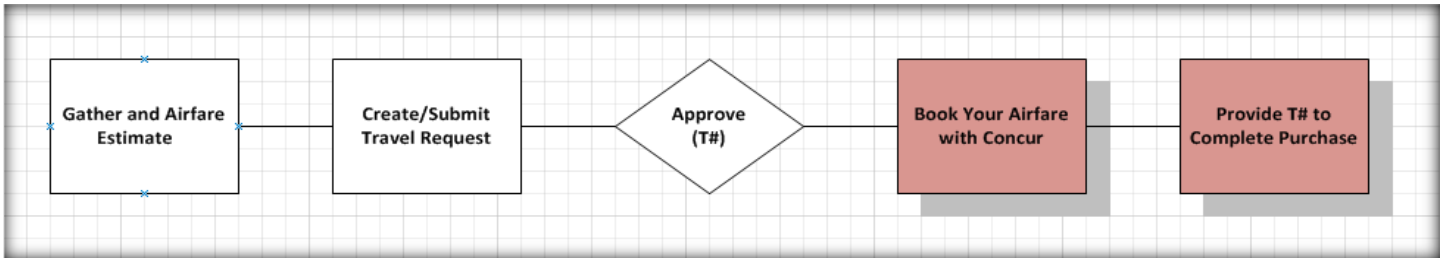


Concur Online Booking Tool: Booking Airfare for Yourself

Process Flow (Best Practice):



How To Book 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

TRAVELING | DISCOUNTS | BOOK ONLINE | ETRAVEL SYSTEM | POLICY | RESOURCES | CONTACT | NEWS

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.

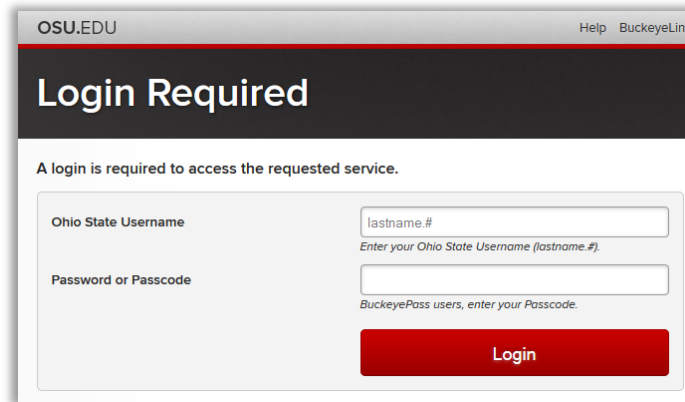
Get Started

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

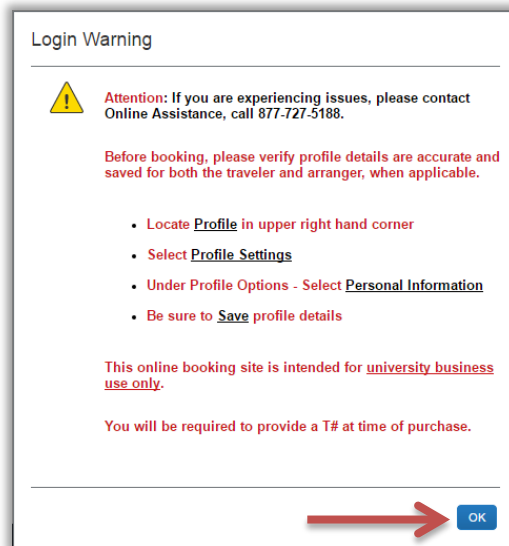
Agent Assist / Contact Info
Contact a full service agent to make your business travel reservations.
Click Here for Agent Assist

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



The image shows a web browser window with the address bar displaying "OSU.EDU" and "Help BuckeyeLink". The main heading is "Login Required". Below the heading, a message states: "A login is required to access the requested service." There are two input fields: "Ohio State Username" with a placeholder "lastname.#" and a note "Enter your Ohio State Username (lastname.#)", and "Password or Passcode" with a note "BuckeyePass users, enter your Passcode.". A red "Login" button is positioned below the fields.

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



The image shows a "Login Warning" dialog box. It contains a yellow warning icon and the following text: "Attention: If you are experiencing issues, please contact Online Assistance, call 877-727-5188." Below this, it says: "Before booking, please verify profile details are accurate and saved for both the traveler and arranger, when applicable." A bulleted list follows: "Locate Profile in upper right hand corner", "Select Profile Settings", "Under Profile Options - Select Personal Information", and "Be sure to Save profile details". At the bottom, it states: "This online booking site is intended for university business use only." and "You will be required to provide a T# at time of purchase." An "OK" button is at the bottom right, with a red arrow pointing to it.

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 osutavel.osu.edu. (Path: **Book Online** → **Concur Reference/Training**)

3. Click the Tab for Mixed Flight/Train Search

- You can search by Round Trip, One Way or Multi City 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.

