



## Return to Travel Webinar Questions & Answers

### General

1. **Will the hotel certificate program be introduced again? Years ago, local hotels gave certificates to Procurement. Departments could go to the website to request a certificate for business use.**
  - a. No, this program was discontinued several years ago.
2. **I am at the UVA Wise campus. Will travel procedures be the same for Wise as Charlottesville.**
  - a. The current travel policies [SEC-046](#) and [FIN-055](#) only apply to the Academic Division. UVA Wise employees will not have access to the International Travel Registry.
3. **With Workday Financials going live next year, what will the status be of using TravelUVA?**
  - a. TravelUVA will remain available to use and will not be modified during this transition. If you have questions about how to expense your travel once Workday Financials goes live, please reach out to [Expense@Virginia.edu](mailto:Expense@Virginia.edu)
4. **Is this a service available to employees at affiliated foundations?**
  - a. Foundation Employees are not listed as employees in Workday, and therefore are not in the HR feed that populates Christopherson Business Travel's Concur system. The TravelUVA program is available to Foundation Employees if they book travel through Covington Travel.
5. **Is Covington Travel no longer a preferred agency?**
  - a. CBT has been our preferred travel agency for academic travel since 2016 and supports the Concur online booking tool. Covington Travel is an affiliated agency with the university, and they have access to our contracted rates and benefits. You can book through them if you prefer. However, they do not have an online booking tool, so you will need to contact them directly to book.
6. **If an Airbnb/VRBO is cheaper than a hotel. Can you use a personal card to book an Airbnb and be reimbursed?**
  - a. Yes, if you prefer to book with Airbnb, VRBO, or a similar service you may pay with a personal credit card and be reimbursed after your travel is completed. Employees are not permitted to purchase lodging with Airbnb, VRBO, or similar services on a T&E card. You can find more information on our [Lodging page](#) under "Alternative Lodging".
7. **Are there exemptions to the inoculation requirements that will be recognized - e.g. religious?**
  - a. Per University [Policy SEC-046](#), there are currently no exemptions to inoculation requirement as it relates to university travel.
8. **What if you book flights on a personal card but need to charge to a grant?**
  - a. The process for making reservations is the same with any fund source. You will bill your grant PTAO in ExpenseUVA when you expense your trip after travel is complete.

## Contracts

- 1. Are the car rental options listed on a UVA website?**
  - a. Yes, you can find all of our Rental Car contracts on our [Travel Contracts](#) page. You can also find more information on our [Vehicle Rental](#) page. You can search for car rental availability through Concur.
- 2. Do the airline benefits apply to guests as well?**
  - a. Yes, airline benefits will also apply to guests as long as the flight is booked through CBT or Concur.
- 3. When wanting to use the UVA discount for Discounted Delta flights, is there an option on the Delta Website to get the discount or do you have to contact a live agent via phone? Either way, what information is required for the discount?**
  - a. To use UVA's airline contracts and obtain the associated discounts and benefits, you will need to book your flight through Concur or a CBT agent.
- 4. For car rentals is there a UVA corporate account number or promotion code we need to use when making reservations?**
  - a. If you complete the reservation through Concur or a CBT agent, you do not need to enter the Contract ID as it will be automatically applied to your booking. If you book with Enterprise, National, or Hertz directly, you will need to present them with the UVA Contract ID to obtain the University contract discounts and benefits. You can find the Contract IDs on our [Travel Contracts page](#).
- 5. Will we need to renew accounts with the car rental companies from year to year?**
  - a. No, direct bill accounts will not need to be renewed annually. However, if your account has been inactive for some time, the rental car agency may reach out to verify if you still need the account. Also, if your T&E card expiration date is renewed, please contact the rental car agency to update the T&E card information on your direct bill account.
- 6. Will the direct bill accounts for car rentals will be connected to our T&E cards? I am the travel arranger for my department, so in theory I could book cars for all travelers in my department and it would bill my T&E card, correct?**
  - a. Yes, each direct bill accounts is associated with a specific T&E card. All reservations you make for employees under your direct bill account will be charged to the T&E card associated with the account. To make a reservation using a direct bill number, please book directly with the rental car agency on their website or by phone. You will need to also provide them with UVA's Contract ID which can be found on our [Travel Contracts page](#). Please note that direct bill accounts may only be used for employee rentals. Non-employees must pay personally and seek reimbursement.
- 7. Can you give us more info on Discounted Personal Travel (i.e. what is the usual rental car discount for UVA employees for personal use?)**
  - a. Personal discounts for rental cars are currently the same as the university discounts. However, insurance is not included for personal rentals. To book a personal rental car using the UVA discount, please book directly with the rental car agency by phone or email and provide them with the Contract ID for Leisure/Personal rentals which can be found on our [Travel Contracts page](#).

