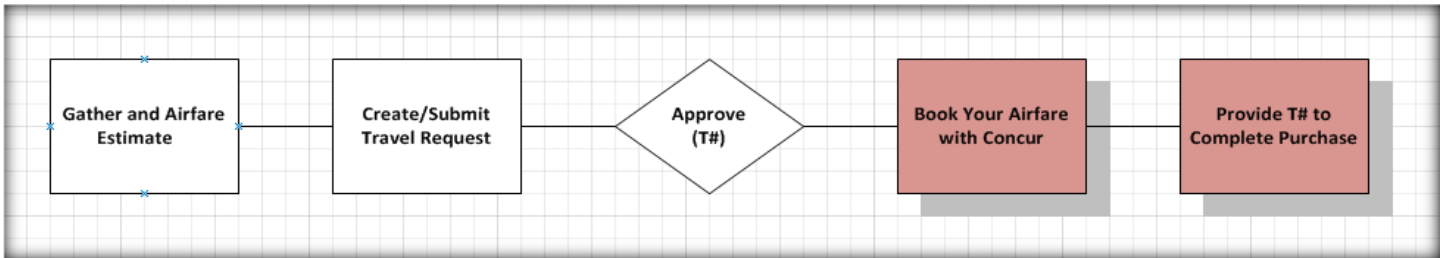# Concur Online Booking Tool: Booking Airfare for Yourself

Process Flow (Best Practice):

How To Book Your Airfare using Concur:

1. Navigate to the Concur tool via the osutravel.osu.edu.
   - Select "Login to Concur here"

- You will then be prompted to enter your OSU login credentials, this is your *name.#* and associated password.

- After logging in you will receive a popup with important information to note.
- Read the dialog box and then click "ok."

2. Verify that all information in your Concur Profile is accurate. If all the information in your profile is complete and accurate, you are now ready to book your flight.

- For more information see the document: "Completing Your Concur Profile" located at osutravel.osu.edu. (Path: **Book Online → Concur Reference/Training**)

3. Click the Tab for Air/Rail Search
   - You can search by Round Trip, One Way or Multi-Segment if needed.
   - Departure City and Arrival City
     - The search allows you to search by specific airport, or by "area airports" so you can search multiple airports at once for the best price.

4. Enter Departure and Arrival Time Selection:
   - This search allows you to specify what time you would like to depart, or what time you would like to arrive for that particular leg. You can search by a broad time frame (morning, afternoon) or specific times. The box to the far right allows you to search on either side of the time you selected, based on the number of hours you choose.

     In the example below we told the system we would like our departure flight to arrive at its destination by 8:00 AM, and it will search + or – 2 hours from 8:00 AM. The search would return flights that arrive between 6:00 AM and 10:00 AM for the first leg.

5. Once your search parameters are chosen, select "Search"
6. After the search is complete you will see a results matrix at the top of the page.   This offers the ability to quickly filter and refine the results.
   - For instance, if you only wanted to view the nonstop options we would click "Nonstop"

7. The left panel offers other ways to quickly filter and limit your results.

   - Sliding the Outbound, and Return sliders allows you to limit flights departing and arriving between more specific windows

- Sliding the "Price" slider allows you to quickly cap the maximum fare amount you would like to see.
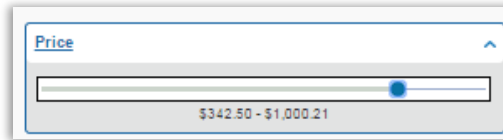
- Display settings provide further refinement for viewing only refundable fares, flights departing & returning from the same airport, as well as excluding flights on propeller planes.
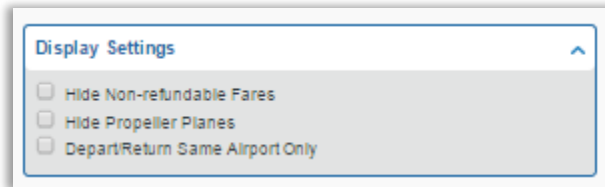
8. Once you have filtered your flights, and found the one you would like; select the green "select" button to choose that flight.

