Concur Online Travel Booking Tool: Booking Air

Prior to booking travel you must complete your Concur Travel Profile. (See the Completing Your Profile Job Aid.)

1. Log into Concur and select the Travel option from the top header.

2. Select your Travel Type from the drop down.

3. Click the tab for Air/Rail Search.
   a. You can search by Round Trip, One Way or Multi-Segment if needed.
   b. Enter your From (Departure City) and To (Arrival City)
      (The search allows you to search by specific airport, or by “area airports” so you can search multiple airports for the best price.)
4. Enter your departure or arrival times.
   a. The search allows the user to specify the preferred **Outbound** (departure) time or the preferred **Return** (arrival) time. The search can be a broad search (morning, afternoon, etc.) or a specific search. The box to the far right allows the search window to be expanded or decreased.

   ![Outbound and Return Time Selection](image)

   **Note:** To add a car search select the box next to **Pick-up/Drop-off car at airport**. To add a hotel search select the box next to **Find a Hotel**.

5. Once the parameters are chosen, select **Search**.

6. Upon completion of the search, flights options will be presented in two different ways:

   a. **Shop By Fares** - Flights are already arranged by price and already include the outbound and return flight options. **Note:** Select **Show all details** for more information.

   ![Shopping by Fares](image)

   b. **Shop By Schedule** – Departure flights are presented first and Return flights options will be presented after the departure flight is selected. Once both have been selected, the total price will be displayed. **Note:** Select **Show all details** for more information.

   ![Shopping by Schedule](image)
Helpful Hint: Air Matrix – A great way to sort your flights by the airline (columns) or Nonstop vs. 1 stop, or more than one stop, is to utilize the Matrix located at the top of the Search Results page. The Matrix can be hidden by selecting Hide matrix and can be re-displayed by selecting Show matrix.

7. Once you select the flights that you want, you will be presented with and Review and Reserve Flight page.
   a. Review Flights - Review the selected flights. Be sure to verify dates and times.
   b. Confirm/Enter Traveler Information – The Primary Traveler name must match the government issued photo identification that will be used during travel. Add your frequent flyer information as needed. (Note: This information comes from your profile.)
Seat Assignment – You may select View seatmap to review the seating options. If you do not select a seat, Concur will assign one based on your travel preferences designated in your profile.

c. Review Price Summary. The ticket will be charged directly to Sam Houston State University.

d. Select Method of Payment. You will have the option of using the Sam Houston State credit card, or another card you choose.

e. Review the Ticket Rules and select Reserve Flight and Continue.

8. Review the Travel Details Page. On this page you can review what was booked and you can Change/Cancel what you’ve selected and or add a Car or Hotel to the booking. Select Next to Continue.
9. **Trip Booking Information** – On this page,
   a. You are given the opportunity to customize your **Trip Name** and create a **Trip Description**.
   b. You can **Add Comments for the Travel Agent** (an additional fee will not be incurred.)
   c. **Send a copy of the confirmation** to another email address.
   d. You’ll need to provide the following information specific to the trip.
      i. **Requisition Number**
      ii. **Fund**
      iii. **Org**
      iv. **Account**
      v. **Program**
   e. You will designate whether you want to use an unused ticket (if there is one available) for this reservation.

![Trip Booking Information](image)

**Note**: On this page you can select **Hold Trip**. The reservation will be held for approximately 24 hours. The exact time it can be held will be displayed. This does not guarantee the fare.

10. Select **Next**.
11. The **Trip Confirmation** page is the final step. Select **Purchase Ticket** to complete your reservation.