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From ?
CMH - Port Columbus Intl Arpt - Columbus, OH
Find an airport | Select multiple airports

To ?
New York, NY - New York Area Airports

NYC New York Area Airports
New York, NY, United States of America

JFK John F Kennedy Intl
New York, NY, United States of America

LGA La Guardia
New York, NY, United States of America

EWR Newark Intl Arpt
Newark, NJ, United States of America Near NYC

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.

Departure ?
04/06/2015 | arrive ▼ | 08:00 am ▼ | ± 2 ▼

Return ?
04/10/2015 | depart ▼ | Evening ▼ | ± 8 ▼

5. Once your search parameters are chosen, select “Search”

NOTE: When searching for international flights or flights into small regional airports be sure to deselect the “Flights w/ no double connections”. This will ensure all possible flight options are displayed.

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
THU, JUN 30 - FRI, JUL 1

Print / Email

Hide matrix

	United	American Airlines	Delta	Southwest	Multiple
All 122 results	Preferred	Preferred	Preferred	Preferred	
Nonstop 43 results	467.23 9 results	511.26 12 results	913.08 12 results	—	576.20 10 results
1 stop 79 results	475.73 5 results	469.76 8 results	488.00 8 results	550.09 45 results	456.70 13 results

Show fare display legend Baggage Fee Policies

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

Trip Summary

Select Flights or Trains

Round Trip
CMH - NYC
Depart: Thu, 06/30/2016
Return: Fri, 07/01/2016

Finalize Trip

Change Search

Depart - Thu, Jun 30

Depart: 06:00 A - 05:00 P

Arrive: 07:37 A - 10:35 P

Return - Fri, Jul 1

Depart: 07:00 A - 09:47 P

Arrive: 10:21 A - 11:38 P

COLUMBUS, OH TO NEW YORK, NY
THU, JUN 30 - FRI, JUL 1

Print / Email

Hide matrix

	United	American Airlines	Delta	Southwest	Multiple
All 122 results	Preferred	Preferred	Preferred	Preferred	
Nonstop 43 results	467.23 9 results	511.26 12 results	913.08 12 results	—	576.20 10 results
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Show fare display legend Baggage Fee Policies

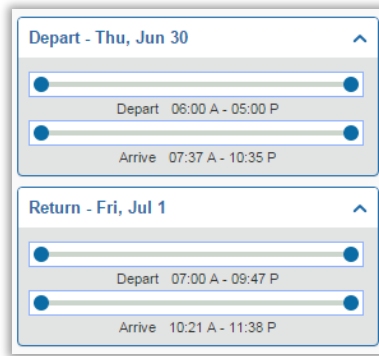
Shop by Fares | Shop by Schedule Sorted By: Price - Low to High

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.

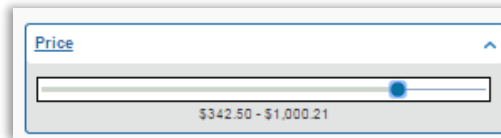
Displaying: 122 out of 122 results. Previous | Page: 1 of 13 | Next | All

Delta	08:13a CMH → 12:01p EWR	1 stop DTW	3h 48m	
United	05:29p EWR → 07:20p CMH	Nonstop	1h 51m	\$456.70

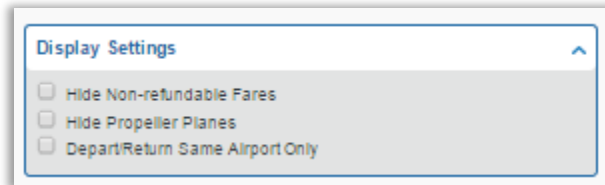
- Sliding the Outbound, and Return sliders allows you to limit flights departing and arriving between more specific windows



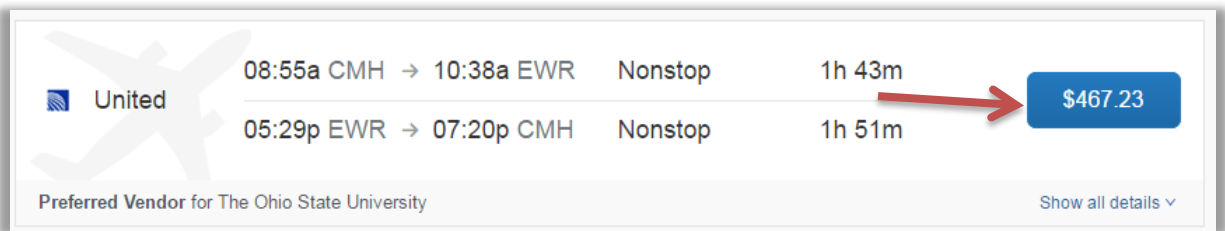
- Sliding the “Price” slider allows you to quickly cap the maximum fare amount you would like to see.



