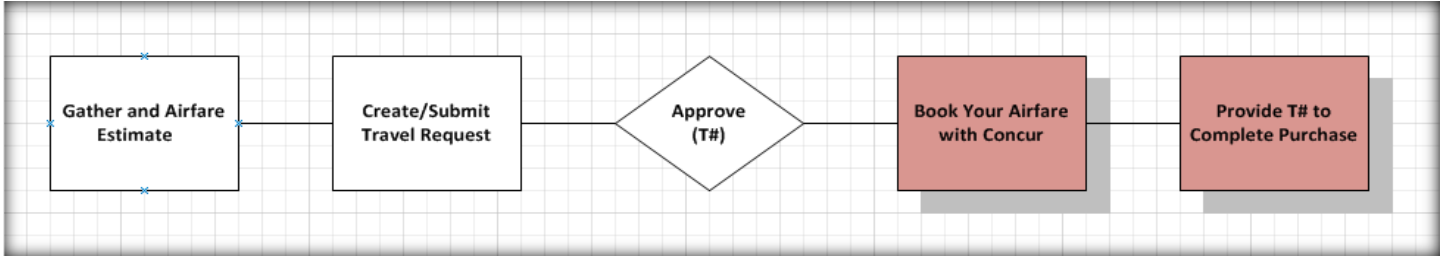


## Booking Airfare for a Guest

Process Flow (Best Practice):

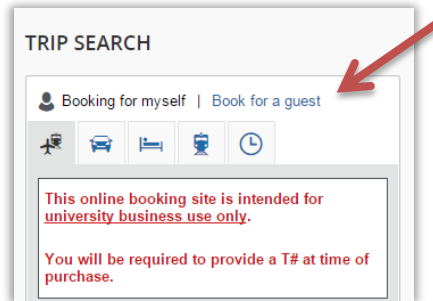


How To Book Your guest's Airfare using Concur:

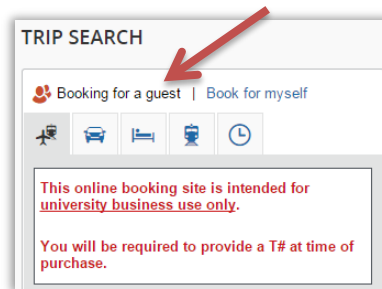
1. Navigate to the Concur tool via the OSU Travel website ([busfin.osu.edu/buy-schedule-travel/travel](http://busfin.osu.edu/buy-schedule-travel/travel))
  - Select "Book Travel Online"
  - You will then be prompted to enter your OSU login credentials this is your *name.#* and associated password.

- Upon logging in you will receive a popup with important information to note.
- Read the dialog box and then click "Ok."

2. Verify that all information in your Concur Profile is accurate. If all the information in your profile is complete and accurate, you are now ready to book your guest's flight.
  - For more information see the document: "Completing Your Concur Profile" located at [busfin.osu.edu/buy-schedule-travel/travel](http://busfin.osu.edu/buy-schedule-travel/travel).
3. Under "Trip Search" select the blue link "Book for a guest."

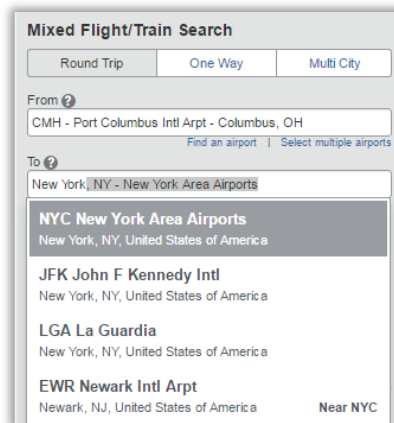


- Above the search box you should now see: "Booking for a guest"



2. Click the Tab for Mixed Flight/Train Search

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

**Trip Summary**  
 Select Flights or Trains  
 Round Trip  
 CMH - NYC  
 Depart: Thu, 06/30/2016  
 Return: Fri, 07/01/2016  
 Finalize Trip

Change Search

Depart - Thu, Jun 30  
 Depart: 06:00 A - 05:00 P  
 Arrive: 07:37 A - 10:35 P

Return - Fri, Jul 1  
 Depart: 07:00 A - 09:47 P  
 Arrive: 10:21 A - 11:38 P

COLUMBUS, OH TO NEW YORK, NY  
 THU, JUN 30 - FRI, JUL 1

All	United	American Airlines	Delta	Southwest	Multiple
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

Shop by Fares | Shop by Schedule

Sorted By: Price - Low to High

Price quoted does not include the agency service fee. The Travel Itinerary with price itemization will follow by email. No additional fees will be charged for rental car or hotel reservations.

