

Quick Guide: Concur Booking Airfare

Guide Overview

This Guide will take you through the basic steps for the online booking of flights.

Accessing Concur

Go to bronchotravel.uco.edu and login with your UCO credentials.

Trip Search - Airfare

On the left side of the screen is the **Trip Search** which allows you online booking capabilities for flights, rental cars and hotels.

Please note, **Booking Online** will incur a **\$5.00 fee**. Booking via a Travel Consultant will incur a **\$20.00 fee**.

The screenshot displays the Concur Travel interface. At the top, there are navigation tabs: Travel, Trip Library, Templates, and Tools. Below these, there are icons for flight, car rental, hotel, and train. A warning message states: "WARNING-Holding multiple reservations for same routing or times or making multiple airline changes is considered an illegal booking practice by the airlines. This can result in additional fees billed to your credit card at a later date." The "Mixed Flight/Train Search" section includes options for Round Trip, One Way, and Multi City. It has input fields for "From" (Departure city, airport or train station) and "To" (Arrival city, airport or train station), both with "Find an airport" and "Select multiple airports" links. A red "Search" button is at the bottom of this section, and a "Show More" link is below it. On the right, the "Travel Alerts" section contains two informational messages: one about Tript Pro subscription eligibility and another about e-receipt sign-up. Below the alerts are tabs for "Company Notes", "Upcoming Trips", "Trips Awaiting Approval", and "Remove Trips". The "Upcoming Trips" tab is active, showing several links for training, expense questions, technical support, and booking via a travel consultant, each with contact information and a "Click Here" link.

Quick Guide: Concur Booking Airfare

Airfare


1. To begin a flight search, enter the **From** and **To** locations. Please note that the default **From** location can be setup in your **Profile**. See the document on **Profile** for more information.
2. Select a **departure date, time** and **time variance**. Please note that the default variance is +/- **3 hours**.
3. Select a **return date, time** and **time variance**.
4. If you want to search for refundable flights only, click the **Refundable only airfares** box.
5. Once the appropriate selections have been made, click **Search**.
6. The results can also be narrowed down by **Price** or **Schedule**. Click on either the **Search by Price** or **Search by Schedule** tab.


The screenshot shows the Concur Airfare search interface. At the top, there are icons for flight, car, hotel, and train. A red warning box states: "WARNING-Holding multiple reservations for same routing or times or making multiple airline changes is considered an illegal booking practice by the airlines. This can result in additional fees billed to your credit card at a later date." Below this is the "Mixed Flight/Train Search" section with tabs for "Round Trip", "One Way", and "Multi City". The "From" field is highlighted with a red arrow, and the "To" field is also highlighted with a red arrow. The "Depart" and "Return" sections are highlighted with yellow arrows, and the time variance dropdowns are highlighted with yellow boxes. The "Search by" section is highlighted with an orange box, showing "Price" selected. The "Search" button is highlighted with a purple arrow.



WARNING-Holding multiple reservations for same routing or times or making multiple airline changes is considered an illegal booking practice by the airlines. This can result in additional fees billed to your credit card at a later date.



Mixed Flight/Train Search

Round Trip One Way Multi City


From ? 
Departure city, airport or train station
Find an airport | Select multiple airports


To ? 
Arrival city, airport or train station
Find an airport | Select multiple airports

Depart ? 
 depart Morning ± 3 

Return ? 
 depart Morning ± 3 

Pick-up/Drop-off car at airport
 Find a Hotel

Search by
Price 
 Specify a carrier ?
 Refundable only air fares
 Flights w/ no double connections

Search 

Quick Guide: Concur Booking Airfare

- The results will display in a matrix at the top to show the full range of stop, carrier and price options. To view more information on the flights available, click on either the **number of stops** or **carrier icon**. The results can also be narrowed down by either **Fare** or **Schedule**. Click on either the **Shop by Fares** or **Shop by Schedule** tab.
- The results can be narrowed down further by using the sliders to adjust **flight times** or **price range**.

