra travel expenses

Trip from London to Lyon € 119.44

Not Submitted | Request ID: 4C99 | ⚠ Required approval date: 01/12/2023 21:55

More Actions ▾

Submit Request

Request Details ▾ | Print ▾ | Attachments ▾

TRIP

€ 86.44

PNR: L3NXLW

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Alerts↑↓	Expense type↑↓	Details↑↓	Date↓↑	Amount↑↓	Requested↑↓
<input type="checkbox"/>		Air Ticket (Self-Booked)	London (LGW) - Geneva (GVA)	16/01/2024	€ 86.44	€ 86.44
<input type="checkbox"/>		Bus-Metro-Shuttle		16/01/2024	€ 30.00	€ 30.00
<input type="checkbox"/>		Bus-Metro-Shuttle		16/01/2024	€ 3.00	€ 3.00
						€ 119.44

Comment

Tram tickets in Grenoble
EXTERNE,Test externe 01/12/2023

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

SAP CONCUR – CHANGES / CANCELLATION

For changes or cancellation, click to select the item, first

Trip from London to Lyon € 119.44
Not Submitted | Request ID: 4C99 | ⚠ Required approval date: 01/12/2023 21:55

Request Details ▾ Print ▾ Attachments ▾

TRIP
€ 86.44
PNR: L3NXLW

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Alerts↓↑	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>		Air Ticket (Self-Booked)	London (LGW) - Geneva (GVA)	16/01/2024	€ 86.44	€ 86.44
<input type="checkbox"/>		Bus-Metro-Shuttle		16/01/2024	€ 30.00	€ 30.00
<input type="checkbox"/>		Bus-Metro-Shuttle		16/01/2024	€ 3.00	€ 3.00
						€ 119.44

Click on « Edit »
for changes

Click on « Delete »
to remove the expense

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

SAP CONCUR – TRAVEL REQUEST IS SUBMITTED

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

View [Active Requests](#) [Create New Request](#)

Trip from London to Lyon 16/01/2024 4C99 € 119.44 Not Submitted	tes D-14 13/12/2023 4C7N € 20.00 Submitted Submitted & Pending Approval SUPERVISEUR, Test superviseur	Experiment at the ESRF 01/12/2023 49VP € 350.00 Approved	Conference at ESRF 16/11/2023 49X4 € 255.00 Approved	Test D-14 01/03/2023 3WJD € 20.00 Returned Sent Back to Employee
Trip from London to Lyon - Expe... 16/01/2023 3LNF € 17.39 Not Submitted	test 17/03/2022 3F6T € 300.00 Returned Sent Back to Employee			

Check your emails regularly and follow your notifications