



Travel Reservation Guide for ORAU Participants

- Booking Options for Approved Requests

Make Travel Reservations - Overview

This job aid provides instructions for the reservation/booking task of the travel process. ORAU's Travel Guidance document provides details regarding the allowability of costs, required documentation, and the answers to most travel-related questions. The document can be viewed and downloaded from the ORAU Travel Website: [ORAU Travel Guidance](#)

Topics in this guide include:

- General Overview2
- Booking Tools and Processes
 - On-line In Concur6
 - Direct with Agency22
 - Other23

Booking Types and Processes - Overview

The Booking Type selected in the trip request identifies the tools and processes that will be used to make travel arrangements. Please review the notes, guidelines and helpful hints provided throughout this guide to ensure that tickets and reservations are allowable costs and eligible for reimbursement.

Approved Booking Type: Booking Processes:	On-line in Concur	Direct with Agency: Omega World Travel (OWT)	Self-Book
Default	Traveler makes all reservations using the Concur Booking Tool.	OWT makes all travel arrangements with service providers.	Traveler makes reservations directly with each service provider: airline, hotel, car rental.
Option	Request that OWT complete booking process (See Direct with Agency).	OWT completes only selected travel arrangements (e.g., flight/train).	Traveler uses 3 rd party for booking: (Caution: review guidelines!!)
Option	Self-Book (See Self-Book)	OWT creates a cost comparison (e.g., personal vs. business day flights).	Request OWT complete booking process.

Booking Tools & Processes: General

Helpful Hints!

- Flights booked using the Concur Travel tool are charged to the ORAU credit card.
- Hotel and rental car reservations are posted to the traveler's credit card on file in the Profile section.
- Hotel receipts need to show itemized costs per night, for room rate and taxes. Other fees must also be identified, to match the total amount paid.
- If your travel includes personal days, a cost comparison is required and must be obtained the day of ticketing! OWT can complete this for you, if the trip is booked through them.
- Reimbursements will not be provided for costs that are not allowable. (Usually because the selected item is not the most efficient method to accomplish the goal.) If the cost is necessary, include a justification with the expense report to request a reimbursement. (Additional information may be requested.)
- ALL trip costs, regardless who paid upfront costs, are included on the Expense Report.

