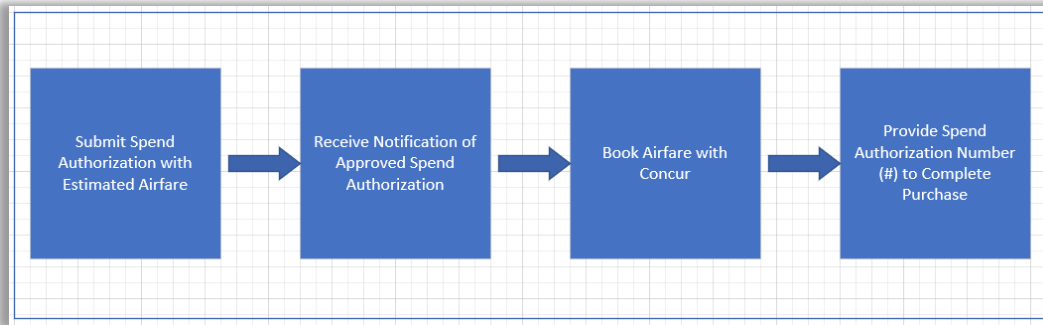
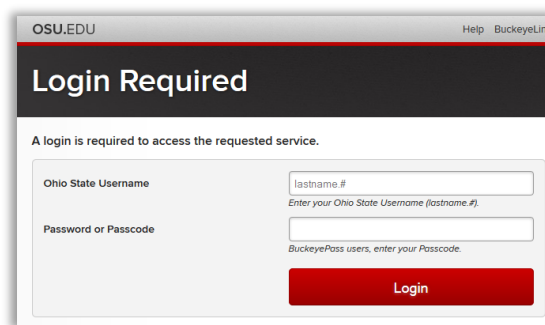


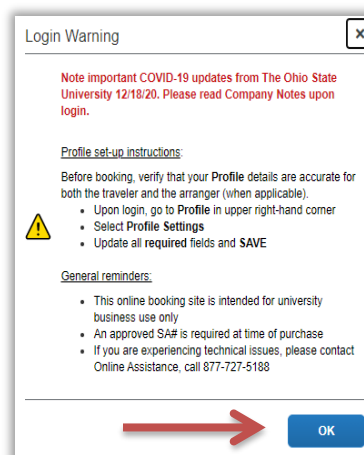
Booking Airfare for a Guest



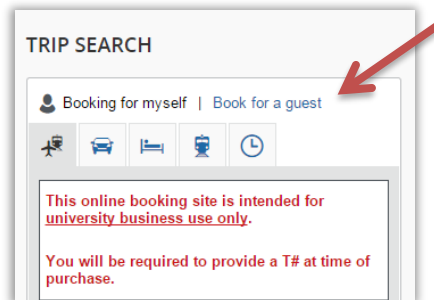
1. Navigate to the Concur tool via the OSU Travel website (busfin.osu.edu/buy-schedule-travel/travel)
 - Select **“Book Travel Online”**.
 - You will then be prompted to enter your OSU login credentials; this is your *name.#* and associated password.



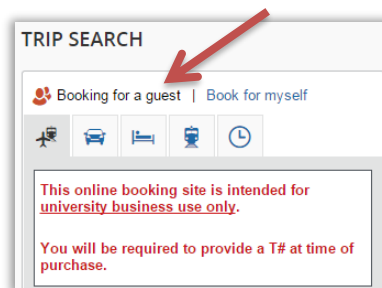
- After logging in, you will receive a popup with important travel information. Please note, this information changes regularly, so please review it each time.
- Read the dialog box and click **“OK”**.



1. Verify that all information in your Concur Profile is accurate. If all the information in your profile is complete and accurate, move to the next step.
 - For more information see the document: *Completing Your Concur Profile* located at busfin.osu.edu/buy-schedule-travel/travel.
2. Under Trip Search select the blue link “Book for a guest”.

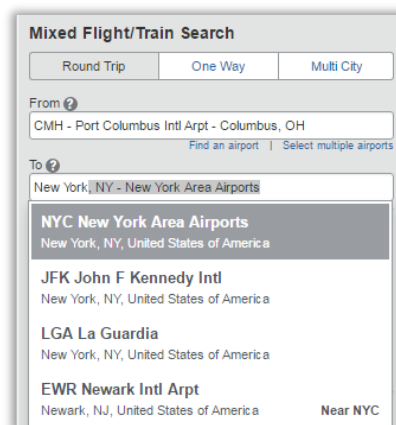


- Above the search box, you should now see “Booking for a guest”.



2. Click the Tab for Mixed Flight/Train Search

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



3. 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.

