How to Book Air

Statewide Travel Program

Statewide
TRAVEL PROGRAM
CA DEPARTMENT OF GENERAL SERVICES

Table of Contents

1. General Information

To avoid excess booking fees, please book all components of travel within the same itinerary. Be aware of all cancellation rules and any applicable penalties before booking your flight.

2. Policy Compliance

This section applies to executive branch state agencies only.

- Travel should be conducted in the most cost-efficient manner in the best interest of the state.
- Book all airfare reservations through the Statewide Travel Program.
- Concur highlights the least cost, best available fare for the entered serach criteria with a purple star icon ⭐.
- The state's Preferred Carriers for all flights are:
    - o Alaska Airlines
    - o Delta Airlines
    - o Southwest Airlines
    - o United Airlines
- Book all domestic flights at least 7 days in advance, and all international flights at least 30 days in advance.
- Book non-refundable fares for outbound and return flights.
    - o Refundable fares may only be used if the traveler meets specific requirements.
    - o Booking a refundable fare prompts a "Reason Code" requirement in Concur.
- Book roundtrip flights only.

See the following for more information:

- [State Administrative Manual (SAM) 700](#)
- [State Administrative Manual (SAM) 4117](#)
- [State Administrative Manual (SAM) 4117.1](#)
- [State Travel Policy Resources](#)

All non-compliant choices will be audited.

# 3. Booking a Flight Within a Multi-Component Trip

All multi-component trips are booked in the same order in Concur – air or train, car rental, then hotel. Complete all steps of booking air travel (section 4 of this document), then add the additional segments of travel when you reach the "Finalize" page. Please see section 4.14.3 of this document for more information.

# 4. Booking Instructions

4.1 Log In

Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

Once you've logged into Concur, click the plane icon in the trip search widget.
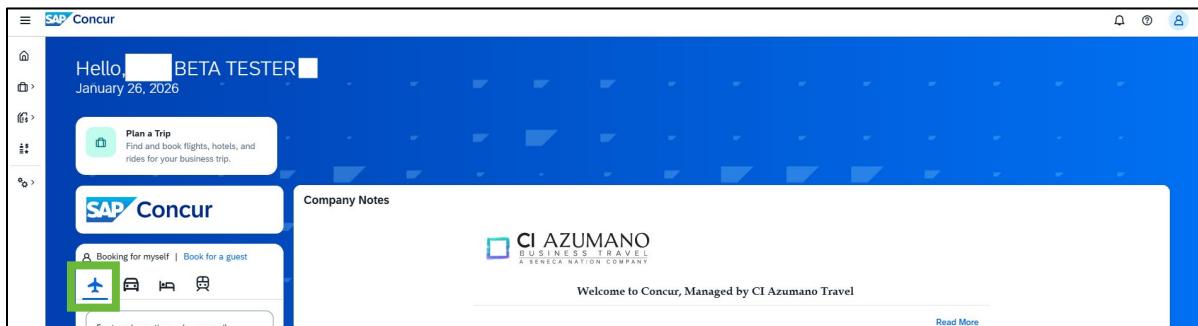
4.2 Select Type of Flight

There are three flight options you can choose from: round-trip, one-way or multi-city travel. The trip will default to "Round-Trip." To choose a different type of fare, click the option you need.
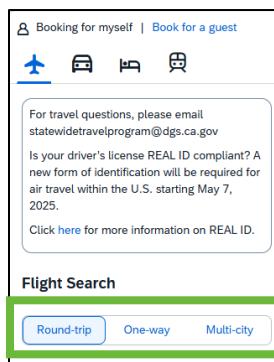
4.2.1 Round-Trip

Round-trip refers to a trip that begins and ends at the same location. It includes an outbound flight to a destination and a return flight back to the point of origin.

This is the default search for flights.

4.2.2 One-Way

One-way refers to a trip that includes just an outbound flight.

4.2.3 Multi-City

Multi-city refers to a single booking itinerary that includes multiple stops, allowing travelers to book different destinations without purchasing separate one-way tickets. Instead of a standard round-trip (A-to-B and back to A), this option lets you fly into one city and out of another.

4.3 Outbound Airport

Find the "From" box. Enter the airport, city, or location.
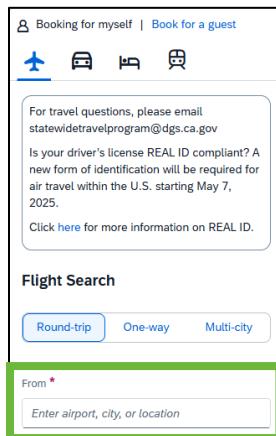
A drop-down list will appear.

