From:	Travel on behalf of Tipton, Emily Lynnette
To:	TRAVEL@LISTSERV.UTK.EDU
Subject:	Travel Update | February 2023: International Airfare Booking Alert, Exiting or Inactive Travel Cardholder Management, Recent Updates
Date:	Wednesday, February 22, 2023 11:01:35 AM
Attachments:	image015.png UT-Travel-Learning-Opportunities.pdf

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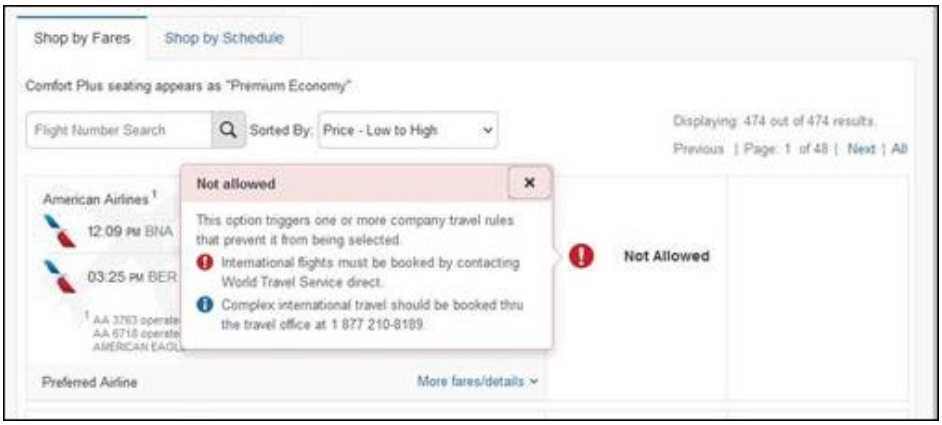
*** INTERNATIONAL TRAVELERS ***
The ability to book international airfare has been temporarily suspended. Travelers needing to make changes or purchase international airfare must contact World Travel directly for assistance. Updates to this service change will be posted to the Travel: Concur Service Status site.

- Call: 877-210-8189 anytime or 865-777-1600 for after-hours International needs (collect calls accepted)
- Email: blueteam@worldtrav.com during regular business hours



Travel Card Pointers:

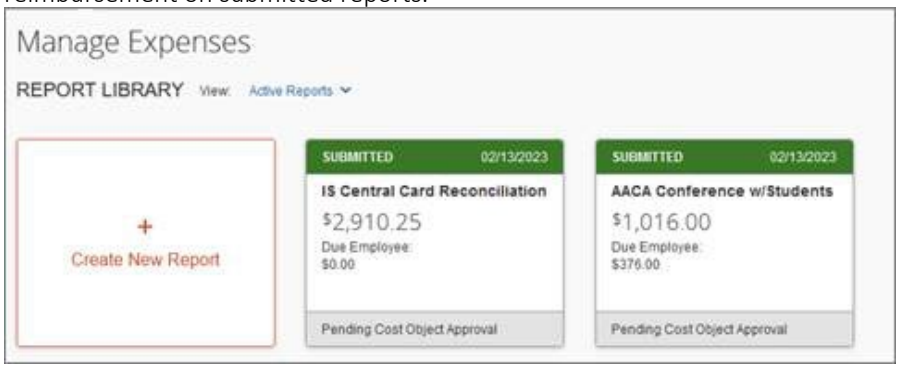
- **Cardholders Exiting the University**
  Prior to exiting the university, all cardholders should review their account for outstanding transactions and reconcile them by submitting an expense report. If this is not feasible prior to departure, work with your department to identify and assign a delegate to the cardholder's Concur profile to monitor and reconcile the transactions. In addition, email ap_cardadmin@tennessee.edu to have the card cancelled. Be sure to include the name on the card and the last four digits of the card number in your email.
- **Inactive Cardholders**
  While cardholders may be inactive due to extended leave or have left the university, the expectation for timely travel card reconciliations still exists. Delegates for the inactive cardholder can reconcile transactions by submitting an expense report on behalf of the inactive employee. If a delegate has not been assigned prior to departure, contact the travel support team at travel@tennessee.edu for assistance.