The screenshot shows two filter sections. The 'Departure' section has a date of 04/06/2015, an 'arrive' dropdown, a time of 08:00 am, and a range of ± 2. The 'Return' section has a date of 04/10/2015, a 'depart' dropdown, a time of Evening, and a range of ± 8. Both sections have a blue dropdown arrow on the right.

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

The screenshot shows search filters: 'Class' set to Economy class, 'Search by' set to Price, and a checkbox for 'Flights w/ no double connections' which is checked. A red arrow points to an orange 'Search' button.

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.

5. 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 you 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

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

- Sliding the Outbound and Return sliders allows you to search flight departing and arriving times more specifically.

- 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 refundable fares only, flights departing and returning from the same airport, as well as excluding flights on propeller planes.

7. Once you have filtered your flights and found the one you would like, select the blue button displaying the price for that flight.

The screenshot shows a flight selection interface for United. It features two flight options: 08:55a CMH → 10:38a EWR (1h 43m) and 05:29p EWR → 07:20p CMH (1h 51m). A red arrow points to a blue button displaying the price \$467.23. Below the flight options, it states "Preferred Vendor for The Ohio State University" and a "Show all details" link.

NOTE: If you encounter fares with yellow warning symbols, see the guide titled “Avoiding Basic Economy Fares” located at busfin.osu.edu/buy-schedule-travel/travel.

8. You will now review the flight information and be able reserve it 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.

9. Verify that your selection meets your guest’s needs.

The screenshot shows the "Review and Reserve Flight" page. It displays the following flight details:

| 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 | |

10. You will then be prompted to enter your guest's information. Required fields are marked in red.

- If the guest has traveled previously and their airfare was prepaid in Concur, you may be able to look them up by selecting the "Look up a previous guest by name" radio button.

NOTE: The phone number entered here will be the number communicated to the airline so they may notify your guest of itinerary changes and updates. Please be sure the number you use is the guest's primary number while traveling.

Guest Traveler

Manual Entry Look up a previous guest by name:

Title Legal First Name Middle Name (on ID) No Middle Name Legal Last Name

Gender Date Of Birth

Known Traveler Number ? DHS Redress No. ?

Phone Email

- If available, you can click "**View seatmap**" to see what kind of plane is used for your selected flight. You will not be able to choose a seat at this stage though; that opportunity will come later on in the booking process.

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.

| 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.

- 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.

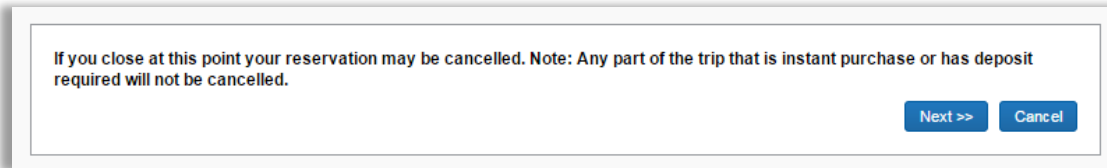
11. The Travel Details page gives you one more chance to review your itinerary.

- 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 the reservation will expire if the booking process is not completed.

- Below this section, you will see your automatically selected seat. Click **“Change Seat”** in order to select a new seating assignment.



- Once you have verified your information, you are ready to complete your booking or to place your trip on hold. Scroll to the bottom of the page and press **“Next >>”**.



12. The next page will require the guest’s approved SA# to complete the booking process.

- It is helpful to note how long the system will let you hold your reservations without booking the ticket. If you have not completed the booking process by that time, your trip will be cancelled.

 A screenshot of a web form titled "Trip Booking Information". The form contains several sections:

- A red-bordered box with three bullet points: "The Itinerary Summary and Confirmed/Ticketed emails will follow completion of this booking by clicking Next>> (below) and following any additional prompts.", "Reservation may be held by clicking 'Hold Trip' button below. Note the time available for HOLD below.", and "To comply with university policy, an approved T# will be required to finalize purchase (see T# field below)."
- A note: "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."
- Two input fields: "Trip Name" (containing "Trip from Columbus to Fort Myers") and "Trip Description (optional)".
- A "Comments for the Travel Agent (optional)" text area.
- Two radio buttons for "Send a copy of the confirmation to:" and "Send my email confirmation as:" (with "HTML" selected).
- Two dropdown menus: "Are you traveling for a SPONSORED project administered by Office of Sponsored Programs? [Required]" and "Do you have an unused ticket in your profile you would like to use? [Required]".
- A text input field for "Please provide a valid/approved T# for travel (example... T000#####) [Required]".
- A yellow highlighted box at the bottom with the text: "You may HOLD this reservation until: 01/02/2020 12:55 am Eastern". Two red arrows point outwards from this box.

- 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 from the airline.

