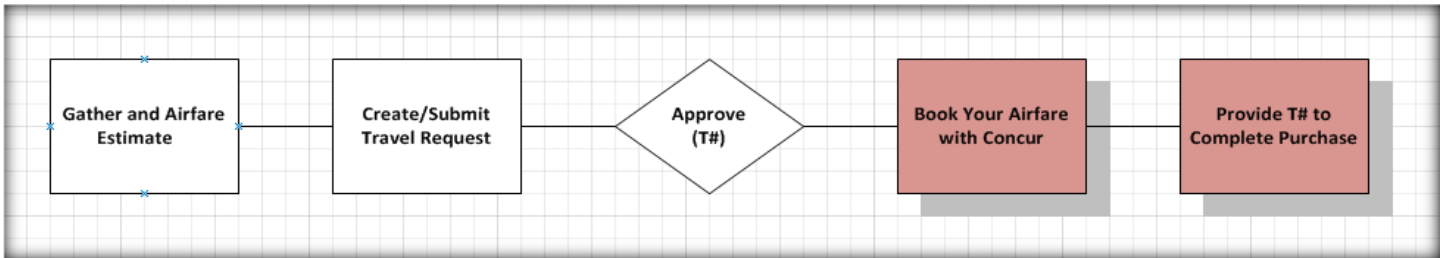


Concur Online Booking Tool: Booking Airfare for Yourself

Process Flow (Best Practice):



How To Book Your Airfare using Concur:

1. Navigate to the Concur tool via the osutavel.osu.edu.
 - Select “Login to Concur here”

OSU.EDU Help Buckeyelink Map Find People Webmail Search Ohio State

THE OHIO STATE UNIVERSITY TRAVEL RESOURCES

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Welcome to Ohio State's NEW Travel Resources!
Travel Resources is the one-stop source for everything you'll need to serve your business travel needs.

Get Started

eTravel System
University's travel authorization and expense system.
Learn about the eTravel System

Online Booking Tool
Make your business travel reservations online. University T# required at purchase.
Login to Concur here

Agent Assist / Contact Info
Contact a full service agent to make your business travel reservations.
Click Here for Agent Assist

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

OSU.EDU Help BuckeyeLink

Login Required

A login is required to access the requested service.

Ohio State Username
Enter your Ohio State Username (lastname.#).

Password or Passcode
BuckeyePass users, enter your Passcode.

Login

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

Login Warning

! **Attention:** If you are experiencing issues, please contact Online Assistance, call 877-727-5188.

Before booking, please verify profile details are accurate and saved for both the traveler and arranger, when applicable.

- Locate Profile in upper right hand corner
- Select Profile Settings
- Under Profile Options - Select Personal Information
- Be sure to Save profile details

This online booking site is intended for university business use only.

You will be required to provide a T# at time of purchase.

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 osutrael.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.

The screenshot shows the 'Air/Rail Search' interface. At the top, there are three radio buttons for 'Round Trip' (selected), 'One Way', and 'Multi-Segment'. Below this is the 'Departure City' field with a help icon, containing the text 'CMH - Port Columbus Intl Arpt - Columbus, OH'. To the right of this field are links for 'Find an airport' and 'Select multiple airports'. The 'Arrival City' field also has a help icon and contains 'New York, NY - New York Area Airports'. Below this field is a dropdown menu showing a list of options: 'NYC New York Area Airports' (with subtext 'New York, NY, United States of America'), 'JFK John F Kennedy Intl' (with subtext 'New York, NY, United States of America'), 'LGA La Guardia' (with subtext 'New York, NY, United States of America'), 'EWR Newark Intl Arpt' (with subtext 'Newark, NJ, United States of America' and a 'Near NYC' button), and 'ZRP New York/Newark NJ Rail Station' (with subtext 'New York/Newark NJ Rail Station, NJ, United States of America').

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.

The screenshot shows the time selection interface. It has two main sections: 'Departure' and 'Return', each with a help icon. The 'Departure' section has a date field with '04/06/2015', a dropdown menu set to 'arrive', a time field with '08:00 am', and a range dropdown set to '± 2'. The 'Return' section has a date field with '04/10/2015', a dropdown menu set to 'depart', a time field with 'Evening', and a range dropdown set to '± 8'. Both sections have a blue downward arrow on the far right.

