Return to Travel
Making Business Travel Personal
Overview

- What is TravelUVA?
- Traveler Benefits
- How to Book in Concur
- Travel Assistants
- Guest Bookings
- Companion Taxes
- Unused Tickets
- UVA Travel Policy
- International Travel Registry
- Traveling Safely
- Resources & Support
HOTEL CERTIFICATES DRAWING!
What is TravelUVA?

40+ Travel Contracts

Travel Agents & Online Booking Tool

Customer Service & Communication

The University’s travel program for university-related employee travel
What is TravelUVA?

40+ Travel Contracts

Airlines
- Delta (and partners)
- United (and partners)
- American (and partners)
- Southwest

Car Rentals & Ground Transportation
- Enterprise/National
- Hertz
- 23 Motorcoach, Limo, and Executive Transportation Services

Hotels
- 18 Local Hotels

Other Services
- CISI International Insurance
  - Automatically enrolled when you complete the international travel registry
What is TravelUVA?

- Self-Service Online Booking through Concur
- Agents available via phone and email
- 24/7 Urgent Assistance
- Customized for UVA employees and policy
- Discounted rates pre-loaded
- Travel alerts
- NO BOOKING FEE for online bookings
- Real-time availability
- Lowest fare guarantee
- Create a Customized Traveler Profile
  - Preferences and rewards programs
  - Profile info automatically applied
What is TravelUVA?

Customer Service & Communication

- TravelUVA team available via phone and email to answer questions
- Tracking your feedback with surveys
- CBT Assistance - dedicated university agents
- Tracking unused tickets
- TravelUVA Website
- Monthly newsletter
- Departmental presentations
- Special events i.e. REAL ID Days
- Annual Travel Expo
## Traveler Benefits

### Airline Benefits
- 2-10+% Discount
- Preferred Seats
- Priority Boarding
- Flight Protection
- Frequent Flyer Miles

### Hotel Benefits
- Discounts
- Flexible cancellation
- No individual contracts for events/groups
- Shuttle or walking distance to Grounds for most properties

### Rental Car Benefits
- Discounts
- Upgrades
- Status matching
- Waived second driver fees
- Insurance included
- Direct bill accounts

### Discounted Personal Travel*
- Rental car discounts
- American & Delta discounted vacation programs

*Personal travel should be booked directly with vendor
*Different terms/conditions apply
POLL

Do you have experience booking travel with CBT, either using Concur or using a full-service agent?
How to Book Online with TravelUVA

Click here to book a trip!

LAUNCH TravelUVA

Instructions for how to build a profile

As a University, we have a commitment to ask great questions and pursue a sense of discovery. This leads to innovations for the future. Our research, conducted on Grounds, but must extend to our community and world.

YOU, our travelers, are committed to representing UVA across the globe and ensuring a positive experience. We are committed to providing all the help you need to travel well.
How to Book Online with TravelUVA
How to Book Online with TravelUVA

Search by travel type

Access your profile

Helpful information from the UVA Travel team
Profile Setup

Required Fields
- Middle Name
- Gender
- Date of Birth
Profile Setup

International travelers: Many countries do not allow entry without a round-trip ticket. Be sure that you know the requirements for the country you will visit in advance of your travel and plan accordingly. Please visit http://travel.state.gov/content/passports/english/passports.html to check Visa requirements.

...
Travel Assistants have permission to book travel and update the profile on behalf of the traveler.

- One-time setup
- TSA info automatically added to bookings
- Traveler still receives all travel alerts
Travel Assistants- How to Book
Travel Assistants- How to Book

TRIP SEARCH

COMPANY NOTES

Offerzen, ChrisSix

TravelUVA

Helpful Links:
TravelUVA Online Support and Agent Contact Information
Know Before You Go
Click here for information for local contracted Charter Bus Services

Important Information:
The Concur system requires all employees travelers to have a profile. Find out how to set up a profile at Getting Started.

