

Collegiate Travel Planners: Concur Online Reservation Tool and Travel Arrangers/Guest Travel

AM0686

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Approved UT System Travel and Car Rental Agencies

Travel agencies (UTSA travel agencies since January 2009)

- Collegiate Travel Planners (CTP)
- Anthony Travel

Car rental agencies

- Avis/Budget
- Enterprise/National
- Hertz

Travelers Required to Use Travel and Car Rental Agencies

- All employees of UT System and The University of Texas Investment Management Company who will be requesting reimbursement for travel—this includes UTSA employees
- All student(s)/guest(s) whose travel is booked by UTSA using a One Card
- The travel and car rental agencies' portals are now in PeopleSoft (login, select the UTSA Business Solutions Center tile then the Travel Vendors tile)

Groups Exempt from Using Travel Agencies

- Athletic travel (Anthony Travel)
- Group (student) travel
- Student(s)/guest(s) paying for travel upfront
- Employees not requesting airfare or car rental reimbursement from UTSA

Travel Agency Benefits (1)

Streamlined contract management

- Uniform service standard requirements
- Account management service fee provides a lower overall cost system-wide

Enhanced service requirements

- Experienced agents/designated account manager
- Minimal hold time (average one minute four seconds)
- Institution's travel policy experts

Innovative use of technology

- Concur (online reservation tool)

Travel Agency Benefits (2)

Travel agency agents

- Airline content: UT contract rates and state rates
- Can provide airline executive desk status for assistance with waivers and fare matching

Auto enrollment in [On Call International](#)

- Effective 12/31/2021
- All reservations including domestic can be tracked during emergency situations
- Complies with UT System requirements
- Visit [Global Initiatives – On Call International](#)

Travel Agency Options

Collegiate Travel Planners (CTP)

- Full service – call agent (higher cost, varies based on service)
- Online booking tool (Concur) – robust system, lower cost

Anthony Travel

- Full service – call agent (higher cost, varies based on service)
- No online system available

Note: Use CTP supplier ID 0000113119

Booking Requirements

Flights

- Must use designated travel agencies

Car rentals

- Must use designated car rental agencies

Hotels

- Can call or book directly through hotel website, or use Concur

Traveler Booking Requirements

- Travel Authorization ID (10-digit number) if employee; if other, type in “Student”, “Guest” or “TAF” (Travel Authorization Form)
- Cost Center to which the travel will be booked (for informational purposes only)
- Use of the One Card (state credit card) is required regardless of funding source

Travel Agency (1)

Airline options

- You can book with any airline as long as one of the approved agencies is used to book the flight
- However, American (AA), United (UA), Southwest and Delta provide 2%-20% discounts based on the fare paid and destination
- Agency must be notified when airfare is subject to Open Skies/Fly America Act (applicable to grants)

Travel Agency (2)

Basic Economy flights blocked in Concur

- Applicable to American, United and Delta
- Do not guarantee seating (travelers are on stand by)
- Non-refundable tickets but lower in price
- No changes allowed; no upgrades allowed
- Traveler is in last boarding group
- No baggage or carry-on luggage allowed in overhead
- Found under “View More Fares”
- Users may see alert “No Fares Available/Unable to Price Selected Results”

Car Rental Agency Options

Car rentals

- Must use [approved car rental agencies](#) (Avis, Budget, Enterprise, National or Hertz)

Three booking options

- Through approved car rental agencies (no transaction cost)
- Through approved travel agency
- Through Concur

Car Rental Agency Benefits

Multiple options on rental company, car type and rental locations

- Each agency has express service option
- Frequent rental rewards
- Discounts on international rentals

Additional services provided

- Box trucks

Hotel Reservation Options

The State Travel Management Program (STMP) has contracted with online reservation provider Hotel Engine to offer booking in Texas and globally. Because booking through Hotel Engine is optional for higher education institutions, UTSA has opted out at this time. Travelers must continue to book hotels near business points. Travelers must always request government or state rates when available—or lowest cost to the State of Texas.

- Comply with GSA per diem lodging rates

Booking options

- Use Concur (commissions earned offset fees to UTSA)
- Reserve lodging using the travel agencies
- Other methods (contact hotel directly or use hotel website)

UT System Approved Exceptions

Travel cost paid by an outside entity (not including grants)

Emergency situations (flood, hurricane, etc.)

For exact comparisons (apples-to-apples)

- UTSA's travel agency unable to provide an airfare within \$100 of an available lower fare
- Approval required in advance of purchase
 - Travel arranger must
 - Gain approval from vice president of Supply Chain or director of DTS
 - Provide written documented proof of lower fare. Flight must be on the same day with the same restrictions/booking class criteria

Non-Compliance (1)

- Travelers/travel arrangers are given one exception
- First instance of non-compliance/failure to use approved travel agency or car rental agencies
 - Notification sent to management, traveler/travel arranger
 - Reminder to use approved agencies sent along with copy of the [Travel Reimbursement](#) financial guideline
 - Attendance at travel information training session will be encouraged

Non-Compliance (2)

- Second violation
 - Notification sent to respective vice president (VP), traveler and travel arranger
 - Another reminder to use approved agencies sent along with copy of the [Travel Reimbursement](#) guideline
 - Prior to future travel, both traveler and arranger will be
 - Required to attend travel training class (even if already attended)
 - Traveler required to submit a memo to respective VP explaining why approved agencies were not used

Further Violations – three or more

- Management including respective VP will be notified
- Traveler will
 - Not be reimbursed for non-compliant trip expenses
 - Be suspended from future travel until allowed by VP
- Will be handled by VP consistent with progressive disciplinary process

Handling of Management Fee

- UTSA is invoiced monthly
- The fee will no longer be passed down to departments but absorbed from a central account
- Online transaction fee significantly lower than full service fee

Concur Setup

- Send email to DTS inbox (disbursements.travel@utsa.edu) requesting self-registration link (user must be an employee)
- Complete self-registration and wait for access approval (within one working day)
- Once approved, new user will receive a Concur generated email providing link to set up the new account (link expires in 24 hours)
- User/traveler must set up password and complete traveler profile
- Set up [Concur Two-Factor Authentication \(2FA\)](#) to access user account

Travel Arranger Setup

- Special access required to book student/guest travel
- Complete training (AM0686)
- Request special access by sending email to DTS inbox (disbursements.travel@utsa.edu); provide training completion date

Resources

- [UT Systemwide Contracted Travel Vendors](#)
- Concur: Login to [UTShare/PeopleSoft](#) > UTSA Business Solutions Center tile > Travel Vendors tile
- [Travel Reimbursement Guideline](#)
- [UTSA Global Initiatives Travel Guidelines](#)
- [On Call International](#)

Contact Us

If you have questions about this job aid, you can contact us at

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Thank you

The University of Texas at San Antonio

UTSA Financial Affairs

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