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"

Columbus, OH To New York, NY
Mon, Apr 6 - Fri, Apr 10

Print / Email
Hide matrix

All 133 results	Southwest ◆◆	American Airlines ◆◆	United ◆◆	Delta ◆◆	Multiple Carriers	US Airways
Nonstop 28 results	--	1,088.66 6 results	829.16 4 results	1,075.95 12 results	--	1,153.99 6 results
1 stop 105 results	342.50 14 results	398.76 14 results	472.48 16 results	566.55 7 results	392.99 48 results	401.89 6 results

Baggage Fee Policies Show fare display legend

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

Columbus, OH To New York, NY
Sun, Apr 12 - Thu, Apr 16

Print / Email
Hide matrix

Trip Summary

Select Flights
Round Trip
CMH - NYC
Outbound: Sun, 04/12/2015
Return: Thu, 04/16/2015

Finalize Trip

Change Flight Search

Outbound - Sun, Apr 12

Depart: 06:19 AM - 04:03 PM
Arrive: 09:00 AM - 05:45 PM

Return - Thu, Apr 16

Depart: 07:00 AM - 08:06 PM
Arrive: 11:04 AM - 11:40 PM

All 123 results	Southwest ◆◆	American Airlines ◆◆	Delta ◆◆	United ◆◆	US Airways	Multiple Carriers
Nonstop 45 results	--	1,185.59 12 results	1,173.48 12 results	1,045.84 5 results	1,258.20 16 results	--
1 stop 78 results	553.13 13 results	604.20 8 results	712.53 8 results	789.22 15 results	496.70 7 results	496.70 27 results

Baggage Fee Policies Show fare display legend

Shop by Fares | Shop by Schedule | Sorted By: Price - Low to High

Price quoted does not include the agency service fee. The Travel Itinerary with price itemization will follow by email. No additional fees will be charged for rental car or hotel reservations.

Expand All Details

Displaying: 123 out of 123 results. << Previous | Page: 1 of 13 | Next >> | All

Price	Carrier	Depart	Arrive	Stops	Duration
\$496.70	American Airlines	CMH 07:32 am	→ EWR 01:45 pm	1	6h 13m
	US Airways	EWR 08:05 am	→ CMH 01:12 pm	1	5h 7m
Compare More like this + Show details v					
\$496.70	US Airways†	CMH 07:32 am	→ EWR 01:45 pm	1	6h 13m

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

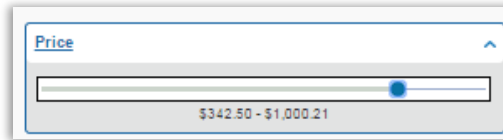
Outbound - Mon, Apr 6

Depart: 06:00 AM - 08:20 PM
Arrive: 07:44 AM - 12:05 PM

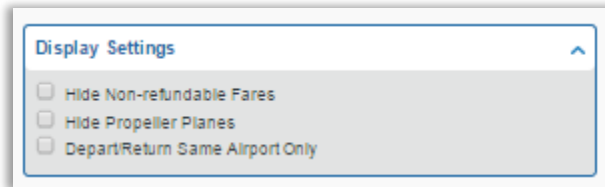
Return - Fri, Apr 10

Depart: 01:00 PM - 09:00 PM
Arrive: 02:57 PM - 11:51 PM

- 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.

Price	Carrier	Depart	Arrive	Stops	Duration	
\$829.16	United	CMH	06:11 am → EWR	07:59 am	0	1h 48m
		EWR	04:12 pm → CMH	06:00 pm	0	1h 48m

[Select](#)

[Compare](#)
[More like this](#)
[Show details](#)

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.

Review and Reserve Flight

REVIEW FLIGHTS

Outbound flight: Columbus, OH (CMH) - Newark, NJ (EWR) Mon, Apr 6

United #3558	Port Columbus Intl Arp... (CMH) Depart: Monday, 06:11 am <small>Stops: 0 Duration: 1h 48m Economy: M Embraer 170</small>	Newark Intl Arprt (EWR) Arrive: Monday, 07:59 am
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Return flight: Newark, NJ (EWR) - Columbus, OH (CMH) Fri, Apr 10

United #3575	Newark Intl Arprt (EWR) Depart: Friday, 04:12 pm <small>Stops: 0 Duration: 1h 48m Economy: E Embraer 170</small>	Port Columbus Intl Arp... (CMH) Arrive: Friday, 06:00 pm
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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 osutrust.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](#)

- The Review Price Summary will show the total cost of your airfare, not 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?

