



## ! IMPORTANT REMINDERS:

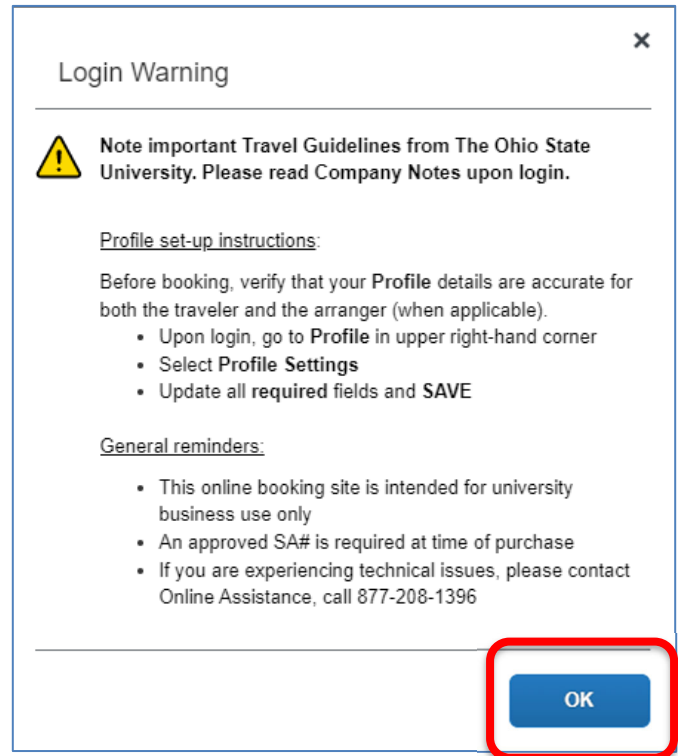
- Concur is for university business use ONLY – no personal travel is permitted to be booked through Concur.
- An approved Spend Authorization (SA#) is required at purchase.
- Access to Concur is limited to employees only (no contingent or part time employee access).
- Your Concur access is based on the agency that supports your travel demographic in Workday:
  - If you are UNIV, OSUP, Health System = Concur with Corporate Travel Planners (**Individual business travel**)
  - If you are ATHLETICS = Concur with Anthony Travel (Athletics business travel)

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).

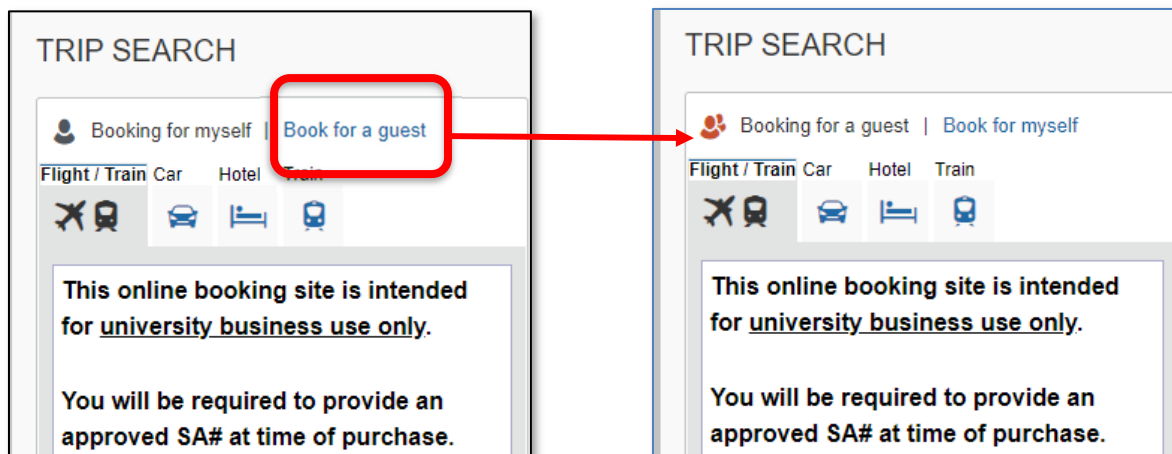
## Booking Airfare for Guest

**IMPORTANT NOTE:** Before booking airfare in Concur, there must be an APPROVED Spend Authorization issued from Workday to the traveler named for the dates booked. Do not recycle an old Spend Authorization or enter a fraudulent number to bypass [Travel Policy](#).

1. Navigate to Concur located at the [Travel website](#).
2. Click “**Book Travel Online**” icon
3. Login with OSU credentials (e.g., *name.#* and password) and respond to duo pass.
  - Based on your login credentials, you will automatically be directed to the appropriate OSU instance of Concur based on your primary assignment (University or Athletics).
4. Click **OK** at the Login Warning.



