



## Changing Airfare Plans

### Changing Airfare Itinerary in Concur

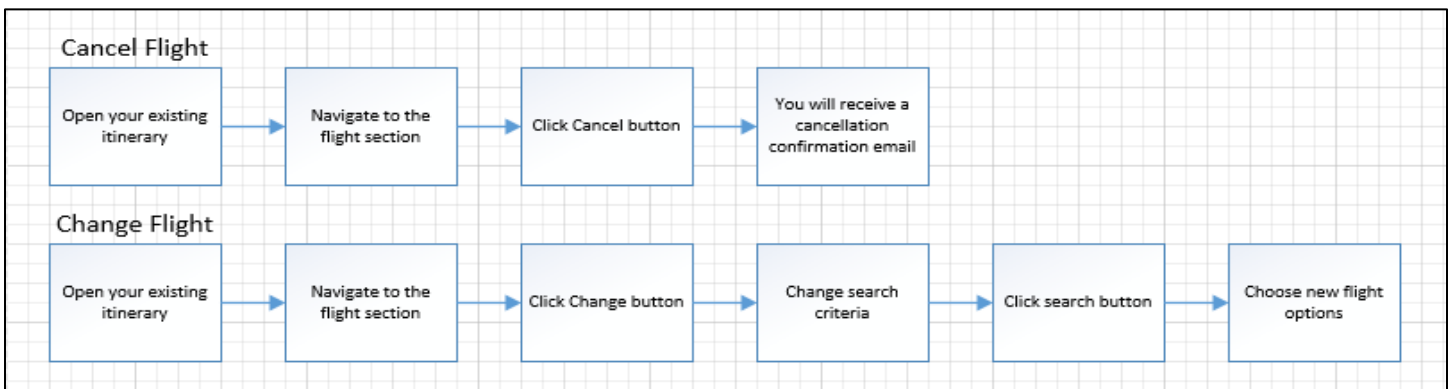
[Traveler Role](#)

[Travel Arranger Role](#)

### Changing Airfare Itinerary with an Agent

[Traveler Role and Travel Arranger Role](#)

### Changing Airfare Itinerary in Concur for the Traveler Role – Process Flow

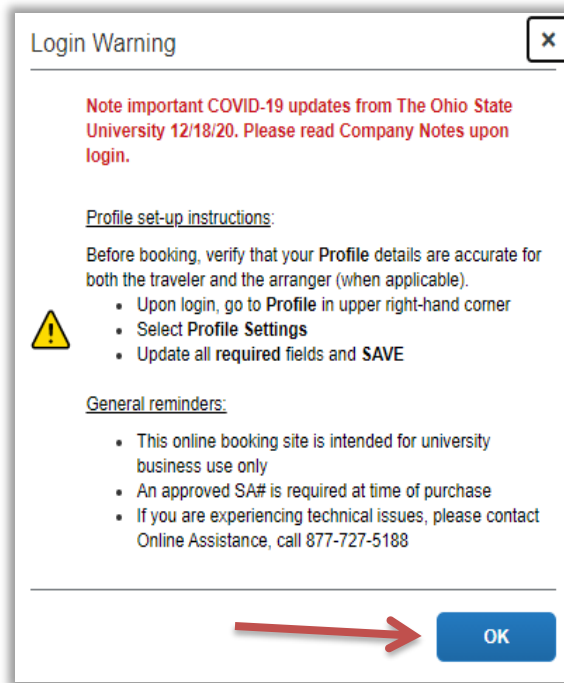


**Note:** You must cancel a flight 90-minutes prior to departure time in order to retain any ticket value. Cancelled flights after this timeframe have no value.

