

AUG  
2025

# How to Book Air

Statewide Travel Program

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# 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 page applies to executive branch state agencies only. Please see [State Travel Policy Resources](#) for more information.

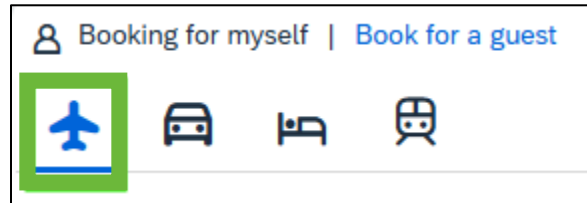
- Concur highlights the lowest fares with a green reserve button. It is permissible to select a fare greater than the lowest fare but you will be prompted to select a reason for picking a higher cost flight.
- The state's Preferred Carriers for all flights are:
  - Alaska Airlines
  - Delta Airlines
  - Southwest Airlines
  - 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.
- Book roundtrip flights only.
- Refundable fares may only be used if the traveler meets specific requirements.

All non-compliant choices will be audited.

## 3. Steps to Book

### 3.1 Log in

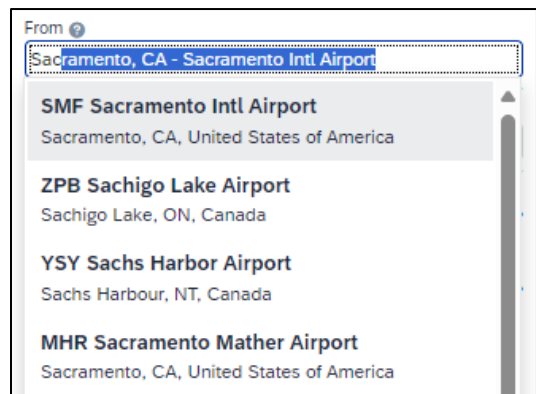
Once you've logged into Concur, click the plane icon in the trip search widget.



To choose an airport, you have three options.

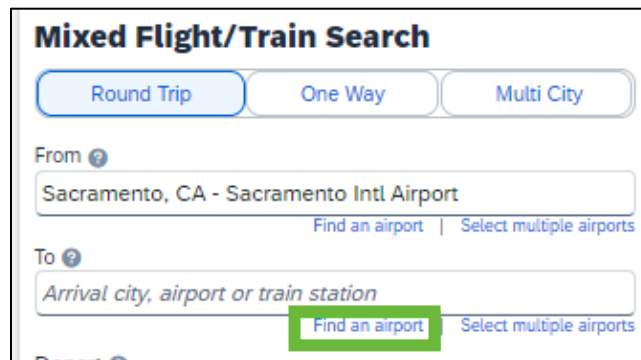
### 3.2 You know the airport you want to travel to

Enter the airport name, click it when it autocompletes.



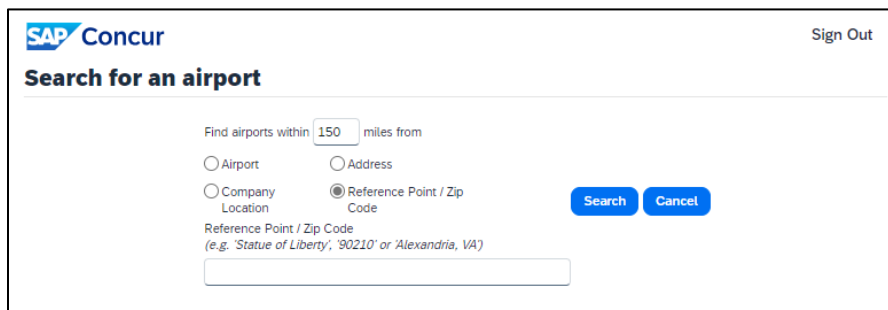
### 3.3 You need to find an airport

Click 'Find an airport.'



