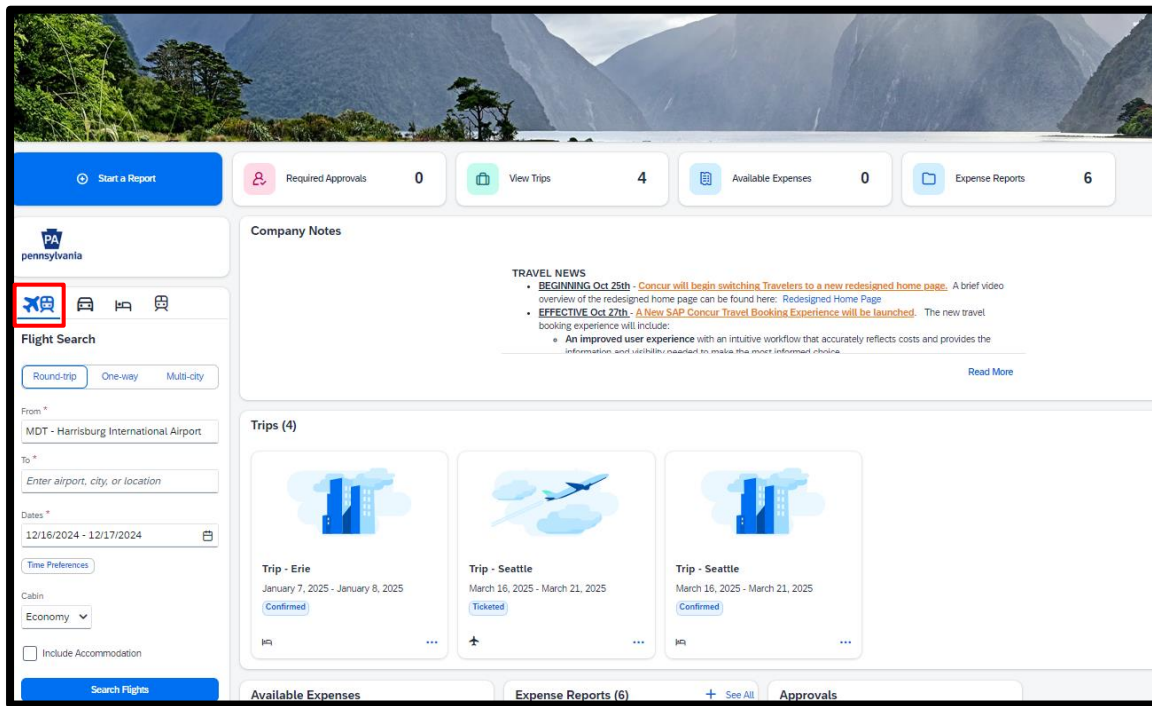


User Guide - Booking Airfare

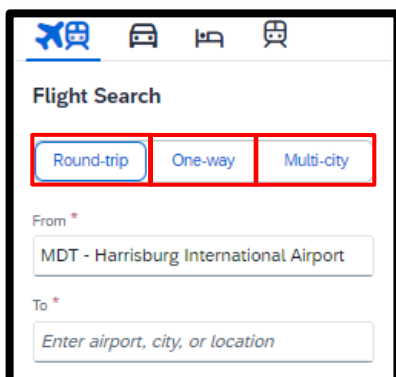
This guide is intended to walk an employee through the basics of how to book airfare.

Booking Airfare

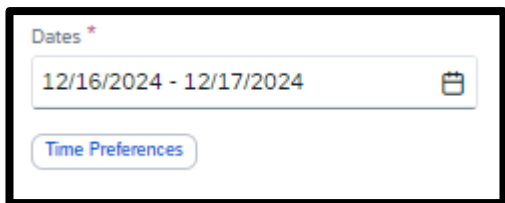
1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. In the Trip Search section, select the Flight tab.



