

USER GUIDE

🔘 uab.edu/financialaffairs/traveling

travelservices@uab.edu

& 205-934-4515



The University of Alabama at Birmingham



Logging on to **REZ**DESK

Users can access REZDESK via the

UAB Travel

button located on the Administrative System page.

Users will be redirected to the Financial Affairs webpage for Traveling, where they will select the **UAB Travel** button to log in to REZDESK via UAB Single Sign-on



BlazerID: Blaze	e12	
Password: •••••	•••••	
		Log In
	Having trouble log	ging in?
Visit Blazerl	D Central for help or to	reset your password.
Contact AskIT at 205	-996-5555 if you have a or your BlazerII	any problems using this system D.
	Security Notic	e
For security reasons, q that require authenticat your BlazerID and pass BlazerID and password and contain "uab.edu". accessing a secure pa	uit your web browser wh ion. Be wary of any progr sword. Legitimate UAB w I should have addresses Also, your browser shoul ge, usually a padlock icon	en finished accessing services am or web page that asks for eb pages promptingfor your that begin with https:// (not http: d visually indicate that you are h.
This system is available for any other purpose r	e only for authorized purp nay result in disciplinary	ooses by authorized users.Use action or criminal prosecution



Updating Your Travel Profile

Before you use REZDESK for the first time, you must update your Travel profile. The required actions are noted below in **Red**.

REZ	DESK U/4=
A Home	Blaze Travel
Book Online Trips	Full Name: Blazer Dragon Travel Image: Not Validated [Edit] TSA Secure Flight rules require that your name matches your travel ID. Please verify your name.
Freedback Contact	Phone [Edit] Email [Edit] Work: (205) 975-1234 Primary: travelservices@uab.edu Home: Email 2: Mobile: (205) 243-1200 Email 3: RezMobile: RezMobile:
	Addresses Account Questions Payment Options Government Requirements Travel Preferences Emergency Contacts Travel Arrangers Travel Affiliations Settings
	WORK ADDRESS [EDIT]
	HOME / SECONDARY ADDRESS [EDIT]

Personal Information

Full Name

You must <u>verify</u> that the first, middle and last names shown are identical to those on the photo identification that you will be presenting at the airport. <u>Update any fields that do not match your photo identification</u>. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Addresses

Here is where you will update your work address. Home/Secondary Address is optional.



Contact Information

Telephone information is required so that agents can contact you or the traveler. <u>You must input either work or</u> <u>mobile phone number.</u>

Email Address

Your primary email address defaults to your <u>BLAZERID@uab.edu</u>. You may add additional email addresses if needed.

Emergency Contact

Enter any emergency contact information in this section.

Travel Preferences

In this section, you can update any discount travel rates, air travel preferences, hotel preferences, and car rental preferences.

Travel Affiliations

In this section, you can add your frequent-traveler/advantage program information.

Government Requirements

The Transportation Security Authority (TSA) requires that REZDESK/Concur booking tool transmit information collected from you. Your gender and birth date are required fields. If not provided, you may be subject to additional screening or denied transport or authorization.

Settings

If you are arranging travel on behalf of another user, then you will need to check the I Arrange Travel for Other Travelers checkbox.

Blaze Travel & Travel Arranger		🌮 Hide My Info
Full Name: Blazer Dragon Travel O Not Validated [E TSA Secure Flight rules require that your name	<mark>dit)</mark> dite matches your travel ID. Please <u>verify your name</u> .	
Phone [Edil] Work: (205) 975-1234 Home: Mobile: (205) 243-1200	Email [Edl] Primary: travelservices@uab.edu Email 2: Email 3: RezMobile:	
Addresses Account Questions Payment Options Gove Emergency Contacts Travel Arrangers Travel Affiliations	rnment Requirements Travel Preferences Contact Settings Settings	
TSA SECURE FLIGHT REQUIREMENTS (FOR) Date of Birth: xxxxxxxxx Gender: Male Redress, Krmb Known Traveler Number:	or:	
Add Passports No Passports Registered. Click Add to Register a new Passport		

Travel Arrangers

You can choose an assistant/arranger to view and modify your profile as well as to book travel and trips on your behalf. (Note: your assistant/arranger must have completed their REZDESK profile and selected the I Arrange Travel for Other Travelers option located under the settings tab.)

