From:	Travel on behalf of Tipton, Emily Lynnette
To:	TRAVEL@LISTSERV.UTK.EDU
Subject:	Travel Update | April 2023: Spring/Summer Training, Booking International Airfare, American Airlines Update, and Upcoming Changes
Date:	Tuesday, April 25, 2023 11:41:41 AM
Attachments:	UT Travel - Training Opportunities - Summer 2023.pdf UT-Travel-Learning-Opportunities.pdf

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The university travel program has an exciting year ahead as we move closer to implementing Oracle and continue applying improvements to Concur! Please plan to attend upcoming events in May and June to learn more and maybe, get a glimpse in to the future state of travel.

Updates and Reminders:

- **International Airfare Bookings via World Travel Reinstated**
  The restriction on booking international airfare that does not include a domestic destination has been removed. Now, international airfare for any trip that does and does not include a domestic destination may be purchased using Concur. If you have questions or need assistance contact World Travel directly.

- **American Airlines Changes Fare Availability in Concur, Low Impact**
  Earlier this month, American Airlines changed how their airfare will be listed in Concur that may prevent all fare options from appearing. As the University continues monitoring this change, it appears that American Airlines standard airfare content, including everyday main cabin (economy) fares, are still available through Concur. Travelers that are not limited to flying American Airlines may continue to use Concur. Delta, United and other airlines have not adopted the new service as did American Airlines that is causing the limited listings in Concur.
  NOTE: Per FI0705 – Travel policy, airfare reimbursement is limited to economy fare, which refers to any class that is not business or first class. If travelers have questions pertaining to airfare types and eligibility or if economy fare is not available, they should contact World Travel.

- **Upcoming Training Series Starts May 15**
  Save the date for upcoming spring and summer learning opportunities starting May 15 with an overview of exciting changes coming to Concur this summer. Additional sessions in May covering approvals and managing lodging will lead up to 'Concur Bootcamp' June 19-23. See the attached flyer for additional details. Registration will be available on May 1 under the Concur Topics area of the K@TE learning management system.

- **DASH Town Hall set for May 3**
  Register to attend the first in a series of DASH Town Hall webinars. At this event, you can hear executive and project leaders share insights about the project and the exciting changes on the horizon as we countdown to the go-live date of July 1, 2024. **Special attention will be given to travel**, **as we highlight policy changes and preview the improved expense receipt capture and submission process.** This Town Hall is open to all University of Tennessee employees. We look forward to your participation as we continue to DASH toward the future at the University of Tennessee! If you have any issues with the DASH Town Hall registration, please contact dash@tennessee.edu.

- **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.

Travel Card Pointers:

- **Register for Global Card Access (GCA)**
  GCA is an online card management tool for cardholders to confirm credit limit, current

balance, available credit, and recent card activity in a user-friendly dashboard. Cardholders also have access to manage their PIN, lock their card, and set alerts to keep informed and your card secure. For added convenience, you can easily view or download up to 12 months of statements. Download the GCA app for on-the-go access for iOS and Android devices. Additional resources: Travel Card Troubleshooting and Travel Card Overview Recordings

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

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