3. Select either Round-Trip, One-Way, or Multi-City option on the Flight tab.

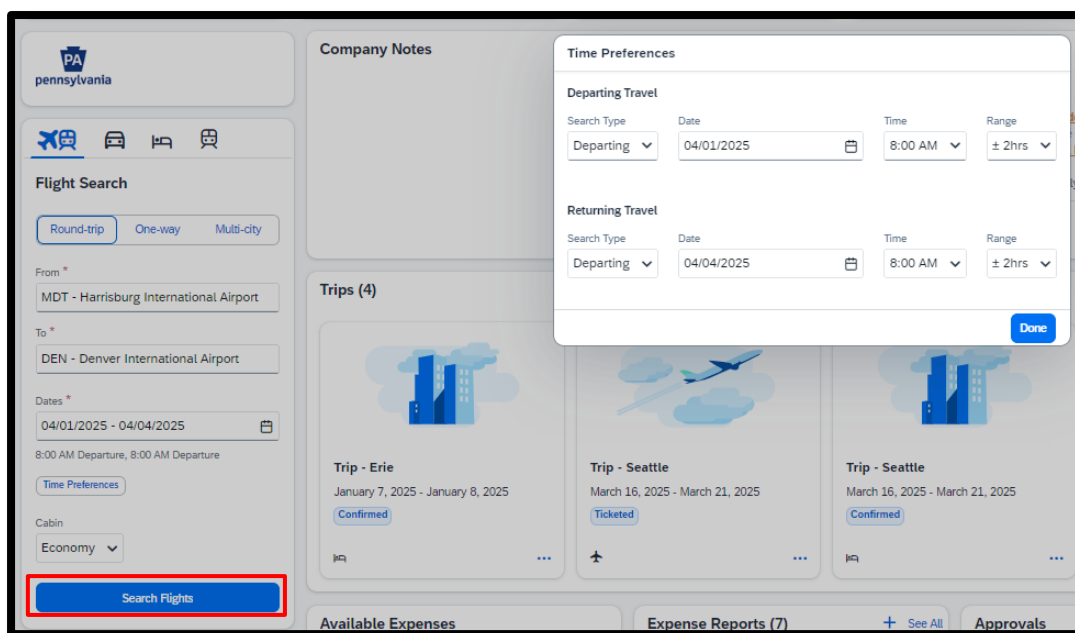


- In the **From*** field, enter your departure city and the **To*** field enter your destination city.
- Enter your departure and return date.

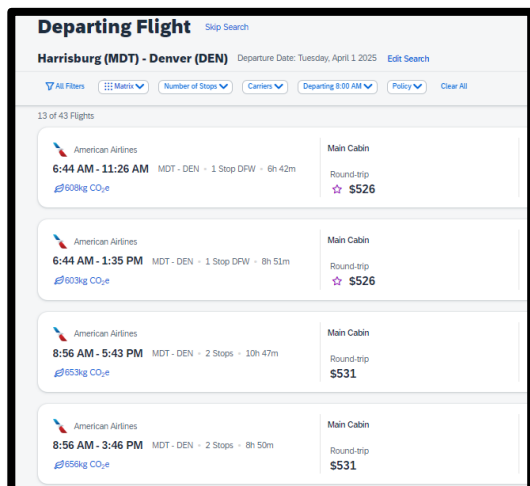


Click on **Time Preferences** and enter desired times, results will show flights within a 2-hour window.

