

## How to connect loyalty programs for direct booking

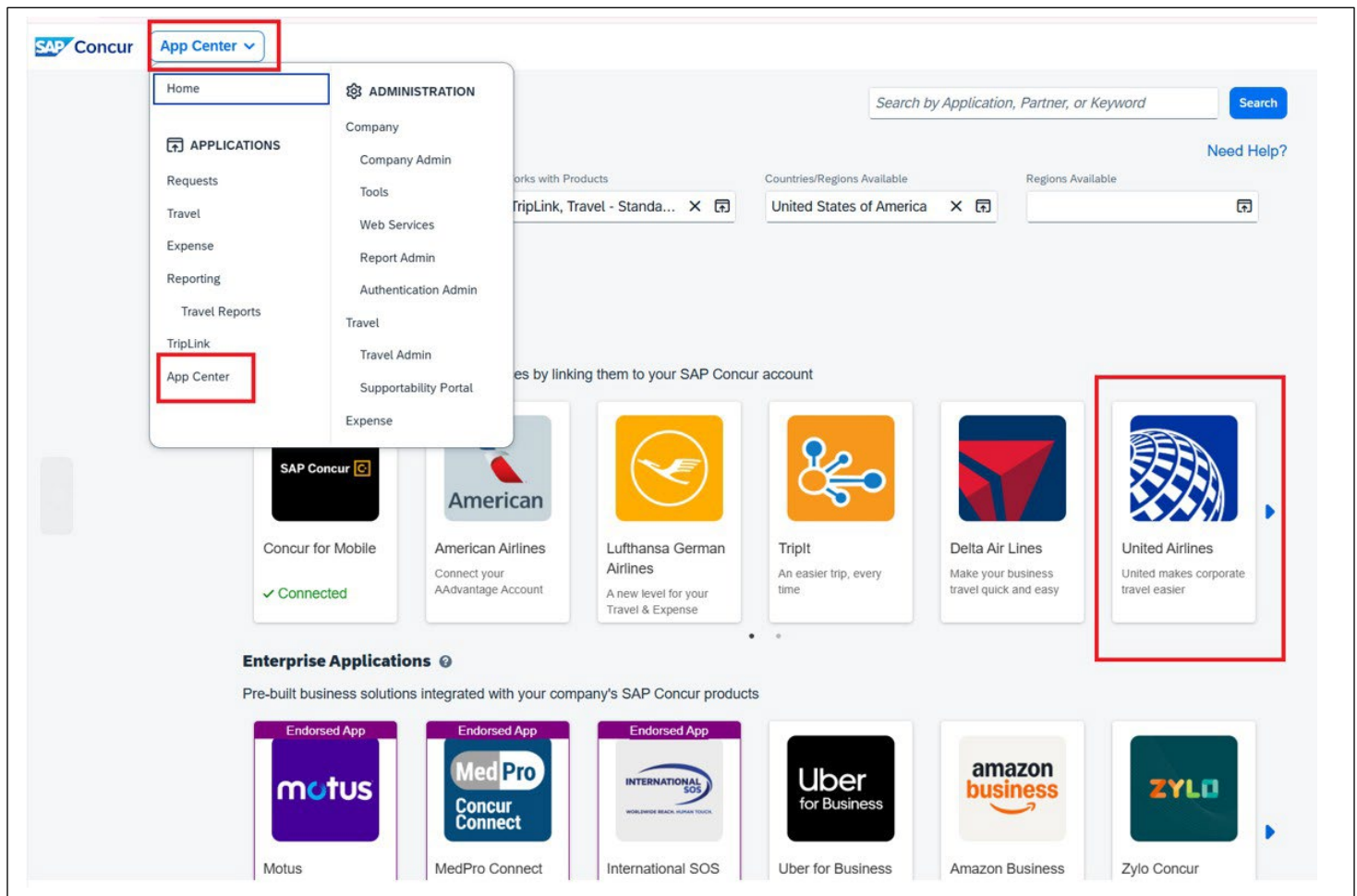
Concur includes a feature called TripLink which allows travelers to enter their loyalty numbers (frequent flyer ID or other affinity program ID) to take advantage of these program offerings.

TripLink provides a level of convenience for travelers who are enrolled in these programs. Once a traveler is “linked” via TripLink, the Traveler can book business travel directly with airlines or with a hotel. TripLink will pull the reservation into Concur. Itineraries and e-receipts are automatically brought into the traveler’s Concur profile.