- 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 blue button displaying the price for that flight.



NOTE: If you encounter fares with yellow warning symbols, see the guide titled “Avoiding Basic Economy Fares” located at osutavel.osu.edu. (Path: **Book Online** → **Concur Reference/Training**)

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

DEPART	✕ Thu, Jun 30 – Columbus, OH to Newark, NJ	Hide details ^
Thu, Jun 30	08:55a CMH → 10:38a EWR	1h 43m
	United #4334	View seats / Embraer RJ135/140/145
RETURN	✕ Fri, Jul 1 – Newark, NJ to Columbus, OH	Hide details ^
Fri, Jul 1	05:29p EWR → 07:20p CMH	1h 51m
	United #3748	View seats / Embraer RJ135/140/145

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

- 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 “UNIV/OSUMC”. If you are paying from a sponsored programs grant (OSURF) you must select “OSP/OSURF”. If you are unsure stop and ask your department’s fiscal area, or contact the travel office at 614/292-9290.

How would you like to pay?

(1) UNIV / OSUMC* (...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.

- 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.

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.

<p>Trip Name This will appear in your upcoming trip list.</p> <input type="text" value="Trip from Columbus to New York"/>	<p>Trip Description (optional) Used to identify the trip purpose</p> <input type="text"/>
<p>Comments for the Travel Agent (optional) Special Requests may incur a higher service fee.</p> <input type="text"/>	<p>Send a copy of the confirmation to: </p> <input type="text" value="tobias.59@osu.edu"/> <p>Send my email confirmation as</p> <input checked="" type="radio"/> HTML <input type="radio"/> 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]

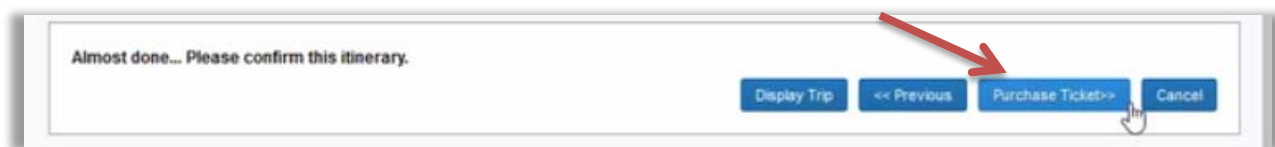
You may HOLD this reservation until: 03/28/2015 12:55 am Eastern

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.”

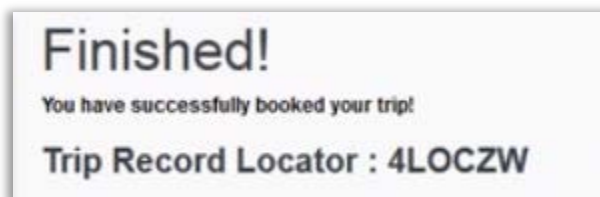
NOTE: Clicking “Cancel” will result in cancelling your reservation, and you will have to restart the booking process.

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.

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”



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

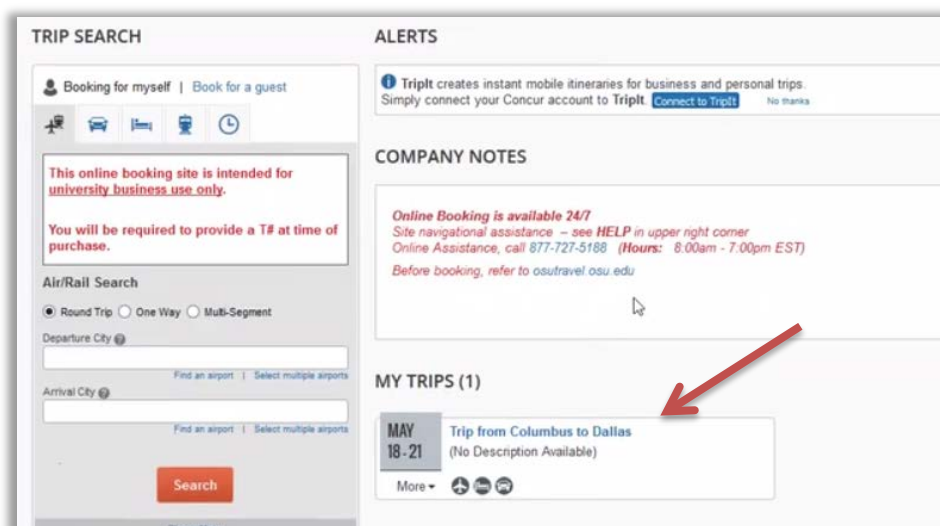


- Within 3-5 minutes you should receive an email from Concur, confirming your booking was received by the travel agency. At that point your trip will go through a quality control process at Corporate Travel Planners, and then be ticketed.

16. You should receive an email within 1-2 hours stating that your airfare has been ticketed.

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