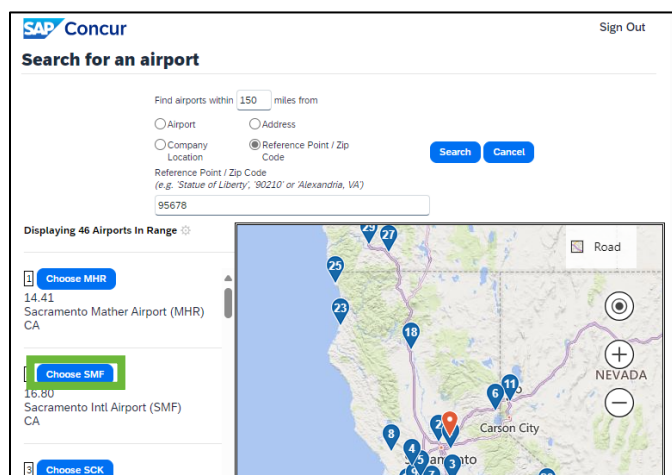
## HOW TO BOOK AIR

In the pop-up, choose 'Airport,' 'Address,' 'Company Location,' or 'Reference Point/Zip Code' and fill in the search criteria.



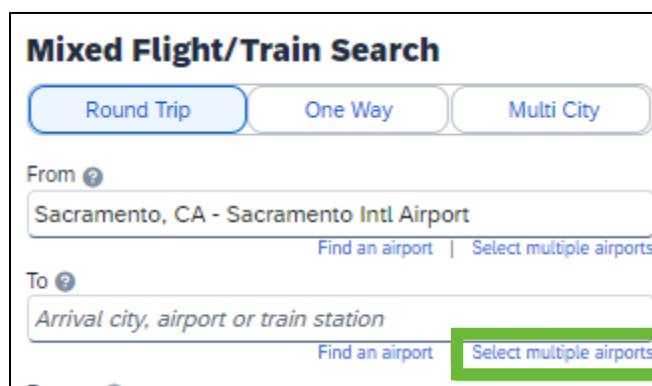
Note: The agency's address(es) must be part of the traveler's profile in order to use 'Company Location' as search criteria. For information on how to add that, please see the video ['Setting Up a Profile in Concur.'](#)

Once you've entered the location information, a map will populate with airport options. Click 'Choose (airport name)' to choose the one that works best for this trip.



### 3.4 You want to search flights to multiple airports in the same area

Click 'Select multiple airports.'



Type the location desired, define the search radius from that location, and click 'Search.'

**SAP Concur** Sign Out

**Select multiple airports**

Location

Airports within: 20 miles

OK Search Cancel

Click the checkbox for each airport you would like included in your search results. Please note that when searching by schedule for multiple airports, results may take two minutes or more to load due to number of options. Click 'OK.'

**SAP Concur** Sign Out

**Select multiple airports**

Location

Airports within: 20 miles of SMF

☒ 1 Sacramento Intl Airport, Sacramento, CA (SMF) 0 miles  
☐ 2 Sacramento Mather Airport, Sacramento, CA (MHR) 18.63 miles

OK Search Cancel

## 3.5 Depart/Return Information

Now, complete the 'depart' and 'return' information. You can specify time of day you would like to travel.

**Depart ?**

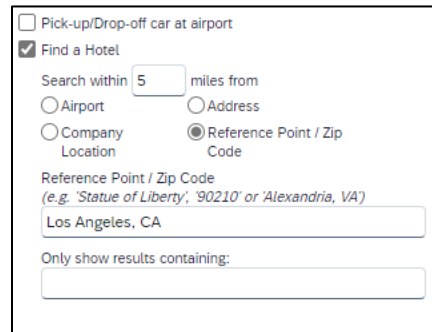
depart Morning ± 3 ✓

**Return ?**

depart Afternoon ± 3 ✓

## 3.6 Add a Car Rental or Hotel

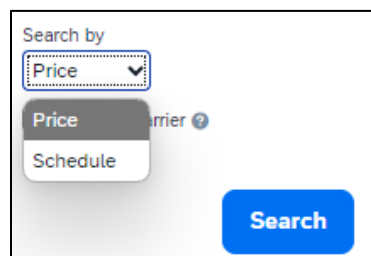
If you'd like to add a car rental or hotel, click those options. There will also be an option to add a car rental or hotel later in the booking process. Please see the videos ['How to Book a Car Rental'](#) or ['How to Book Lodging'](#) for more information.