Booking Tools & Processes: Approval Status

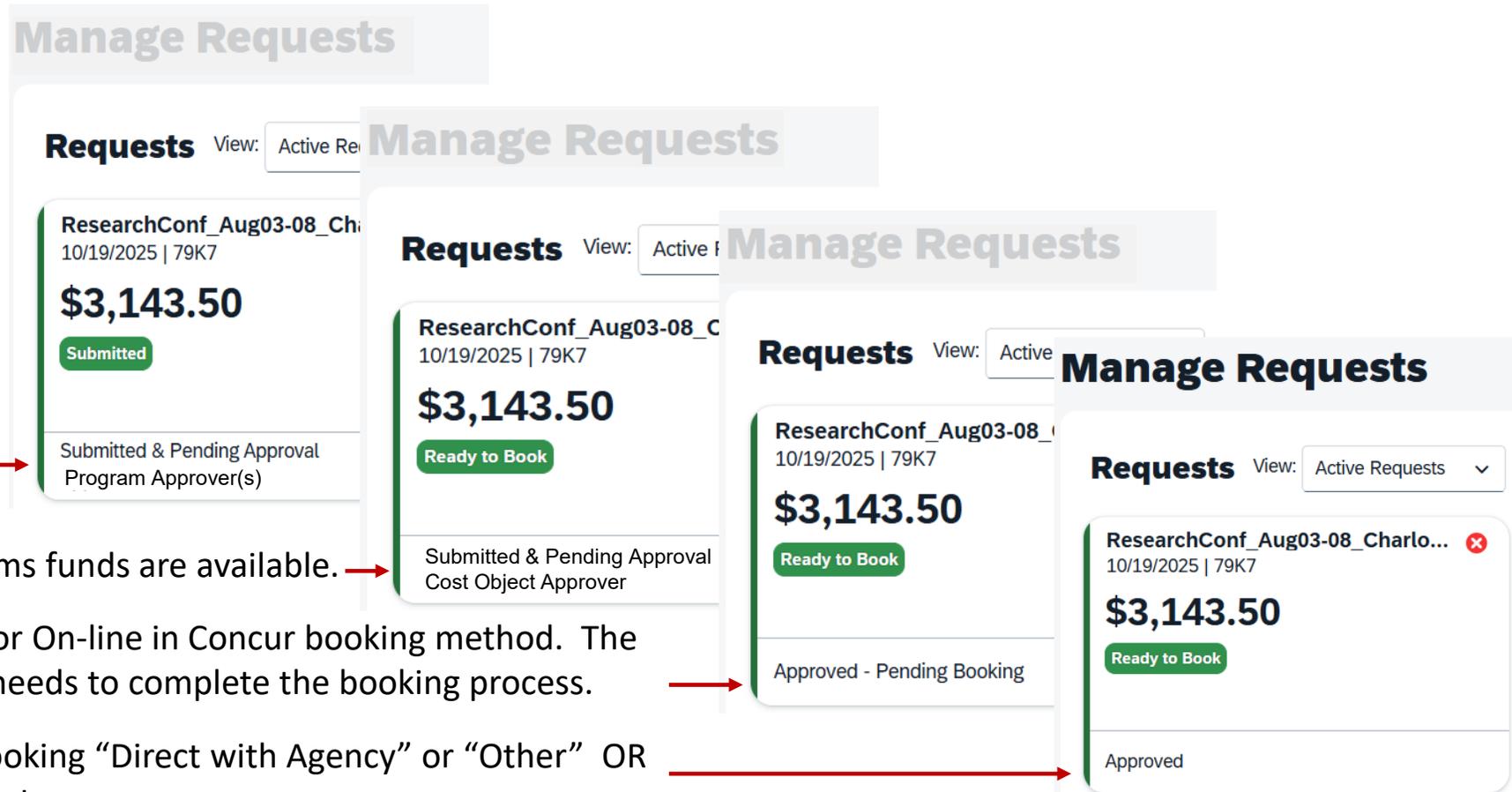
The number of approvals required prior to booking a trip varies by program.

Program Approver: Approves the trip's need, purpose, estimated costs.

Cost Object Approver: (ORAU) Confirms funds are available.

Approved – Pending Booking: Used for On-line in Concur booking method. The request is approved, and the traveler needs to complete the booking process.

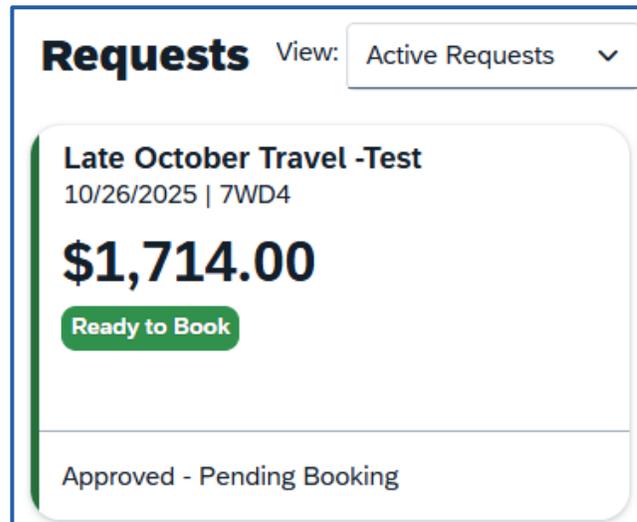
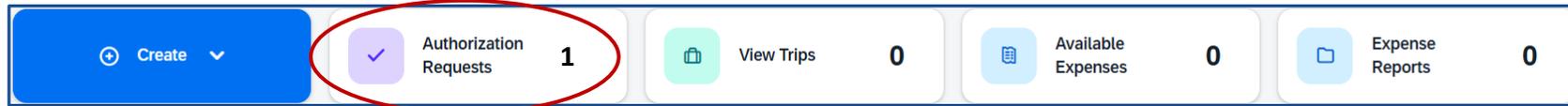
Approved: a) Request approved for booking “Direct with Agency” or “Other” OR
b) On-line booking is complete



Booking Tools & Processes: On-line in Concur

Access your Concur Home Page.