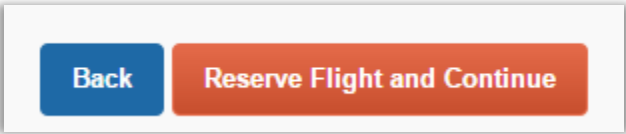
Select the payment option below that is applicable to your business unit. To comply with university travel policy, an approved T# will be required to finalize purchase.

(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.



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

<p>I want to...</p> <p>Print Itinerary</p> <p>E-mail Itinerary</p>	<p>Trip Name: Trip from Columbus to New York (Edit)</p> <p>Start Date: Apr 6, 2015</p> <p>End Date: Apr 10, 2015</p> <p>Created: Mar 26, 2015, Brutus Buckeye <i>(Modified: Mar 26, 2015)</i></p> <p>Description: (No Description Available) (Edit)</p> <p>Agency Record Locator: NU9AWF</p> <p>Passengers: Brutus Buckeye</p> <p>Total Estimated Cost: \$596.77 USD (Details)</p>	<p>Add to your Itinerary</p> <p> Car Hotel</p>
<div style="background-color: #e6f2ff; padding: 5px; border: 1px solid #ccc; display: inline-block;"> Airfare must be ticketed by an agent by: 03/28/2015 12:55 AM Eastern </div>		

- 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.”

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.

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.

Trip Booking Information

- Price quoted does not include the agency service fee. The Travel Itinerary with price itemization will follow by email. No additional fees will be charged for rental car or hotel reservations.
- Reservation may be held by clicking 'Hold Trip' button below.
- To comply with university policy, an approved T# will be required to finalize purchase (see T# field below).

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.
Trip from Columbus to New York

Trip Description (optional)
Used to identify the trip purpose

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

Are you traveling for a SPONSORED project administered by Office of Sponsored Programs? (Required)

Please provide a valid approved T# for travel (example: T00000000) (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

- 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.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.
Trip from Columbus to New York

Trip Description (optional)
Used to identify the trip purpose

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

- 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.

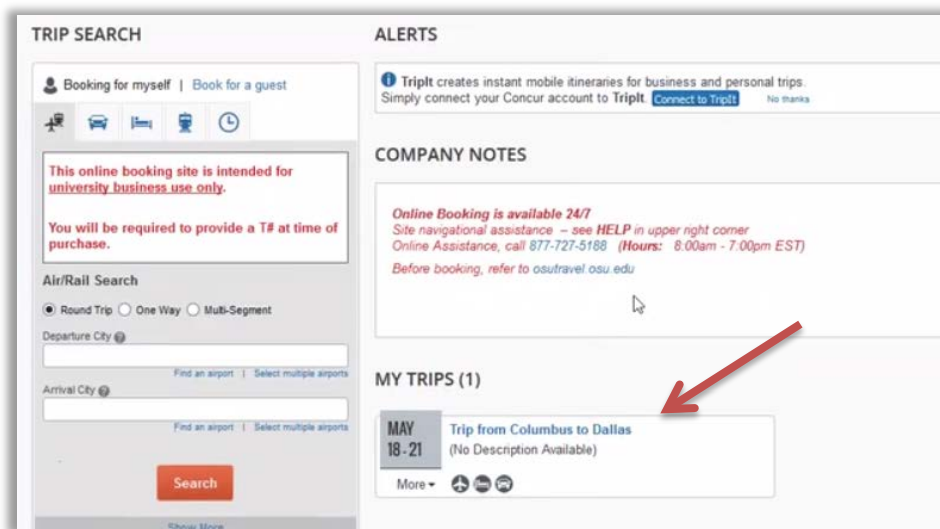
Finished!
 You have successfully booked your trip!
Trip Record Locator : 4LOCZW

- Within 3-5 minutes you should receive an 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.”

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Columbus to Dallas (4LOCZW) (No Description Available)	Confirmed	05/18/2015	05/21/2015	Cancel Trip