



Music for All

## MUSIC FOR ALL TRAVEL GUIDE

### CONCUR TRAVEL – AIR TRAVEL

SAP Concur Travel is the platform that Music for All (MFA) uses for all Bands of America Air Travel!

#### Need to create an account with MFA for Concur?

- Register an account with this link:  
[https://www.concursolutions.com/registration/register\\_form.asp?regcode=musicforall300](https://www.concursolutions.com/registration/register_form.asp?regcode=musicforall300)

#### Already have an account?

- Follow this link to reach the main sign-in page for Concur Travel: <https://www.concursolutions.com/>

#### IMPORTANT NOTE

- If you book travel for multiple different organizations through Concur, it is important that you verify you are using the correct username when signing in.
- Your username when traveling with MFA will always end with “@musicforall.org”.

Want to get right into how to book travel through Concur? **Skip to Page 5.**





## REGISTERING AN ACCOUNT AND SIGNING IN

### Registering a new Concur Account:

#### Step 1:

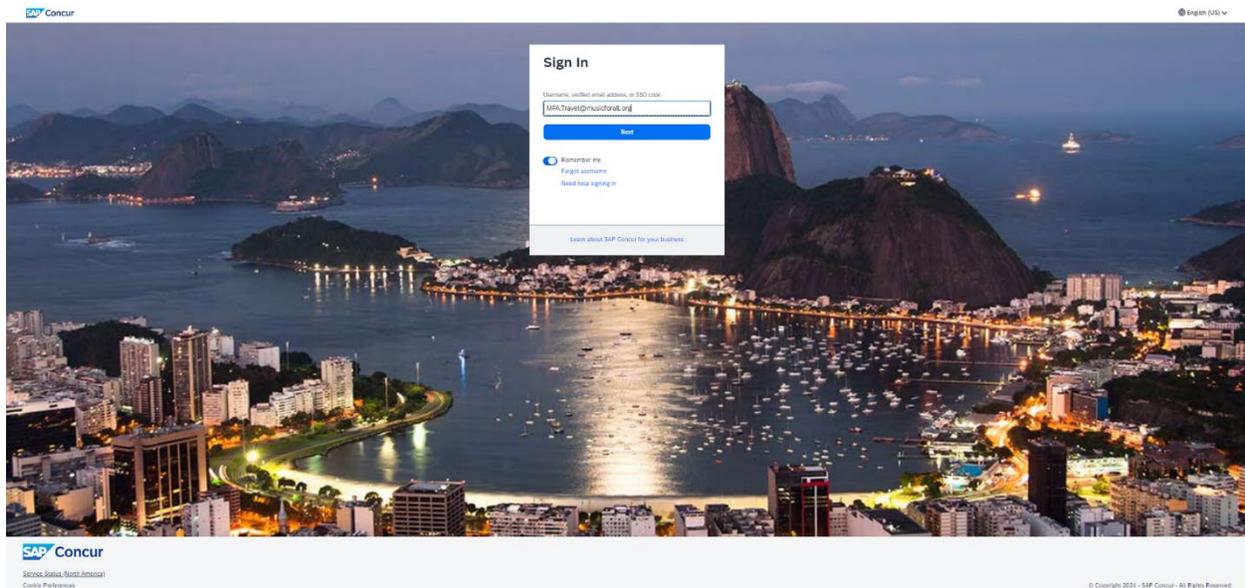
- As mentioned on page 1, please follow this link and fill out the required fields to register a new Concur Account.
  - [https://www.concursolutions.com/registration/register\\_form.asp?regcode=musicforall300](https://www.concursolutions.com/registration/register_form.asp?regcode=musicforall300)
- Once this step is complete, your account must be approved by Music for All before moving on to step 2.

#### Step 2:

- Once approved, you will receive an email from Concur with instructions for setting up your password.
- Please try to set your password within 24 hours of receiving this email.