**To book directly with airlines, TripLink must be activated to pull the reservations into Concur.**

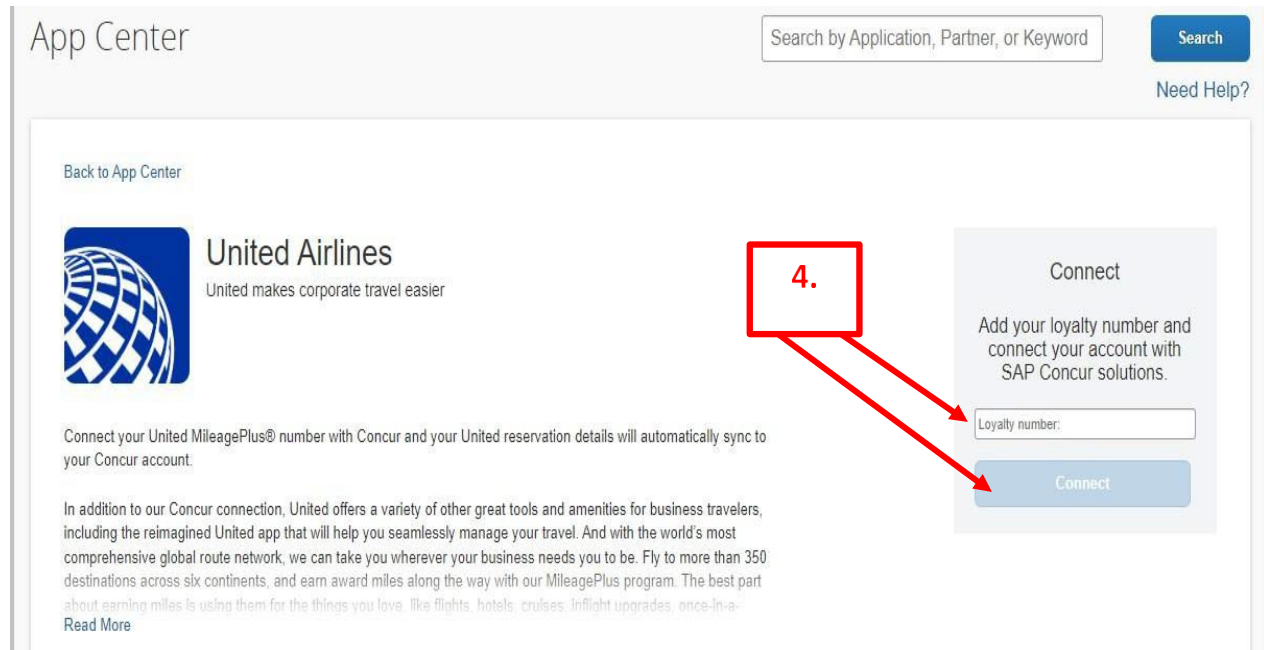
Use the following steps to connect your loyalty programs in Concur

1. Sign into Concur
2. Select the App Center on the top toolbar
3. Select the Airline or Hotel whose program you want to link



The screenshot displays the SAP Concur App Center interface. The top navigation bar includes the SAP Concur logo and a dropdown menu for 'App Center', which is highlighted with a red box. The dropdown menu lists various options, with 'App Center' also highlighted by a red box. The main content area shows a search bar and a list of available applications. The 'United Airlines' application card is highlighted with a red box, indicating the selection process. Below the main content area, there is a section for 'Enterprise Applications' featuring logos for Motus, MedPro Concur Connect, International SOS, Uber for Business, Amazon Business, and Zylo Concur.

**4. Add your loyalty number and click the Connect button.** The vendor will send an email within 24 hours notifying you of your connection status. *This is a separate process from adding loyalty information into your user profile.*



- Once you are connected and you receive the notification email confirming your status, you can book directly with an airline or hotel. Make sure to **mark your booking as business** so it connects with Concur.
- Your Profile will be automatically updated with your connected loyalty program numbers.
- Visit your Profile Personal Information tab to confirm the loyalty program shows up.
- Enrolling your loyalty programs in Concur allows airlines and hotels to automatically submit itineraries and eReceipts to Concur.
- If you have already connected your loyalty programs, no further action is needed.