☐ Pick-up/Drop-off car at airport  
☒ Find a Hotel  
 Search within  miles from  
☐ Airport ☐ Address  
☐ Company Location ☒ Reference Point / Zip Code  
 Reference Point / Zip Code  
 (e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')  
  
 Only show results containing:

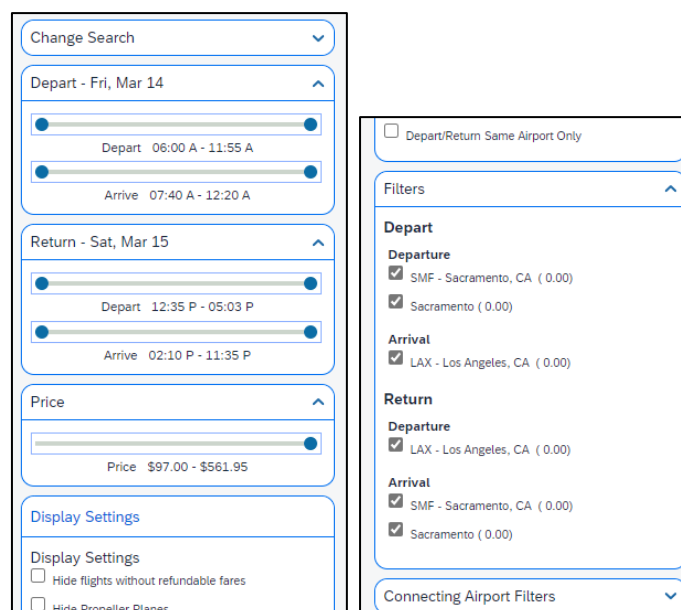
## 3.7 Search for a Flight

You can choose to search by schedule or price in the drop down menu. Click the blue 'search' button once you are ready to see flight options.



Search by

On the left side of the page, you will see more ways to specify the flight search. These are not required, but meant to assist in finding the correct flight.



Change Search  
 Depart - Fri, Mar 14  
 Depart 06:00 A - 11:55 A  
 Arrive 07:40 A - 12:20 A  
 Return - Sat, Mar 15  
 Depart 12:35 P - 05:03 P  
 Arrive 02:10 P - 11:35 P  
 Price  
 Price \$97.00 - \$561.95  
 Display Settings  
 Display Settings  
☐ Hide flights without refundable fares  
☐ Hide Propeller Planes

☐ Depart/Return Same Airport Only  
 Filters  
 Depart  
 Departure  
☒ SMF - Sacramento, CA ( 0.00)  
☒ Sacramento ( 0.00)  
 Arrival  
☒ LAX - Los Angeles, CA ( 0.00)  
 Return  
 Departure  
☒ LAX - Los Angeles, CA ( 0.00)  
 Arrival  
☒ SMF - Sacramento, CA ( 0.00)  
☒ Sacramento ( 0.00)  
 Connecting Airport Filters



## 3.8 Choose a Flight

Once you've reviewed the flight options, select the blue 'View Fares' button of the one you'd like to book.

Southwest	06:25a SMF → 07:55a LAX	Nonstop	1h 30m	<div>\$323.99</div> <div><b>View Fares</b></div>
	03:00p LAX → 10:15p SMF	1 stop LAS	7h 15m	
Most Preferred Airline for General Services				<a href="#">Show all details</a>

Next, you will see different options for the same flight. You may see a few different icons.

- Check mark in a green circle means this option conforms to all rules
- Exclamation point in orange triangle means this option triggers one or more of the rules. You will need to log why you chose this option over one that follows all rules, and the information will be audited.
- There will be a note that says, 'Not Available' next to any flights that are not available due to breaking rules.

Southwest	06:55a SMF → 08:20a LGB	Nonstop	1h 25m	<div>\$161.14</div> <div><b>Hide Fares</b></div>
	12:45p LGB → 02:10p SMF	Nonstop	1h 25m	
Most Preferred Airline for General Services				<a href="#">Hide all details</a>
<b>DEPART</b> ✈️ Thu, Oct 16 – Sacramento, CA to Long Beach, CA <a href="#">Flight details</a>				
<b>RETURN</b> ✈️ Fri, Oct 17 – Long Beach, CA to Sacramento, CA <a href="#">Flight details</a>				
Fare Options	Free Checked Bags	Refundable		
Choice (V, D) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No	✓	\$161.14
Choice Preferred (V, D) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	Yes Fees may apply	⚠️	\$272.73
Choice Extra (B) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	2	Yes Fees may apply	✗	\$365.73 <b>Not Allowed</b>

Once you've picked the option that works best, click the blue price button.