Click the Authorization Requests button to open the Requests page and view Active Requests.

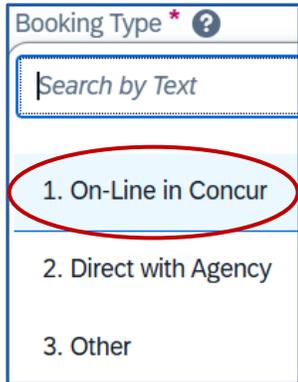


Click on the trip to open and begin the booking process.

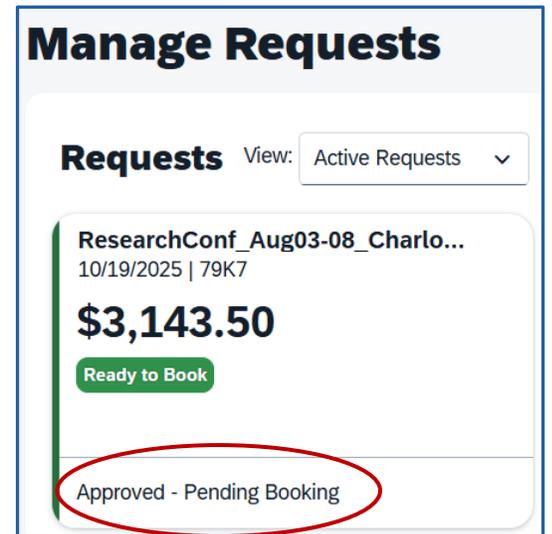
Booking Tools & Processes: On-line in Concur

On-line in Concur

Requests with the Booking Type of *On-line in Concur* are placed into a status of “Approved – Pending Booking” **until a flight has been reserved** using the Concur Booking Tool.



- Reservations for hotels and rental cars may also be made using the Concur tool, or these can be booked by the traveler outside of Concur.
- International flights and train travel (non-metro) **MUST** be booked by Omega World Travel (OWT) *
- Travelers may request that OWT take over the process of booking the trip, regardless of travel destination. To do this, notify your program representative, who will notify OWT to work directly with you to select arrangements and make your reservations.





When to Make Travel Reservations

Travel arrangements can be made **after your request for a trip is fully approved**. Approvals are required from your advisor, ARL program approvers and ORAU. *

Optimal time frame for making travel reservations:

- Domestic travel: 1-3 months prior to start date
- International travel: 3-4 months prior to start date

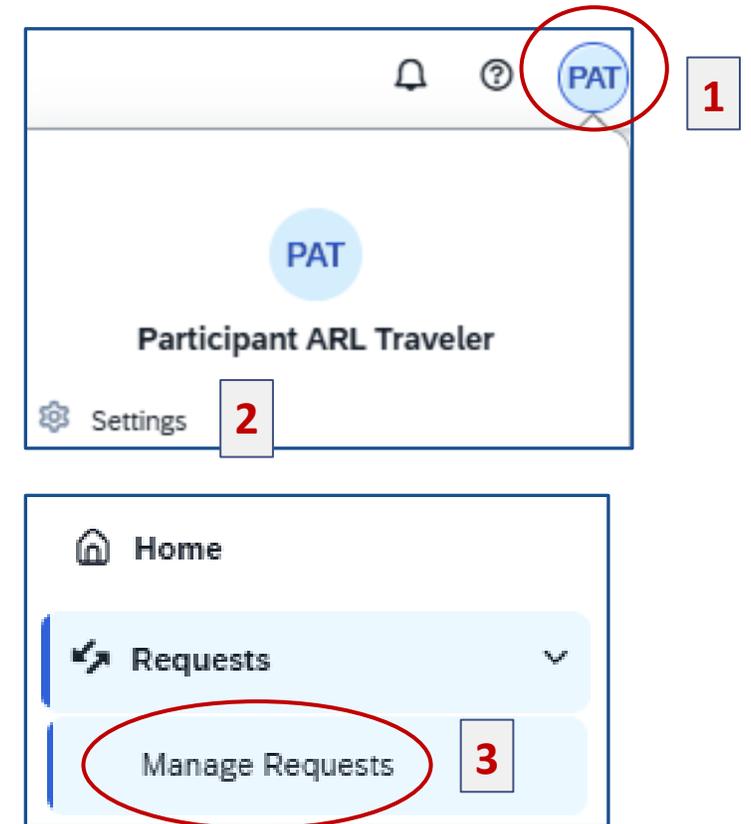
Note: Participants traveling to and/or presenting at conferences will likely need additional program approvals.