To add or change an assistant or travel arranger:

- 1. Select the Travel Arrangers tab
- 2. Click Add then search by the user's name or email
- 3. Select the desired arranger from the search results
- 4. Please select the checkbox(es) to allow them to book travel for your or assign them as your primary arranger

If you are a travel arranger and you want to edit one of your travelers' profiles:

- 1. Select the Travel Arranger tab located on the side menu bar
- 2. Select the desired user's name

Payment Options

Here you will add or edit any of your stored payment methods. If you do not add a credit card to your profile, then you will be required to enter your full payment details at the time of booking.



Booking a Flight

From the **REZDESK** menu, select the **Book Online** tab. You will then be directed to the SAP Concur home page.

- You can access the Flight 🛧 tab on the left side of the SAP Concur home page.
- Or, Select the **Travel** tab at the top of the screen.

Identify the Traveler

- A. Arranging travel for yourself: Select Booking for Myself
- B. Arranging travel for a guest: Select Book for a guest (<u>DO NOT</u> use this option for <u>UAB Faculty, Staff or Students</u>)
- C. Arranging Travel for UAB Faculty, Staff, or a Student: Look to the top right of the screen and select Profile. A pop up will open with the words "Acting as other user." Select the appropriate user's name and then click Start Session



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F	Round Trip	2	One Way	Multi City
From (2			
BHM ·	Birmingh	am Airp	ort - Birmingham, A	AL.
Tores			Find an airport	Select multiple airports
Arriva	Lcity, airo	ort or tra	in station	
	- any, any		Find an airport	Select multiple airports
Depart	0			
		depar	t 🔽 09:00 am 🕚	✓ ± 3 ✓ ✓
Return	0			
		depar	t 🗸 03:00 pm 🕚	• ± 3 • •
Pic	k-up/Drop	-off car	at airport	
Find a Hotel				
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Econo	my class	▼ s	:hedule 🗸	
Re	fundable (only air f	ares	
			Search	

Once you click, **Start Session**, your page header should change and display a green box stating the user you are acting as.





Step 1: Start the Search

To search for a flight

- 1. On the SAP Concur home page, on the **Flight** tab, select one of the following types of flight options:
 - Round Trip
 - One Way
 - Multi-City
- 2. In the **From** and **To** fields, enter the departure and arrival cities for your travel.

When you type in a city, airport name, or code, Travel will automatically search for a match.

Note: Use the Find an airport and Select multiple airports links as needed.

- Click in the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.
- 4. Click the arrow to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria, and if necessary, to see/reserve nonstop flights.

Notes:

• The graphical display is based on flight schedule data. It will not show any rail options, and it cannot take refundability or class of service preferences into account.

• Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.

- If you change locations or dates, click refresh graph for more data.
- 5. From the **Search by** dropdown list, select either **Price** or **Schedule**.
- 6. Click Search.

SAP Concur 🖸 Travel					
Travel Trip Library Templates Tools					
the and the flight/Train Search					
Round Trip One Way Multi City					
BHM - Birmingham Airport - Birmingham, AL Find an airport Select multiple airports To ? Arrival city, airport or train station Find an airport Select multiple airports Depart ? @					
☐ Find a Hotel Class Search by Economy class Schedule ☐ Refundable only air fares Search					



Step 2: Select a Flight

- 1. On the **Select Flights** page:
 - a) If you selected **Price** on the previous page, the **Shop by Fares** tab is initially active. Click either the **Shop by Fares** or **Shop by Schedule** tab for the appropriate flight information.
 - b) Select the fare button for the flights that you want to purchase.



c) If you selected **Schedule** on the previous page, the **Depart** tab is initially active. Select the fare button for the flights that you want to purchase form the **Depart** and **Return** tabs.

