



Travel Management System (TMS)

JOB AID # 4.01

Date: 03/29/2012

Job Aid Description: Airline Reservations

1. On the **Flight** tab in the **Trip Search** section of **My Concur**, select one of these:

- Round Trip
- One Way
- Multi-Segment

2. In the **Departure City** and **Arrival City** Fields, enter the cities or airport codes for your travel.

3. In the **Departure** and **Return** fields, select the preferred travel dates and times.

4. If you need a car, select **Pick-up/Drop-off car at airport**.

5. If you need a hotel, select **Find a Hotel**. Select search parameters.

Policy Note: Choose lower cost flights within +/- 2 hours of preferred flight times.

Policy Note: Choose connecting flights over non-stop if it adds 2 hours or less to travel time. Not required if change of airline at the connection point is required.

Policy Note: Domestic flights – coach class only. Traveler is responsible to pay for any upgrades after booking. Upgradeable ticket purchases are not allowed. International flights: Business class is reimbursable when approved in advance by Supervisor.

7. In the **Search Flights By** field, **Price** is the default view. You will be able to view by schedule on a secondary tab in the results.

8. Click **Search**.

9. Flight search parameters can be changed in the panel to the left of the flight matrix to refine your search.

10. Select **Fares or Expand All Details** from the flight matrix that appears to show details for more flight data and to preview seat availability.

11. Click the **View Seat Map** icon next to the flight to preview the availability of seats. You cannot book a seat at this point. The reservation will default to the seat preference set in your Travel Profile.

Note: Reservations within Georgia Travel Policy guidelines will display a green select button, those outside policy a yellow select button. You can book out of policy, but will need to explain why in the reservation process. This is Audited by the State.

Note: Air Travel Insurance is automatically included at no cost when you book your company paid reservation through Concur. You do **not need** to purchase it separately.

Note: Add a frequent flyer program in the Travel Preferences section of your Profile, if desired.

12. Click **Reserve Flight and Continue**.

Note: If you reserved a car, you will go to the car rental selection. Select a car and check reserve.

Note: If you reserved a hotel you will go to the hotel page select a room, click reserve.

Note: Access the airline website directly to process baggage. Usually it is less expensive if done online.

Policy Note: In the event there is a charge for checking traveler's first piece of luggage, the State will reimburse for that charge. If there is no charge for the first piece of luggage, the state will not reimburse for additional pieces of checked luggage unless an appropriate business purpose explanation is provided. Baggage charges incurred for excess weight will not be reimbursed, unless an appropriate business purpose explanation is provided.