From:	Travel on behalf of Tipton, Emily Lynnette
To:	TRAVEL@LISTSERV.UTK.EDU
Subject:	Travel Update | AUGUST 2023: Disputing Travel Card Charges, Car Rental ID Requirement Follow-up, Training Recordings, World Travel Support, Upcoming Changes
Date:	Tuesday, August 8, 2023 4:38:09 PM
Attachments:	ATTACHMENT-Concur Hotel Membership Rates.pdf

Before fall activities kick-off, be sure to enjoy the last few weeks of summer with some watermelon, ice cream or an iced coffee. While you enjoy a summery snack, check out the travel card management tips, reminders and notes about upcoming changes.

Travel Card Pointers:

Dispute Travel Card Transactions Promptly. Cardholders only have **60 days from the transaction date** to dispute the charge. When disputing a charge on a travel card charge, the cardholder should work with the vendor to try to get the issue resolved. If the vendor will not correct the charge within 30 days, then the cardholder should contact the issuing bank at 1-888-449-2273. After the bank has been notified, the bank will issue a provisional credit for the charge. Some examples of the types of charges that should be disputed are:

- The incorrect amount was charged to a travel card and the vendor refuses to issue the credit or correct the amount.
- A trip was canceled, and the vendor refuses to issue the credit when all applicable rules and guidelines were followed by the traveler.
- Fraudulent activity.

NOTE: If your card is currently or used to be a 'Centrally Held Card', please verify that the card has not been used in error by another traveler. Examples of due diligence would be to check with any delegates, with a previous department, or with the vendor prior to disputing the charge with the bank.

Canceling a Card. Email ap_cardadmin@tennessee.edu with the cardholder's name, name as it appears on the card, last four digits of the card number on the date the card should be cancelled. Once the AP Card Admin confirms the account is closed, the card should be destroyed.

Outstanding Credit Card Transactions. Concur sends automatic reminders for travel card transactions that have not been assigned to an expense report at 15 and 30 days after the transaction date. This also applies to future travel, such as airfare and conference registration. However, any transaction with a 'Pending Card Transaction' payment type should remain under Available Expenses until the posting is finalized to a 'UT Travel Card' payment type. See Reconciling Travel Card Charges for more information.

Fraudulent Travel Card Transactions. When a fraudulent transaction occurs on a travel card - a charge the cardholder did not make - the cardholder should **immediately contact the card-issuing bank** at 1-888-449-2273. The bank will verify recent account activity and initiate a replacement of the compromised card. This notification process can also apply to lost or stolen travel cards. **Disputing fraudulent charges must take place within 60 days of the transaction date**. For support, please contact ap_cardadmin@tennessee.edu.

Updates and Reminders:

UT ID Required for Enterprise/National Car Rentals – Guest Travelers.
Travelers are now required to present their university ID when picking up Enterprise or National car rentals when traveling for university business. University personnel can present their physical or digital UT identification. However, guest travelers, who are typically not affiliated with the university, do not have university identification. When arranging car rentals for guests, Enterprise/National recommend contacting the branch in advance of pickup to provide the guest traveler's name and confirm the guest is permitted to utilize the

rate that was booked in Concur on their behalf by the department.

Timely Expense Report Submission. Employees are expected to submit reimbursement claims within 30 days of their trip end date. However, employees must submit reimbursement claims no later than 120 days after completing a trip, except for cash advances and travel-card transactions, which must be settled within 30 days after completing a trip. In accordance with IRS guidelines, claims not submitted within 120 days after the trip ends might be considered taxable income. The University System Accounts Payable Office will report any reimbursement requests filed after 120 days to Payroll.

Summer Training Recordings. Visit Concur Training and Support to browse and watch the most recent training sessions, including the summer session focused on travel policy update. Titles with an asterisk (*) are a great place to start learning about travel.
Session Quick Links: Traveling for the University, What's New With Concur, Exceptions to Policy, Domestic Travel, Conference Travel, International Travel, Requesting and Managing Cash Advances, Resolving Travel Allowance and Per Diem Alerts

Travel Reminders from World Travel:

Contact World Travel at 877-210-8189 anytime toll-free or use 865-777-1680 or 865-288-1915 anytime for after-hours for international assistance. Phone messaging has been updated to communicate current hold times as well as enabling a call back feature. If possible, please contact World Travel from the phone number that is listed in your profile for quicker routing. Also, if you need assistance with a current booking, have your agency record locator available.

Email assistance via blueteam@worldtrav.com may have a delayed response on high call volume days.

Incomplete bookings. Make sure your travel booking is complete and has accurate information. World Travel has seen an uptick in "incomplete" travel submissions.

Resolving the 'Error: We encountered an issue that prevented us from completing your request.'
Attempting to book a membership rate without a valid frequent guest or rewards program added to your Concur profile will result in this error. See attached Concur-Hotel-Membership-Rates.pdf for more information.

Group/Meeting travel booking needs should be communicated to World Travel a minimum of 30 days in advance for all ticketing requests. This will allow World Travel to plan and provide the best opportunity for advance booking and travel savings.

Applying unused tickets is standard for World Travel; however, they do have to abide by the rules of the airlines and the fare rules that were on the ticket when it was originally purchased. Due to different policies by each airline, each unused ticket request must be reviewed and is allowed on a case-by-case basis with the airline. All waivers and extensions are determined by the airline provider. Contact World Travel to inquire about applying unused tickets.

Upcoming Concur Changes:

Restricted Use Purposes and Expenses. The university strives to continue evolving processes to improve efficiency and employee experience. A pilot program exploring a potential improvement will launch this month that will add 'restricted use' trip business purposes and expense types. These additions are only available for pilot participants and include compliance controls to prevent accidental usage. As the pilot progresses, the travel team looks forward to sharing more details!

Improved Login Experience. It is recommended that all employees access the university's travel system through https://travel.tennessee.edu or the IRIS web portal. However, Concur's public facing login is easily discovered via a web search or a browser bookmark after a successful login via the paths mentioned earlier. This created confusion when

attempting to login or use unsupported features available on the public facing Concur login site, such as password recall. Now, employees visiting this site will be automatically redirected to the university's Central Authentication Service after entering their UTNetID@tennessee.edu username/email address.

Concur Continuous Improvement. The following updates have or will be applied this month. Have an improvement suggestion? Be sure to submit the Concur Feedback survey that prompts for routine feedback. Responses are sent directly to Concur and may influence future changes.

- Concur mobile app will force a required update on your next access. Updated features include a redesigned home screen with easy access camera feature for receipt capture, delegate 'Act as Another User' functionality, and improved navigation. Once updated the icon will change from the yellow Concur logo to a blue suitcase.
- The Request print preview now opens in a separate browser tab instead of a popup window. Once the print preview is closed, travelers are returned to the open request.
- Uploading receipts and supporting documents in Request can now leverage 'drag and drop' functionality that is currently available in Expense.
- Travel will benefit from several layout updates to improve information clarity for the cost summary box prior to booking, trip cancellation screens, and booking confirmation screen.
- The Available Expenses area now includes a new column for 'Expense Source' reflecting the origination of the listed expense.

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

UT Travel Team
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https://listserv.utk.edu/cgi-bin/wa?SUBED1=TRAVEL&A=1