

# TULANE UNIVERSITY

## MANAGED TRAVEL PROGRAM FAQs

Tulane University, in order to comply with the IRS non-profit and accountable plan rules, supports business travel through its Managed Travel Program. Essentially, this means that all business travel and reimbursements are processed through Concur. Alternatively, travel may be booked directly with Tulane's currently approved travel management agency. The university's travel program also provides university-wide discounts, travel perks, priority access and assistance through our corporate partnerships, travel reports, international emergency evacuation insurance and much more.

### Frequently asked Questions

#### I. Travel Policies

##### *Is it required to use Tulane's Travel Program to book travel, or is it preferred?*

Booking travel using Concur or Tulane's currently approved travel agency is required. This is one of the travel policy components you must comply with in order to obtain reimbursement for your travel expenses. If the policy is not followed, your expense report will not be approved, and you will not be reimbursed for your expenses.

##### *Are travelers using grant type funds required to follow Tulane's Travel Policies?*

Yes, all travel in Tulane's behalf, including grant travel, must follow the Tulane travel policies on booking travel. Travelers are responsible for adhering to the direction of the grantor travel policies and restrictions.

##### *Can I book a flight or hotel showing an out-of-policy alert in Concur?*

Yes, there are no hard stops in the booking process. You will be prompted to select a reason using a dropdown menu, or you may type your reason in the text box provided.

##### *Who is required to apply for a T&E card?*

Faculty and staff (including adjunct professors and part time employees), who travel or arrange and pay for travel for at least three trips per year, travel overseas, plan group travel, or spend \$6,000 or more on reimbursable entertainment and travel expenses per year, are required to apply for the T&E card. Travelers who do not meet any **one** of these criteria, but would like a T&E card, may apply.

Infrequent travelers who spend less than \$6,000 a year and will not travel internationally, may use their personal card pay for travel and apply for reimbursement. The personal card will need to be entered in the traveler's Concur profile and used for all business travel payments. Employees must pay for all travel expenses using a payment source in their name. Using Concur or Tulane's travel agency to book travel is required to apply for reimbursement.

***Can employees be booked as guests using a department T&E card as payment?***

There are no “department” T&E cards, cards are distributed in the employee’s name and cannot be used for another employee’s travel expenses. Employees should never be booked as a guest. If this is for a new employee who doesn’t have access to Concur, please contact the travel manager for instruction.

***What about faculty who receive partial payment for travel, (i.e. a stipend)?***

Faculty who receive a stipend for travel expenses, will book the travel through Concur or with Tulane’s currently approved travel agency. It’s recommended that the traveler use their personal credit card and request reimbursement for only the allowed portion of the total billed amount.

For more details the travel policy please visit <https://procure.tulane.edu/content/travel-management>

## **II. Travel Booking**

***Can my assistant make my travel arrangements?***

Yes, you may have a travel and expense delegate to help with booking travel and preparing expense reports. The travel must be booked in the traveler’s Concur travel account, using a credit card in that traveler’s name. Employees are not allowed to pay for other employees’ travel. Travel delegates are only allowed to pay with their T&E card when booking Tulane business travel for a non-affiliate or student.

***Can we book travel for non-employees (visitors, students, recruiting, etc.)?***

Yes, there is a guest booking feature that allows you to book for non-affiliate and student Tulane business travel. You may book the travel yourself or send the completed “guest booking form” (found on the Travel homepage in Concur) to an agent to book the travel in your behalf. You may also use the form if you are booking the travel, this is a helpful tool to ensure that you obtain the required information prior to starting the booking process.

***Will the booking tool only show the cheapest fares and hotel rates that are in policy?***

No, all available fares and hotel rates will show in your search results. Basic economy fares (highly restrictive) are blocked and cannot be booked for business travel in Concur. You may select to sort your search results by price, schedule, preference or location.

***Can I work directly with a hotel to arrange reservations and billing?***

If you currently have discounted rates with a hotel, please share this information with the travel manager and those rates will be entered into Concur and available to you. You are required to make the reservations using the Concur booking tool or a Tulane travel agent. After the booking is complete, you may work with the hotel directly for any special instructions you may have. If you are paying for guest or student travel, you must contact the hotel directly to submit a credit card authorization form. Accounts payable will no longer complete credit applications for travel, you will use your T&E card to secure the payment for arranged direct billing or master bills. Group lodging requests must be handled directly with Tulane’s currently approved travel agency.

### ***Why should we use the travel agency for complexed international and multicity itineraries?***

Typically, an experienced agent can “break” fares and issue multiple tickets for the exact same or similar itineraries that you are finding online, saving hundreds and sometimes thousands of dollars. There is no online tool that will tell you it’s cheaper to issue multiple tickets. If the itinerary is simple (New Orleans - London and back) the Concur fare will be equivalent to what the agent can find. The best practice for complexed itineraries, is to check with an agent first then book it online if the agent doesn’t find a better price, to save on agent fees. If you split tickets (break fares) using an agent, there will be a full-service agent fee for each ticket issued, which may still be the most cost-effective option.