A. The map marker icon will show city names within the search parameters.
B. The plane icon will show airports within the search parameters.
C. The building icon will show your office location(s), if it has been added to your profile. Please see the guide 'Setting Up a Profile in Concur' for more information.
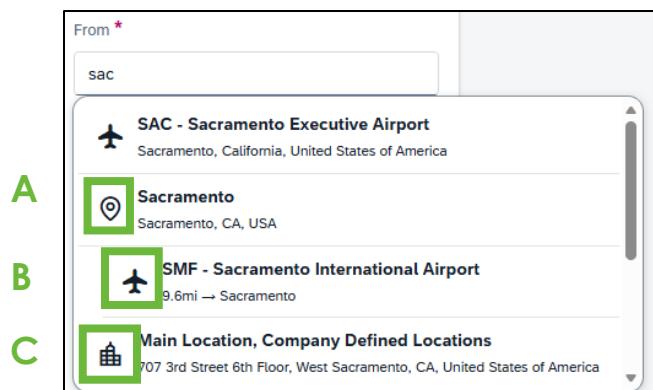

Once you find your airport, click the name in the drop-down menu.
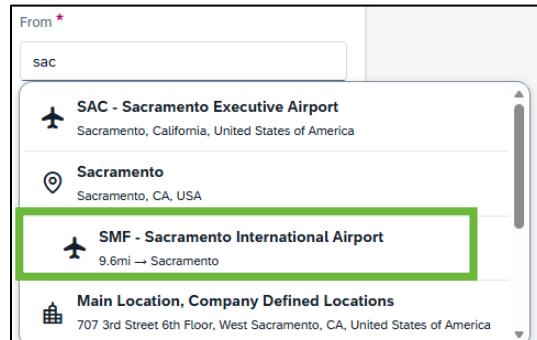
4.4 Return Airport

Find the "To" box. Use the same process you followed to choose an outbound airport to now find and select a return airport. See section 4.2 of this document for more information.

4.5 Flight Dates

Find the "Dates" box.

There are two ways to choose travel dates: type the dates or select them on a calendar.

4.5.1 Type the travel dates

Click the box and type the desired departure and arrival dates.
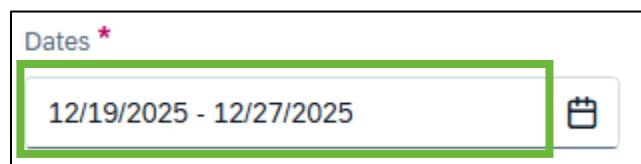
4.5.2 Select the travel dates on a calendar

Click the calendar icon.

A pop-up window will appear with a two-month calendar view. Select the desired departure date first, then select the desired return date. Once selected, the travel dates will appear blue.
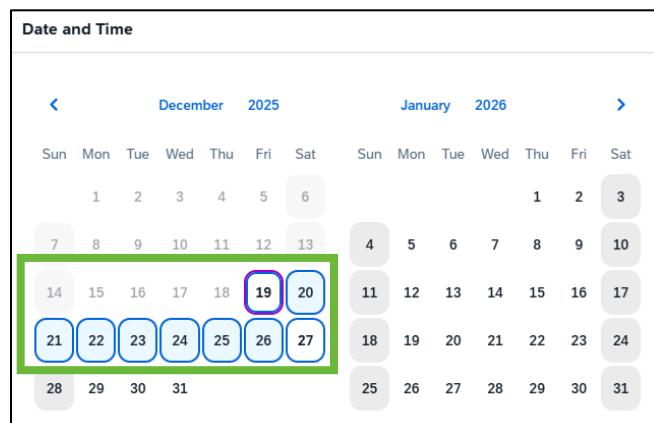
4.5.3 Specify flight times