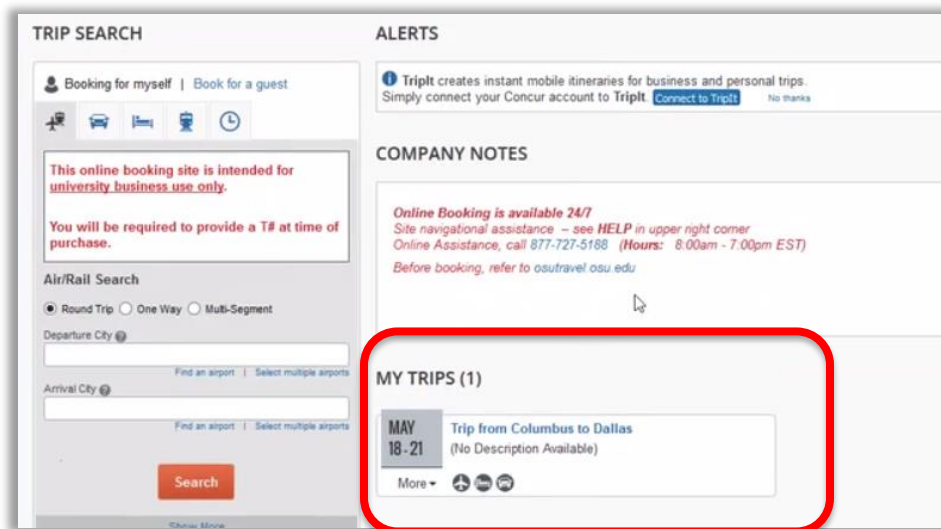
**Note:** Once a traveler has checked in with an airline for their flight, online changes cannot be made. You will need to call a full-service agent at 855-784-9282.

1. Navigate to the Concur tool via the [busfin.osu.edu/buy-schedule-travel/travel](https://busfin.osu.edu/buy-schedule-travel/travel).
  - Select “**Book Travel Online**”.
  - 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 travel information. Please note, this information changes regularly, so please review it each time.
- Read the dialog box and click “OK”.