Depart Return		
rmingham, AL - Mon, I	Aar 9	
light Number Search	Q Sorted By: Depart - Earliest 🗸	Displaying: 70 out of 70 results.
Dattal	06:00a BHM → 09:04a DTW Nonstop	Economy
▲ Delta¹	06:00a BHM → 09:04a DTW Nonstop 10:20a DTW → 01:04p MCO Nonstop	Economy Select
▲ Delta¹	06:00a BHM → 09:04a DTW Nonstop 10:20a DTW → 01:04p MCO Nonstop ¹ Delts 6242 operated by GOJET AIRLINES DBA DELTA CONNECTION	Economy Economy

d) To filter the results, select a column, row, or cell in the airline matrix at the top of the results screen or use the sliding scales on the left. You can easily switch between the Shop by
 Fares tab and the Shop by Schedule tab by clicking on the tab.

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					Profile -
Travel Arrangers Trip Library	Templates Meetin	gs Tools Meeting A	Admin		
Trip Summary	BIRMINGHA MON, MAR 9	M, AL TO ORLANDO - FRI, MAR 13	D, FL		Show as USD
Select Flights or Trains	Hide matrix Print	/ Email			
Round Trip BHM - MCO Depart: Mon, 03/09/2020	All 508 results	A Delta	Southwest	American Airlines	Linear Air
Return: Fri, 03/13/2020		Preferred			
Finalize Trip	Nonstop 1 results	-	257.96 1 results	-	-
	1 stop 350 results	441.99 218 results	320.98 28 results	507.00 104 results	-
Change Search Nepart - Mon, Mar 9	2 stops 157 results	-	484.86 11 results	565.20 135 results	11,106.38 11 results
Return - Fri, Mar 13 💦	Shop by Fares	Shop by Schedule			
Price ×	·				
Display Settings	Flight Number S	earch Q Sorted B	Policy - Most Compliant	Previous	Page: 1 of 51 Next
Airport Filters		06:20a RHI	1 stop AT	1 6b 09m	•
Connecting Airport Filters	🖌 🔺 Delta	06:34p MC	0→11:30p BHM 1 stop AT	L 5h 56m	\$441.99
	Deeferred Aid	ing for UAD			Phone all details
	eletteu Alli				2



2. Review the flight details for your trip.

Note: Depending on the airline, you can click **View seat map** link to select your seat on the flight. Select the appropriate **Available** seat from the **Seat Map**.

- 3. On the Review and Reserve Flight page you can:
 - Review the flight details
 - Enter traveler information (if creating a Guest Booking)
 - Select/Add frequent flyer programs
 - Select your seat assignment
 - Review the price summary
 - Select/Add your method of payment

•	Trip Summary Flights Selected	Review and Reserve Flight REVIEW FLIGHTS	
	Round Trip BHM - MCO Depart: Mon, 03/09/2020 Bature: Ed. 03/02/2020	DEPART X Mon, Mar 9 – Birmingham, AL to Orlando, FL Mon, Mar 9 07:05a BHM → 09:40a MCO 1h 35m Southwest 1321	Hide details A
	Return: Fit, 03/13/2020	RETURN 🌾 Fri, Mar 13 – Orlando, FL to Birmingham, AL	Flight details ~
	Finalize Trip	ENTER TRAVELER INFORMATION Ensure all traveler information below is correct. @	
		Primary Traveler Name: Zschary Scott Fewell Phone: 2059344974 zfewell@uab.edu	
	•	Frequent Flyer Programs Add a Program For Southwest Southwest	
		SEAT ASSIGNMENT Pre-reserved seats are not available for this flight.	
	•	REVIEW PRICE SUMMARY Description Fare Taxes and Fees Charges Airfare \$213.35 \$44.61 \$257.96 Total Estimated Cost: \$257.96 Total Due Now: \$257.96	
	•	SELECT A METHOD OF PAYMENT How would you like to pay? Please choose a oredit card.	
		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 year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (origin tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.	system, within one nal) departure day, or
		By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy. Back Reserve Flight and Continue	

4. Click Reserve Flight and Continue.



Step 3: Review the Travel Details page (itinerary)

Review and change your itinerary, if necessary.