Below the calendar, there is an option to search by specific departure and arrival times for each flight.
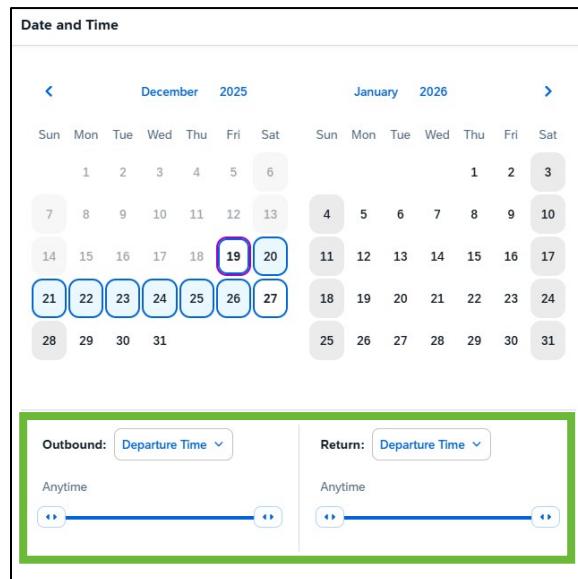
To specify a departure or arrival time frame for your outbound flight, select the applicable option in the drop-down menu.
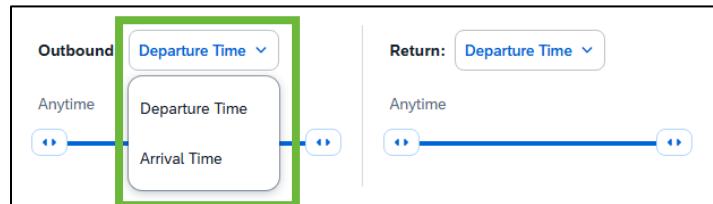
Move the arrows to the desired timeframe.
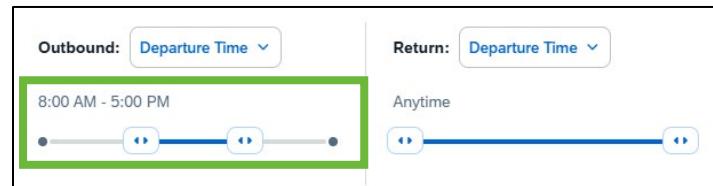
Repeat this step for the return flight departure and/or arrival time, if desired.
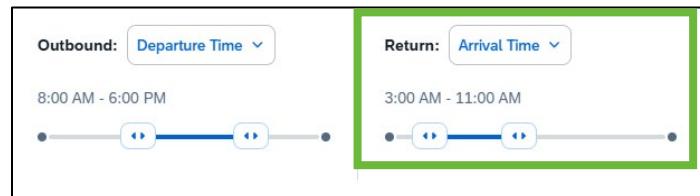
Once the dates and times have been specified, click "Apply."
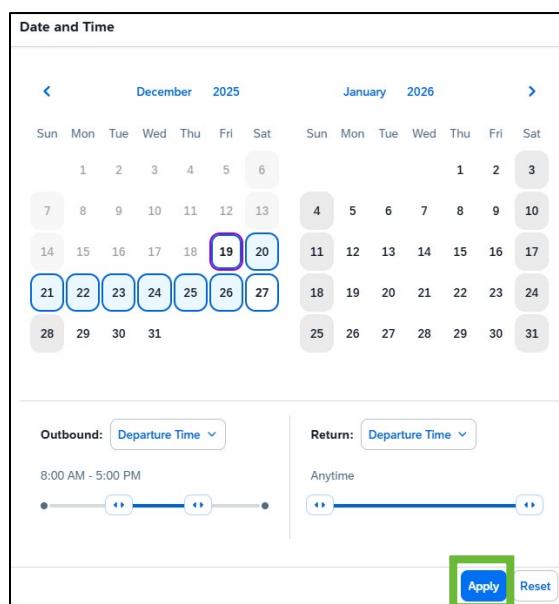
Once the pop-up window is gone, the chosen dates and times will appear in the initial search screen.
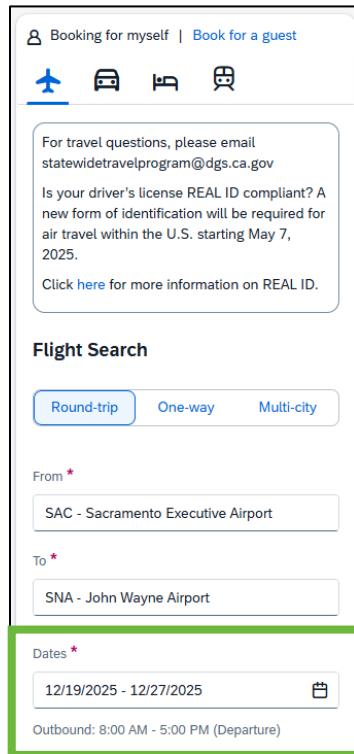
4.6 Cabin Type

If your agency permits different cabin types, you may choose a different cabin type in the "Cabin" drop-down menu. If your agency does not permit different cabin types, "Economy" will be the only option.
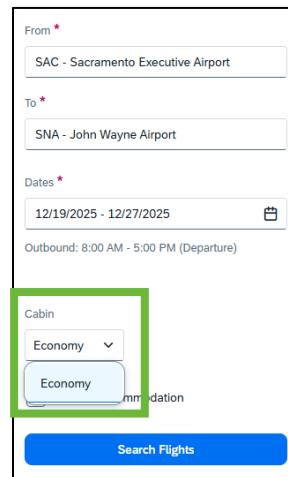
4.7 Add a Hotel

If you'd like to add a hotel, click "Include Accomodation" and enter the search parameters for the hotel.

There will also be an option to add a rental car and/or hotel later in the booking process, see section 4.13.3 of this document for more information.

Please see the guides 'How to Book a Rental Car' or 'How to Book Lodging' for more specific information on booking those two components.

4.8 Search for a Flight

Once the search parameters have been set, click "Search Flights."
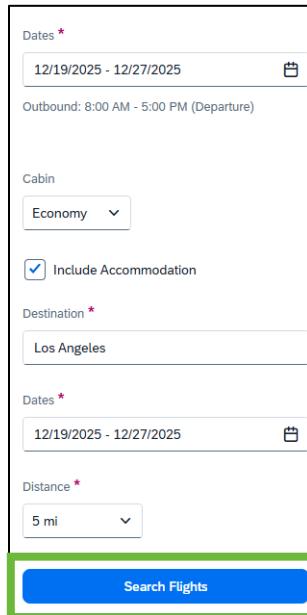
4.9 Additional Search Parameters

The "Departing Flight" search page will load. At the top of the page, you will see more search parameters. This is not required, but it's a helpful tool to help you find a flight that best meets your needs.

4.9.1 Edit Search

To edit the search parameters, click "Edit Search."
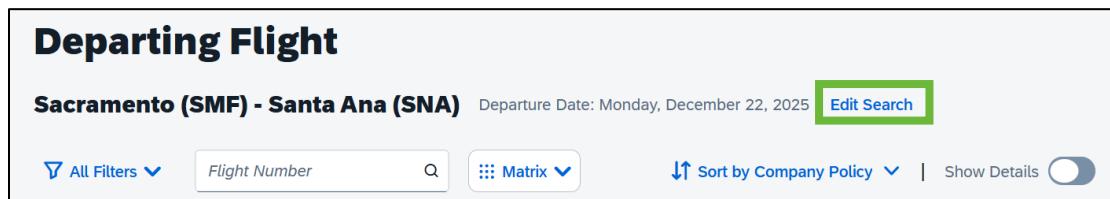
Edit the type of flight, outbound airport, return airport, travel dates, travel times, and/or cabin type as desired. See sections 4.2, 4.3, 4.4, and/or 4.5 of this document for more information. Click "Search" to apply the new search parameters. Click "Cancel" to return to the prior search parameters.