Booking Tools & Processes: On-line in Concur

Helpful Hint!

Confirm that your profile is up to date
before opening the Travel module.

- 1** Click your account button (top right corner of the window).
- 2** Select Settings and navigate to your profile.
 - Check all contact information
 - Confirm credit card is up to date
(Hotel and rental car will be posted to your card.)
- 3** When complete, select *Requests, Manage Requests*.



Booking Tools & Processes: On-line in Concur

Helpful Hint!

Be prepared with your preferred travel selections.

Once you begin the reservation process, you will need to complete it in the same session. **Do not** click the “Back” button or jump out of the session to look at other web sites.

- Review your notes and the approved request for specific providers, flight numbers, or reservation details you have saved.
- Write down your arrival and departure dates for each location on the trip.
- If you need to look at Concur’s travel options again, you may start a new request, review the options, then close or cancel it when done.

Manage Requests

Requests View: Active Requests ▾

ResearchConf_Aug03-08_Charlo...
10/19/2025 | 79K7

\$3,143.50

Ready to Book

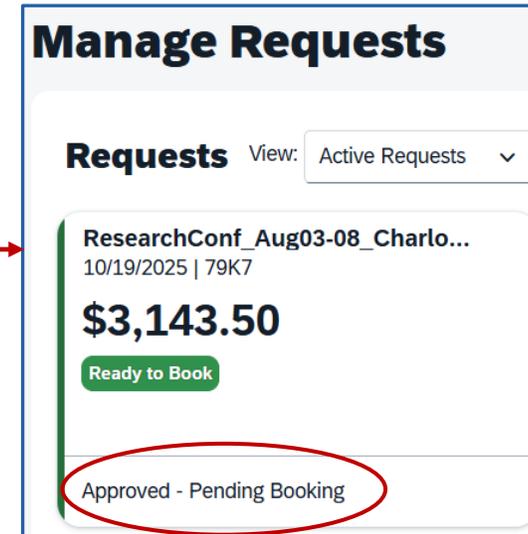
Approved - Pending Booking

Booking Tools & Processes: On-line in Concur

Ready to Make Reservations?

Access the Travel Module:

- Click on the approved request to open it.
- Click on the Book Travel button to open the Concur Booking Tool.



Manage Requests

Requests View: Active Requests

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10/19/2025 | 79K7

\$3,143.50

Ready to Book

Approved - Pending Booking

ResearchConf_Aug03-08_Charlotte \$3,143.50 **Book Travel** Copy Request Cancel Request Recall

Booking Tools & Processes: On-line in Concur

The screenshot displays the SAP Concur interface for a flight search. The left sidebar shows navigation options: Home, Requests, Travel (highlighted with a red circle and a '1' in a box), Travel Home, and Trip Library. The main content area is titled 'Departing Flight' and includes a search bar with 'Skip Search' and a date of 'Friday, October 19, 2025'. Below the search bar are filters for 'Number of Stops', 'Carriers', 'Policy', and 'Clear All'. An information window is open in the center, displaying an 'Attention' message: 'Only continue this booking if this was originated in an approved Request. Trips booked directly in the travel tab will auto cancel.' The 'Ok' button in the information window is highlighted with a '2' in a box. The 'Best flights for you' section shows a flight from American Airlines with a '3' in a box.

Concur Travel Module:

- 1 Drop-down menu indicates the Concur Travel Module is open.
- 2 Information window is a reminder – click OK to continue
- 3 Concur loads trip date options for the reservation types listed in your request.