2. Open your existing flight itinerary from the My Trips section on the main page.

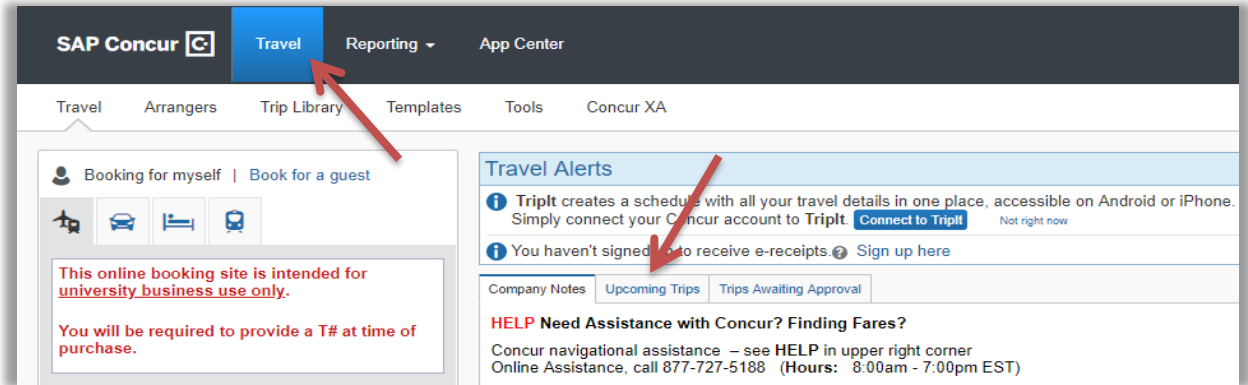


3. Navigate to the flight section that contain the “Change” and “Cancel all Air” links.

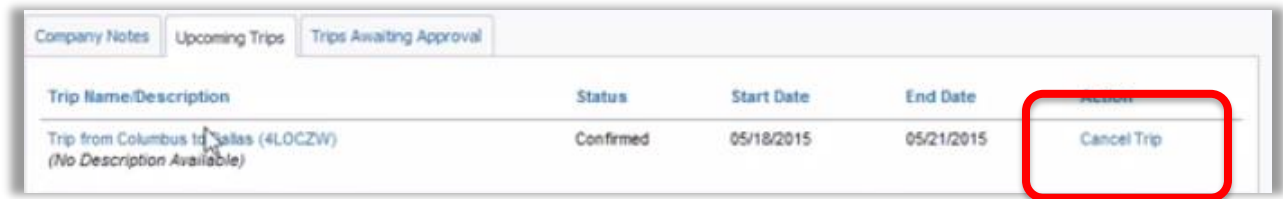
The screenshot shows a flight reservation interface. At the top, a dark grey header contains the word "RESERVATIONS" in white. Below this, a lighter grey bar shows the date "Tuesday, April 09, 2019". The main content area features a vertical timeline on the left with an airplane icon at the top. The first flight segment is titled "Flight Columbus, OH (CMH) to Dallas, TX (DFW)". To the right of this title, a red rectangular box highlights the links "Change | Cancel all Air". Below the flight title, the carrier and flight number "American Airlines 1257" are listed. The departure information includes "Departure: 11:30 AM" from "John Glenn Columbus Intl Airport (CMH)" with a duration of "2 hours, 39 minutes" and "Nonstop". The arrival information is "Arrival: 01:09 PM" at "Dallas/Fort Worth Intl Airport (DFW)" in "Terminal: 0". The status is "Confirmation: DPUPVU" and "Status: Confirmed". A separate box on the right shows "Seat: 31F" with a "Change seat" link. Under "Additional Details", it lists "Aircraft: Douglas MD-80", "E-Ticket", "Cabin: Economy (Q)", "Distance: 923 miles", and "Meal: Food for purchase". A "Remarks" section states "YOUR AMERICAN AIRLINES CONFIRMATION NUMBER IS DPUPVU" and "2 hr, 41 min layover at Dallas/Fort Worth Intl Airport (DFW)". The second flight segment is titled "Flight Dallas, TX (DFW) to San Antonio, TX (SAT)".

4. To cancel your flight, click the “Cancel all Air” link. You will receive a cancel confirmation email from the Concur system.

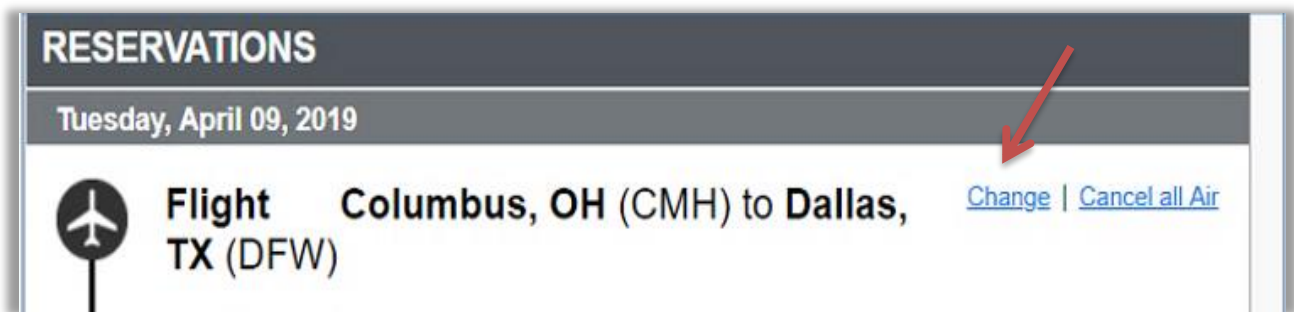
- There is another option to cancel your trip. First, click into the Travel tab at the top left of the page. Then navigate to the Upcoming Trips tab.



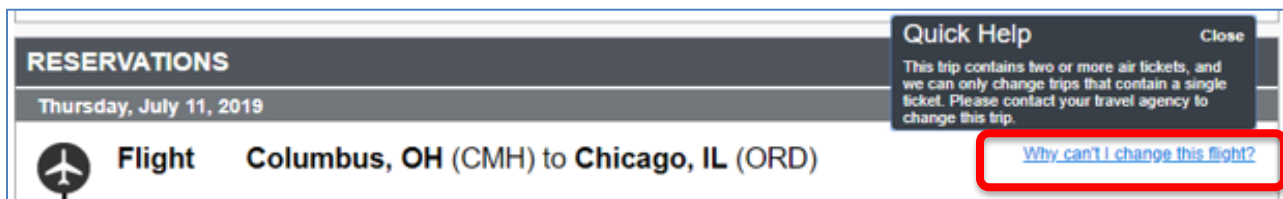
- Review the Trip Name/Description and click the Action link “Cancel Trip”.



5. To change your flight, click the “Change” link in your flight itinerary.



**Note:** If you are changing the departure flight, you are changing the whole flight itinerary.



**Note:** You can only change trips that contain a single ticket. For trips with multiple tickets, contact the travel agency for assistance.

6. Change search criteria to new travel departure dates/times on flight segments.
- Click checkbox and enter first flight segment information (departure).

