



## ! 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](#)

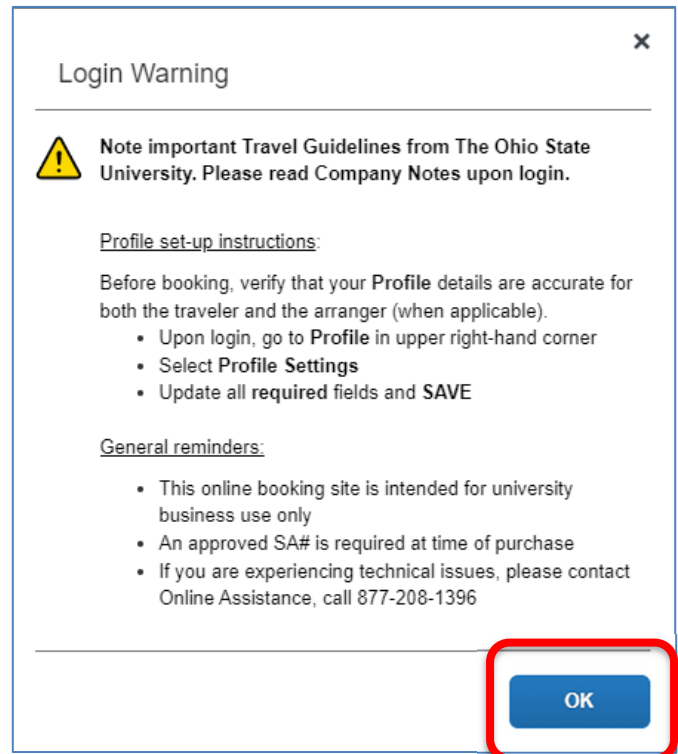
If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or [travel@osu.edu](mailto:travel@osu.edu).

## Change Airfare

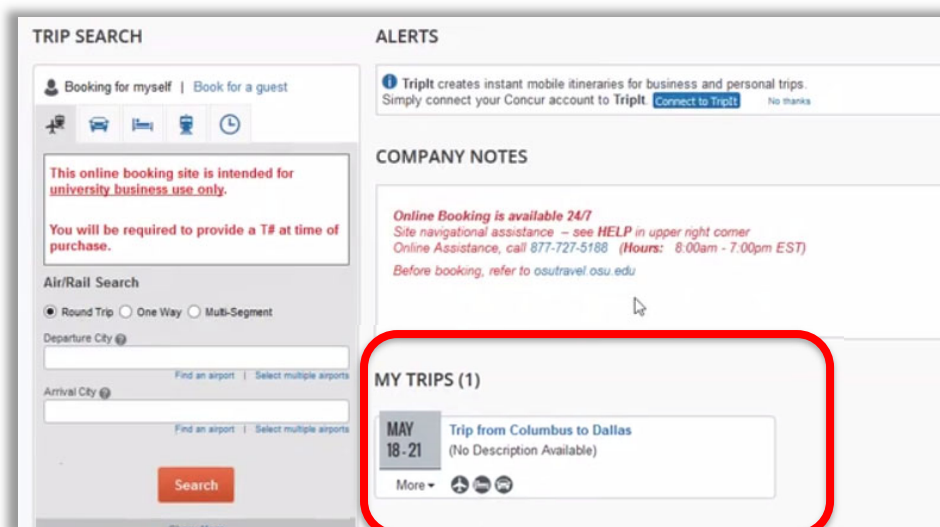
### Important Notes:

- 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 than 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.



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.

## RESERVATIONS

Tuesday, April 09, 2019

**Flight** Columbus, OH (CMH) to Dallas, TX (DFW)[Change](#) | [Cancel all Air](#)

**American Airlines 1257**

**Departure: 11:30 AM**  
John Glenn Columbus Intl Airport (CMH)  
Duration: 2 hours, 39 minutes  
Nonstop

**Confirmation: DPUPVU**  
Status: **Confirmed**

**Seat: 31F**  
[Change seat](#)

**Arrival: 01:09 PM**  
Dallas/Fort Worth Intl Airport (DFW)  
Terminal: 0

**Additional Details**

Aircraft: Douglas MD-80  
E-Ticket  
Cabin: Economy (Q)

Distance: 923 miles  
Meal: Food for purchase

**Remarks**

YOUR AMERICAN AIRLINES CONFIRMATION NUMBER IS DPUPVU

2 hr, 41 min layover at Dallas/Fort Worth Intl Airport (DFW)

**Flight** Dallas, TX (DFW) to San Antonio, TX (SAT)

7. Change search criteria to new travel departure dates/times on flight segments.

- Click checkbox and enter first flight segment information (departure).

The screenshot shows a 'Change Flight' dialog box with a red rectangle highlighting the first flight segment. The segment is checked and labeled 'John Glenn Columbus Intl Airport (CMH) to San Antonio Intl Airport (SAT)'. The 'From' field contains 'CMH - John Glenn Columbus Intl Airport - Colt', the 'To' field contains 'SAT - San Antonio Intl Airport - San Antonio, T.', the 'Depart' date is '04/09/2019', the time is '11:00 am', and there is a '± 8' dropdown. Below this, the second segment is unchecked and labeled 'San Antonio Intl Airport (SAT) to John Glenn Columbus Intl Airport (CMH)'. At the bottom, there is a 'Search' button and a 'Cancel' button.