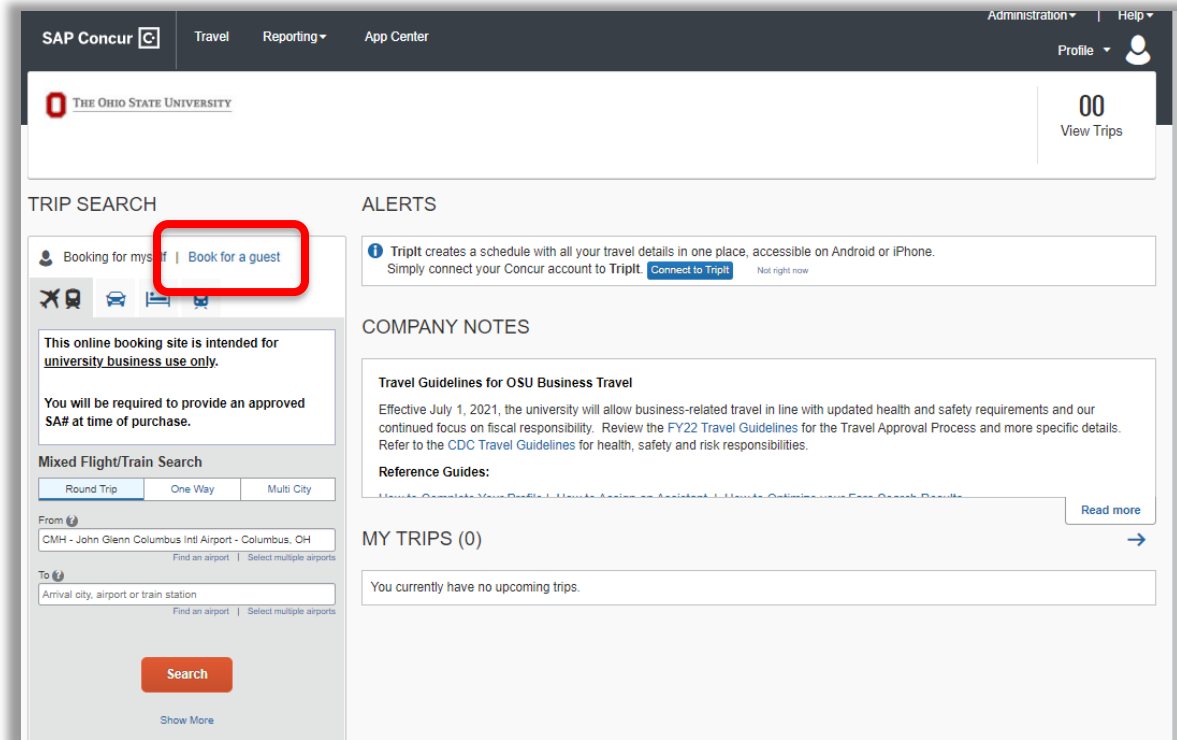
5. Verify that all information in **your** Concur Profile is accurate and all required fields are complete. Click Profile in the upper right header of the Concur home page. Your name will be displayed based on your login. If all the information in your profile is complete and accurate, move to the next step.
  - For more information, see [Completing Concur Profile](#) job aid located at the [Travel website](#) under Training and Job Aids – Concur Booking Tool.
6. Under the **Trip Search** section, click on **Book for a Guest** to change the default.



7. After moving the Trip Search to Book for a Guest, click the tab for Mixed Flight/Train Search.

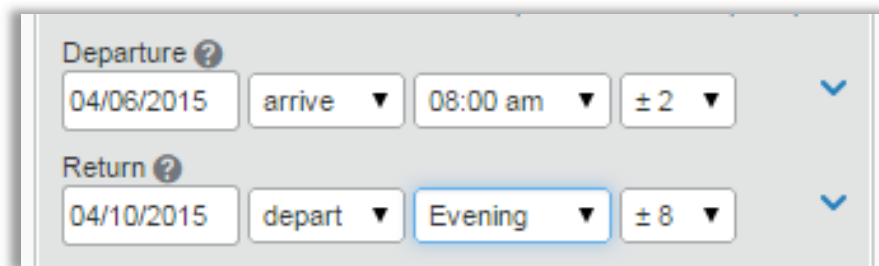
- Begin search by the default Round Trip (or change to One Way, or Multi City)
- Enter Departure City and Arrival City.

**\*NOTE:** For Athletic Business Travel, the use of Concur is restricted for international travel. Contact a [full-service agent](#) for assistance with international bookings.