### ***Will booking in Concur or with an agent automatically apply Tulane’s tax exemptions?***

This will not be automatic; the forms must be submitted to the hotel at check in. If you are submitting a credit card authorization form to the hotel as payment for guest travel, you can submit the exemption form at the same time. It is recommended that you check back with the hotel closer to the check in date, to make sure the exemption and payment source is applied appropriately.

### ***How do I book a ticket for my spouse/companion to travel with me?***

If you meet the requirements to apply for a T&E card, you will book your travel using the corporate card and the companion’s travel using a personal card. Since booking through the online tool is only available for faculty and staff, you will need to contact Tulane’s travel agency to split the payment. Splitting payments cannot be done in Concur. Inform the agent that you are booking one business trip and one companion trip, but you want both on the same record locator. There will be a \$19 service fee for each air ticket issued, there is no service fee for booking hotels and rental cars. If you do not have a T&E card, then you can add a second person to your business itinerary (not using the guest booking feature) in Concur, pay with your personal card and request reimbursement for the business related airfare.

### ***How do I book for more than one person at the same time?***

You may only book more than one person if you are booking for non-affiliates or students and when using the Concur feature “Booking for a Guest.” You are not allowed to book for other employees or their travel companions using this feature.

### ***How do I book the Conference hotel rate hotels?***

This is an exception to the policy, you may book directly with the conference hotel, but the itinerary will not be visible in Concur or on the linked apps. There is no charge to have a Tulane agent call the hotel and book the conference rate directly, using the discount code provided by the conference. The agent will add the reservation to your previously booked flight itinerary in Concur. Agents cannot book through conference web-portals but are happy to make the call in your behalf. If you book directly, you can forward the hotel confirmation to [plans@concur.com](mailto:plans@concur.com), this uploads the reservation to your Concur available travel itineraries.

### ***Why can’t I find flights in Concur for the same cost I see online?***

Searching for flights and properly setting parameters in Concur is a common problem. There are defaults set up in Concur, these must be changed to fit your desired results. If you want a wide-range of results, especially when searching international travel, widen the time parameters in the search tool. Remember to change the default “no double connections” if you have additional stops, or you will get one-stop expensive results in your search.

Anytime you cannot find flights in Concur or there is a price discrepancy, contact the travel manager immediately, because it's usually a simple fix or explanation. For true pricing inconsistencies, the Tulane agency has a low fare guarantee for domestic airlines. The price discrepancy investigation must be done in real time and only for exact airfare comparisons. If Concur is having technical issues, the Tulane travel agency, will make the reservation for you and will charge the discounted online booking service fee. It's advised that you use an agent for complicated international itineraries, no online tool is able perform like an experienced agent.

### ***How can I add to existing itinerary?***

Do not add air/hotel/car to an existing itinerary before it's ticketed and confirmed by the Tulane travel agency. Open the finalized itinerary and you will see options on the top right to add hotel or car reservations to your flights. It's recommended to book your flights first, if you cannot book all reservations at the same time. If you are making changes to flights, it's best to contact an agent to make sure you are taking advantage of any available change fee waivers and are not overcharged or lose your seat when rebooking both segments in Concur, especially when rebooking full flights. Concur will automatically charge the standard change fees, but an agent can check apply waivers when available using points. Copy the travel manager on these requests, as Tulane also has points for change fee waivers.

### ***Can I book non-hotel lodging options?***

Yes. Concur will provide Airbnb for Work booking options when you search for lodging. Instructions to create your Tulane Airbnb for Work account are located on the "Travel Management" website. If you do not book "Airbnb for Work" properties, you will not receive the full advantage of Tulane's partnership with Airbnb, like elite service, extra vetting for business travel lodging, and additional support from Tulane's Airbnb account manager.

### ***Are we allowed to upgrade our rooms and flights?***

Upgrades may be purchased directly with the airline or hotel using personal payments methods or rewards after the reservations are purchased. Upgrades using rewards miles, credits, or personal payment methods would be considered a personal expense and not reimbursable. Certain upgrades are allowable if specific criteria are met, these details can be found on "Travel Management" website.

### ***Can I log into Concur from any computer? What is the Concur mobile app?***

Yes, users can access Concur through Gibson portal at <https://gibson.tulane.edu/>.

Concur is also available via the Concur mobile app. The Concur mobile app is linked by the traveler in their Concur profile options. This app allows travelers to manage itineraries and expense transactions from their iPhone, iPad, Windows Phone, or Android. The application is free and there are no transaction fees outside of the normal agency booking fees. Key features include:

- Managing of travel itineraries
- Changing air travel dates or times
- Adding or changing reservations for hotels or rental cars
- Arranging for taxis or dining reservations
- Capturing out-of-pocket expenses
- Photographing and uploading receipts
- Integration with the TripIt Pro, Uber, Airbnb, etc.