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

The screenshot shows the same 'Change Flight' dialog box, but now the second flight segment is selected and highlighted with a red rectangle. The segment is checked and labeled 'San Antonio Intl Airport (SAT) to John Glenn Columbus Intl Airport (CMH)'. The 'From' field contains 'SAT - San Antonio Intl Airport - San Antonio, T.', the 'To' field contains 'CMH - John Glenn Columbus Intl Airport - Colt', the 'Depart' date is '04/10/2019', the time is '08:00 am', and there is a '± 8' dropdown. The first segment is now unchecked. The 'Search' and 'Cancel' buttons are at the bottom.

- 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.

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

American Airlines

05:20a CMH → 06:53a CLT

Nonstop

Economy

American Airlines

07:30a CLT → 09:13a SAT

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)

Select

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

American Airlines

05:20a CMH → 06:53a CLT

Nonstop

Economy

American Airlines

07:30a 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)

Remove

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

American Airlines

05:00a SAT → 06:16a DFW

Nonstop

Economy

American Airlines

07:10a DFW → 10:39a CMH

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)

Select

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

DEPART

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

American Airlines

05:20a CMH → 06:53a CLT

Nonstop

Economy

07:30a CLT → 09:13a SAT

Nonstop

Economy

Remove

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

American Airlines

05:00a SAT → 06:16a DFW

Nonstop

Economy

07:10a DFW → 10:39a CMH

Nonstop

Economy

Remove

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

Forfeited Fare Amount: 0.00

Exchange Fee: USD200.00

Total Cost of Exchange: USD713.62

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

Last Updated: January 2023

- 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.

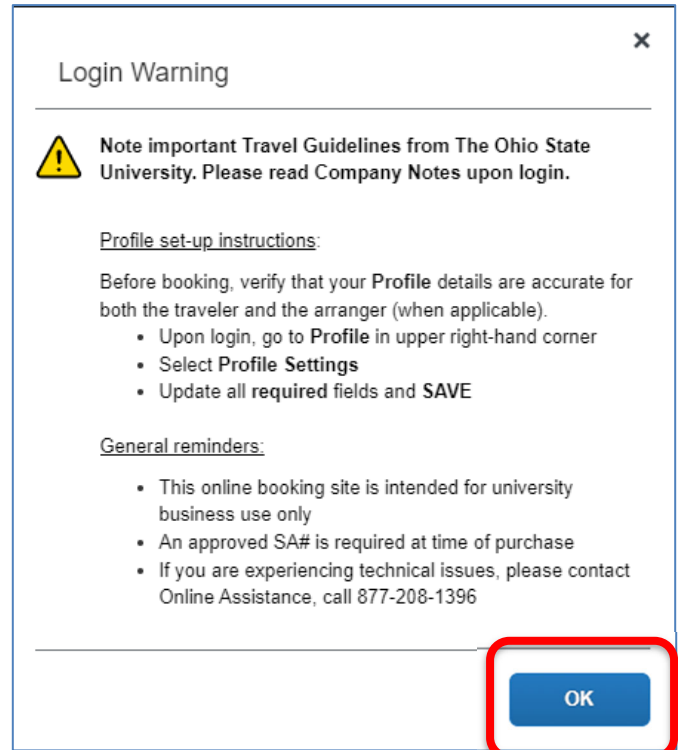


## Cancel Airfare:

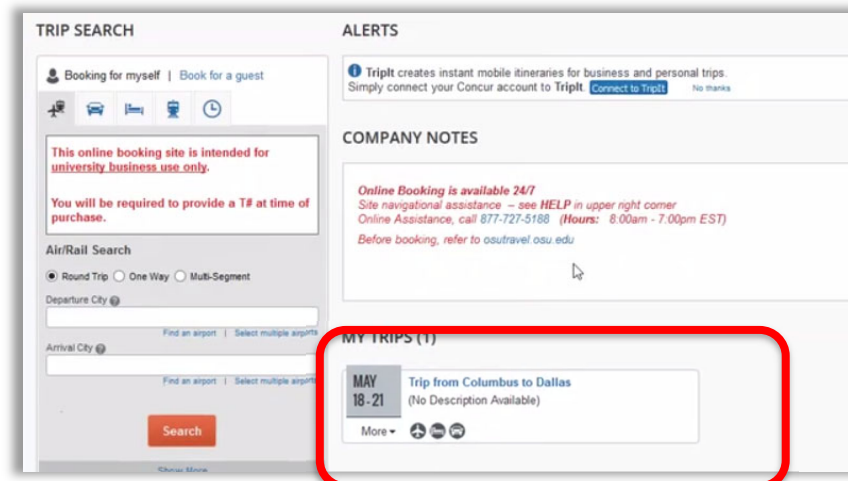
### Important Notes:

- 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.

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  - 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.



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- 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.

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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.

**RESERVATIONS**

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