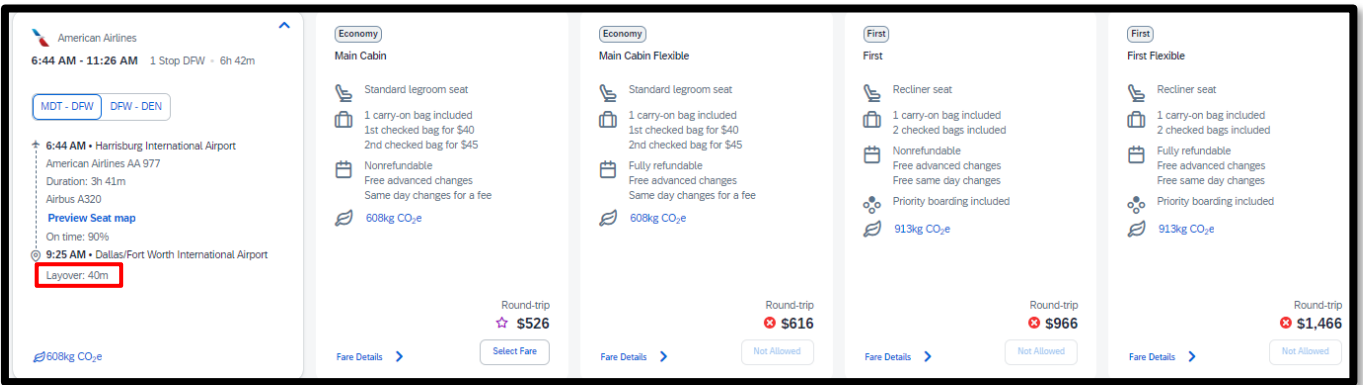
Click on **Search Flights**.



- On the Departing Flight screen, available flight options will display.

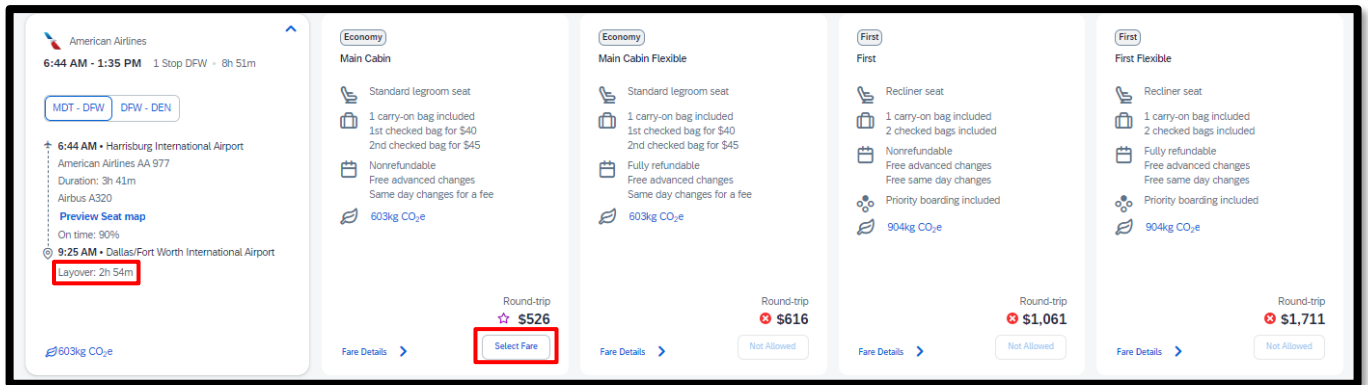


7. To view flight details, click on the price box.



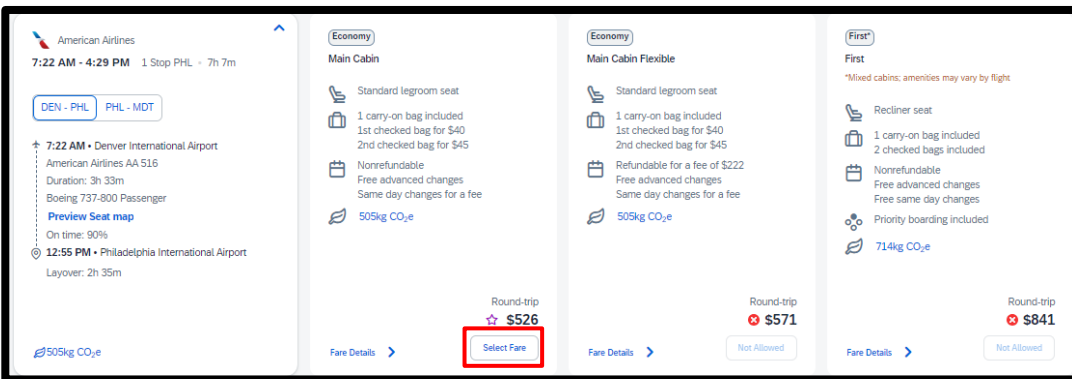
Flight details will appear. This example shows a 40-minute layover time, if this flight is not desired due to the short layover time, simply click on another price box to review other flights.