#### Step 3:

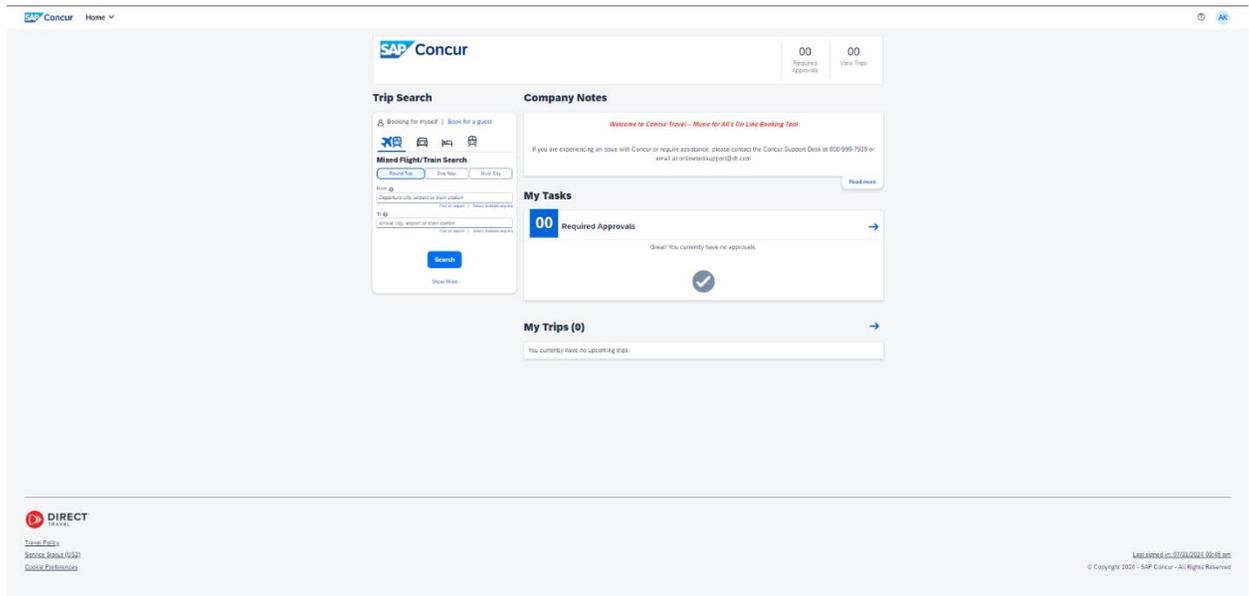
- With both your username and password set, please go to <https://www.concursolutions.com/> and enter both when prompted.
- NEW for 2024: Concur now requires the use of Multi-Factor Authentication via an Authenticator App. Please consult our other Concur Travel Guide for information on how to set up Multi-Factor Authentication.





#### Step 4:

- By this point you are now logged in and have access to your Travel Home Page!



- Before booking travel, you MUST add some additional information to your account.

#### Step 5:

- In the top-right corner of the page, click on the small circle with your initials in it.
- From the drop down menu that appears select:
  - Profile Settings -> Personal Information
- This is where your **Profile Information** is located. You can add Travel/Rewards Programs, Known Traveler Numbers, and other such things here (more on this later).
- Fields that MUST be filled out in order to browse and book travel:
  - Under “Contact Information”:
    - Work Phone
    - Home Phone
    - Mobile Phone
      - \*These may all be the same number
  - Under “TSA Secure Flight”:
    - Gender
    - Date of Birth
- Before navigating away from, closing, or refreshing this page, please click one of the blue SAVE buttons to save any information that you added to your profile.
  - **LEAVING OR REFRESHING THIS PAGE WITHOUT HITTING “SAVE” WILL NOT SAVE THE INFORMATION YOU ADDED.**



## CONCUR PART 1 – ADDING TRAVEL PROGRAMS AND KNOWN TRAVELER NUMBER

To reach the Personal Information Page from the Travel Home Page:

- Click on the circle with your initials in the top-right corner of the page.
- From the dropdown menu that appears, select Profile Settings, then Personal Information.

On the Personal Information Page:

- **Adding Travel Rewards/Advantage Programs:**
  - Under “Travel Preferences”, find the section labeled as “Frequent-Traveler Programs”.
  - Select the blue “+” sign next to where it says “Add a Program”
  - Enter any relevant carriers (airlines) and corresponding Frequent Traveler numbers in the pop-up box that appears.
  - Click “Save” to retain these to your profile.

