

# Concur New User Interface: Changes, Known Issues, and Temporary Workarounds

## Airline

### Southwest Seat Assignments

- Southwest seat assignments are currently not available in New Concur.
- Concur will still automatically assign the traveler a seat once the flight is purchased, based on the preferences in the traveler's profile. If no preferences are listed, Concur will still assign a seat.
- Travelers may visit [Southwest.com](https://www.southwest.com) or use the Southwest mobile app to change their seats.
- The CI Azumano itinerary will show the seat that was assigned.

Southwest Airlines 1207		
MON, MAR 16, 2026		
<b>SMF</b>	→	<b>SAN</b>
Sacramento International Airport Sacramento, CA United States		San Diego International Airport San Diego, CA United States
Departure 11:30 AM		Arrival 1:00 PM
Status: Confirmed		Confirmation: Frequent Traveler ID:
Class: Wanna Get Away Plus Estimated Time: 1 hour(s) and 30 minute(s) Non-stop		
Seat: 30C (Non smoking, Aisle) Confirmed Baggage Allowance: 0 Piece(s)		
Remarks: KNOWN TRAVELER TSA PRECHECK ADDED. NOT VALID AT ALL AIRPORTS OR WITH ALL AIRLINES. FOR MORE INFO GO TO: WWW.TSA.GOV/PRECHECK		

### Some Airports Not Appearing When Entered in Search Field

- Some airports do not appear when the traveler or arranger enters the airport code, name or city in the search field.
- Use the airport code over the airport name or city in the search field.
- Allow New Concur to load the airport into the field (this could take several minutes).

## Round-Trip Flights Are Not Appearing in the Search Results

- Some round-trip flights do not appear in the search results but will appear when searched as one-way flights.
- Book two (2) one-way flights or contact a travel agent to make the reservation.
- Use the “All Filters” to select the origin airport and destination airport, along with the matrix to select the preferred carrier.

## One-Way Flights Are Not Appearing in the Search Results

- Some one-way flights do not appear in the search results.
- The New Concur experience recommends options based on past booking habits which may not align with a user’s current, specific search needs.
- **Use the “All Filters” to select the origin airport and destination airport, along with the matrix to select the preferred carrier.**

## Car Rental

### Missing Enterprise Off-Airport Locations

- Some Enterprise off-airport locations are not appearing in the New Concur environment.
- Travelers should call an agent or email [caltravel@ciazumano.com](mailto:caltravel@ciazumano.com) with their travel details (specific location, pick-up/drop-off times, car class, and any other relevant information).

### Daily Base Car Rental Rates

- Rental car daily base rates are now displayed differently in New Concur.
- The larger cost shown is the total estimated cost for the entire rental (see A in the image below).
- The smaller cost shown is the estimated daily rate which is the base rate plus estimated taxes and fees (see B in the image below).

## Electric Vehicles Now Available

- New Concur allows for the ability to reserve electric vehicles, if available.
- Use the “All Filters” option to see if an electric vehicle is available.

- The electric vehicle will appear in the search results.