Trip Summary

Select Flights or Trains

Round Trip
OKC - DTW
Depart: Mon, 07/08/2019
Return: Fri, 07/12/2019

Finalize Trip

OKLAHOMA CITY, OK TO DETROIT, MI MON, JUL 8 - FRI, JUL 12

Show as USD

Hide matrix Print / Email

	Southwest	United	American Airlines	Delta
All 98 results				
1 stop 94 results	454.00 6 results	654.50 60 results	768.00 21 results	855.30 7 results
2 stops 4 results	698.20 4 results	—	—	—

Shop by Fares **Shop by Schedule** ←

Please note: the order and content of the search results reflect your company policies.

[Travel Inc. Online Support ~ for Concur Travel technical assistance dial 866-738-6444.](#)

Flight Number Search Sorted By: Policy - Least Compliant


Displaying: 98 out of 98 results.
Previous | Page: 1 of 10 | Next | All

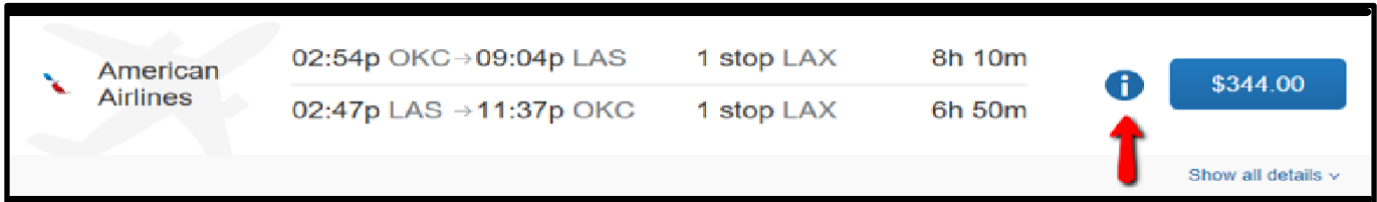
05:50a OKC → 09:24a DTW Delta 4459	Nonstop	2h 34m	\$855.30
07:30a DTW → 11:57a OKC Delta 1073, 2481	1 stop ATL	5h 27m	\$855.30


Show all details

Quick Guide: Concur Booking Airfare


Alert Icons will appear showing if the flights conform to UCO policy.

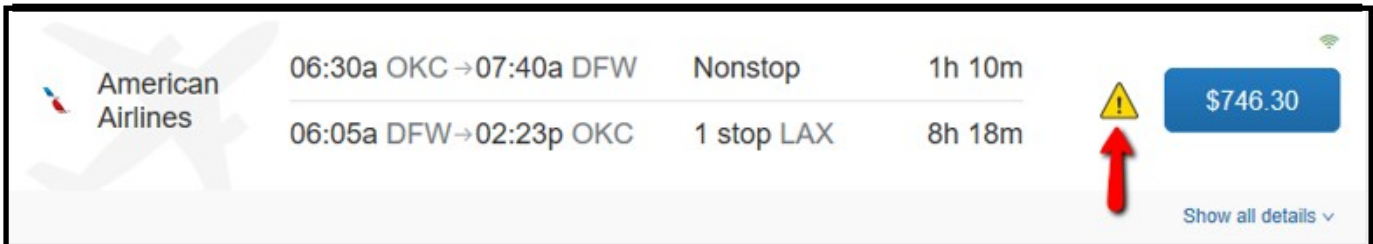
-  **a. Basic Economy:** The flight is allowed, but non-refundable, the seat selection is not available and it may contain additional restrictions.




American Airlines	02:54p OKC → 09:04p LAS	1 stop LAX	8h 10m	 \$344.00
	02:47p LAS → 11:37p OKC	1 stop LAX	6h 50m	

Show all details ▾

-  **b. Warning: Out of Compliance:** The warning will not stop the ticket purchase, however, the purchase will be documented for reporting purposes.