The screenshot displays the 'Travel Preferences' page with the following sections:

- Travel Preferences**: Includes checkboxes for AAA/CAA, Government, Military, and Senior/ABP.
- Air Travel Preferences**: Features dropdowns for Seat (Window), Seat Section (Don't Care), Special Meals (Regular Meal), and Ticket Delivery (E-ticket when possible). It also has input fields for Preferred Departure Airport, Other Air Travel Preferences, and Medical Alerts.
- Hotel Preferences**: Includes dropdowns for Room Type (Don't Care) and Smoking Preference (Non-smoking), a checkbox for Pillow pillows, and a message field to the hotel vendor. It also has checkboxes for gym, pool, restaurant, room service, and Early Check-in.
- Accessibility Needs**: Includes checkboxes for wheelchair access and Blind accessible.
- Car Rental Preferences**: Features dropdowns for Car Type (Any Car Class), Smoking Preference (Non-smoking), and Car Transmission (Automatic), along with a checkbox for In-car GPS system and a message field to the car rental vendor.
- Frequent-Traveler Programs**: A table with columns for carrier logo, program name, search vendor, and an 'Add a Program' button. The table lists American Airlines AA Advantage, Southwest Rapid Rewards, and United Mileage Plus.
- Advantage Programs**: A section for 'Your Advantage Programs for Travel Discounts' with an 'Add a Program' button and a message 'No programs defined'.

- **Adding a Known Traveler Number (for TSA PreCheck):**
  - Under “TSA Secure Flight”, find the box underneath the “TSA Pre-Check” Logo.
  - Add your known traveler number in this box.
  - TSA PreCheck will automatically be applied to the flights that you book.
    - **If you added your Known Traveler Number after booking a flight but before boarding, you can check-in with the relevant airline’s desk to have them print you a boarding pass with your PreCheck status correctly displayed.**



## CONCUR PART 2 – BOOKING FLIGHTS

On your Travel Home Page, there is a box labeled as “Trip Search” on the left side of the page.

There are three ways to browse for flights with this box:

- Round Trip
  - Ex. Flying in from ATL to IND, then out from IND to ATL
- One Way
  - Ex. Flying in from ATL to IND, but driving out post-event
- Multi-City
  - Ex. Flying in from ATL to IND, but flying out IND to DFW

**Trip Search**

Booking for myself | Book for a guest

✈️ 🚗 🏠 🚆

**Mixed Flight/Train Search**

Round Trip One Way Multi City

From   
Find an airport | Select multiple airports

To   
Find an airport | Select multiple airports

**Search**

Show More

**In general, our preference is for you to book Round Trip Flights unless your specific travel circumstances necessitate using one of the other options.**

### To Search for a Trip:

- Enter your Departure and Arrival Airports in the relevant boxes. Concur will help find the airport you want by auto-filling the box as you enter your airport’s IATA Code, Airport Name, or Airport City.
  - I.e, for the Indianapolis Airport you can enter:
    - IND (IATA Code)
    - Indianapolis Airport (Airport Name)
    - Indianapolis (City)
  - To search IATA Airport Codes, please follow [this link](#).
- Enter Departure and Return Dates
  - Dropdown boxes next to the dates can be used to fine-tune the time range you want to look at. You can also select “Anytime” to search a flight spread from 12:00am to 11:59pm on the day indicated.
- Once all information is entered, click “Search”.



Concur will provide a list of flight options with times, durations, and approximate fare cost.

You can filter the list of flight options by:

- Selecting an option from the Airline Matrix at the top of the page (ie, selecting “1 Stop” will show all flights with one connection, while selecting “Southwest” will show only Southwest flights.)
- Adjusting the Depart/Arrival Time sliders on the left side of the page

### Trip Summary

**Select Flights or Trains**

Round Trip  
ATL - IND  
Depart: Thu, 11/14/2024  
Return: Sun, 11/17/2024

**Finalize Trip**

## Atlanta, GA To Indianapolis, IN

### Thu, Nov 14 - Sun, Nov 17

Show as USD ▼

[Hide matrix](#) [Print / Email](#)

