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

1. Navigate to the Concur tool via the Travel website.
   
   • Select “Book Travel Online” icon.

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.
• You will receive a popup with important information.
• Read the dialog box, and then 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.

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. Navigate to the “Upcoming Trips” tab under the Travel main menu.
• 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).

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

9. Choose your return flight by clicking the “Select” button.
10. Now that you have selected both the depart 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 T# and payment method as the original flight itinerary.
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.
Changing Airfare Itinerary in Concur for the Travel Arranger Role – Process Flow

1. Navigate to the Concur tool via the Travel website.
   - Select “Book Travel Online” icon.
   - You will receive a popup with important information.
   - Read the dialog box and then click “OK.”

   ![Login Warning](image)

   - 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.
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”.

<table>
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<tr>
<th>Call Full-Service Agent or email dedicated mailbox</th>
<th>Provide agent with GSUM validation information such as your name and OSU email address</th>
<th>Provide agent with Agency Record Locator number at the top of traveler’s itinerary</th>
<th>Provide agent with change information</th>
<th>Agent will confirm trip information</th>
</tr>
</thead>
</table>

![Contact a Travel Agent](#)

![INDIVIDUAL BUSINESS TRAVEL](#)
4. Retrieve contact information to call full-service agent or email agency.

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.
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.