Displaying: 122 out of 122 results.

Previous | Page: 1 of 13 | Next | All

Delta	08:13a CMH → 12:01p EWR	1 stop DTW	3h 48m	\$456.70
United	05:29p EWR → 07:20p CMH	Nonstop	1h 51m	

- Sliding the Outbound, and Return sliders allows you to limit flights departing and arriving between more specific windows

Outbound - Mon, Apr 6  
 Depart: 06:00 AM - 08:20 PM  
 Arrive: 07:44 AM - 12:05 PM

Return - Fri, Apr 10  
 Depart: 01:00 PM - 09:00 PM  
 Arrive: 02:57 PM - 11:51 PM

- Sliding the "Price" slider allows you to quickly cap the maximum fare amount you would like to see.

Price  
 \$342.50 - \$1,000.21

- Display settings provide further refinement for viewing only refundable fares, flights departing & returning from the same airport, as well as excluding flights on propeller planes.

Display Settings

Hide Non-refundable Fares

Hide Propeller Planes

Depart/Return Same Airport Only

- Once you have filtered your flights, and found the one that meets the guest's needs; select the blue button displaying the price for that flight.

United  
08:55a CMH → 10:38a EWR Nonstop 1h 43m  
05:29p EWR → 07:20p CMH Nonstop 1h 51m  
Preferred Vendor for The Ohio State University Show all details v

**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](http://busfin.osu.edu/buy-schedule-travel/travel).

- 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.

- Verify that your selection meets your guest's needs.

### Review and Reserve Flight

#### REVIEW FLIGHTS

**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 guests primary number while traveling.

- If available, you can click “View seatmap” and choose which seats you would like to request from the airline.

**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, not including the agency booking fee. This will be reflected on the final invoice received once the flight has been ticketed.

REVIEW PRICE SUMMARY			
Description	Fare	Taxes and Fees	Charges
Airfare	\$534.58	\$85.29	\$619.87
<b>Total Estimated Cost : \$619.87 USD</b>			
<b>Total Due Now: \$619.87 USD</b>			

- 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 guest’s 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 guest’s itinerary.

- If you would like to send or print a copy of the reserved trip, select “Print Itinerary” or “Email Itinerary”
- Note the day and time the reservation will expire if the booking process is not completed.

- Once you have verified all information and you are ready to complete the booking, or place the trip on hold scroll to the bottom of the page and press “next.”

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.

12. The next page will require the guest’s approved T#, to complete the booking process.

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

### Trip Booking Information

- Price quoted does not include the agency service fee. The Travel Itinerary with price itemization will follow by email. No additional fees will be charged for rental car or hotel reservations.
- Reservation may be held by clicking 'Hold Trip' button below.
- To comply with university policy, an approved T# will be required to finalize purchase (see T# field below).

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><b>Trip Name</b> <small>This will appear in your upcoming trip list.</small></p> <input type="text" value="Trip from Columbus to New York"/>	<p><b>Trip Description (optional)</b> <small>Used to identify the trip purpose</small></p> <input type="text"/>
<p><b>Comments for the Travel Agent (optional)</b> <small>Special Requests may incur a higher service fee.</small></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
<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
➔

- 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.

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><b>Trip Name</b> <small>This will appear in your upcoming trip list.</small></p> <input type="text" value="Trip from Columbus to New York"/>	<p><b>Trip Description (optional)</b> <small>Used to identify the trip purpose</small></p> <input type="text"/>
<p><b>Comments for the Travel Agent (optional)</b> <small>Special Requests may incur a higher service fee.</small></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’s full T#, with the format T000##### in the appropriate field.