All 539 results	Southwest	Delta	American Airlines	United
Nonstop 58 results	327.96 2 results	329.95 56 results	—	—
1 stop 372 results	274.96 241 results	—	343.95 117 results	343.95 14 results
2 stops 109 results	288.96 56 results	—	348.95 53 results	—

**Change Search**

From: ATL - Atlanta Hartsfield-Jackson Intl Airport - Atlanta  
To: IND - Indianapolis Airport - Indianapolis, IN

Depart: 11/14/2024 12:00 ± 1  
Return: 11/17/2024 03:00 ± 8

Search by: Price

**Search**

Depart - Thu, Nov 14

Depart: 05:30 A - 10:25 P  
Arrive: 08:47 A - 12:20 A

Return - Sun, Nov 17

Depart: 07:05 A - 09:20 P  
Arrive: 08:48 A - 08:05 A

Shop by Fares | Shop by Schedule

Flight Number Search | Sorted By: Price - Low to High | Displaying: 539 out of 539 results. | Previous | Page: 1 of 54 | Next | All

Southwest	08:10a ATL → 09:45a IND	Nonstop	1h 35m	<b>\$274.96</b>
	03:05p IND → 08:00p ATL	1 stop RSW	4h 55m	<a href="#">View Fares</a>
<a href="#">Show all details</a> ▼				
Southwest	08:10a ATL → 09:45a IND	Nonstop	1h 35m	<b>\$274.96</b>
	12:35p IND → 08:00p ATL	1 stop SRQ	7h 25m	<a href="#">View Fares</a>
<a href="#">Show all details</a> ▼				
Southwest	08:10a ATL → 09:45a IND	Nonstop	1h 35m	<b>\$280.56</b>
	09:20p IND → 08:05a ATL	1 stop MCO	10h 45m	<a href="#">View Fares</a>
<a href="#">Show all details</a> ▼				
06:25a ATL → 01:55p IND   1 stop MCO   7h 30m   <b>\$283.96</b>				

\*Any flights with a fare totaling more than \$450.00 will have a small exclamation sign next to them. More on this on the next page.

Flight Number Search | Sorted By: Price - Low to High | Displaying: 539 out of 539 results. | Previous | Page: 50 of 54 | Next | All

Southwest	02:05p ATL → 11:30p IND	1 stop BWI	9h 25m	<b>\$452.16</b>
	12:15p IND → 09:35p ATL	1 stop FLL	9h 20m	<a href="#">View Fares</a>
<a href="#">Show all details</a> ▼				

This fare requires approval



## Booking a Flight

- After finding a flight you prefer, click on the blue “View Fares” button to see all available fare types for that flight combo.
- From there, select the blue button showing the fare next to the Main Cabin option (or equivalent depending on the airline).
  - **Please DO NOT book refundable fares.** We are frequently able to turn any flights that have to be cancelled into flight credits for future use thanks to our Direct Travel Team.

### Air Fares over \$450.00

- If the fare you are trying to select has a value of \$450.00 or higher, a Pop-Up Box will be activated.

**Travel Rule Triggered**

This flight is not in compliance with the following travel rule(s):

- ▲ Air Fare is greater than \$450

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

Please explain why you have chosen this flight. NOTE: We will log flights which you did not take.

Save Cancel

**Chosen:**

Cost: \$593.45

Outbound Flight						
UNITED	340	Atlanta Hartsfield-Jackson Intl Airport (ATL)	11/14/2024 7:15 AM	Denver Intl Airport (DEN)	11/14/2024 8:50 AM	Airbus A319
UNITED	5051	Denver Intl Airport	11/14/2024 8:50 PM	St George	11/14/2024 10:45 PM	Canadair Jet

- Please select an option from the dropdown menu, enter your reason for choosing this flight in the text box, and then click the “Save” button.
  - This will allow you to continue setting up your booking as normal.
- Any Fares over \$450.00 will be sent to the Music for All Travel Team for review. These flights will be booked once approved by MFA.

After selecting your fare, you will be brought to the **Review and Reserve Flight Page**.



