From:	Travel on behalf of Tipton, Emily Lynnette
To:	TRAVEL@LISTSERV.UTK.EDU
Subject:	Travel Update | September 2022: Travel Card Pointers, International Insurance (SOS), Travel and Tips
Date:	Tuesday, September 27, 2022 1:03:13 PM
Attachments:	image002.png

As we welcome cooler, fall weather, we also welcome new travel cardholders to the Travel listserv! As a cardholder you are automatically subscribed to receive specific card program information as well as general travel updates. This month we spotlighting key aspects of the card program that are beneficial to current and prospective cardholders.

Travel Card Pointers:

- **Register for Global Card Access**
  This online card management tool provides cardholders with a dashboard to check your credit limit, balance, available credit and recent card activity. Other features include View PIN, Change PIN, Lock Card and Alerts help you keep your card secure. For added convenience, you can easily view or download up to 12 months of statements.
- **Manage Card Transactions**
  Unlike managing personal credit cards, UT travel card reconciliation **does not** require direct payments to Bank of America. Cardholders should reconcile transactions per UT FI0531 Travel Card policy, by submitting a Concur expense report within 30-days of the corresponding trip's end date. If the transaction is for future travel, such as conference registration, airfare or lodging deposits, it can be added to an expense report reflecting the travel dates and submitted with additional trip expenses within 30-days of the trip end date.
- **Declined Transaction**
  Contact the AP Card Administration Team at ap_cardadmin@tennessee.edu for assistance. Be sure to include: name on card, last segment of the card number, vendor and transaction date.
- **Cardholder Address**
  When applying for a new card, prospective card holders should enter a valid mailing address for their primary office location as cards will be mailed via USPS. This address will also serve as the reference address for the card when adding it to the cardholder's profile or when making purchases.
- **Prospective Cardholders**
  It is strongly encouraged for prospective card holders to complete the required card training on the same day as submitting the Concur card request form. 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. Concur Requests and K@TE training certificates are only valid for six months.

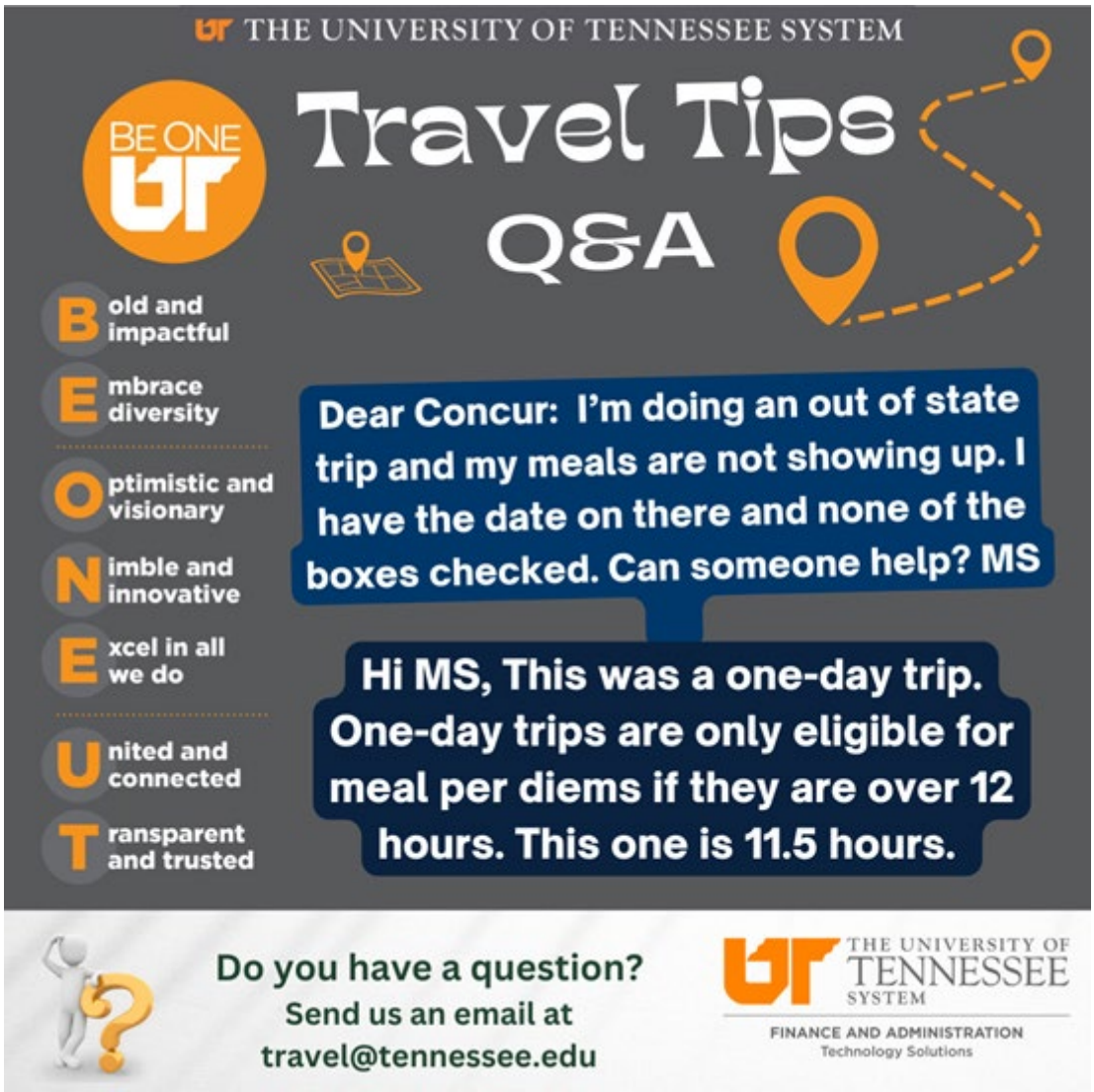
Updates and Reminders:

- **International Insurance and Support**
  As part of University of Tennessee's commitment to international travelers, a service is available to provide global medical, security and emotional support assistance through International SOS. Travelers are strongly encouraged to take advantage of this complimentary service by printing and carrying the International SOS Membership Card with you at all times when traveling abroad, as well as downloading the Assistance App. Learn more about this service on Tuesday, October 25 at 2 pm eastern.
- **IRIS Travel Bookmarks**
  The IRIS Support team makes using IRIS easier by packaging basic or popular transactions in a downloadable Favorites Starter Kit. The Travel section has been updated to include frequently referenced transactions, eforms and even external links that may benefit IRIS users. Visit IRIS Getting Started to download the starter kit and directions for importing them to your IRIS Favorites area.
- **Training Offerings this Fall**
  Recordings from the Summer training series are available on the Concur Training and Support FAQ, but mark your calendar for the fall training series set for the week of October 24. This focused training week will include standard offerings as well as a new session devoted to international travel insurance and resources, including International SOS. Registration will be available in K@TE in early October under Concur Topics.

- **New Request Layout Launched**
  The new Concur Request layout improves the overall efficiency, usability, and accessibility of our previous design. The Concur Request homepage provides a new way to list all active requests. The updated user experience based on color code and bold text enhances the traveler/delegate experience and helps them to easily identify key information. Within requests, users will now see a common set of icons with the Expense module. Learn more about the layout and download support materials from the New Request Layout FAQ.

Tips:

- When **contacting World Travel, if possible, please contact them from the phone number listed in your profile** and have your agency record locator available for existing bookings for more efficient handling.
- Periodically, **review your Concur profile** and update anything that may have expired or changed. This includes credit cards, travel reward programs and contact information.
- **Book early** to overcome availability issues which will lead to higher costs. Booking early will also give travelers a better opportunity to select the seat that they desire.
- For **group bookings**, **contact World Travel a minimum of 30 days in advance** to allow agents to plan and provide the best opportunity for advance booking and travel savings.



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

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http://listserv.utk.edu/cgi-bin/wa?SUBED1=TRAVEL&A=1