8. Enter Departure and Return Time.

- This feature allows you to specify what time the Guest (traveler) would like to depart or arrive for that airfare leg. You can search by a broad time frame (morning, afternoon) or by specific times. The dropdown 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.



9. Once your search parameters are selected, click “Search” button.

10. After the search is complete, you will see a results matrix at the top of the page.

- The matrix offers the ability to filter and refine the results by number of stops or airline (e.g., if we only wanted to view only the nonstop options, we would click “Nonstop”).

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

[Print / Email](#)  
[Hide matrix](#)

All 122 results	United	American Airlines	Delta	Southwest	Multiple
	Preferred	Preferred	Preferred	Preferred	
<b>Nonstop</b> 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](#)

- The left panel offers additional options to filter and further limit your results (e.g., sliding the Depart and Return sliders allows you to find more specific options).

**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

[Print / Email](#)  
[Hide matrix](#)

All 122 results	United	American Airlines	Delta	Southwest	Multiple
	Preferred	Preferred	Preferred	Preferred	
<b>Nonstop</b> 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](#)

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	<b>\$456.70</b>
United	05:29p EWR → 07:20p CMH	Nonstop	1h 51m	

11. After you have found the selection that meets the Guest's (traveler) business need (within [Travel Policy](#)), click on the blue **Select** button displaying the price for that flight.

American Airlines <sup>1</sup>

	03:51 PM CMH → 10:28 PM ORF	1 LGA	6h 37m	<b>Main Cabin</b> s220.14 <b>Select</b>	Main Cabin Flexible s318.14 <b>Select</b>
	08:14 PM ORF → 11:50 PM CMH	1 CLT	3h 36m		

<sup>1</sup> AA 4604 / AA 4746 operated by REPUBLIC AIRWAYS AS AMERICAN EAGLE, AA 5214 operated by PSA AIRLINES AS AMERICAN EAGLE

Preferred Airline [More fares/details](#) ▾

**NOTE:** If you encounter fares with yellow warning symbols, these selections may have rules that prevent purchase in Concur (e.g., Frontier) and must be booked through a full-service agent; or are basic economy fares that come with limitations that may not be ideal for business travel.

12. Next, you will be routed to the **Review and Reserve Flight** page to review your selection, verify traveler information, select seats (when permitted by the airline) and select the desired payment method.

- Verify that your flight selection meets your needs.

### Review and Reserve Flight

#### REVIEW FLIGHTS

<b>DEPART</b>	✕ Thu, Jun 30 – Columbus, OH to Newark, NJ	<a href="#">Hide details</a> ▾		
Thu, Jun 30	08:55a CMH → 10:38a EWR	1h 43m	United #4334	<a href="#">View seats</a> / Embraer RJ135/140/145
<b>RETURN</b>	✕ Fri, Jul 1 – Newark, NJ to Columbus, OH	<a href="#">Hide details</a> ▾		
Fri, Jul 1	05:29p EWR → 07:20p CMH	1h 51m	United #3748	<a href="#">View seats</a> / Embraer RJ135/140/145

- Enter the Guest's (traveler) required information. These are fields that will populate the ticket and meet TSA requirements. **The name entered here must match the Guest's REAL ID.**

**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    
Select    
Email

- Review the Price Summary to confirm total cost of your airfare. This is subject to change at the discretion of the airline until the purchase is complete.

REVIEW PRICE SUMMARY			
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

- Select **Method of Payment** from the drop-down. In most cases, you should be selecting the AIRFARE PREPAYMENT card to bill the transaction to OSU directly. PCards should not be used to purchase airfare.

**SELECT A METHOD OF PAYMENT**

To comply with the Ohio State University Travel Policy, an approved Spend Authorization/SA# is required to finalize purchase.

**AIRFARE:**

- Select the **AIRFARE PREPAYMENT** card to reduce personal out of pocket expenses (An APPROVED Spend Authorization/SA# is required).
- For business travel only.
- For all OSU business funding sources (UNIV, Health System AND OSP/Sponsored).
- Do not use a Department or Individual PCard for airfare purchases

**HOTEL:**

- There are no OSU credit cards loaded for hotel reservations.
- To book a hotel reservation, OSU business travelers must add a personal credit card or PCard (see [Add credit card](#) link below).

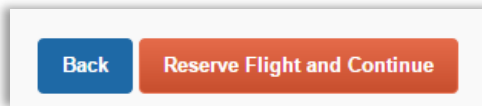
How would you like to pay?

Please choose a credit card.  [Add credit card](#)

Please choose a credit card.