**Change Flight** ✕

Make changes to the following flight segments:

- John Glenn Columbus Intl Airport (CMH) to San Antonio Intl Airport (SAT)  
From: CMH - John Glenn Columbus Intl Airport - Col  
To: SAT - San Antonio Intl Airport - San Antonio, T.  
Depart: 04/09/2019 dep 11:00 am ± 8
- San Antonio Intl Airport (SAT) to John Glenn Columbus Intl Airport (CMH)
- Flights w/ no double connections

**Search** **Cancel**

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

The screenshot shows a 'Change Flight' dialog box with a close button (X) in the top right corner. The main content area is divided into two sections. The top section is for the current flight segment, with 'From' set to 'CMH - John Glenn Columbus Intl Airport - Colt' and 'To' set to 'SAT - San Antonio Intl Airport - San Antonio, T.'. The 'Depart' date is '04/09/2019', the time is '11:00 am', and the time zone is '± 8'. The bottom section is for a return flight segment, which is selected with a checked checkbox. It has 'From' set to 'SAT - San Antonio Intl Airport - San Antonio, T.' and 'To' set to 'CMH - John Glenn Columbus Intl Airport - Colt'. The 'Depart' date is '04/10/2019', the time is '08:00 am', and the time zone is '± 8'. Below the return segment is an unchecked checkbox labeled 'Flights w/ no double connections'. At the bottom of the dialog are two buttons: 'Search' and 'Cancel'.


7. 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 your departure flight by clicking the “Select” button.


Depart Return

Columbus, OH - Tue, Apr 16

Flight Number Search   Sorted By: Depart - Earliest  Displaying: 24 out of 24 results. Previous 1 2 3 Next | All


	05:20a CMH → 06:53a CLT American Airlines	Nonstop	Economy	<input type="button" value="Select"/>
	07:30a CLT → 09:13a SAT American Airlines	Nonstop	Economy	

Preferred Airline for The Ohio State University


4h 53m  / American Airlines 4680, American Airlines 5292 - [View seats](#)  
Embraer E-175, Canadair Regional Jet 900 (Worldspan)

9. Choose your return flight by clicking the “Select” button.

DEPART  Tue, Apr 16 - Columbus, OH to San Antonio, TX / 37m layover in Charlotte, NC

	05:20a CMH → 06:53a CLT American Airlines	Nonstop	Economy	<input type="button" value="Remove"/>
	07:30a CLT → 09:13a SAT American Airlines	Nonstop	Economy	


Preferred Airline for The Ohio State University

4 hours 53 minutes  / American Airlines 4680, American Airlines 5292 - [View seats](#)  
Embraer E-175, Canadair Regional Jet 900 (Worldspan)

Depart Return

San Antonio, TX - Thu, Apr 18

Flight Number Search   Sorted By: Depart - Earliest  Displaying: 24 out of 24 results. Previous 1 2 3 Next | All

	05:00a SAT → 06:16a DFW American Airlines	Nonstop	Economy	<input type="button" value="Select"/>
	07:10a DFW → 10:39a CMH American Airlines	Nonstop	Economy	

Preferred Airline for The Ohio State University

4h 39m / American Airlines 2266, American Airlines 1257 - [View seats](#)  
32B, McDonnell Douglas MD-80 (Worldspan)



10. Now that you have selected both the depart and return flight segments, click the “Get Price” button.

**DEPART** ✕ Tue, Apr 16 – Columbus, OH to San Antonio, TX / 37m layover in Charlotte, NC

<b>05:20a</b>	CMH → 06:53a CLT	Nonstop	Economy	<a href="#">Remove</a>
<b>07:30a</b>	CLT → 09:13a SAT	Nonstop	Economy	

Preferred Airline for The Ohio State University 4 hours 53 minutes / American Airlines 4680, American Airlines 5292 - [View seats](#)  
Embraer E-175, Canadair Regional Jet 900 (Worldspan)

**RETURN** ✕ Thu, Apr 18 – San Antonio, TX to Columbus, OH / 54m layover in Dallas, TX

<b>05:00a</b>	SAT → 06:16a DFW	Nonstop	Economy	<a href="#">Remove</a>
<b>07:10a</b>	DFW → 10:39a CMH	Nonstop	Economy	

Preferred Airline for The Ohio State University 4 hours 39 minutes / American Airlines 2266, American Airlines 1257 - [View seats](#)  
32B, McDonnell Douglas MD-80 (Worldspan)

[Get Price](#)

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.

