Happy (almost) Spring, everyone! As you plan or facilitate spring travel, please be aware of the following training opportunities, general usage tips, recent updates and known trouble areas that may assist or impact your effort. We hope to see you in one or many of next week's training sessions!

Reminders.

Register for the Winter 2022 Concur travel training series set for March 21-25. (Session Details) Also, register for Open Q&A sessions on Wednesdays at 2 pm est. Need assistance now? Search Travel FAQs, watch recorded training or contact travel@tennessee.edu.

Tips.

Do you have a tip to share? Send them to travel@tennessee.edu.

- **Screen Capture Made Easy**
  Simultaneously press the Windows key + Shift key + S key on a Windows system and the Command key + Shift key + S key for Macs. Need to capture more than a screen, consider saving or printing to a PDF from your web browser. This is a great solution for capturing conference documentation. Press the Control key + P key to open printing options. Select the Print to PDF or Save as PDF option.
  Many thanks to Ms. Wooley for sharing these tips! "We all move forward when we work together."
- **Who Approves My Travel**
  While approval flow for request and expense report are based on different travel details, they both have the first approval stop in common, the department's cost object approver (COA). Learn more about the COA approval stop from these articles discussing setting COAs in IRIS, how that translates to Concur and determining a submission's approval path.
- **When to Use Lodging Exception, Booked Through Concur/World Travel**
  When claiming lodging expenses, there are occasions when travelers must submit them as an exception to policy, such as the room rate was above the reimbursable government (CONUS) rate. However, if the traveler worked directly with a World Travel agent to confirm rooms at the government rate were not available, they may claim this as a non-exception to policy. Documentation from World Travel must be attached to verify the use of this non-exception. Bookings made by the traveler/delegate for above government rate without World Travel documentation must be submitted as an exception.

Recent Updates.

(Re)Visit the UT System Finance & Administration Travel Site

Check out the refreshed site with updated navigation linking to important information and a refined landing page. Browse the site to easily find policy updates, information on the travel card program, contact information for World Travel, as well as directions for getting the Concur mobile app,

booking for guest travelers, and much more. Visit https://finance.tennessee.edu/travel today, but keep checking back as new material and features will be added throughout the year!

Known Issues.

Please be advised of the following known issues as we work to resolve them.

- **Knoxville-area Hotel CONUS Rate Not Reflected in Concur.**
  World Travel is working with Concur Support to correct an issue related to two the Airport Hilton and Downtown Hilton hotels not offering CONUS rate through Concur. In the meantime, please contact World Travel or the hotel directly to book accommodations.
- **Out-of-state 'State' Rate May Not Be Honored.**
  We have received reports that out-of-state hotel vendors are not honoring the University's 'state rate.' Please advise travelers to submit these lodging expenses as an exception to policy.

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

UT Travel Team
University of Tennessee
travel@tennessee.edu

*** Invite others to join the new Travel Listserv by sharing the link, Request to join today! ***