## HOTEL

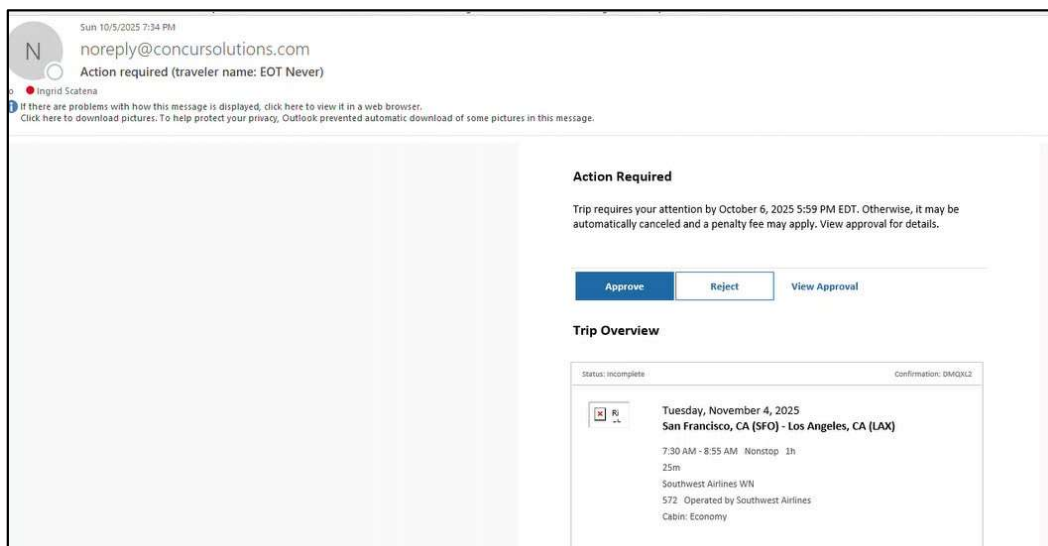
### Destination Field

- This field can be utilized to search by airport, landmark, address, company location, and postal code.

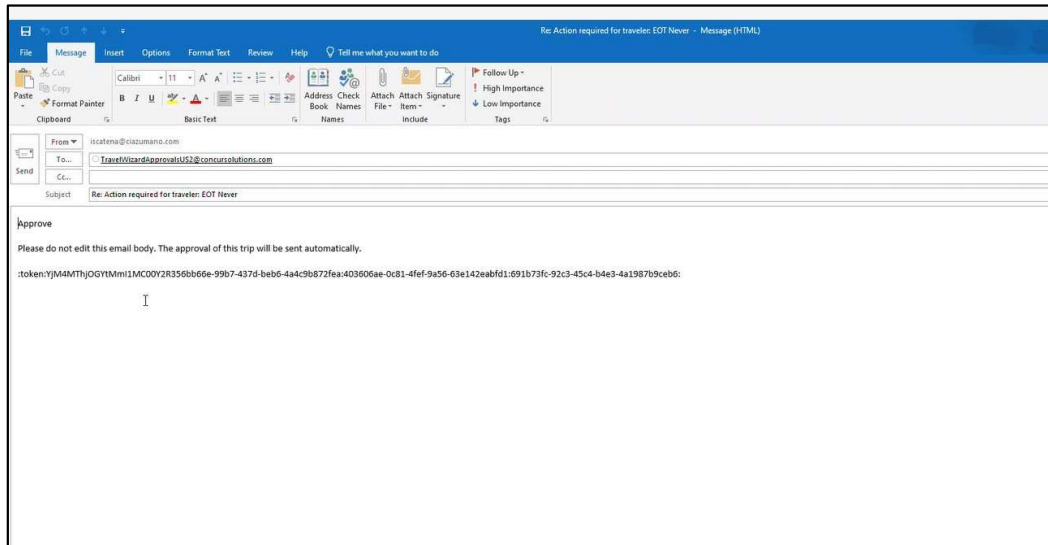
# MISCELLANEOUS

## Pre-Trip Approval Process

- For “All Trips Require Approval,” **all** segments (air, car, and hotel) are now considered when calculating approval deadlines, causing some same-day and future bookings to auto-cancel before they can be approved. Reservations may automatically be cancelled if the ticketing deadline passes before approval, even if the trip is booked minutes before the deadline.
  - Managers should approve all trips as quickly as possible to prevent cancellations.
  - Travelers are encouraged to book all trips as early in the day as possible to avoid the auto-cancellation.
  - For reservations within 24 hours, travelers should contact a travel agent directly at 877-454-8785, option 0 (used for travel within 48 hours).
- There are now two (2) steps for managers to approve/reject a trip.
  - Step #1 – Manager receives an email and must click ‘Approve’ or ‘Reject’ within the email.



- Step #2 - A secondary email will pop up, and the manager will need to send the email to finalize the approval process. If the email does not populate automatically, check your pop-up blockers.



## Multiple Search Options

- Plan a Trip – Allows for air, car, hotel, multiple car and hotel, and train.
- Traditional Search Engine – Initial search is for air and/or hotel only. Car can be added on the 'Finalize' page.

## Hold Trip Feature

- The 'Hold Trip' option is no longer available in New Concur.

## Clone Trip Feature

- The 'Clone Trip' option is no longer available in New Concur.

## Print Itinerary Feature

- The 'Print Itinerary' option is no longer available in New Concur.
- Travelers and travel coordinators can use the [Print My Invoice](#) feature to view and download copies of invoices.