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 the guest' full SA# with the format SA-##### in the appropriate field.
- Finally, indicate whether or not you have an unused ticket to apply to this trip.

| | |
|--|---|
| <p>Are you traveling for a SPONSORED project administered by Office of Sponsored Programs? [Required]</p> <input type="text"/> | <p>Please provide a valid/approved T# for travel (example... T000#####) [Required]</p> <input type="text"/> |
| <p>Do you have an unused ticket in your profile you would like to use? [Required]</p> <input type="text"/> | |

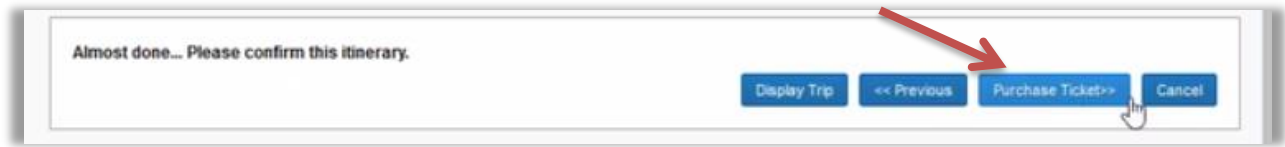
You may HOLD this reservation until: 03/28/2015 12:55 am Eastern

13. If you have entered your approved SA# 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 SA#, make note of the expiration date and time for your reservation (see above) and select “Hold Trip”.

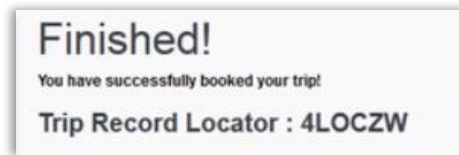
NOTE: Clicking “Cancel” will result in cancelling your reservation, and you will have to restart the booking process.

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.

14. 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.

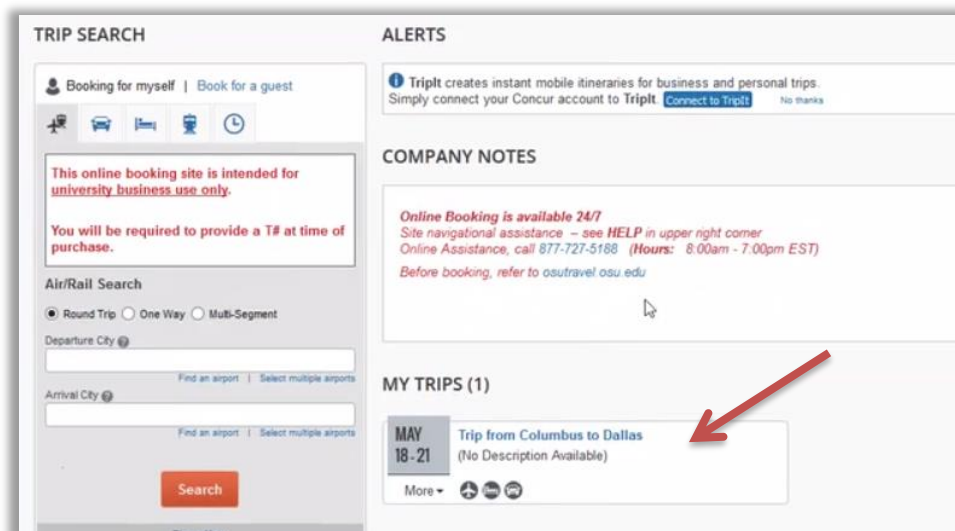


- Within minutes you should receive an email from Concur with a subject line of “Summary Itinerary”, confirming your booking was received by the travel agency. At that point the trip will go through a quality control process at Corporate Travel Planners, and then be ticketed.

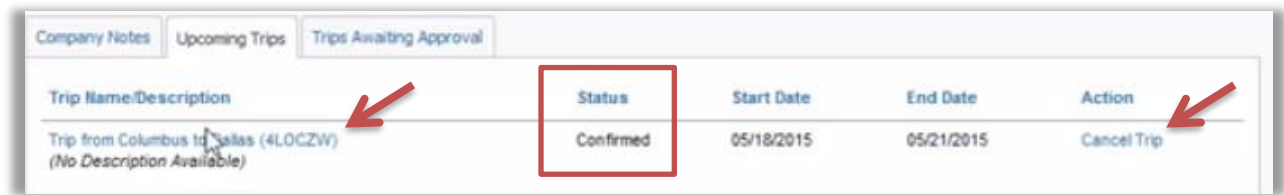
15. You should receive an email from Concur with a subject line of “Confirmed/Ticketed” within 1-2 hours stating that the airfare has been **ticketed**.

If you do not receive this final email within 2 hours call the agency at 1-855-784-9282 to check the status.

16. 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”. The name of the guest will appear in the trip details.



- When the trip has been ticketed the status will change from “Confirmed” to “Ticketed”.
- Additionally, you may review the details of the trip by clicking 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 |

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