American Airlines	06:30a OKC → 07:40a DFW	Nonstop	1h 10m	 \$746.30
	06:05a DFW → 02:23p OKC	1 stop LAX	8h 18m	

Show all details ▾

-  **c. Conforms to UCO Policy**

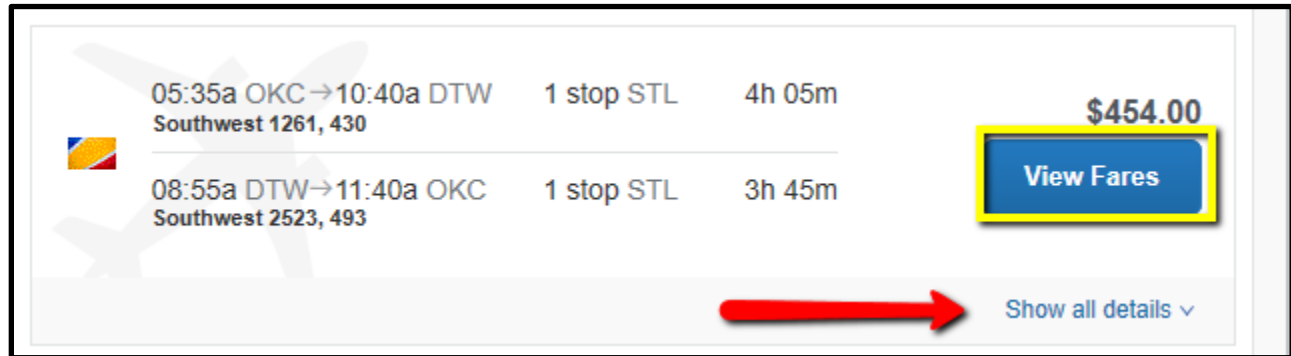


Fare rules / Fare Details — Ticket is refundable  \$455.96

Southwest

Quick Guide: Concur Booking Airfare

9. To see more information on a particular flight, click the blue **Show All Details** button.



The screenshot shows a flight search interface with two flight options. The first flight is Southwest 1261, 430, departing OKC at 05:35a and arriving DTW at 10:40a, with 1 stop at STL and a duration of 4h 05m. The second flight is Southwest 2523, 493, departing DTW at 08:55a and arriving OKC at 11:40a, with 1 stop at STL and a duration of 3h 45m. A price of \$454.00 is displayed. A blue button labeled 'View Fares' is highlighted with a yellow border. A red arrow points to a blue link labeled 'Show all details v'.

10. Once the flight has been chosen, click the blue button with the correct **price**.

Next, the **Review and Reserve Flight** page appears. Scroll through the page and review traveler information, frequent traveler program information, seat availability and payment method. Please note that a default payment method can be added in your **Profile**. See the document on **Profile** for more information.

11. Click **Reserve Flight and Continue** but note that the flight is still not fully booked.



The screenshot shows the 'ENTER TRAVELER INFORMATION' page. It includes a section for 'Primary Traveler' with fields for Name (William Never), Phone (770-291-4200), and Email (ots@travelinc.com). There is also a section for 'Frequent Flyer Programs' with a dropdown menu set to 'No Program selected'. Below this is the 'SELECT SEATS' section, which displays a table of flight options and seats.

flight	Seat
AA 5984 Main Cabin Flexible (L)	View seat map
AA 5984 Main Cabin Flexible (S)	View seat map