## CBT/Concur

- 1. I didn't know about best price guarantee. Is there somewhere on the TravelUVA site w/ more info about this?**
  - a. Yes, you can find more information about CBT's Lowest Price Guarantee on the [FAQ page](#) of our website under "Booking Questions". This information is also available on the Concur Landing page in the Company Notes section after you sign in to [TravelUVA](#). More details are also available [here](#).
- 2. What are the steps to become a delegate for someone else in TravelUVA so you can book things for them?**
  - a. The traveler will need to add you as a Travel Assistant in their Concur profile. Instructions are included [here](#).
- 3. Do you have to make an account through CBT?**
  - a. All academic employees will have automatic access to CBT and the Concur online booking tool. When you Launch TravelUVA, you will be prompted to sign in through NetBadge. This is a single-sign-on login. You do not need a separate username and password. If you are having any issues logging in, please reach out to [Travel@Virginia.edu](mailto:Travel@Virginia.edu).
- 4. On the profile, can you add more than one credit card to it? Some professors like to use the dept card instead of their own.**
  - a. Yes! You can add more than one credit card to a profile.
- 5. Can CBT help us set up TSA to speed process of check in?**
  - a. TSA Pre-check is a service that you have to apply for directly with TSA. You can find more information on [TSA's website](#).
- 6. Is the fee structure different if using an agent vs concur?**
  - a. Yes. There is no agent fee for completing or changing a reservation through Concur. If you reach out to a CBT agent for assistance with a booking, a CBT agent fee will be applied. You can view the fee structure on our [FAQ page](#) under "Booking Questions".
- 7. Is there a way to search flights and see the costs before you select the actual flight itinerary? I find that I have to search orbitz first to find best price and then book in concur...**
  - a. After you search for flights in Concur, there is a tab above the flight options where you can select to either "Shop by Fares" or "Shop by Schedule". If you choose to Shop by Fares, you will see the flight cost associated with each roundtrip booking.
- 8. What if you are booking for your boss? They would need their info, not mine.**
  - a. Once your supervisor has assigned you as a Travel Assistant in their Concur profile, you will be able to book travel on their behalf with their profile information. Instructions on adding a Travel Assistant to your profile are included [here](#).
- 9. I was added as an assistant but the option does not show up.**
  - a. To add a Travel Assistant to your account, please follow the [Getting Started](#) instructions. If you are a Travel Assistant, there is a video located on our [Training page](#) for "Acting as Another Traveler". If you continue to experience issues, please reach out to [Travel@Virginia.edu](mailto:Travel@Virginia.edu).
- 10. Will the site save guest info? We have med center empl that we could use this program for.**
  - a. There is not an "official" profile for guest travelers. However, Concur will save information from previous guest bookings so next time you book a ticket for a previous

guest, once you begin typing their information, the system will populate their information. You can accept or override this information.

**11. Are you able to split the charge between 2 cards? 1 for personal and 1 for work?**

- a. You can only book one reservation at a time in Concur. You can store multiple credit cards in your profile and include one personal card for companion bookings and a T&E card for employee bookings. Book the employee ticket on a T&E card then book the companion ticket on a personal card. The cloning feature is useful to ensure you book the identical flight for the second traveler. We then recommend that you email [UVA@CBtravel.com](mailto:UVA@CBtravel.com) and ask to have your reservations cross-referenced so the airline is aware that you are traveling together in case of a schedule change. Please keep in mind that any personal trips should be booked on own and not through Concur.

**12. I tried using my UVA computing ID to login to TravelUVA website to create an account but the login was not recognized.**

- a. TravelUVA will allow you to login with Single Sign-On through NetBadge. You do not need to create a separate account with CBT/Concur. If you are having trouble logging in, please email [Travel@Virginia.edu](mailto:Travel@Virginia.edu).

**13. Does the profile in Concur include a place for the vaccine proof?**

- a. Not at this time.

**14. Does the credit card have to be saved on the profile? Some faculty would prefer to enter their card info at the time of the reservation.**

- a. Credit information can be entered at the time the reservation is made in Concur. However, once you have entered a credit card to complete the reservation, the credit card information will be stored in the profile. After you complete the reservation and the ticket has been issued, you can then remove the credit card from your profile if you prefer that it not be stored.