Notes: The TripIt Pro app connects directly to Concur and will notify you of updates and events that may impact your travel (i.e., flight status alerts, check in reminders, alternate flights, automatic trip sharing, etc.).

**For more details on booking travel, the Tulane step-by-step instruction manual is located on the Concur Travel Homepage.**

### **III. International Travel**

***Will travel itineraries be automatically registered with Global Rescue if booked in Concur or with Tulane's travel agency?***

Yes, please visit <https://grid.globalrescue.com/portal/tulane/index.html> to create a profile using your tulane.edu email address. Travelers can then download the app which will notify them of any travel safety alerts.

### **IV. Miscellaneous Travel**

***Am I permitted to use Uber?***

Yes, Tulane has a partnership with Uber. Information for adding a business profile and connecting Uber for Business to your Concur account is available in the Concur App Center or by contacting the Tulane travel manager.

***How do I get help after hours?***

Call the Tulane Travel Agency 800 afterhours emergency line. The agency phone numbers, agent team contact information and office hours are located on the Concur Travel Homepage and in the Concur Mobile App. Each afterhours call will incur a \$20 call fee in addition to the \$19 agent service fee, if a new air ticket is issued. If this is not an emergency, do not call after 5 p.m., on holidays or weekends. Typically, the Tulane agents are available from 8 a.m.-7 p.m. CST. There is no call fee to contact them during their office hours, call their direct line or email them.

***I have frequent flyer miles and hotel reward points; will I still receive points for my reward programs?***

Yes, you simply add those accounts to your Concur Profile, making sure that your profile name matches exactly to your reward account name and your travel ID. You will accumulate your points as normal and depending on your status, you will be placed on upgrade lists accordingly. Travelers should not incur additional expenses on behalf of the university with the sole purpose of obtaining more rewards (i.e., purchasing more expensive tickets in exchange for higher reward points, only booking with certain airlines, hotels and car rental vendors regardless of the cost, etc.).

***What if our department goes over budget due to the extra fees for flights paid to the travel agency?***

Tulane's travel management company only charges for flight tickets issued, \$4.50 if ticketed through the online booking tool, \$19 if an agent is needed and \$14 per ticket for group booking of 10 or more. The agency does not charge a fee for booking hotels and rental cars. Booking a train ticket in Concur or with an agent incurs the same service fee as booking flights, this may not be cost-effective. Booking trains in Concur or with an agent is not required but is available. Tulane has mandated the use of the managed travel program and approved these service fees to provide university-wide benefits, budget accordingly.

## V. Travel Expense Reporting

### *What are E-receipts and travel itineraries?*

You must opt in to receive e-receipts, highly recommended. Travel itineraries and e-receipts (electronic receipts) will show up in Expense, under “Available Expenses” and will match to the appropriate T&E card charge. Once matched, you will move the charge and receipts to the expense report. If you receive these items in error (personal travel, cancellations or changes were made), simply delete those entries, you cannot delete actual T&E card charges. Hover your mouse over the icons associated with the entries in available expenses, and you will see the description for that entry.

E-receipts follow the traveler not the payer. These are not charges and are meant to match to your card charges, do not move these to a report before the charges are matched. You may move these receipts to the report if you are requesting reimbursement for out-of-pocket expenses. For conference hotels and mixed carriers you can forward your original receipts to [receipts@concur.com](mailto:receipts@concur.com) (typically these types of e-receipts will not come through), to ensure that these receipts are available in your Concur Expense Receipt Library when you are ready to reconcile. Not all vendors will have the ability to send e-receipt, but most airlines, car rental providers and hotels have this option.

### *For 5-L accounts, how will cancelled ticket credits be handled? Will you apply those to another traveler automatically and what happens to the account originally charged.*

If airfare is purchased and is subsequently cancelled, the charges cannot be allocated to a 5-L account. In addition, change fees for tickets purchased may not be charged to a 5-ledger account. These types of charges must be charged to one of your department’s unrestricted accounts. Always check with the grants and contracts department to make sure you are following the current rules for your sponsored funds.

In the case of the ticket being cancelled with no penalties and eligible for reuse, we would expect the traveler to use the credits for the next trip on that grant or for business travel if possible. If the ticket cannot be reused on travel for the original 5-L account, the staff/faculty’s department would absorb the charge of that ticket and the grant funds would be made whole. The cancelled ticket credits will then be used for a future business trip by that employee or another employee in that department, before the credits expire. If the employee leaves the university or has no future travel, we would use the credits for another employee in that department. The itinerary change fees and name change fee rules will vary depending on the airline.