4.9.2   Flight Number

If you are searching for a specific flight, enter it in the "Flight Number" search box and click the magnifying glass icon to search.

4.9.3   Matrix

Click "Matrix" to see a comparison of the most popular flights for the search parameters.

4.9.4   Number of Stops

Click "Number of Stops" to change the number of stops for the flight results.

4.9.5 Carriers

Click "Carriers" to choose a specific vendor.
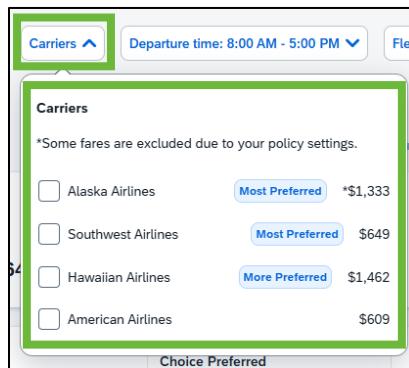
Important: The Preferred airlines for the state of California are Alaska, Delta, Southwest, and United.

4.9.6 Time Frame

Click "Time" to change the departure and/or arrival time frames. Edit the time frame by moving the arrows.
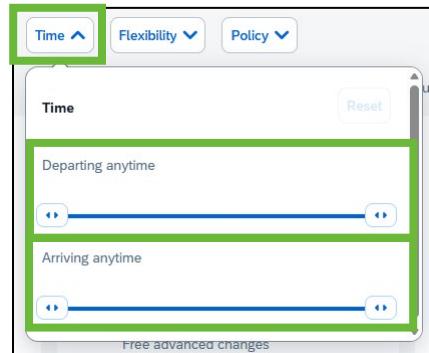
4.9.7 Flexibility

Click "Flexibility" to search for the flexibility on the refund. Please refer to your agency's internal travel policy, as booking outside of policy may result in an audit. Executive branch agency travelers should book a non-refundable flight. See section 2 of this document for more information.
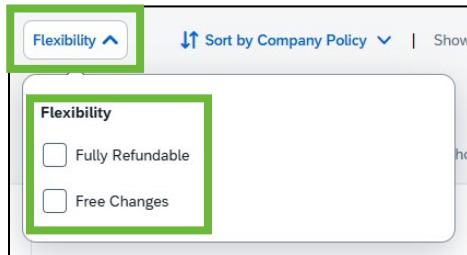
4.9.8 Sort By

The search results will always be sorted by most to least compliant. To edit, click "Sort by…" and select the filter you prefer.
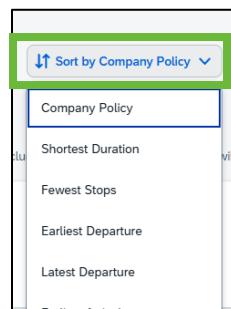
4.9.9 Show Details

To see all flight details, turn on the "Show Details" toggle. This expands the results for all flights that fit within the search parameters. This can also be done individually. See section 4.9.1 of this document for more information.

4.9.10 Clear All

To clear all search filters, click "Clear All."
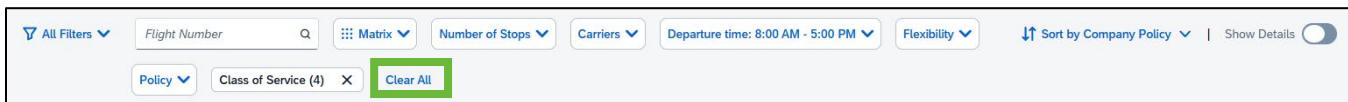
4.10 Choose a Flight

4.10.1 Flight Details

Review the flight options. Click a flight to see the fare details.

To exit the flight detail view, click the arrow.
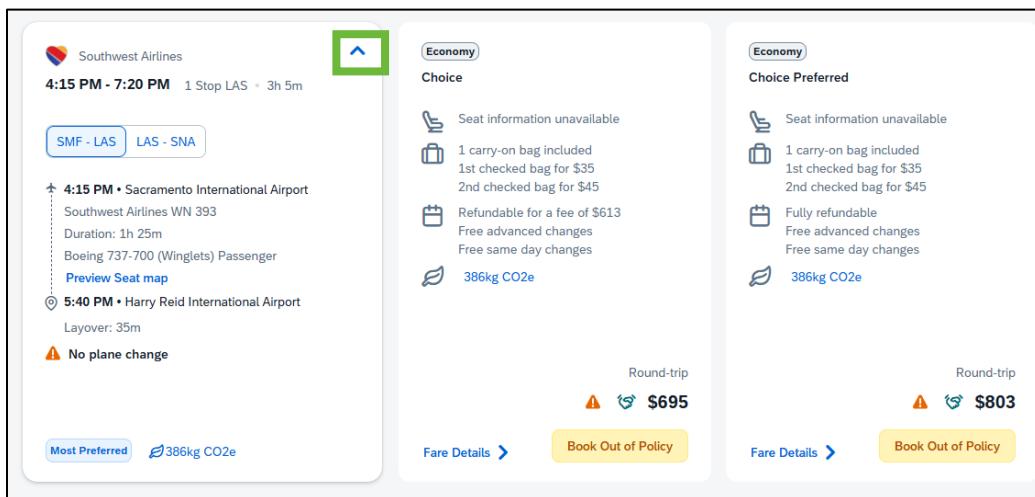
To see the flight details for all flights, see section 4.9.9 of this document.