**15. If a person will attend a conference that set aside a block of rooms at a discounted price, should the hotel be booked through Concur or directly with the conference site?**

- a. Conference hotels can be booked directly with the hotel or by calling a Christopherson Business Travel agent at 1-844-4UVA-CBT (1-844-488-2228) and providing them with the conference information. Conference hotel rates are not available in Concur.

## Unused Tickets

- 1. Who generates the COVID waiver - the airline or CBT?**
  - a. Airlines have specific waivers that they issue for extenuating circumstances which allow travelers a certain amount of flexibility in changing their ticket. The airlines issue these waivers and decide which tickets they are applicable to.
- 2. What if you book a new ticket and still have a credit? Will CBT keep the department informed of the credit? Can we still use the credit for a name change ticket?**
  - a. If you book a new ticket through Concur on the same airline that your unused ticket is on, then Concur will automatically apply that ticket credit to your new flight. You can see all unused tickets that were originally booked in your name in Concur. The TravelUVA team also sends out an updated list of unused tickets each quarter to every MBU. Please note that these lists only include unused tickets that were booked through CBT/Concur. If you booked your travel through another agency, directly with the airline, or on a third-party website, you will need to keep track of that unused ticket on your own. It is best practice to apply your unused ticket towards a flight that is more expensive than the credit because some airlines require you to forfeit any difference in fare. Please verify that there will be a credit left over after you apply an unused ticket.
- 3. Can unused airline funds be used for a UVA employee outside of the department, but for whom the department is paying?**
  - a. If the unused ticket in your department is eligible for a free name change, you can use it for another employee or guest that your department is paying for. To verify if your ticket is eligible for a free name change, please reach out to [UVA@CBTravel.com](mailto:UVA@CBTravel.com).
- 4. How do we apply to use an unused ticket?**
  - a. Any unused tickets in your name that you purchased through CBT will be in your Concur profile and will be automatically applied to a booking that you make with that airline as long as the unused ticket has not expired.
- 5. I have a PI that would like to utilize some of those unused ticket credits but he currently does not have any credits himself to use. Who does he contact to see what is available for him to use?**
  - a. There is a fiscal admin at each MBU that is notifying departments about their available unused tickets. If you have questions about who fiscal admin in your MBU is managing unused tickets, please reach out to us at [Travel@Virginia.edu](mailto:Travel@Virginia.edu).
- 6. Are you suggesting that if our department does not have unused tickets, that Procurement would be able to provide unused ticket credit for our department to use? Would we transfer funds to the other department to cover the original cost?**
  - a. Unused ticket funds belong to the department that originally purchased them. It is at each department's discretion how they choose to utilize their unused tickets.
- 7. Do they pool from Southwest and JetBlue too?**
  - a. Yes, unused tickets on Southwest and JetBlue will also be included in the unused tickets list as long as they were purchased through Concur/CBT.

## **Travel Registry & International Travel**

- 1. If you add some personal travel beyond your business travel, will you still have CISI Insurance or is it just for days of business?**
  - a. CISI insurance coverage will end on the date your university travel is completed. If you are extending your international trip for personal reasons, you may contact CISI directly to inquire about extending your insurance coverage.
- 2. What happens if a person doesn't register? The policy says it can still be reimbursed by the department. We've been told Procurement won't stop the reimbursement but the non-compliance will be reported to ISO. What is the penalty from ISO in response to the non-compliance?**
  - a. Per [Policy FIN-055](#), the University may refuse to fund or reimburse any expenses connected with University-Related International Travel that violate the policy, including if the traveler does not complete the registry. All T&E card expenses and reimbursements are tracked to ensure that any employees who book international travel have completed the travel registry.
- 3. If a traveler starts the International Travel Registry but they don't have all the information to complete it, will the program save what they have so they can come back to it later?**
  - a. No, the registry will not save your progress. Please ensure that you have all of the necessary information to complete the registry before beginning this process. The required information is:
    - i. Itinerary (travel dates and locations, as well as flight/transit details)
    - ii. Emergency contact information
    - iii. On-site contact information
- 4. Do international visitors to the University whose travel is booked through CBT also need to complete the International Travel Registry?**
  - a. No, the International Travel Registry only applies to university academic employees per [policy FIN-055](#).