Fare Options	Free Checked Bags	Refundable		
Choice (V, D) <a href="#">Rules</a> <a href="#">Benefits/Services</a>	0	No	✓	\$161.14

### 3.9 Review and Reserve Flight Page

You are now on the 'Review and Reserve Flight' page. Review the trip information, including traveler name. Make sure the Primary Traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.

## Review and Reserve Flight

### Review Flights

**DEPART** ✈️ Thu, Mar 13 – Sacramento, CA to Los Angeles, CA [Hide details ^](#)

Thu, Mar 13 06:25a SMF → 07:55a LAX 1h 30m Southwest 494 Boeing 737 MAX 8

**RETURN** ✈️ Fri, Mar 14 – Los Angeles, CA to Sacramento, CA [Hide details ^](#)

Fri, Mar 14 12:00p LAX → 01:35p SMF 1h 35m Southwest 685 Boeing 737 MAX 8

### Enter Traveler Information

Ensure all traveler information below is correct. ⓘ

**Primary Traveler** [Edit](#) | [Review all](#)

Name: William Never Phone: 123456789 Email:  @dgs.ca.gov

On this page, you may add any frequent flyer program(s) the traveler is part of. This can also be done in the traveler's Concur profile set up. Please see the video '[Setting up a Profile in Concur](#)' for more information.

### Frequent Flyer Programs

[Add a Program](#)

For Southwest

No Program selected ▼

If the flight is on a carrier that allows seat selection, you will choose here. Scroll to 'Select Seats'. Click the blue 'Select a seat' link.

## Select Seats

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
UA 5390 Economy (V)	<a href="#">Select a seat</a>

In the popup, follow the prompts to choose your seat. Click 'Select Seat' to save your choice.

SAP Concur Sign Out

### Seat Map

Available flights  
UA 5390 SMF-LAX ▼

[Select Seat](#) [Close](#)

United #5390, E7W, Sacramento Intl Airport (SMF) – Los Angeles Intl Airport (LAX)  
Seat assignment is subject to change up until time of departure

☒ Available
 ☐ Occupied or Unavailable
 ☒ Selected
 ☐ Exit row
 ☐ No seating ⓘ

☒ Preferential ⓘ
 ☐ Preferential
 ☒ Paid preferential
 ☐ Paid preferential

Exit out of the popup once your selection has been saved. Complete this for each flight within the trip.

### Select Seats

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight	Seat
UA 5390 Economy (V)	21C (change)
UA 1416 Economy (V)	Select a seat
UA 1090 Economy (V)	Select a seat
UA 1025 Economy (V)	Select a seat
UA 2600 Economy (V)	Select a seat
UA 5430 Economy (V)	Select a seat

If information is correct, click 'Reserve Flight and Continue.' If changes need to be made, click 'Back' and complete the edits needed.

By completing this booking, you agree to the fare

[Back](#)
[Reserve Flight and Continue](#)

## 3.10 Travel Details Page

*You have not finished booking the trip!*

On the 'Travel Details' page, review the trip information to ensure accuracy. You can also add a car rental or hotel to the trip on this page. Look for the car and bed icons next to the trip overview.

### Travel Details

#### Trip Overview

I want to...

[Print Itinerary](#)

[E-mail Itinerary](#)

**Trip Name:** Trip from Sacramento to Los Angeles [\(Edit\)](#)

**Start Date:** March 13, 2025

**End Date:** March 14, 2025

**Created:** November 19, 2024, William Never *(Modified: November 19, 2024)*

**Description:** (No Description Available) [\(Edit\)](#)

**Agency Record Locator:** 9MDM1D

**Passengers:** William Never

**Total Estimated Cost:** \$295.97 USD [\(Details\)](#)

**i** This trip requires approval.

The deadline for approval is: 11/20/2024 9:30 PM Eastern

**Add to your Itinerary**

Car
 Hotel


If all is correct, click 'Next.' If not, click 'Cancel Trip' and make the changes necessary.