The next flight selected is more desirable due to a longer connecting time. To book this departure flight, click on Select Fare.



8. After selecting departure flight, the return flights will appear. Click on desired flight and hit **Select Fare**. You can also preview the Seat map from the booking screen and will be able to confirm seats on the check-out page.

Note: Depending on the airline provider, you can select any free seat for the flight. Commonwealth policy does not permit specific seats to be purchased. If a free seat is not available, a seat will be assigned by the airline on the day of the flight. If you want to purchase an upgraded seat at your expense, after confirming the reservation, go directly to the airline website and purchase the seat.



9. After the flight is selected, the review screen will appear. On this page you may:
 - a) Review your flight details.
 - b) Select your seat assignment.
 - c) Review the price summary.
 - d) If ready to confirm, click the condition box.
 - e) Click on **Book and Continue**.

The screenshot shows a flight review interface with the following sections and annotations:

- Flight Itinerary:**
 - Tuesday, April 1 2025:** Harrisburg, PA (MDT) - Denver, CO (DEN). Flight time: 6:44 AM - 1:35 PM. Duration: 8h 51m. American Airlines AA 977, AA 420. **a)** points to the flight details.
 - Friday, April 4 2025:** Denver, CO (DEN) - Harrisburg, PA (MDT). Flight time: 7:22 AM - 4:29 PM. Duration: 7h 7m. American Airlines AA 516, AA 5985. Operated by multiple carriers. **b)** points to the "Select Seats" button.
- Estimated Total Cost:** \$525.96.
 - Base Fare: \$443.50
 - Taxes, fees & charges: \$82.46
 - c)** points to the cost breakdown.
- Traveler Information:**
 - Fields for Name on Reservation, Phone, Email, Date of Birth, Gender, DHS Address, and Known Traveler Number.
 - d)** points to the "I have read and accept the rules and restrictions and policies..." checkbox.
- Book and Continue:** A blue button with a red border, highlighted by **e)**.
- Baggage Allowance:** Details for Harrisburg, PA (MDT) - Denver, CO (DEN) and Denver, CO (DEN) - Harrisburg, PA (MDT) in Economy class.

10. On the **Finalize** page, enter additional information about your trip.
 - a. **Trip Name** – the first segment searched will be pre-populated. The trip name can be changed and will appear on the itinerary that will be sent to you.
 - b. **Description** – this is an optional field.

11. Click the **Finalize Trip** button to complete the booking.

Finalize * Required field

Trip Overview
 April 1, 2025 - April 4, 2025

Trip Name * **a)**
 Character limit: 50 13/50

Description **b)**
 Character limit: 250 02/50

Traveler
 Traveler's Name

Harrisburg, PA (MDT) - Denver, CO (DEN)
 Tuesday, April 1, 2025 Confirmed
 Confirmation Number: NCAHMP

Denver, CO (DEN) - Harrisburg, PA (MDT)
 Friday, April 4, 2025 Confirmed
 Confirmation Number: NCAHMP

Estimated Total Cost \$525.96

Flight \$525.96

Rates are quoted in USD.

Original cost, refund, or penalty data for canceled or changed bookings are not displayed.

Finalize Trip

[Cancel Trip](#)

[Hold Trip](#)

You may hold this reservation until December 18, 2024, 7:00 PM EST.

Would you like to book anything else?

[Add Accommodation](#) [Add Rental Car](#)

12. The airfare booking is finished.

Trip Confirmed

An email confirmation will be sent to Traveler's Name

[Back to Homepage](#) [View Trip Overview](#)

Traveler	Traveler's Name
Trip Name	Trip - Denver
Date	April 1, 2025 - April 4, 2025