## Flight Information

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
American Airlines	1257	CMH	DFW	Apr 09 11:30 am	Apr 09 01:09 pm	Q
American Airlines	311	DFW	SAT	Apr 09 03:50 pm	Apr 09 04:53 pm	Q
American Airlines	1230	SAT	ORD	Apr 10 08:10 am	Apr 10 11:09 am	Q
American Airlines	3399	ORD	CMH	Apr 10 12:20 pm	Apr 10 02:26 pm	Q

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
American Airlines	4680	CMH	CLT	Apr 16 05:20 am	Apr 16 06:53 am	S
American Airlines	5292	CLT	SAT	Apr 16 07:30 am	Apr 16 09:13 am	S
American Airlines	2266	SAT	DFW	Apr 18 05:00 am	Apr 18 06:16 am	V
American Airlines	1257	DFW	CMH	Apr 18 07:10 am	Apr 18 10:39 am	V

**Exchange details**

Original Airfare:	USD394.48
New Airfare:	USD908.10
Airfare Difference:	USD513.62
<b>Forfeited Fare Amount:</b>	0.00
Exchange Fee:	USD200.00
<b>Total Cost of Exchange:</b>	<b>USD713.62</b>

The new air segment(s) have been added to your itinerary. Please choose “Purchase New Flights” to complete the exchange or “Cancel Flight Exchange” to cancel your change.

[Cancel Flight Exchange](#)
[Purchase New Flights](#)

12. Within minutes, you and/or your travel arranger will receive an email to summarize the changes in the itinerary. This is your opportunity to review the itinerary for errors. At that point, your trip will go through a quality control process at CTP and then the airfare will be ticketed.
13. Within 1-2 hours, you and your travel arranger will receive an email from CTP indicating that your airfare has been ticketed. This airfare receipt contains itinerary details and method of payment that must be uploaded to the eTravel System per policy.

**If you do not receive the receipt confirming the flight has been ticketed within 2 hours, call the agency at 1-855-784-9282 to check the status.**

Void Period for New Tickets: within 24 business hours of ticketing

Void Period for Exchanged Tickets: midnight that same day of ticketing

If the airline needs to change or cancel your flight, they will contact CTP. A CTP representative will in turn email you to confirm if the change is acceptable for you and to assist with other possible options if necessary.

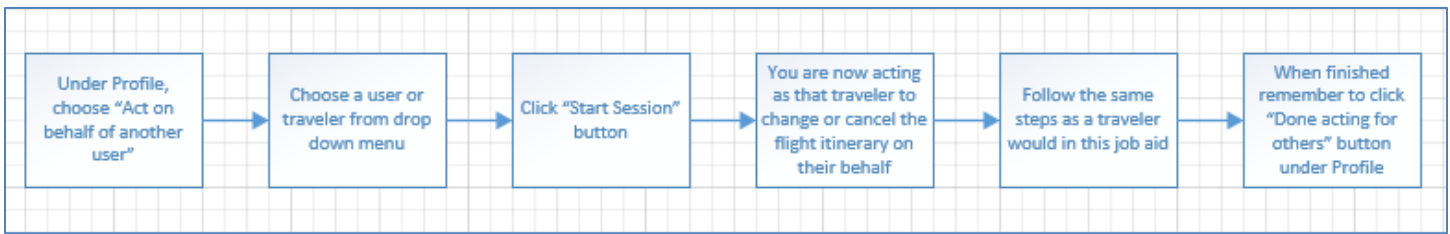
If the change or cancellation is within 24 hours of departure time, the airlines will use the contact phone number on your reservation to contact you directly.

**Note:** It is best practice to download the airline's online app to your phone and check for delays/cancellations periodically.