Booking Tools & Processes: On-line in Concur

The Travel Module facilitates the booking of airfare, rental car and lodging. The reservation screens appear in this order, but **only for the services approved in your request.**

FLIGHTS

Departing Flight [Skip Search](#)

Baltimore (BWI) - Charlotte (CLT) Departure Date: Sunday, October 19, 2025 [Edit Search](#)

[All Filters](#) [Matrix](#) [Number of Stops](#) [Carriers](#) [Sort by Recommended](#) | [Show Details](#)

[Departure time: 2:00 AM - 2:00 PM](#) [Flexibility](#) [Policy](#) [Clear All](#)

Helpful Hint! "Skip Search"

When the Skip Search link is initiated, Concur skips the remaining screens for that service and moves to the next. If Skip Search is applied at the lodging screen, Concur will exit the Travel module and return to your dashboard.

Booking Tools & Processes: On-line in Concur

FLIGHTS

Notifications regarding certain flights reflect the policies that govern allowability of airfare.

Take note of the messages associated with your desired ticket selection.

The screenshot displays a flight booking interface with three Southwest Airlines options. The first option, 8:20 AM - 10:00 AM (BWI - CLT, Nonstop, 1h 40m), is marked as 'Choice' and 'Recommended' with a price of \$293. A red arrow points from a 'Least Cost Logical' notification box to the price. The second option, 11:15 AM - 11:15 PM (BWI - CLT, 2 Stops, 12h), is marked as 'More Preferred' with a price of \$593. A notification states: 'All offers for this itinerary are restricted by your company policy'. The third option, 9:40 AM - 7:55 PM (BWI - CLT, 2 Stops, 10h 15m), is marked as 'More Preferred' with a price of \$384. An 'Out of Policy' notification is overlaid on this option, stating: 'This option violates one or more of your company travel rules. Log For Reports. Air Fare is greater than the least cost logical airfare plus 100 USD'.

Booking Tools & Processes: On-line in Concur

FLIGHTS

 Southwest Airlines
8:20 AM - 10:00 AM BWI - CLT · Nonstop · 1h 40m
♦ Recommended [More Preferred](#)  124kg CO2e

Choice
Round-trip
★ **\$293**

Economy
Choice
 Seat information unavailable
 1 carry-on bag included
1st checked bag for \$35
2nd checked bag for \$45
 Nonrefundable
Free advanced changes
Free same day changes
 124kg CO2e

Round-trip
★ **\$293**

[Fare Details >](#) [Select Fare](#)

- To see details and select a fare, click on the flight.
- Click the select fare button.
- Choose your return (or next) flight.

Booking Tools & Processes: On-line in Concur

CAR RENTAL

Rental Cars [Skip Search](#)

Charlotte, NC 28280, USA [October 19, 2025 - October 24, 2025](#) [Edit Search](#)

Please Note: The purchase of car rental insurance is not an allowable cost. National/Enterprise rates include CDW and Liability coverage. Please only book an alternate vendor if National and/or Enterprise are not available.

[All Filters](#) [Matrix](#) [Intermediate](#) [Rental Company](#) Closest Locations Only [Sort by Category](#)

[Clear All](#)

All rates include taxes and fees

Helpful Hint! Review Section 7.15 of the ORAU Travel Guidance document.

Booking Tools & Processes: On-line in Concur

CAR RENTAL

Filters can help narrow the options to those that best meet your needs.

The Matrix filter presents the results for multiple filters in one view.

Rental Cars [Skip Search](#)

Charlotte, NC 28280, USA October 19, 2025 - October 24, 2025 [Edit Search](#)

Please Note: The purchase of car rental insurance is not an allowable cost. National/Enterprise rates include CDW and Liability coverage. Please only book an alternate vendor if National and/or Enterprise are not available.

[All Filters](#) [Matrix](#) [Intermediate](#) [Rental Company](#) Closest Locations Only [Sort by Category](#)

Results: 4. Recommended

Best rental

enterprise

All Results (4)

Compact **Results (4) \$268.95**

enterprise

\$268.95
\$53.79 Per day

Air Conditioning

Pickup and Drop-off: 6.68 mi [Location details](#)

Recommended [Corporate Rate](#) [Most Preferred](#) [E-receipts Available](#)

124 kg CO₂e

[Select](#)

Booking Tools & Processes: On-line in Concur

CAR RENTAL

Note, Choosing *Closest Locations Only* may limit options to those that are close, but more expensive.