4.10.2 Icons

While searching for flights, you may see different icons.

Icon	Icon Description	What the Icon Means
★	Star	This is the least cost, logical fare.
⚠	Caution	This is out of policy but allowed with a justification. Click the icon to see what policy is being violated.
🤝	Hands shaking	This is the recommended airfare.
❌	Red "X"	This is out of policy and not allowed. Click the icon to see what policy is being violated.

4.10.3 Fare Details

To see even more details about the fare, click "Fare Details" and review the information in the pop-up.
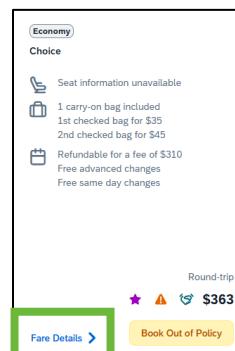
4.11 Select the Fare

Once you have reviewed the options and are ready to book, select the fare.

4.11.1 Within policy fare

If you are booking a flight that is within policy, click the white "Select Fare" button.
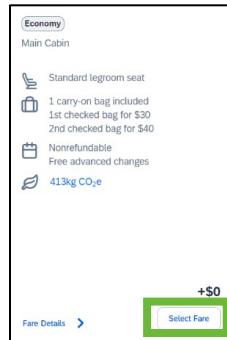
4.11.2 Out-of-policy fare

If you are booking a flight that is out of policy, click the yellow "Book Out of Policy" button.
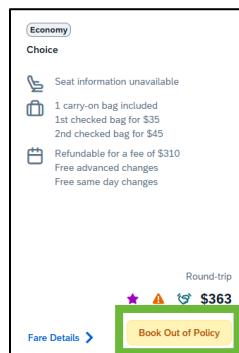
4.11.3 Policy violation

If you choose a flight that is out of policy, a pop-up will appear. Click "Show In-policy Fares" to view similar flights that meet your agency policies. Click "Book Out of Policy" to book this flight due to a valid reason. For executive branch state agencies: If the policy being violated is a state policy, please see the guide 'SAM 4117.1 Violation Reason Codes Legend' for more information.
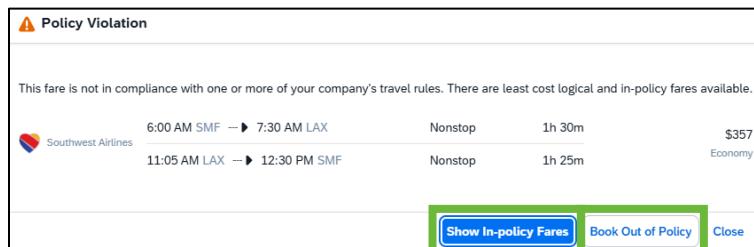
4.11.4 Not allowed fares

Fares that are not allowed will not have a clickable button to purchase airfare.
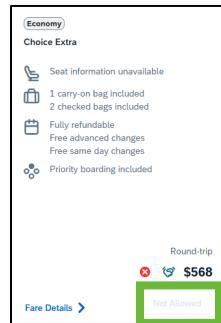
4.12 Multiple Flights

If booking multiple flights, the flights that fit the search parameters will appear after the prior flight has been selected. Follow the steps in section 4.8, 4.9, 4.10 and/or 4.11 for each flight to be booked.

4.13 Review and Book Page

You are now on the "Review and Book" page.

4.13.1 Flight Itinerary
Review the trip information. Click "View Flights and Fare Details" if needed.

4.13.2 Travel Policy

If you booked a flight that was out of policy, this section will appear.

The drop-down menu lists acceptable reasons for selecting an out-of-policy flight. Select the appropriate reason and include any relevant additional information in the comments section. For executive branch state agencies: see the guide 'SAM 4117.1 Violation Reason Codes Legend' for more information.

Your out-of-policy flight selection, reason provided, and any declined flight options will be sent to your agency Travel Coordinator(s) for auditing purposes.

4.13.3 Traveler Information

Review the traveler's information. You may be turned away if the name on your identification does not match your reservation.

A. Verify the traveler's name, date of birth, and gender are accurate and match the photo identification the traveler will provide upon traveling.
B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
C. If applicable, enter the traveler's DHS redress or Known Traveler Number.
D. To enter a frequent traveler account, click "Add Frequent Traveler Account." In the pop-up, choose the carrier and enter the account number. Click "Save" once all accounts have been added.
E. To edit the traveler's information, click "Edit Information." This will take you to the traveler's profile to make any changes necessary. When done editing, click "Save" and the "Review and Book" page will load again.