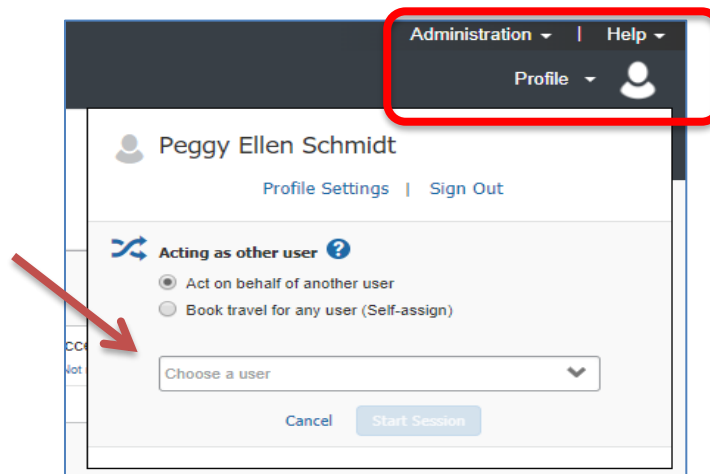
**Disclaimer:** This information should be used as a guideline as every airline has different policies and procedures.

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or [travel@osu.edu](mailto:travel@osu.edu).

## Changing Airfare Itinerary in Concur for the Travel Arranger Role – Process Flow



1. Navigate to the Concur tool via the [busfin.osu.edu/buy-schedule-travel/travel](https://busfin.osu.edu/buy-schedule-travel/travel).
  - Select **"Book Travel Online"**.
  - You will then be prompted to enter your OSU login credentials; this is your *name.#* and associated password.
  - You will now need to switch to the profile of the employee whose airfare you will be booking.
2. Click **"Profile"** in the upper right-hand corner of the page.

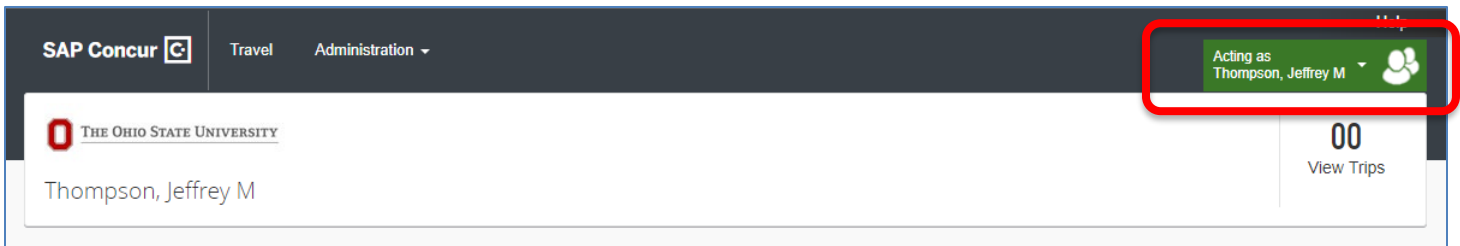


3. Under "Act on behalf of another user" section, place your cursor in the drop-down box.
4. Select the name of the employee for whom you will be arranging flights.

**Note:** If the traveler's name does not appear in this drop-down list, then they have not yet assigned you as their Travel Assistant.

For instructions on assigning a travel assistant, see the resource guide titled: [Assigning a Travel Assistant in Concur](#) on the Travel website.

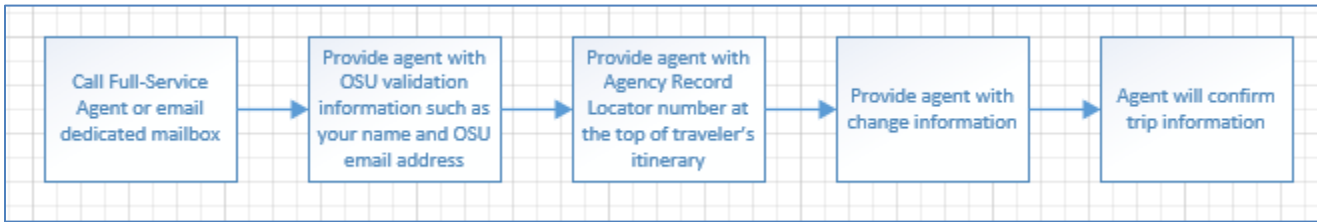
5. Click the "Start Session" button.
6. Upon switching to another user's profile, the top right will change to "Acting as..." and the name of the traveler will be displayed at the top of the page.