Preferred Seats on AA and DL:
AA - For complimentary access to Preferred Seats on American Airlines, please visit contactus@com after booking your flight in Concur: Input your last name and American Airlines record locator (found on your itinerary), select your desired seat and confirm. Your Preferred Seat number must be included in your reservation.
DL - Travelers who have booked travel on Delta Airlines in Concur or using a CBT agent may download the Delta app on their phones to pick complimentary preferred seating. Requesting and reserving, if available, and per Delta’s 1 boarding area. Your SkyMiles frequent flyer number must be included in your reservation.

Company Notes

University travel policy will automatically be applied if you are using Sponsored Research funds to pay for travel (in part or whole). Additional guidelines from your contract agreement that are more restrictive than University policy may apply. Review the terms of your agreement and see the Office of Sponsored Programs Site for additional information.

CIST Lowest Price Guarantee for Concur Air Bookings:
Submit the itinerary to CIST via your travel agent team in the online holdback within one (1) hour of the original booking. The lower rate must be available for booking on Concur or an USS-based website at the time you contact CIST. The price guarantee is available only for first itinerary matches – same origin, same airline, identical dates and reservations (excluding applicable refund, change and cancellation policies), the exact same dates, flight numbers and times of travel for all legs of the trip. Click here for more details.

News:
New Travel & Expense Resource Available - Traveler’s Rights
Guest Bookings & Companion Taxes

**Guests**
- Bookings for non-employees
  - Examples: Visiting professor, job candidate, traveling companion, etc.
  - Do not book an employee as a guest. Use the Travel Assistant feature instead.

**Companions**
- Companion travel can be booked through Concur as a guest
  - **NEW:** ALL companion travel should be booked on a personal credit card per IRS and T&E Policy
    - Companion travel not permitted on a T&E card
    - Companions with a bona fide business purpose can seek reimbursement after travel is completed
  - Examples: Spouse or family member accompanying an employee on a business trip
- How to Book Seats Together
  - Book seats next to each other
  - Email UVA@CBTravel.com to request reservations to be cross-referenced
Unused Tickets

What are they?

• Cancelled airline tickets that retain their value to apply to a future flight.
• Due to the pandemic, the university has a large number of unused tickets, and the airlines have extended the expiration dates.

When should I use them?

• As soon as possible to ensure that the credits are used before they expire.

How long are they valid?

• Tickets have different expiration dates. Most tickets cancelled due to COVID will expire in 2022.

If I don't have any upcoming travel, can someone else in my department use my ticket?

• If your ticket qualifies for a COVID waiver, then your ticket may qualify for a free name change. Please contact CBT at UVA@CBTravel.com to determine if your ticket is eligible.
How to Rebook with Unused Tickets

**Same Traveler**
1. Book a new flight on the same airline through Concur
2. After you purchase the new flight, the unused ticket credit will be applied
3. No booking fee
4. Running into issues? Reach out to CBT Online Support 888-535-0179 or onlinesupport@cbtravel.com

**Different Traveler**
1. Request approval from the original traveler/department that the ticket belongs to
2. Contact CBT to check the name change rules and request new flight
3. CBT will assist you with booking the new flight
4. Booking fee will be charged

1-844-4UVA-CBT (844-488-2228) M-F 8am – 9pm ET
uva@cbtravel.com
Tips for Rebooking with Unused Tickets

Book a flight that is more expensive than the original ticket so that the entire credit is used. Otherwise, you may forfeit any remaining amount.

Typically, travel needs to be completed by the expiration date.