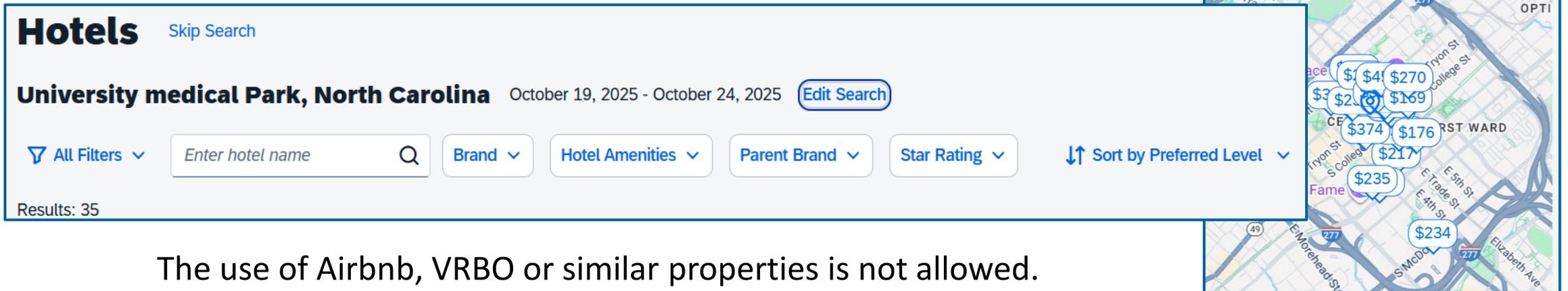
To complete your car reservation, click *Select*.

The screenshot displays the 'Rental Cars' search results page in Concur. At the top, it shows the location 'Charlotte, NC 28280, USA' and dates 'October 19, 2025 - October 24, 2025'. A yellow 'Please Note' box states: 'The purchase of car rental insurance is not an allowable cost. National/Enterprise rates include CDW and Liability coverage. Please only book an alternate vendor if National and/or Enterprise are not available.' Below this, there are several filter buttons: 'All Filters', 'Matrix', 'Intermediate', 'Rental Company', and 'Closest Locations Only' (which is checked and circled in red). To the right of these filters is a 'Sort by Category' dropdown. Below the filters, the text reads 'Results: 1. Recommendations based on price and convenience.' and 'All rates include taxes and fees'. The main section is titled 'Best rental cars for you' and features a car rental offer from Enterprise. The offer is for a 'Compact NISSAN VERSA or similar' with a total price of '\$365.85' and a daily rate of '\$73.17 Per day'. The car is shown with 5 seats, 1 bag, automatic transmission, and unlimited mileage. Other features include air conditioning and a 5.61-mile pickup and drop-off distance. The offer is marked as 'Recommended' and includes 'Corporate Rate', 'Most Preferred', and 'E-receipts Available' options. A '124 kg CO2e' label is also present. A 'Select' button is located at the bottom right of the offer card.

Booking Tools & Processes: On-line in Concur

LODGING

Enter the hotel name from your request or search for one with a comparable cost.



Hotels Skip Search

University medical Park, North Carolina October 19, 2025 - October 24, 2025 [Edit Search](#)

[All Filters](#) [Brand](#) [Hotel Amenities](#) [Parent Brand](#) [Star Rating](#) [Sort by Preferred Level](#)

Results: 35

The use of Airbnb, VRBO or similar properties is not allowed.

Helpful Hint! Review Section 8 of the ORAU Travel Guidance document.

Booking Tools & Processes: On-line in Concur

LODGING

Tru By Hilton Charlotte Tyvola I-77

6125 Nations Ford Road, Charlotte, NC 28217 • 5.00 mi • 2-Star Hotel

✔ Complimentary breakfast ✔ Free parking ✔ Health club
✔ High speed internet access ✔ High speed wireless ✔ Parking ✔ Restaurant

[Sustainable Property](#) [Safety Score: 69](#) [Sustainability Score: 73](#) [25.8KG CO₂e](#)

Per diem lodging limits Aug 03 - Aug 05, \$131

From:
\$126

\$305 Total
Includes taxes
and fees

[View Rooms](#)

Lodging per diem limits can be reviewed by clicking the View Rooms button for each hotel. Per diem limits do NOT include taxes.