9. You will now review your flight information and be able reserve your flight, for a short time before purchasing it.

NOTE: You are not yet purchasing your airfare, only reserving it. Reserving your flight does not secure your tickets, in order to ticket your trip the booking process must be followed all the way through.

10. Verify that your selection meets your needs.

11. Verify that the Primary Traveler's information appears correctly. If this info is not correct you can change it in the Traveler's Concur Profile.
    - For more information see the document: "Completing Your Concur Profile" located under at osutravel.osu.edu. (Path: **Book Online → Concur Reference/Training**)

NOTE: The phone number displayed here will be the number communicated to the airline so they may notify you of itinerary changes and updates. If this is not correct, change the "Work Phone" under your profile.

ENTER TRAVELER INFORMATION
Ensure all traveler information below is correct. @

PRIMARY TRAVELER   Edit | Review all

Name: Brutus O Buckeye   **Phone:** 614-292-9290   buckeye.1@osu.edu ▼

- If available, you can click "View seatmap" and choose which seats you would like to request from the airline.

SEAT ASSIGNMENT
Seats will be automatically selected based on your profile preferences and can be changed on the Travel Details pages or any time after booking is complete. View seatmap

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- The Review Price Summary will show the total cost of your airfare, <u>not</u> including the agency booking fee. This will be reflected on the final invoice received once the flight has been ticketed.

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	$534.58	$85.29	$619.87

Total Estimated Cost : $619.87 USD

Total Due Now: $619.87 USD

- The "Select A Method of Payment" section is where you will select which University Ghost Card will be utilized to pay for the airfare.

> NOTE: It is critical that the appropriate card is selected, if you are paying from UNIV or OSUMC funds always select the card "University Payment". If you are paying from a sponsored programs grant (OSURF) you must select "Sponsored Programs Payment". If you are unsure stop and ask your department's fiscal area, or contact the travel office at 614/292-9290.

## SELECT A METHOD OF PAYMENT
How would you like to pay?

Select the payment option below that is applicable to your business unit. To comply with university travel policy, an approved T# will be required to finalize purchase.

(1) University Payment* (...1329) ▼   Add credit card

* Indicates credit card is a company card

- Once all information is entered and verified, select "Reserve Flight and Continue" to reserve your tickets.

> NOTE: Your flight is only reserved, and will NOT be ticketed until you complete the booking process.

Back   Reserve Flight and Continue
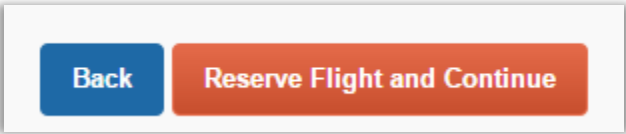
12. The Travel Details page gives you one more chance to review your itinerary.
    - If you would like to send or print a copy of your reserved trip, select "Print Itinerary" or "Email Itinerary"
    - Note the day and time your reservation will expire if the booking process is not completed.

Trip Overview

I want to...
Print Itinerary
E-mail Itinerary

Trip Name: Trip from Columbus to New York (Edit)
Start Date: Apr 6, 2015
End Date: Apr 10, 2015
Created: Mar 26, 2015, Brutus Buckeye (Modified: Mar 26, 2015)
Description: (No Description Available) (Edit)
Agency Record Locator: NU9AWF
Passengers: Brutus Buckeye
Total Estimated Cost: $596.77 USD (Details)

ⓘ Airfare must be ticketed by an agent by:
03/28/2015 12:55 AM Eastern

Add to your Itinerary
🚗 Car   🛏 Hotel

- Once you have verified your information and you are ready to complete your booking, or place your trip on hold scroll to the bottom of the page and press "next."

13. The next page will require your approved T#, to complete the booking process.
- It is helpful to again note how long the system will let you hold your reservations without booking the ticket. Once that time passes, if you have not completed the booking process your trip will be cancelled.