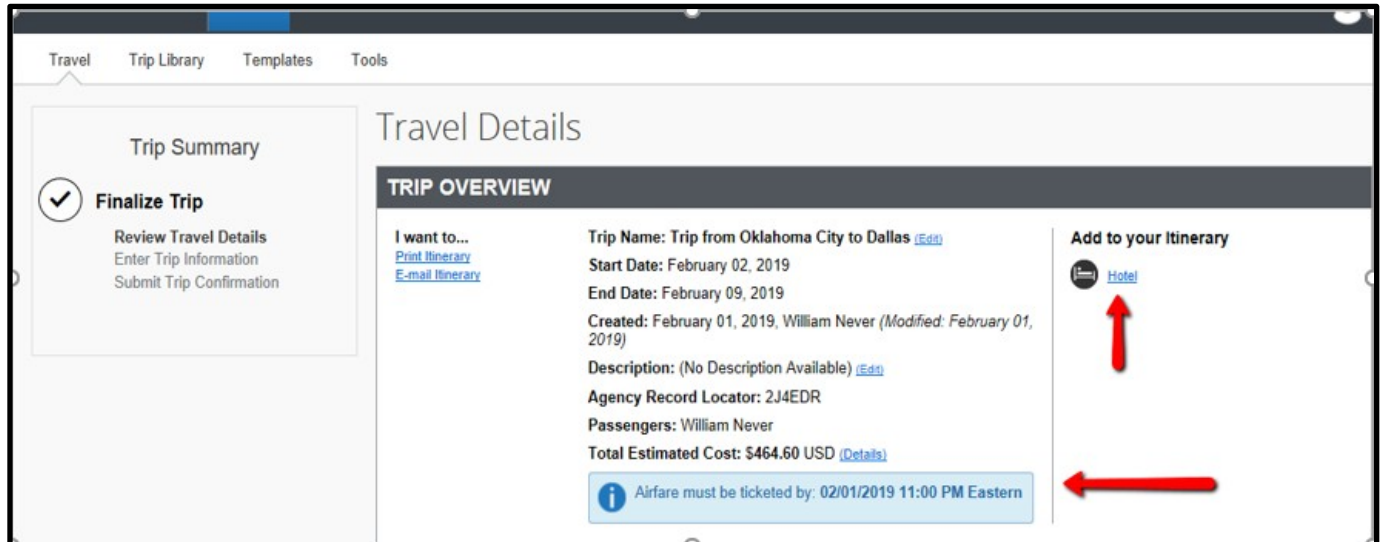
Below the seat selection is the 'REVIEW PRICE SUMMARY' section, which shows a table of charges:

Description	Fare	Taxes and Fees	Charges
Airfare	\$307.91	\$51.69	\$359.60
Total Estimated Cost:		\$359.60	
Total Due Now:		\$359.60	

At the bottom is the 'SELECT A METHOD OF PAYMENT' section, which includes a dropdown menu for payment method (TEST VI (...1111)) and a link to 'Add credit card'.

Quick Guide: Concur Booking Airfare

Next, the **Travel Details** page appears. Scroll through the page and review the details, including the estimated cost. Please note that the cost listed does not include the **Booking Fee** from the contracted travel agency.



12. Click **Next** to continue.

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.

