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.
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 (beginning 2/12/18).

Comparisons must:

- Be from a valid US travel agency (i.e. Expedia, Kayak, United.com)
- Be quoted in US dollars
- Ticketed by domestic (North American) carriers only
- Include and have identical airlines, flight numbers, dates and times, and booking code
- Not be part of any membership program, consolidator, rewards program, or the like
- Be priced on the same day
- Received by 4pm EST and are processed on business days only

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