From:	Travel on behalf of Tipton, Emily Lynnette
To:	TRAVEL@LISTSERV.UTK.EDU
Subject:	Travel Update | November 2022: Travel Card Pointers, Fall Training, System Changes, Travel Tips
Date:	Friday, November 11, 2022 8:46:09 AM
Attachments:	image006.png UT Travel - Training Opportunities - Fall 2022.pdf

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Fall travel training is underway with our focused 'Concur Bootcamp' training coming up next week, November 14 – 17. See the attached Training Opportunities flyer for session details and visit K@TE to register for sessions listed under the Concur Topics event. Below we are sharing some highlights from the recent Travel Card Troubleshooting session as well as upcoming and recent changes to the travel system. If you have questions about the listserv or need assistance using the Concur platform, please contact the travel team at travel@tennessee.edu.

Travel Card Pointers:

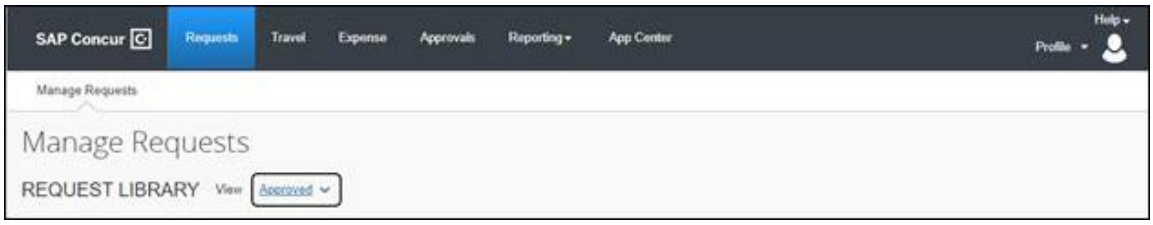
- Register both your travel and procurement cards in Global Card Access to take advantage of card management tools, including setting regions of usage, locking the card during non-usage and setting real-time alerts.
- Download the GCA Mobile App to manage your account and view key information from your mobile device. The GCA App is available for both iOS and Android.
- Contact your Campus Coordinator to check on a card application status or for help with campus-specific policies and procedures.
- When prompted for your card's billing address or zip code, use the address entered on the initial card request. This information can be found in the Concur Request module under the Approved Requests view. Open the request and click the new card expense line.

Updates and Reminders:

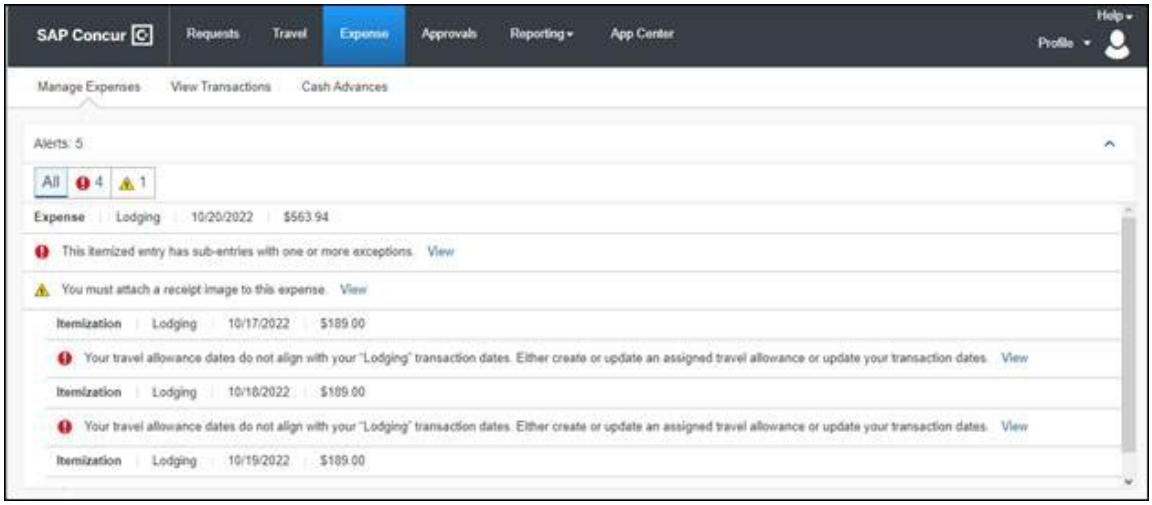
- **New Card Request Process**
  Starting December 1, the required card training must be completed prior to submitting a new card request in Concur. The K@TE certificate of completion must be attached to the Concur Request and must have been completed within six months of the submission. This streamlines administrative processes and ensures travelers receive their new card in a timely process, as well as eliminating the risk of an expired request or training certificate. See the K@TE: Find Completion Certificates article for instructions on downloading a certificate PDF.

- **Receipt Requirements for Tolls and Fraudulent Charges**
  Supporting UT FI705 Travel policy, receipts are now required for Toll expenses of any amount. If a receipt is not available, a redacted credit card statement can be attached. Travel card statements can be accessed via the cardholder's Global Card Access account. Additionally, receipts and/or supporting documentation are required when submitting travel card transactions as Fraudulent/Disputed Charges.

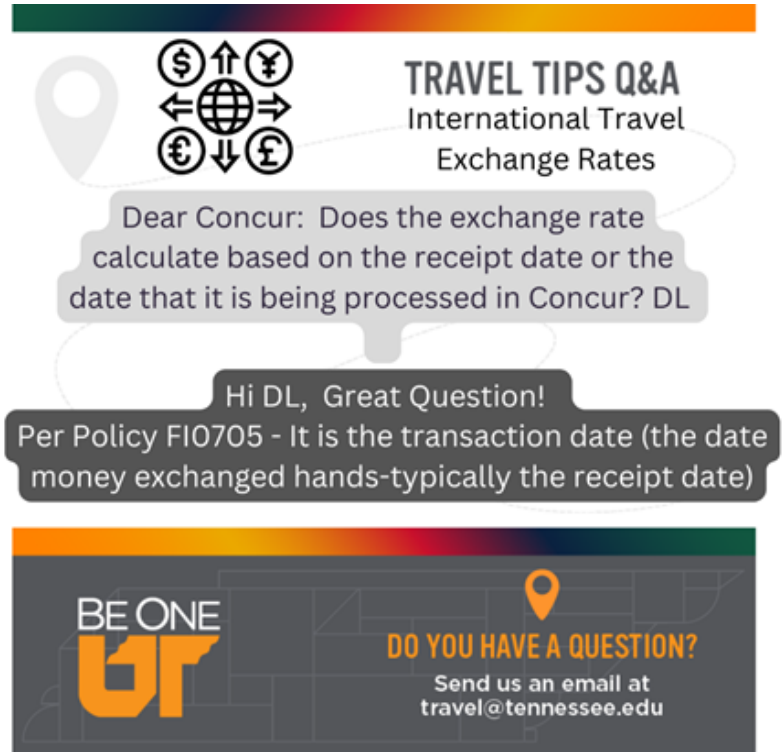
- **Active Request View Limited to Trips <90-days Past Trip End Date**
  Approved Concur Requests remain viable and can be linked to expense reports for 180-days past the trip end date, unless they are manually closed. The default Active Request view is limited to listing only those trips that are within 90-days of the trip end date. Approved reports with end dates past 90-days can be located under the Approved view.



- **Alert Summary Improvement**
  Request and Expense alerts can be filtered based on type of alert from the summary and expense line item view. Travelers/delegates/approvers can view All or click the hard stop or warning tab for filtered information.



Travel Tips:



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