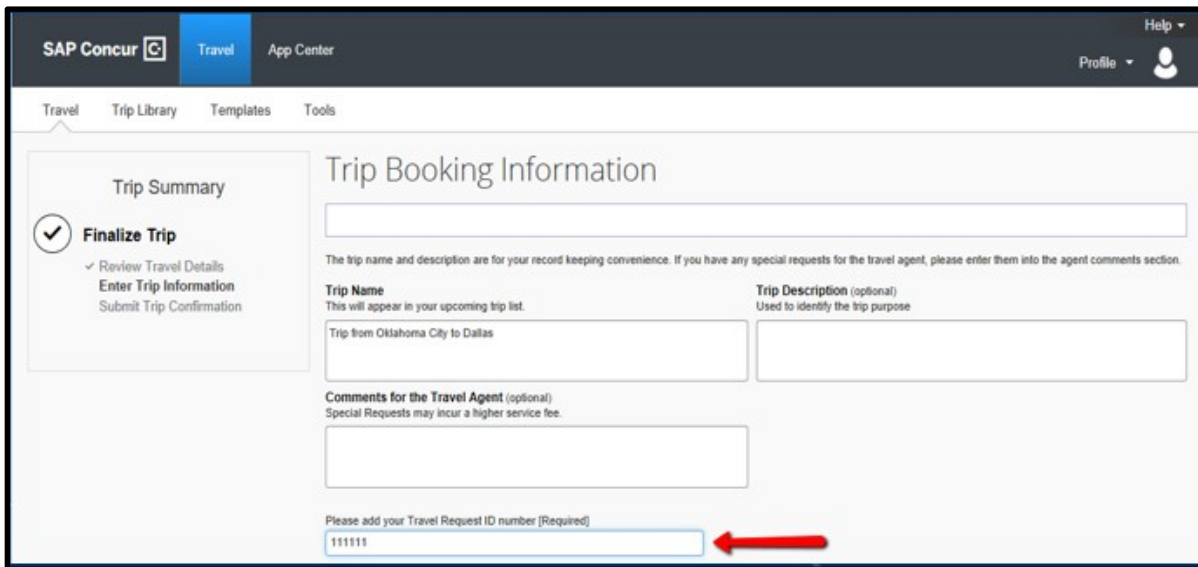
Next >>

Cancel Trip

Quick Guide: Concur Booking Airfare

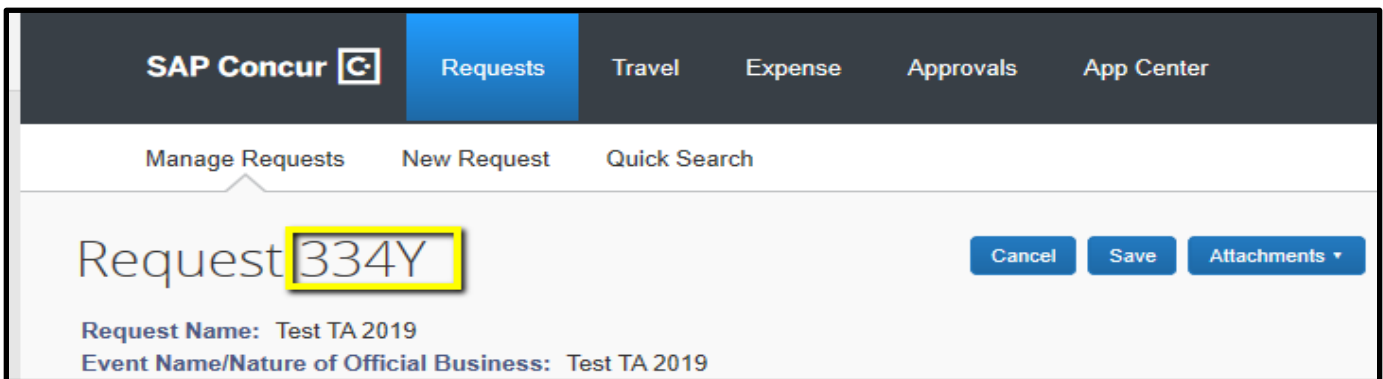
Next, the **Trip Booking** page appears. The Trip Name will default with the From and To locations but the name can be changed. You can also enter in a **Trip Description** to further clarify the travel objective.

13. You will need to enter your **Request ID**.



The screenshot shows the SAP Concur interface for 'Trip Booking Information'. On the left, a 'Trip Summary' sidebar indicates the 'Finalize Trip' step is active, with sub-steps: 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. The main form area includes a 'Trip Name' field (containing 'Trip from Oklahoma City to Dallas'), a 'Trip Description (optional)' field, and a 'Comments for the Travel Agent (optional)' field. At the bottom, a required field for 'Please add your Travel Request ID number (Required)' is highlighted with a red arrow.

a. The **Request ID** is located on the Request Header.



