Changing or Canceling Airfare
Travel Office: Concur Job Aid

! IMPORTANT REMINDERS:

- Concur is for university business use ONLY – no personal travel is permitted to be booked through Concur.
- An approved Spend Authorization (SA#) is required at purchase.
- Access to Concur is limited to employees only (no contingent or part time employee access).
- Your Concur access is based on the agency that supports your travel demographic in Workday:
  - If you are UNIV, OSUP, Health System = Concur with Corporate Travel Planners (Individual business travel)
  - If you are ATHLETICS = Concur with Anthony Travel (Athletics business travel)

Go to >> Change Airfare
Go to >> Cancel Airfare

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or travel@osu.edu.
# Change Airfare

## Important Notes:
- If you are changing the departure flight, you are changing the whole flight itinerary.
- You can only change trips that contain a single ticket. For trips with multiple tickets (e.g., departure with a different airline then the return), contact the contracted travel agency for assistance.

1. Navigate to Concur located at the [Travel website](#).
2. Click "Book Travel Online" icon
3. Login with OSU credentials (e.g., name.# and password) and respond to duo pass.
   - Based on your login credentials, you will automatically be directed to the appropriate OSU instance of Concur based on your primary assignment (University or Athletics).
4. Click OK at the Login Warning.

<table>
<thead>
<tr>
<th>Login Warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note Important Travel Guidelines from The Ohio State University. Please read Company Notes upon login.</td>
</tr>
<tr>
<td>Profile set-up instructions:</td>
</tr>
<tr>
<td>Before booking, verify that your Profile details are accurate for both the traveler and the arranger (when applicable).</td>
</tr>
<tr>
<td>- Upon login, go to Profile in upper right-hand corner</td>
</tr>
<tr>
<td>- Select Profile Settings</td>
</tr>
<tr>
<td>- Update all required fields and SAVE</td>
</tr>
<tr>
<td>General reminders:</td>
</tr>
<tr>
<td>- This online booking site is intended for university business use only</td>
</tr>
<tr>
<td>- An approved SA# is required at time of purchase</td>
</tr>
<tr>
<td>- If you are experiencing technical issues, please contact Online Assistance, call 877-208-1396</td>
</tr>
</tbody>
</table>

5. Open the flight itinerary from the My Trips section on the main page to display change/cancel links.
Important Note for Travel Assistants ONLY:

If you are making a change on behalf of the traveler, you must be assigned as the travel assistant in the traveler’s Concur profile.

- Before selecting My Trips (step 5), click “Profile” in the upper right-hand corner of the page to switch to the profile of the traveler whose airfare you will be changing.
- Under “Acting on other user” section, place your cursor in the drop-down box.
- Select the name of the traveler for whom you will be flight changes.
- Click the “Start Session” button.
- Upon switching to another user’s profile, the top right will change to “Acting as...” and the name of the traveler will be displayed....return to step 5.

For instructions on assigning a travel assistant, see the resource guide titled: Assigning a Travel Assistant in Concur located in the Company Notes section under Reference Guides or at the Travel website under Training and Job Aids – Concur Booking Tool.

6. From the selected reservation in My Trips, click the “Change” link.
7. Change search criteria to new travel departure dates/times on flight segments.
   - Click checkbox and enter first flight segment information (departure).

   ![Change Flight dialog box showing flight segment information.]

   - Click checkbox and enter second flight segment information (return).

   ![Change Flight dialog box showing flight segment information.

   - Click the blue “Search” button. The system will use this new criteria to search the database and bring back flight options to select.
8. Choose the departure flight by clicking the “Select” button.

9. Choose your return flight by clicking the “Select” button.
10. Now that you have selected both the departure and return flight segments, click the “Get Price” button.

11. The new flight segments have been added to your itinerary. Choose “Purchase New Flights” button to complete the exchange using the same SA# and payment method as the original flight itinerary.
• Within minutes, the traveler (and travel assistant, when applicable) should receive an email, confirming the new booking was received by the travel agency. At that point, the new itinerary will go through a quality control process at the travel agency, and then be ticketed.

• The traveler (and travel assistant, when applicable) should receive a second email from the travel agency marked “Confirmed/Ticketed or Electronic Invoice” within 1-2 hours stating that the airfare has been ticketed. This email will contain your method of payment and is considered the airfare receipt that will be uploaded to the Expense Report in Workday.

*If you do not receive the receipt confirming the flight has been ticketed within 2 hours, contact the contracted travel agency to check the status.
Cancel Airfare:

Important Notes:

- You must cancel a flight 90-minutes prior to departure time to retain any ticket value. Cancelled flights after this timeframe have no value.
- Once a traveler has checked in with an airline for their flight, online changes cannot be made. You will need to contact a full-service agent at the contracted travel agency.

1. Navigate to Concur located at the Travel website.
2. Click “Book Travel Online” icon
3. Login with OSU credentials (e.g., name.# and password) and respond to duo pass.
   a. Based on your login credentials, you will automatically be directed to the appropriate OSU instance of Concur based on your primary assignment (University or Athletics).
4. Click OK at the Login Warning.

5. Open the flight itinerary from the My Trips section on the main page to display change/cancel links.
Important Note for Travel Assistants ONLY:

If you are canceling a flight on behalf of the traveler, you must be assigned as the travel assistant in the traveler’s Concur profile.

- Before selecting My Trips (step 5), click “Profile” in the upper right-hand corner of the page to switch to the profile of the traveler whose airfare you will be changing.
- Under “Acting on other user” section, place your cursor in the drop-down box.
- Select the name of the traveler for whom you will be canceling a flight.
- Click the “Start Session” button.
- Upon switching to another user’s profile, the top right will change to “Acting as...” and the name of the traveler will be displayed....return to step 5.

For instructions on assigning a travel assistant, see the resource guide titled: Assigning a Travel Assistant in Concur located in the Company Notes section under Reference Guides or at the Travel website under Training and Job Aids – Concur Booking Tool.

6. From the selected reservation in My Trips, click the “Cancel All Air” link. The traveler (and travel assistant, when applicable) will receive a cancel confirmation email.