### Trip Summary

Round Trip  
Flights Selected  
ATL - IND  
Depart: Thu, 11/14/2024  
Return: Sun, 11/17/2024

Finalize Trip

### Review and Reserve Flight

#### Review Flights

DEPART	X Thu, Nov 14	- Atlanta, GA to Indianapolis, IN	<a href="#">Hide details</a>
Thu, Nov 14	08:10a ATL → 09:45a IND	1h 35m Southwest 998 Boeing 737 MAX 8	
RETURN	X Sun, Nov 17	- Indianapolis, IN to Atlanta, GA / 40m layover in Fort Myers, FL	<a href="#">Hide details</a>
Sun, Nov 17	03:05p IND → 05:30p RSW	2h 25m Southwest 1615 Boeing 737-700 (wingslets)	
	Layover in Fort Myers, FL	40m Fort Myers SW Florida Intl Airport	
06:10p RSW → 08:00p ATL	1h 50m Southwest 3858 Boeing 737-700 (wingslets)		

#### Enter Traveler Information

Ensure all traveler information below is correct. @

**Primary Traveler** [Edit](#) | [Review all](#)

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

Frequent Flyer Programs [Add a Program](#)  
For Southwest  
[REDACTED]

#### Seat Assignment

Pre-reserved seats are not available for this flight.

#### Review Price Summary

Description	Fare	Taxes and Fees	Charges
Airfare	\$218.84	\$56.12	\$274.96
Total Estimated Cost: \$274.96		Total Due Now: \$274.96	

#### APPLY TICKET CREDIT

You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a maximum of two ticket credits.  
[Add Ticket Credit](#)

#### 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 itinerary, 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 and hazardous goods policy.

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

On this page, you can review to make sure you have the correct flights selected and that any relevant frequent flyer programs are displayed.

Once you have confirmed that all information is correct. Click the “Reserve Flight and Continue” Button.

At this point, a **Flight Reservation** has been created, but **your flight has not been booked yet**.

Following the “Review and Reserve” page is another “Trip Details” page where you can double-check that you have the flights you want. When done on this page, click “Next” at the bottom.



## Trip Booking Information Page

- On this page you can assign a name to your trip. This name will appear in your “Upcoming Trips” list on your Travel Home Page.
- If you have an unused credit attached to your Concur Profile (you will see these on your Travel Home Page if you have any) that is for the same airline you are planning to fly, you can include that unused credit number in the “Comments for the Travel Agent” Box on this page. Ie, an American credit can be used on a future American flight.

When done on this page, click “Next”.

### Important Note #1!

- If you select “Hold Trip” at the bottom of this page, you can create a hold on your reservation.
- A Hold will maintain your reservation for 1-2 additional days in case you need to confirm details before booking your flights.

### Important Note #2!

- Concur may ask you about setting up a rental car or hotel stay as part of your reservation.
- **DO NOT ADD A RENTAL CAR OR HOTEL STAY TO YOUR FLIGHT RESERVATION.**
  - These items are prepared separately by the Events Team and do not need to be reserved through Concur.



### Trip Confirmation Page:

- The last page of booking a flight and an additional opportunity to review your selections.
- Once done on this page, select the “Purchase Ticket” button at the bottom of the page.
- After hitting “Purchase Ticket”, one of two things will happen:
  - If your fare was below \$450.00, Concur will complete the booking and send a copy of your flight itinerary to the email address linked to your Concur Account.
  - If your fare was above \$450.00, Concur will send a “Flight Request” to the Music for All Travel Team for review and approval.
- You can confirm that you have finished this process and successfully booked your flight by checking that you have “FINISHED!” displayed at the top of the page.

**Trip Summary**

 **Finished!**

## Finished!

You have successfully booked your trip!

**Trip Record Locator : X001SC**

**Trip on hold. Last time to send to agency is: 08/02/2024 12:59 am Eastern**  
**This trip will be automatically cancelled if you do not complete it by that time.**  
**This trip complies with your travel policy.**

Your itinerary has been saved. Direct Travel (2B7B Alternate) will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.  
Airfare must be ticketed by: 08/02/2024 12:59 am Eastern

After returning to your Travel Home Page, you will see any trips that you have booked, have a hold on, or that are pending approval listed in the “Upcoming Trips” section of this page.