Optimizing Flight Search Results in Concur

The Concur Online Booking tool contains all publically available fares provided by the airlines. The following reminders will allow users to optimize their flight search results within the Concur tool.

**DISPLAY ALL POSSIBLE FARES:**

To ensure your search returns all possible fares, deselect the **“Flights w/ no double connections”** checkbox. This box defaults as checked to reduce results with double connections. However, International search results are impacted and will not display the breadth of options if this is not deselected.

**VIEW ADDITIONAL FARES:**

Concur Booking Tool is designed to display the most cost economic options first. Users must drill into the results to find alternate fare options for the selected flight.

To view additional fares for your selected flight, first select **“Show all details”**.

Next, select **“View more fares”** to see additional fares. When making arrangements travelers/arrangers should incur the lowest reasonable costs that meet the business needs of the trip.
“View more fares” will display additional options with varying class, rules and price selections.

**PRICE MATCH REQUEST:**

If flights are found through other resources that appear to be less than what is published in Concur, request a price comparison using the [CTP Airfare Price Match Request Form](#) found at the Travel Office Website.

Disclaimers:

- Airline Fares change constantly. Screenshot submissions must be taken the same day as search from CTP/Concur was conducted.
- Submissions must provide advertised price in US dollars.
- Submissions that do not contain the minimum requirements will be returned.
- Requests are processed during normal business hours, Monday – Friday (8 a.m. ET – 5 p.m. ET). Please allow 24 hours (exceptions may apply) for a thorough research of the GDS (Global Distribution System) and coordination with our airline representatives.

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).