Unused ticket lists are sent out quarterly to Financial Admins at each MBU.
## Domestic Travel
- Non-essential, University-related domestic travel is allowed
- Travelers must follow CDC guidelines, which call for individuals to be fully vaccinated with an FDA-authorized COVID vaccine before they travel

## International Travel
- Non-essential, University-related international travel is allowed
- **NEW!** Travelers must register on the University’s International Travel Registry after booking
  - Travel may not be funded if not registered.
  - After registering, travelers will automatically be enrolled in the university's international travel insurance policy with CISI
- Travelers must follow CDC guidelines for international travel during COVID-19 before, during, and after such travel, including being fully vaccinated before undertaking travel.
- Employees are responsible for assessing the safety of their travel in consultation with their supervisor
International Travel Registry

Who needs to complete the registry?
• Required to complete for all university-related international trips
• Does not apply to personal travel
• Traveler must complete registration—travel assistants are not able to complete it on their behalf
• Faculty/staff traveling on a UVA Education Abroad program do not need to complete this registry

When should I register?
• We recommend registering at the same time you make travel reservations

What information will I need to complete the registry?
• Registration takes approximately 10 minutes. You will need:
  • Itinerary (travel dates and locations, as well as flight/transit details)
  • Emergency contact information
  • On-site contact information

Why do we have an international travel registry?
• Allows university to keep travelers safe in case of emergency and initiates enrollment in CISI International Insurance program

Register Here

Technical Issues?
Need to modify or cancel your registration?
Email edo9h@virginia.edu
QUIZ!

When should you complete the International Travel Registry?

A. When I have approval to book an international trip
B. Once I have booked my international trip
C. After I submit my expense report
Traveling Safely

**Face Coverings**
- Required by U.S. federal law for all travelers while indoors at airports and on planes, trains, buses and other public transit.

**TSA**
- Exemption for Hand Sanitizer: one container of liquid hand sanitizer up to 12 oz allowed in carry-on bags.
- Increased cleaning and disinfecting of high-touch surfaces including bins.

**Hotels**
- Ask if your hotel allows for contactless check-in and check-out.
- Many hotels providing hand sanitizer/wipes.
- Some hotels offering modified food & beverage service.

**Rental Cars**
- Vehicles at Hertz, Enterprise, and National are sanitized and disinfected between rentals.
- Number of passengers on shuttles may be limited.

**American Airlines**
- Onboard amenity kits that include hand sanitizer or wipes.
- HEPA filters on all mainline and most regional aircraft refresh the cabin air every 2-4 minutes.

**Delta Airlines**
- All aircraft ventilated with outside air, or air that is recirculated through a HEPA filter.
- Electrostatic spraying with high-grade disinfectant on all aircraft.
- Complimentary Care Kits with a face mask and hand sanitizer available upon request.

**Southwest Airlines**
- Electrostatic disinfectant and anti-microbial spray are applied on all aircraft surfaces.
- HEPA filters used on board to remove majority of airborne particles.
- Hand sanitizer wipes available on board.

**United Airlines**
- HEPA filters used to circulate air and remove most airborne particles.
- Disinfecting high-touch areas including arm rests, seat belts, etc.
- "All-in-one" snack bags with a wrapped sanitizer wipe, 8.5 oz bottled water, and two snacks.

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Travel vs. Expense

Travel@Virginia.edu
- How to book travel
- Travel contracts
- Travel policy
- International travel registry
- Unused tickets

NEW! Expense@Virginia.edu
- Chrome River questions
- Non-employee reimbursements
- Expenditure types
- Per diems
- Companion taxes
Resources & Support

**TravelUVA Resources**
- Getting Started Instructions
- Training Videos
- FAQs
- Travel Contracts
- COVID-19 Resources
  - CDC & TSA Resources
  - Vendor Health & Safety Guide
  - How to prepare for business travel during the pandemic
  - Airline, Hotel, & Rental Car Safety Resources

**Christopherson Business Travel (CBT)**
- 1-844-4UVA-CBT (844-488-2228) M-F 8am – 9pm ET
- UVA@CBTravel.com

**International Travel Resources**
- International Travel Webpage
- Travel Registry
- CISI Insurance Coverage
What to do now?

- Start using TravelUVA to book your travel!
- Complete your traveler profile
- Set up Direct Bill Accounts with Enterprise and Hertz
- Review unused tickets available in your department
- Refer to our COVID-19 Resources page for tips on how to stay safe while traveling
AIRLINE CERTIFICATES DRAWING!
THANK YOU!