Updates and Reminders:

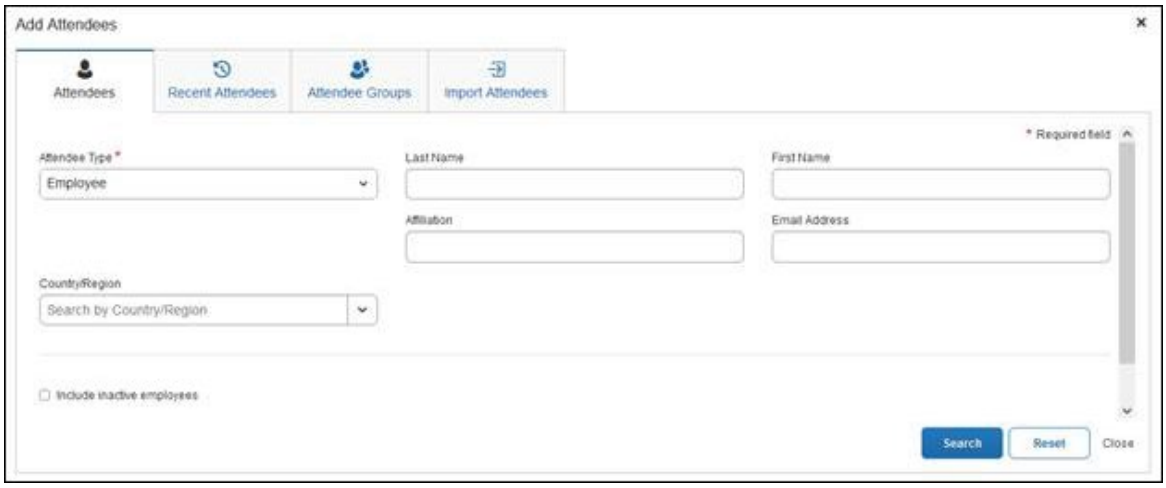
- **Mileage Only, Trip Business Purpose vs Report Purpose**
  University travel takes on many trip business purposes that are reflected on expense reports headers, however, there are also travel and non-travel scenarios that result in using a selection that reflects a report purpose. One such report purpose is for claiming personal car mileage reimbursement without including additional expenses, such as monthly mileage submission or single day trips that excluded meals per diem. In these reports, travelers are encouraged to use the Mileage Only trip business purpose to expedite reimbursement that reflects the report purpose and include comments detailing the trip's business purpose. Keep in mind that the goal of each report submission should be to provide the who, what, when, where and how regarding the trip and expenses.
- **World Travel System Update Impacting Booking Changes**
  Bookings made through Concur or World Travel before 12-20-2022 will require contacting an agent directly for cancelations or changes due to a system update.
- **Just-In-Time Training Resources**
  Visit the Travel Training and Support article to browse recent recordings on introductory topics such as requesting a travel card and processing in-state travel to advanced topics including reconciling a

centrally held travel card and managing guest travelers. For those just getting started, look for the titles with a red asterisk (*) noting our 'start here' recommendations. See the attached Learning Opportunities document outlining all available materials by topic area or visit the Travel FAQ knowledge base to search for specific topics.

- **Reimbursement Amount Now Visible on Report Tile**
  Travelers can now see both the total travel expense amount and the specific amount of their reimbursement on submitted reports.



- **Attendees Form Defaults to Advanced Search**
  Searching for attendees is improving by the default search set to Advanced which features additional fields to locate individuals.



- **Delete Report Button**
  Deleting extraneous reports just got easier with the retirement of the subtle trash can icon and the addition of a bold new Delete Report button.

Travel Tips:

If you have questions about the listserv or need assistance using the Concur platform, please contact the travel team.

UT Travel Team
University of Tennessee
travel@tennessee.edu

To unsubscribe from the TRAVEL list, click the following link:
https://listserv.utk.edu/cgi-bin/wa?SUBED1=TRAVEL&A=1