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](#)

If you do not book a car rental or hotel with the air reservation, a pop-up will remind you to add one if needed. Click 'Cancel' to go back and add either or click 'OK' to move onto the next page.

**ATTENTION!**


 Your trip does not have any car or hotel reservations.  
 You can add a car or hotel reservation from the itinerary display.  
 Click "Cancel" to go back and add a car and/or hotel, or click "OK" to continue with your present itinerary.

### 3.11 Trip Booking Information

*You have not finished booking the trip!*

Now you are seeing the 'Trip Booking Information' page. Here, you will specify what the trip is for.

## Trip Booking Information

The trip name and description are for your record keeping convenience.

<p><b>Trip Name</b> This will appear in your upcoming trip list.</p> <p>Trip from Sacramento to Los Angeles</p>	<p><b>Trip Description (optional)</b> Used to identify the trip purpose</p>
---	---


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.

## Trip Booking Information

The trip name and description are for your record keeping convenience.

<p><b>Trip Name</b> This will appear in your upcoming trip list.</p> <p>Trip from Sacramento to Los Angeles</p>	<p><b>Trip Description (optional)</b> Used to identify the trip purpose</p>
---	---

If you would like to send the travel confirmation to additional people, include their emails here. Please note that the traveler and Primary Travel Assistant will always receive a confirmation email.

Send a copy of the confirmation to: 

Send my email confirmation as

☒ HTML
 ☐ Plain-text

For the remaining options, you will need to select the choice that is most accurate for this trip.

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy [Required]	Why was no hotel reserved? [Required]
<input type="text"/>	<input type="text"/>
	Purpose of Trip [Required]
	<input type="text"/>

Click 'Display Trip' to see the trip information.

Click 'Hold Trip' to save it and book it later.

Click 'Previous' to go back to the 'Travel Details' page.

Click 'Cancel Trip' to cancel what you have chosen. If you are ready to book, click 'Next.'

Please enter information about this trip then press Next to finalize your reservation. 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.

[Display Trip](#)
[Hold Trip](#)
[<< Previous](#)
[Next >>](#)
[Cancel Trip](#)

## 3.12 Trip Confirmation Page

You have not finished booking the trip!

You are now on the 'Trip Confirmation' page.

<b>Trip Summary</b> <input checked="" type="checkbox"/> <b>Finalize Trip</b> <ul style="list-style-type: none"> <li>✓ Review Travel Details</li> <li>✓ Enter Trip Information</li> <li>Submit Trip Confirmation</li> </ul>	<b>Trip Confirmation</b> <p>To <b>COMPLETE BOOKING</b>, please press the "Confirm Booking" Button after reviewing this page.            To <b>CANCEL</b>, press the Cancel button.</p> <p>After you complete this booking, it will be reserved; however, it will not be ticketed until it is approved by your company.</p> <div> <b>Trip Overview</b>            Trip Name: Trip from Sacramento to Los Angeles            Start Date: March 13, 2025            End Date: March 14, 2025         </div>
--	---


Review the information. If it is accurate, click 'Confirm Booking.' Click 'Display Trip' to see the trip information, 'Previous' to go back to the 'Trip Booking Information' page, or 'Cancel Trip' to cancel what you have chosen.

Almost done... Please confirm this itinerary.

[Display Trip](#)
[<< Previous](#)
[Confirm Booking>>](#)
[Cancel Trip](#)

### 3.13 Finished! Page

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

**Trip Summary**  
 **Finished!**

## Finished!


You have successfully booked your trip!

**Trip Record Locator : 9MDM1D**

This trip is awaiting approval and must be approved by: 11/20/2024 09:30 pm Eastern  
It will be automatically cancelled if it is not approved by that time.  
**The itinerary will not be ticketed until your travel manager has approved the trip.**  
Your itinerary has been saved. CI Azumano - - California 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: 11/20/2024 11:30 pm Eastern ( 11/20/2024 8:30:00 PM Pacific ).