**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.

- Finally, indicate whether or not you have an unused ticket to apply to this trip.

Are you traveling for a SPONSORED project administered by Office of Sponsored Programs? [Required]

Please provide a valid/approved T# for travel (example... T000#####) [Required]

Do you have an unused ticket in your profile you would like to use? [Required]

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

13. If you have entered your guest’s approved T#, and verified all information you are ready to select “Next” and complete the booking. If you are not yet ready to purchase or still need an approved T#, make note of the expiration date and time for this 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.

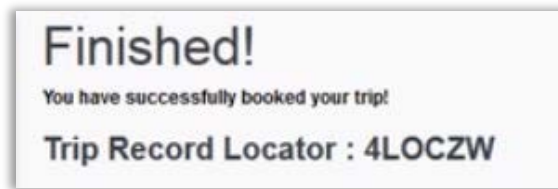
Display Trip   Hold Trip   << Previous   Next >>   Cancel

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 the trip, scroll to the bottom and select “Purchase Tickets”

Almost done... Please confirm this itinerary.

Display Trip   << Previous   Purchase Ticket >>   Cancel

- You will then be directed to a confirmation page, where you can make note of your agency assigned Trip Record Locator.

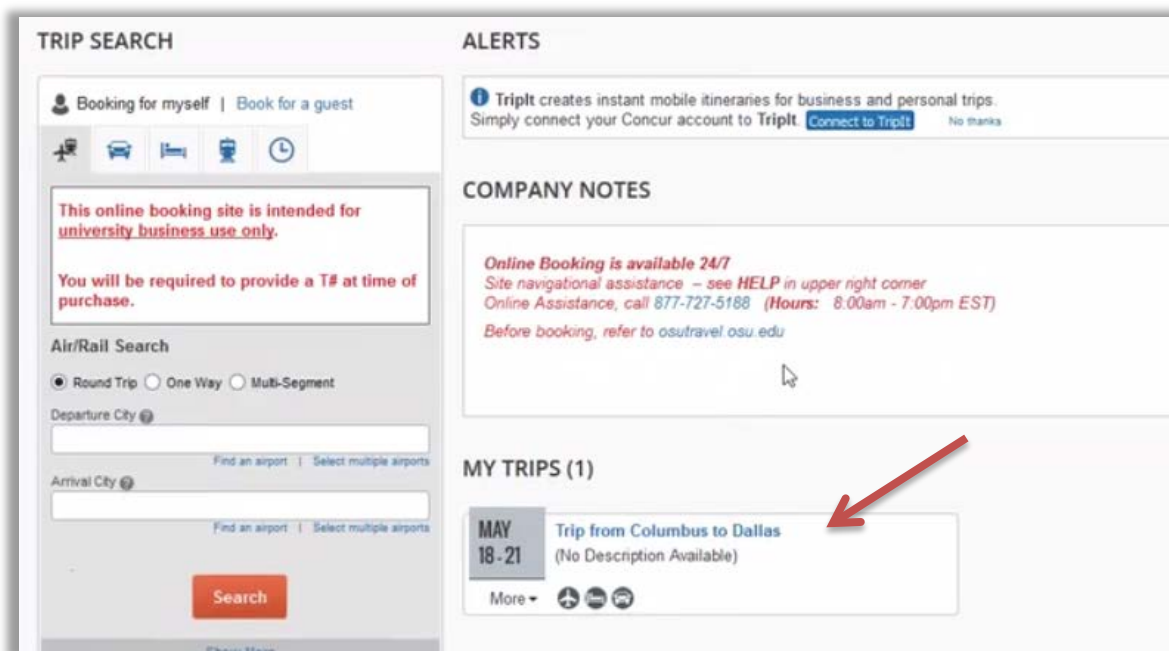


- Within 3-5 minutes you should receive an email from Concur, confirming your booking was received by the travel agency. At that point the trip will go through a quality control process at Corporate Travel Planners, and then be ticketed.

15. You should receive an email 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 the trip 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](mailto:travel@osu.edu).