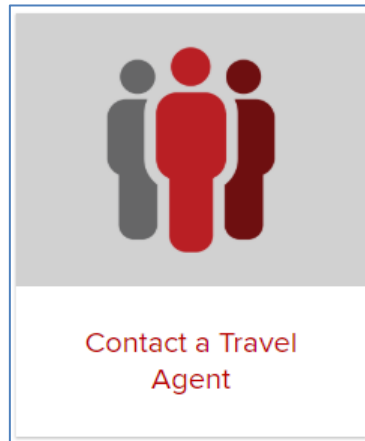
7. You are ready to change and/or cancel their flight plans on their behalf.
8. Follow the same steps the traveler would in this resource guide.

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or [travel@osu.edu](mailto:travel@osu.edu).

## Changing Airfare Itinerary with an Agent for the Traveler and Travel Arranger Role-Process Flow



1. Navigate to the [Travel website](#).
2. Select “**Contact a Travel Agent**”.



3. Click either “Call a Full-Service Agent” or “Email Full-Service Booking Request”.



4. Retrieve contact information to call full-service agent or email agency.

**Corporate Travel Planners (CTP)**

▼ Call a Full Service Agent

Contact a Full Service Agent for consultation, quotes or to book travel services. Agency fee only applicable at purchase. OSU validation and T# required for purchase.

Phone: 855-784-9282 (toll free)  
Hours: M-F 8am-7pm EST  
Agency Fees: \$18.00 (domestic) | \$18.00 (international)

▼ Email Full Service Booking Request

Email a Full Service Agent for consultation, quotes or to book travel services. Agency fee only applicable at purchase. OSU validation and T# required for purchase.

Email: [theohiostate@ctp-travel.com](mailto:theohiostate@ctp-travel.com)  
Hours: M-F 8am-7pm EST  
Agency Fees: \$18.00 (domestic) | \$18.00 (international)

5. Provide agent with your OSU credentials so they can validate your university affiliation.

6. Provide agent with Agency Booking Confirmation Number that can be found at the top of the emailed ticketed itinerary or traveler’s last name.

Reply Reply All Forward IM  
Tue 4/9/2019 10:31 AM

**TJ** Thompson, Jeffrey  
FW: CONFIRMED/TICKETEDESPANA 23APR Cucuta, Colombia

To Schmidt, Peggy


N9B9OM.pdf  
89 KB

AV Flight number 9452 BOG CUC Departs 614 PM (Local Time) MEGAN FABBRI ESPANA.ics  
1 KB


AV Flight number 9723 CUC BOG Departs 1058 AM (Local Time) MEGAN FABBRI ESPANA.ics

**From:** Concur Online <[online@ctptravelservices.com](mailto:online@ctptravelservices.com)>  
**Sent:** Saturday, April 6, 2019 1:21 PM  
**To:** [espana.5@osu.edu](mailto:espana.5@osu.edu)  
**Subject:** CONFIRMED/TICKETEDESPANA 23APR Cucuta, Colombia

Created 4/6/2019 12:21 PM CDT

 **CTP**  
CORPORATE TRAVEL PLANNERS  
TRAVEL LEADERS™

THE OHIO STATE UNIVERSITY  
AGENTS ASSIST (855) 784-9282  
M-F 8AM-7PM EST  
AFTER HOURS ASSIST (833) 200-0261, M-F 7PM-8AM EST (WEEKENDS ALL DAY)

 THE OHIO STATE UNIVERSITY

If email attachments are not compatible with your company calendar configuration, click on the links below to add to your calendar.  
For a single calendar entry click [here](#)

**Travel Itinerary**  
Agency Booking Confirmation Number: N9B9OM

Passenger Names

7. Explain the changes that are needed with the itinerary.
8. Agent will review the new trip itinerary with you for accuracy and email you a confirmation.
9. Within minutes, you and/or your travel arranger will receive an email to summarize the changes in the itinerary. This is your opportunity to review the itinerary for errors. At that point, your trip will go through a quality control process at CTP and then the airfare will be ticketed.
10. Within 1-2 hours, you and your travel arranger will receive an email from CTP indicating that your airfare has been ticketed. This airfare receipt contains itinerary details and method of payment that must be uploaded to the eTravel System per policy.

If you do not receive the receipt confirming the flight has been ticketed within 2 hours, call the agency at 1-855-784-9282 to check the status.

Void Period for New Tickets: within 24 business hours of ticketing

Void Period for Exchanged Tickets: midnight that same day of ticketing

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or [travel@osu.edu](mailto:travel@osu.edu).