Per diem lodging limits
Aug 03 - Aug 05, \$131, Meals rate:
\$75, Incidentals rate: \$5

Reminder: If GSA rate at hotel is available, you must give justification as to why that rate was not chosen, or if another hotel was chosen at a higher rate.

Booking Tools & Processes: On-line in Concur

LODGING

Helpful Hints!

- Review your cancellation policy prior to confirming your reservation.
- Choosing “select” for your hotel choice will create a guaranteed reservation with the hotel and be subject to cancellation penalties.
- To ensure invoicing is complete, click “submit for purchase”.

Booking Tools & Processes: Direct with Agency

Booking Type * ?

Search by Text

1. On-Line in Concur
2. Direct with Agency
3. Other

Direct with Agency

For Direct with Agency requests, a notification is sent to Omega World Travel (OWT) after final approval.

- OWT prepares at least one tentative itinerary for review by the traveler.
- Travelers can work directly with OWT to adjust itineraries
- OWT will NOT book reservations until the traveler has agreed to the itinerary.

Helpful Hints!

- Monitor your email and respond quickly to OWT communications.
- If flights increase more than \$100 from the requested amount, OWT needs approval of the increased cost. ORAU will facilitate this step with your advisor.

Manage Requests

Requests View: Active Requests ▾

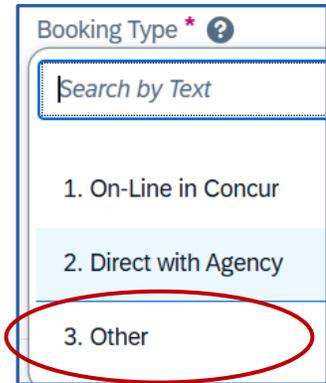
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\$3,143.50

Ready to Book

Approved

Booking Tools & Processes: Other



Booking Type * ?

Search by Text

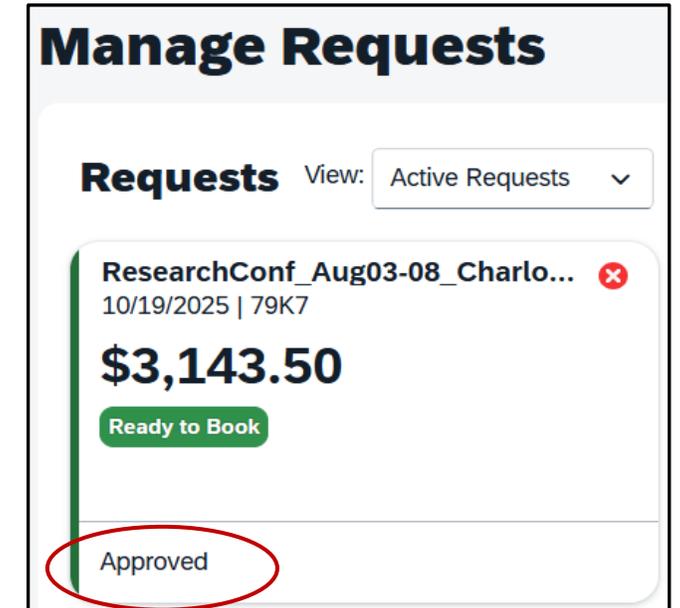
1. On-Line in Concur
2. Direct with Agency
3. Other

Other

When “Other” is selected as the booking type, travelers make their own reservations for all travel services. Third party booking sources may be used, but it is the traveler’s responsibility to ensure that appropriate documentation is provided for reimbursement.

Helpful Hints!

- Review Section 8 of the ORAU Travel Guidance document.
- The use of Airbnb, VRBO or similar properties is not allowed.
- Trips containing personal days require a cost comparison.
- Hotel receipts must show itemized, nightly charges for room rate and taxes.



Manage Requests

Requests View: Active Requests ▾

ResearchConf_Aug03-08_Charlo... ✕
10/19/2025 | 79K7

\$3,143.50

Ready to Book

Approved



Travel Reservations: Questions

Please contact your ORAU program team if you have questions:

- ARL-RAP: ARLFellowship@orau.org
- NPP: NPPTravel@orau.org

Safe Travels!