- You can name your trip or add a detailed description if you wish. Special requests for the Travel Agency can also be added here.

NOTE: Not all special requests can be accommodated, and may incur additional fees.

- You will need to indicate if you are paying from a sponsored (OSURF) project or not.

NOTE: If you are not sure whether your trip is for a sponsored project, contact your fiscal area or the travel office (614/292-9290) before proceeding.

- Enter your full T#, with the format T000###### in the appropriate field.

> **NOTE:** If you are not sure whether your trip is for a sponsored project, contact your fiscal area or the travel office (614/292-9290) before proceeding.

-

Are you traveling for a SPONSORED project administered by Office of Sponsored Programs? [Required]

Please provide a valid/approved T# for travel (example... T000######) [Required]

Do you have an unused ticket in your profile you would like to use? [Required]

You may HOLD this reservation until: 03/28/2015 12:55 am Eastern

14. If you have entered your approved T#, and verified all information you are ready to select "Next" and complete your booking. If you are not yet ready to purchase or still need your approved T#, make note of the expiration date and time for your reservation (see above) and select "Hold Trip."

> **NOTE:** Clicking "Cancel" will result in cancelling your reservation, and you will have to restart the booking process.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip | Hold Trip | << Previous | Next >> | Cancel

15. After selecting "Next" you will have one last time to review all your selections and entries. Verify that all the details are accurate, and when you are happy with your trip, scroll to the bottom and select "Purchase Tickets"

Almost done... Please confirm this itinerary.

Display Trip | << Previous | Purchase Ticket>> | Cancel

- You will then be directed to a confirmation page, where you can make note of your agency assigned Trip Record Locator.


Finished!

You have successfully booked your trip!

Trip Record Locator : 4LOCZW

- Within 3-5 minutes you should receive and email from Concur, confirming your booking was received by the travel agency. At that point your trip will go through a quality control process at Corporate Travel Planners, and then be ticketed.

16. You should receive an email within 1-2 hours stating that your ticket has been **purchased**.

> **If you do not receive this final email within 2 hours call the agency at 1-855-784-9282 to check the status.**

17. After you have completed the booking process, you can review/verify the status of your trips from the main concur page by selecting "My Trips."
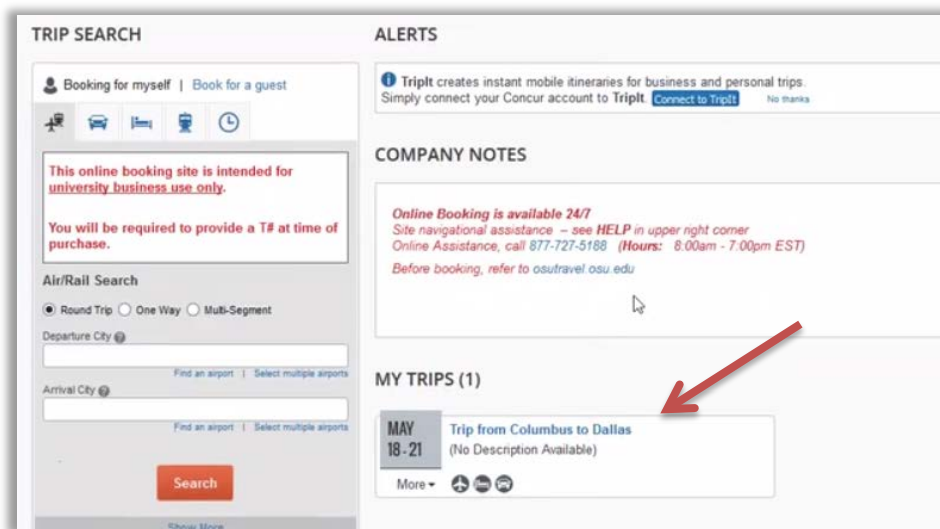
- When the trip has been ticketed the status will change from "Confirmed" to "Ticketed".
- Additionally you may review the details of the trip by selecting on the locator number, or cancelling the trip by selecting "Cancel Trip."