To edit or add information to your profile, see the video and/or guide 'How to Set Up a Profile in Concur.'

Important: Any categories with a red asterisk are required fields and must be entered to book the travel.

4.13.4 Seats

If the flight is with a carrier that allows seat selection at the time of booking, you will choose seats here. Click "Select Seats" for each flight.
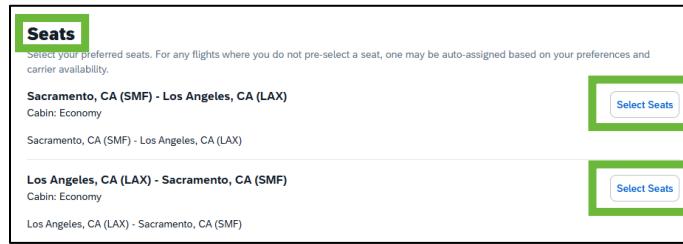
In the pop-up, follow the prompts to select your seat. You may incur additional costs if choosing a seat that doesn't match the fare purchased. Check your agency's internal travel policy to ensure compliance.
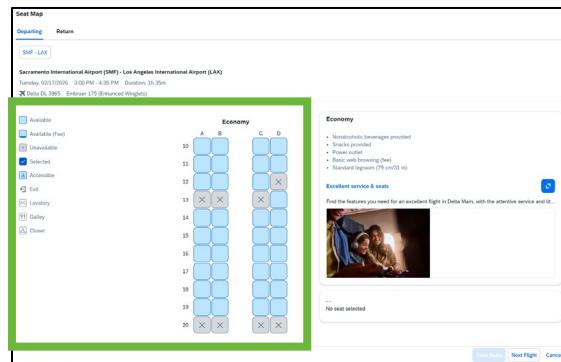
Click "Save Seats" (A) to save your choice. Click "Next Flight" (B) or "Return" (C) to choose your seat for the next flight.
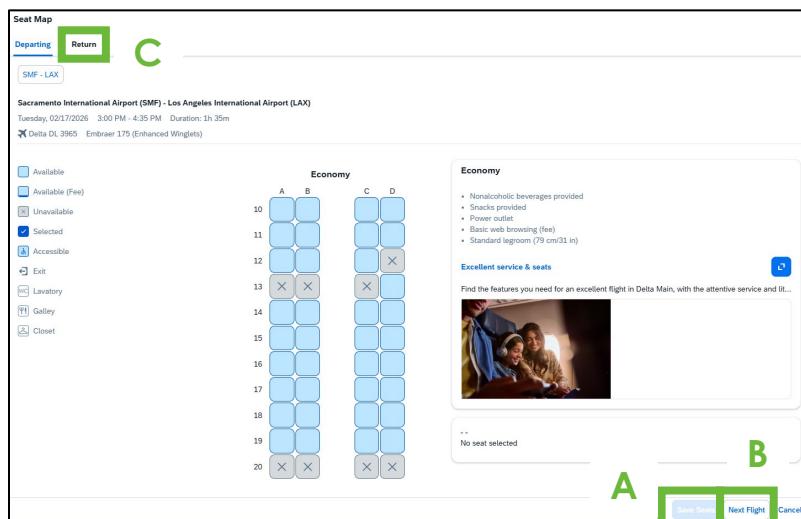
4.13.5 Baggage Allowance

Review the baggage conditions and rules for each flight.

Applicable baggage fees are collected at the airline ticket counter and must be paid by the traveler at the time of check-in. Baggage fees may be reimbursable - follow your agency's internal policies on travel reimbursements or seek guidance from your agency Travel Coordinator(s).

4.13.6 Estimated Total Cost

Review the price summary in the "Estimated Total Cost" section of the page.

Click "Taxes, fees, & charges" to see the associated costs.

4.13.7 Payment

The payment area should be populated with your agency's required payment method. You will not be able to change the payment method or access the payment card information.

Payment

ℹ The form of payment listed below is required by your company, and will be used for this booking. You do not need to select a form of payment.

Form of Payment

U.S. Bank (VISA)

4.13.8 Accept Rules, Restrictions, and Policies

Review the rules and restrictions and if you agree, click the "I have read…" button.

☐ I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

Flight Fare Rules and Restrictions

Hazardous Materials Restrictions

4.13.9 Book and Continue

If the information is correct, click "Book and Continue." If changes need to be made, click "Change Selections" and complete the edits needed.

Add Frequent Traveler Account   Edit Information

Base Fare $86.68
Taxes, fees & charges ⌄ $21.80
Los Angeles - Sacramento
Base Fare $95.98
Taxes, fees & charges ⌄ $22.50

Seats

Select your preferred seats. For any flights where you do not pre-select a seat, one may be auto-assigned based on your preferences and carrier availability.

Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Cabin: Economy   Select Seats

Sacramento, CA (SMF) - Los Angeles, CA (LAX)

Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Cabin: Economy   Select Seats

Los Angeles, CA (LAX) - Sacramento, CA (SMF)

ℹ Several tickets will be issued for this itinerary, each with varying terms, which will result in separate charges.

Payment

ℹ The form of payment listed below is required by your company, and will be used for this booking. You do not need to select a form of payment.

Form of Payment
U.S. Bank (VISA)

Baggage Allowance

Review the baggage conditions and rules.

Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Economy

✓ 1 carry-on bag included up to 115 cm / 45 in
⊕ 1st checked bag for $35 up to 23 kg / 50 lbs and 158 cm / 62 in
⊕ 2nd checked bag for $45 up to 23 kg / 50 lbs and 158 cm / 62 in

Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Economy

✓ 1 carry-on bag included
⊕ 1st checked bag for $35 up to 23 kg / 50 lbs and 158 cm / 62 in
⊕ 2nd checked bag for $45 up to 23 kg / 50 lbs and 158 cm / 62 in

Baggage charges may vary by traveler, depending on status or membership. Charges presented are for informational purposes only and are collected when bags are checked.

☐ I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

Flight Fare Rules and Restrictions

Hazardous Materials Restrictions

⚠ The refundability for this booking is currently unknown. Review the rules and restrictions for more details.

Book and Continue

Change Selections

You have not finished booking the trip!

4.14 Finalize Page

You are now on the "Finalize" page.

4.14.1 Trip Overview

For "Trip Name," give it a name that will be easy to identify in your Trip Library. Under "Trip Description," you can add more details about what the trip is for.

Review the traveler's name and flight information. Click the drop-down arrows to see details.

4.14.2 Additional Information

Under "Additional Information," answer the required questions. The questions that appear may be different, depending on your agency's required information.

Important: All items with a red asterisk are required and must be entered to book the travel.

4.14.3 Would you like to book anything else?

You can add a rental car or hotel to the trip on this page. Look for the car and bed icons under the estimated cost information. See the videos and/or guides 'How to Book Lodging' and/or 'How to Book a Rental Car' for more information.

4.14.4 Finalize Trip

If all is correct, click "Finalize Trip." If you would like to cancel, click "Cancel Trip."

You have not finished booking the trip!

4.15 Trip Confirmed Page

Note: Your travel is not booked until you have reached this page!

This page notifies you the trip has been booked. To see the trip information, click "View Trip Overview." Click "Back to Homepage" to return to Concur's homepage.
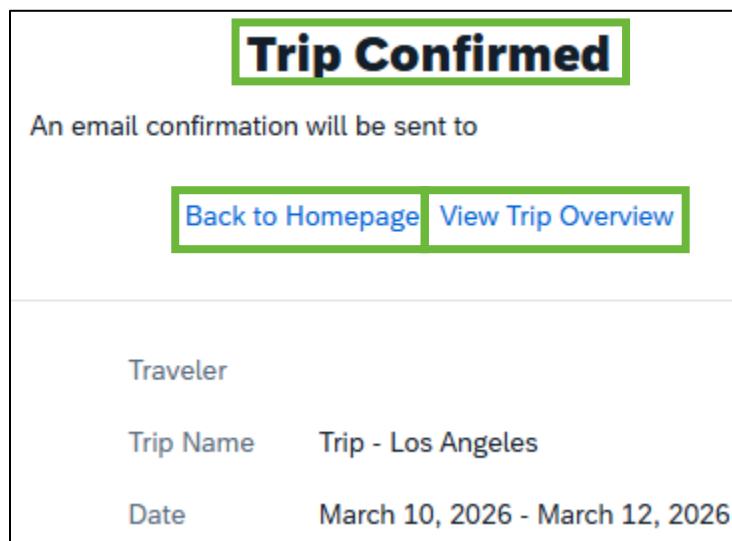
Note: Your travel manager may have to approve the trip. If your agency has automated approvals turned on, please see the guide 'Passive and Hard Stop Approval Information' for more information.

5. Trip Itinerary

There are a few ways you can find the itinerary.

5.1 Confirmation Email

You will receive a confirmation email from Concur with your trip information. Keep this email for your records.
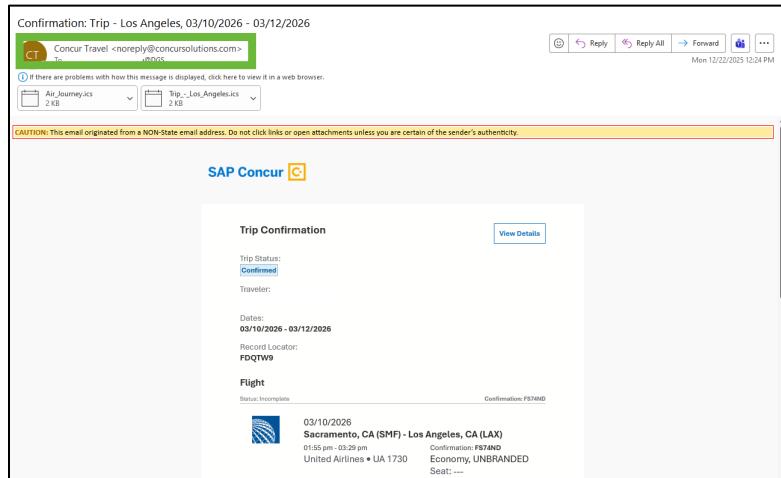
The email will include calendar attachments to easily add the flight information to your calendar.
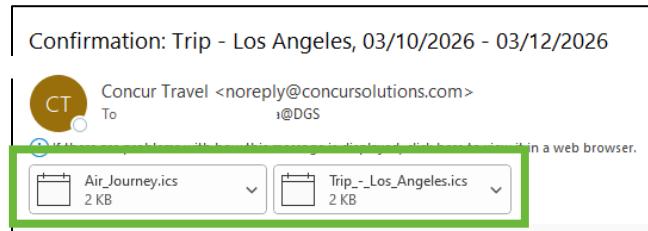
Within the email, you can see the record locator and a link to open the travel on Concur.