- AIRFARE PREPAYMENT\* (...1329)
- VI4715 XXXX XXXX 8734 (...8734)

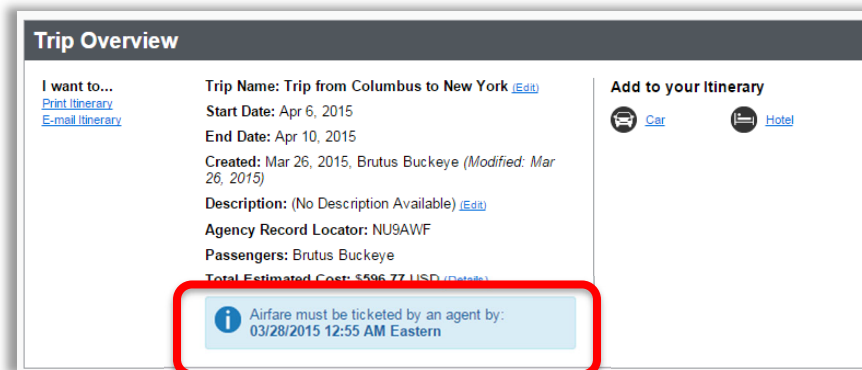
- Once all information is entered and verified, click “**Reserve Flight and Continue**” to reserve the tickets.



**NOTE:** The flight is only reserved at this point. It will NOT be ticketed until you fully complete the booking process. Pricing is subject to change at discretion of the airline until the purchase is complete.

13. Next, on the **Travel Details** page, you are given an opportunity for final review.

- 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.



- Once you have completed your final review, you are ready to complete the booking. Scroll to the bottom of the page and click on the blue “**Next >>**” button.

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. Next, on the **Trip Booking Information** page, you will enter the final requirements to complete the booking and purchase the airfare.

- Provide approved SA# (Spend Authorization issued from Workday) using the format SA-##### (10-digits)
- Indicate if any unused tickets in your profile should be used by selecting either “No unused tickets” or “Yes unused ticket applies”
- All other fields are optional (exceptions may apply for Athletics)
- 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.

**Trip Booking Information**

- 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.
- To comply with university policy, an approved SA# will be required to finalize purchase (see SA# field below).

The trip name and description are for your record keeping convenience.

**Trip Name**  
This will appear in your upcoming trip list.

**Trip Description (optional)**  
Used to identify the trip purpose

Trip from Columbus to Chicago

Send a copy of the confirmation to:

Send my email confirmation as  
 HTML  Plain-text

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

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

You may HOLD this reservation until: 02/09/2023 12:55 am Eastern

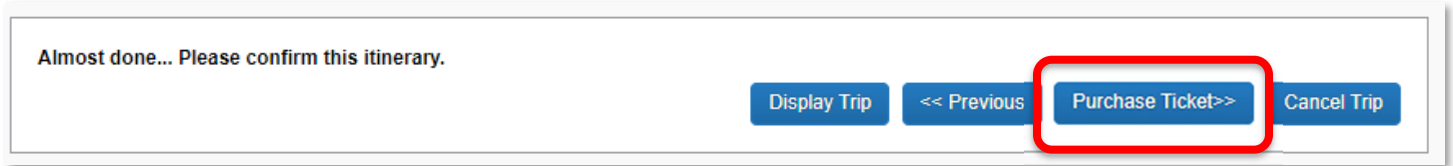
Please enter information about this trip then press **Next** to finalize your reservation. If you close at this point your reservation may be cancelled.  
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip Hold Trip << Previous **Next >>** Cancel Trip

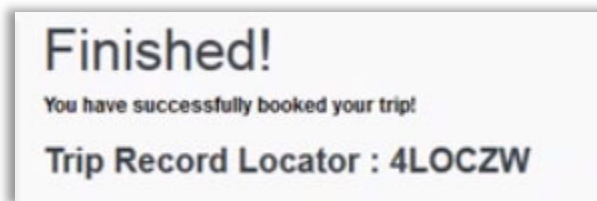
- Once you have completed all required fields and are ready to finalize the booking. Scroll to the bottom of the page and click on the blue “**Next >>**” button to proceed.



15. 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 have confirmed your itinerary, scroll to the bottom of the page and select “**Purchase Tickets**”.



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



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

16. A second email from the contracted agency with the subject “Confirmed/Ticketed or Electronic Invoice” should arrive within 1-2 hours stating that the Guest’s (traveler) airfare has been **ticketed**. This is the final itinerary and is considered the airfare receipt that will be uploaded to the Expense Report in Workday.

If you do not receive this final email within 2 hours, [contact](#) the agency to check the status.