The screenshot shows the SAP Concur interface for the 'Request Header'. The top navigation bar includes 'Requests', 'Travel', 'Expense', 'Approvals', and 'App Center'. Below the navigation, there are options for 'Manage Requests', 'New Request', and 'Quick Search'. The main content area displays 'Request 334Y' in a large font, with '334Y' highlighted in a yellow box. Below this, there are buttons for 'Cancel', 'Save', and 'Attachments'. The 'Request Name' is 'Test TA 2019' and the 'Event Name/Nature of Official Business' is 'Test TA 2019'.

b. Any unused tickets may be applied to this reservation if one is available in your profile.

Quick Guide: Concur Booking Airfare

14. Next, the **Trip Confirmation** page appears. Click **Purchase Ticket** to send your request to the travel agency.

SAP Concur | Travel | App Center | Profile

Travel | Trip Library | Templates | Tools

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Purchase Ticket" Button after reviewing this page.
To **CANCEL**, press the Cancel button.

TRIP OVERVIEW

Trip Name: Trip from Oklahoma City to Dallas
Start Date: February 02, 2019
End Date: February 09, 2019
Created: February 01, 2019, William Never (Modified: February 01, 2019)
Description: (No Description Available)
Please add your travel request ID number: 111111
Agency Record Locator: 2J4EDR
Passengers: William Never
Total Estimated Cost: \$464.60 USD

Airfare must be ticketed by: 02/01/2019 11:00 PM Eastern
Agency Name: Travel Incorporated 60E
Daytime Phone: 800-246-7129 / 770-291-4254

TOTAL ESTIMATED COST

Air		View Fare Rules
Airfare quoted amount:		\$405.58 USD
Taxes and fees:		\$59.02 USD
Total Estimated Cost:		\$464.60 USD

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Almost done... Please confirm this itinerary.

Display Trip | << Previous | **Purchase Ticket>>** | Cancel Trip

Quick Guide: Concur Booking Airfare

15. The **Finished!** screen shows your confirmation number and you will soon receive an email from Concur with the itinerary listed.
- You will receive an email from the contracted travel agency with an attached invoice showing the payment for the flight and their booking fee.

The screenshot displays the 'Finished!' screen in the Concur system. The page is divided into several sections:

- Top Navigation:** Travel, Trip Library, Templates, Tools.
- Trip Summary:** A checkmark icon and the text 'Finished!' are shown. Below this is a feedback section titled 'Tell us how we are doing (optional)' with a star rating and a text input field for 'Comments and suggestions:'. A red arrow points to the 'Comments and suggestions' label.
- Finished! Header:** A large red arrow points to the word 'Finished!'. Below it, a red text block states: 'Your reservation has been booked, but not yet processed. Travel Incorporated will send you the final itinerary/invoice once completed. If you do not receive your email within 24 hours, please call the Travel Incorporated Online Technical Support Desk at 1.866.738.6444 for assistance.'
- Trip Record Locator:** 2J4EDR.
- Policy Information:** 'This trip complies with your travel policy. Your itinerary has been saved. Travel Incorporated 60E will service your itinerary. Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by: 02/01/2019 11:00 pm Eastern.'
- Travel Contact Information:** 800.246.7129 / 770.291.4254.
- TRIP OVERVIEW:** A section with the Travel Incorporated logo and the following details:
 - Trip Name: Trip from Oklahoma City to Dallas
 - Start Date: February 02, 2019
 - End Date: February 09, 2019
 - Created: February 01, 2019, William Never (Modified: February 01, 2019)
 - Description: (No Description Available)
 - Please add your travel request ID number: 111111
 - Agency Record Locator: 2J4EDR
 - Passengers: William Never
 - Total Estimated Cost: \$464.60 USD
- Blue Information Bar:** 'Airfare must be ticketed by: 02/01/2019 11:00 PM Eastern'.
- Agency Information:** Agency Name: Travel Incorporated 60E, Daytime Phone: 800.246.7129 / 770.291.4254.