Note: Your travel manager may have to approve the trip. If your agency has automated approvals turned on, please see the video '[Passive and Hard Stop Approval Information](#)' for more information.

You can see your trip record locator on this page.

**Trip Summary**  
 **Finished!**

## Finished!

You have successfully booked your trip!

**Trip Record Locator : 9MDM1D**


This trip is awaiting approval and must be approved by: 11/20/2024 09:30 pm Eastern  
It will be automatically cancelled if it is not approved by that time.  
**The itinerary will not be ticketed until your travel manager has approved the trip.**  
Your itinerary has been saved. CI Azumano - - California 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: 11/20/2024 11:30 pm Eastern ( 11/20/2024 8:30:00 PM Pacific ).


## 4. Trip Information



### 4.1 Email

You will receive an email from Concur with your trip information.

Concur Itinerary 03/13/2025: TRIP FROM SACRAMENTO TO LOS ANGELES 9MDM1D


 Concur Travel <TravelWizard@concursolutions.com>  
To @DGS

 If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 SMF-LAX.ics 3 KB  LAX-SMF.ics 3 KB

**CAUTION:** This email originated from a NON-State email address. Do not click links or open attachments unless you are certain of the sender's authentication.


**Trip Overview**

 Trip Name: Trip from Sacramento to Los Angeles  
Start Date: March 13, 2025  
End Date: March 14, 2025  
Created: November 19, 2024, William Never (Modified: November 19, 2024)  
Description: (No Description Available)  
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes  
Agency Record Locator: 9MDM1D  
Passengers: William Never  
Total Estimated Cost: \$295.97 USD

This trip requires approval.  
The deadline for approval is: 11/20/2024 9:30 PM Eastern  
The trip will be automatically cancelled if it is not approved before the deadline.


Agency Name: CI Azumano - California

**Reservations**  
Thursday, March 13, 2025

 Flight Sacramento, CA (SMF) to Los Angeles, CA (LAX)


### 4.2 Upcoming Trips

You can also find trip information via the 'Upcoming Trips' section in Concur. Log into Concur and click 'View Trips' or 'Home,' 'Travel.'

 View Trips **2**

**Home** ▾

Home


 APPLICATIONS

**Travel**

Reporting

Travel Reports

App Center

 ADMINISTRATION

Company Admin

## HOW TO BOOK AIR

Here you can view, edit, add to, or cancel the trip. Please see the videos '[How to Change a Booking](#)' and/or '[How to Cancel a Booking](#)' for more information.

### Trip Library

Search Trip Names

Dates To Use:  
☒ Booking Dates ☐ Travel Dates

Date Range  
05/19/2024 11/19/2024 ☐ Include withdrawn trips

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
<a href="#">Trip from Sacramento to Los Angeles (9MDM1D)</a>	Admin Approval Required Approval deadline is 11/20/2024 09:30 pm Eastern. Trip will be automatically cancelled if not approved by then.	11/19/2024	03/13/2025	03/14/2025	<a href="#">Cancel Trip</a>
<a href="#">Train to LA for Inspection (99DYG9)</a> Trip from SAC to LAX to inspect trains	Withdrawn	10/16/2024	12/13/2024	12/14/2024	



## 5. Additional Resources

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

### 5.1 Statewide Travel Program

[Air Travel 101](#)

[Airfare Resources for Government Travel](#)

Email: [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)

[How to Add to An Existing Itinerary](#) (Video)

[How to Book Air](#) (Video)

[How to Book a Car Rental](#) (Video)

[How to Cancel a Booking](#) (Video)

[How to Change a Booking](#) (Video)

[Passive and Hard Stop Approval Information](#) (Video)

[Setting up a Profile in Concur](#) (Video)

[Statewide Travel Program Training Resources Page](#)

### 5.2 Compliance

[SAM 4117 Guide](#)

[SAM 4117.1](#)

[State Travel Policy Resources](#)

[Policy Violation Reason Codes 06212022 2](#)

### 5.3 CI Azumano

[CI Azumano Website](#)

[Concur Log in Page](#)

Email: [Caltravel@ciazumano.com](mailto:Caltravel@ciazumano.com)

Travel Agents: 877-454-8785 (use only if trip is in progress or if you received an error message on Concur)