5.2 Purchased Email

You will receive an invoice email from CI Azumano noting that the trip has been booked and paid. Keep this email for your records.

The email will include a PDF and text version of the itinerary.

Within the email, you can see the record locator and a link to open the trip within Concur.

5.3 Trip Library

You can also find trip information via the "Upcoming Trips" section in Concur. Log into Concur and click "Travel," "Trip Library."
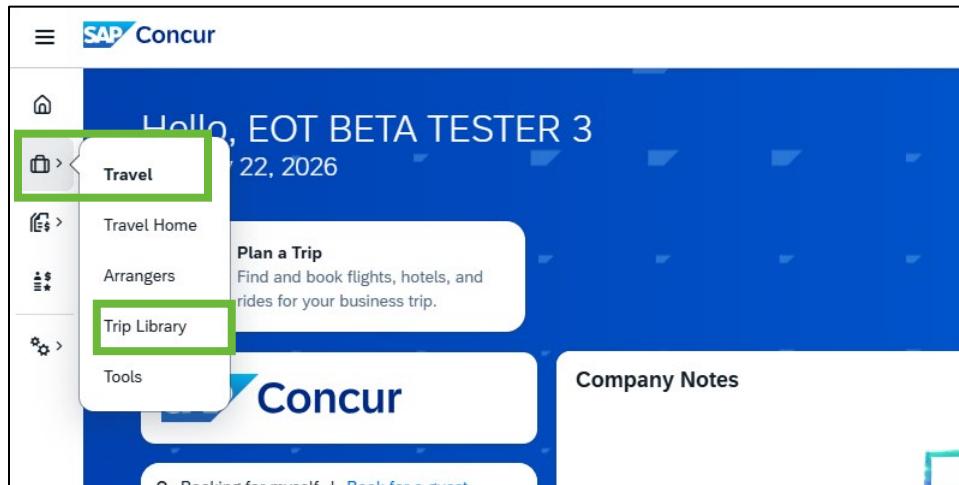
Your "Trip List" will open, where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.
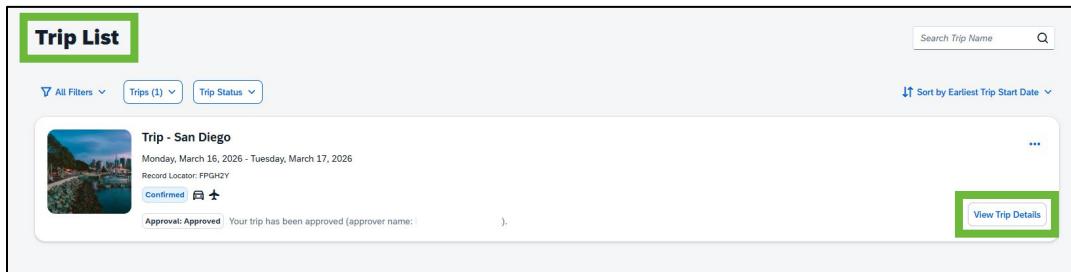
The trip's Record Locator can be found under the travel dates.
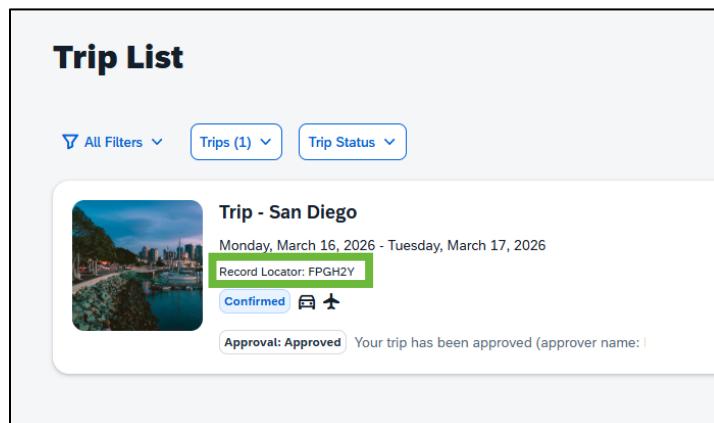
6. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

6.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- o CI Azumano Travel Tools and Resources
- o CI Azumano Webpage
- o Concur Login Page

6.2 Statewide Travel Program

Air Travel 101

Airfare Resources for Government Travel

Email: StatewideTravelProgram@dgs.ca.gov

- Airfare Resources for Government Travel

Find the following videos and guides on the Statewide Travel Program Training Resources Page:

- Air Travel 101
- How to Add to An Existing Itinerary
- How to Book a Rental Car
- How to Book a Train
- How to Book Lodging
- How to Cancel a Booking
- How to Change a Booking
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information

6.3 Compliance

This information applies to executive state agencies only.

- SAM 4117 Guide
- SAM 4117.1
- SAM 4117.1 Violation Reason Codes Legend
- State Travel Policy Resources