- 1. In the Trip Overview section:
 - a) Review the information for accuracy.
 - b) In the I want to section, print or email your itinerary as appropriate.
- 2. In the **Flight** Section:
 - a) Verify the information for accuracy.
 - b) Click Select Seat or Change Seat to select or change your seat options (depending on the airline).
- 3. Review the remaining sections as necessary and make the appropriate changes.
- 4. Review the Total Estimated Cost section.
- 5. Click Next.

Step 4: Review the booking information

1. Use the **Trip Booking Information** page to enter additional information about your trip.

SAP Concur C Travel Reportin	g + App Center	Administration - Help - Profile - Q
Travel Arrangers Trip Library Ter	nplates Meetings Tools Meeting Admin	
Trip Summary Finalize Trip Review Travel Details Enter Trip Information Submit Trip Confirmation	Trip Booking Information The tip mane and deciption are for your record keeping convertience. If you have any special requests for the travel agent, The Name The Name The form Bringham to Orlando The form Bringham to Orlando Comments for the Thavel Agent (splice) Second Requests may hour a higher service fee. Second Requests may hour a higher service f	please enter them into the agent comments section.
•	Contain the for provide Tage Purpose [Required] Toge Purpose [Required] You may HOLD this reservation until: 1208/2019 11:85 pm Cent Pourse enter information about this trip then press Nat to finalite your reservation. If you close at this Note: Any part of the trip that is instant purchase of has deposit required will not be cancelled. Display Tage I lead	zal point your reservation may be cancelled. << Previous Red >> Cancel Trip

- 2. Enter or modify your **Trip Name**. This is how the trip will appear on your itinerary and in the automated email from SAP Concur.
- 3. Enter a Trip Description (optional).
- 4. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas
 - If you book the trip, you will automatically receive the email.
 - If you book as an arranger, you will also receive the email.
- 5. Choose your preferred email format, either plain text or HTML.
- 6. Select the Trip Purpose from the dropdown. **REQUIRED**
- 7. Click Next.



SAP Concur displays your itinerary on the **Trip Confirmation** page. This itinerary will include any messages about ticketing policies.

		Administration 💀 📔 Help 🗤	
SAP Concur C Travel Report	ng App Center	Profile 👻 💄	
Travel Arrangers Trip Library T	emplates Meetings Tools Meeting Admin		
Trip Summary	Trip Confirmation To COMPLETE BOOKING, please press the "Purchase Ticket" Button after reviewing this page. To CANCEL, press the Cancel button.		
 Review Travel Details Enter Trip Information Submit Trip Confirmation 	TRIP OVERVIEW		
	Start Date: March 19, 2020		
	End Date: March 22, 2020		
	Created: December 04, 2019, Zachary Fewell (Modified: December 04, 2019)		
	Description: (No Description Available)		
	Agency Record Locator: YTAWBV		
	Passengers: Zachary Scott Fewell		
	Total Estimated Cost: \$505.32 USD		
	Airfare must be ticketed by: 12/05/2019 11:55 PM Central		
	View your plans in TripIt to stay one step ahead while traveling.		
	Agency Name: ADTRAV (UAB)		
	RESERVATIONS		
	TL J HL 40 2020		

Step 5: Purchase the ticket

1. Click on the **Purchase Ticket** button to finalize your trip.

You will receive an email from **Concur Travel** containing your **Pending itinerary**. Once your ticket has been issued, you will receive an email from <u>RezConfirm@adtrav.com</u>

To cc	ndtrav.com Inerary for	- Trip starts 12/18/2019	
2019-12-02-Itinerary & Payment Ro 124 KB	ceipt.		
5 KB		*	
	ADTRAV	Monday, December 02, 2019 6 59 PM RezID: Booking Locator: After Hours/VIT Code: A6TA service nonstop 24/7/365	
	UAB	Ticket(s) Issued This is your travel invoice	
	NOTE: Please verify all dates, times, an Immediately notify your ADTRAV ager made after ticketing m	d destinations listed on this itinerary. It of any discrepancies. Adjustments ay increase the cost.	
	New York City, NY, US - to - Birm Wednesday, December 18 ►Friday, De	ingham, AL, US acember 20	
	Traveler: Traveler Info: n/a	L GARDY.	

Please notify travelservices@uab.edu if you have not received your RezConfirm email within 1-hour of purchasing your ticket.