Booking Airfare for a Guest

Process Flow (Best Practice):

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.

   - 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.

3. Under “Trip Search” select the blue link “Book for a guest.”

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

   ![Trip Search](image1)

   ![Trip Search](image2)

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.

   ![Mixed Flight/Train Search](image3)
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.

   ![Image of departure and arrival time selection]

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

   ![Image of search results]

   **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.”

   ![Image of search results matrix]
6. The left panel offers other ways to quickly filter and limit your results.

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

- 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 only refundable fares, flights departing & returning from the same airport, as well as excluding flights on propeller planes.
7. 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.

![Flight Information](image)

**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).

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.

![Review and Reserve Flight](image)
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.

- 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.
• 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.”

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.

   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.
• 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.

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.

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

![Finished!
You have successfully booked your trip!](image)
Trip Record Locator: 4LOCZW

• 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.”

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