From:	Tipton, Emily Lynnette
To:	Travel
Cc:	Concur
Subject:	Travel Update | SEPTEMBER 2023: Declined Card Transactions, Card Limit/Balance, Lodging & CONUS, Reminders and Updates
Date:	Wednesday, September 20, 2023 11:43:00 AM
Attachments:	image001.png image002.png image003.png image005.png

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Happy Fall, Everyone!

Interested in past issues of the Travel Update? Visit the Travel Listserv knowledge base article for a complete listing under the 'Attachments' area.

Travel Card Pointers:

Declined Transaction. The cardholder should contact the card-issuing bank at the number listed on the back of the card with the following information: name on card, last segment of the card number, vendor, transaction date, and potentially your cardholder verification ID (9 + UT personnel number). Also, cardholders should visit Global Card Access to view additional details concerning the declined transaction. While there should be very few instances of blocked transactions occurring on travel cards, additional assistance is available by contacting ap_cardadmin@tennessee.edu.

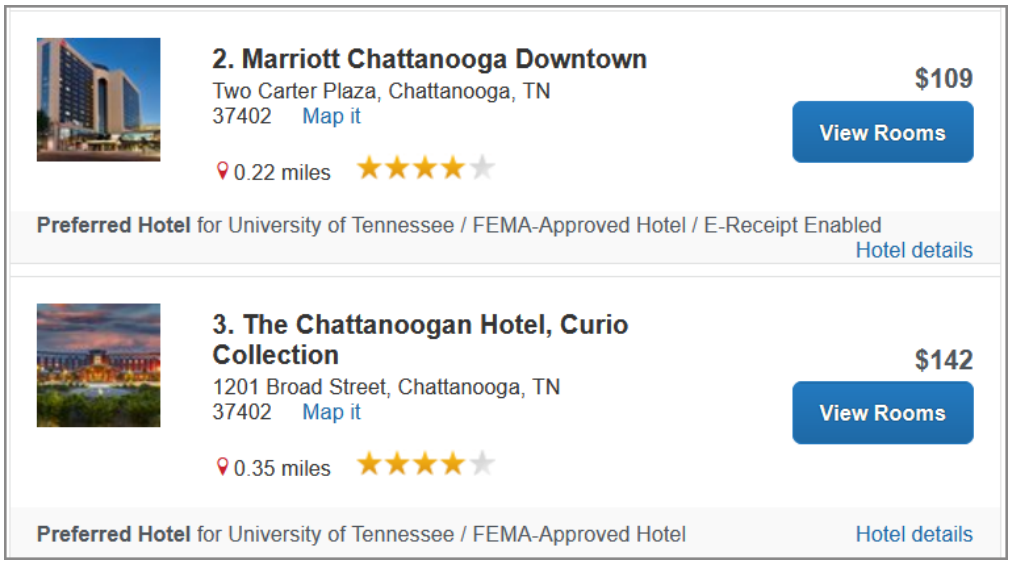
What's Your PIN? Cardholders must set a PIN during their card activation and may be prompted for their PIN during certain transactions. Visit Global Card Access to view or reset your PIN.

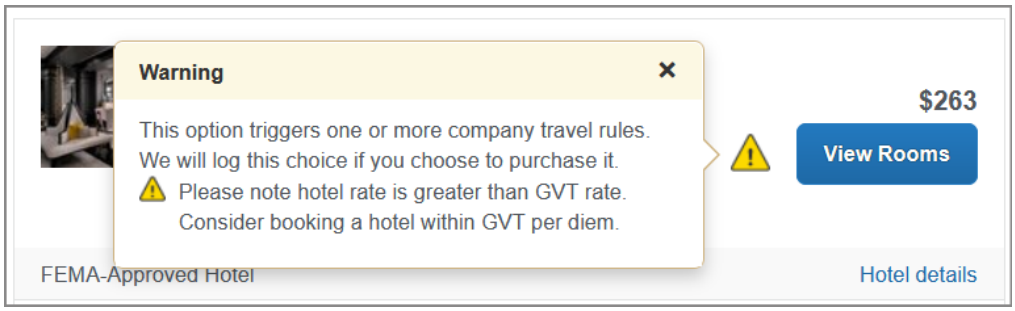
Card Limits and Current Balance. Travel cards are automatically set with credit limits based on card usage specified during the request. If needs change, a request to change the card limit can be submitted in Concur. Cardholders can use Global Card Access to confirm their credit limit, view current balance or available credit and recent card activity in a user-friendly dashboard. For added convenience, you can easily view or download up to 12 months of statements.

Resources. Travel Card Troubleshooting and Travel Card Overview Training Recordings. Report a Lost, Stolen, or Compromised Card Form. Download the GCA app for on-the-go access for iOS and Android devices. UTSA Procurement and Travel Card Program website.

Updates and Reminders:

Lodging Expenses and CONUS. Total lodging reimbursement is the sum of the base room rate and tax(es). The base room rate is compared against lodging date and location based CONUS/OCONUS rates to determine compliance per FI0705 – Travel policy procedures. As of June 1, travelers may be reimbursed up to 150% of CONUS/OCONUS, the base room rate. For departments and funds that permit this flexibility, travelers are provided with a 'cushion' of up to 50% above the CONUS/OCONUS rate. This flexibility is reflected in the Concur Travel module. For example, the daily CONUS lodging rate for Chattanooga is $109 per night, but travelers are eligible to be reimbursed for a lodging room rate of up to $163.50 per night. Concur Travel search results are ordered by most compliant to university policy, but also list options that trigger policy compliance alerts. Options that exceed permitted reimbursement amount are also listed. If policy compliant options are not available, contact World Travel directly for assistance at 877-210-8189 or blueteam@worldtrav.com. See the Claiming Lodging Expenses knowledge base article.





NOTE: When reviewing government hotel rate options, UT travelers should book the "State" government rate. Hotels may request a Government ID (university ID) at check in.

Lodging Site Extraneous Fees. A good rule of thumb for travelers to plan enough time in their travel day upon arrival to make sure they are fully opted out of any fees/taxes that are optional and/or take time to go over the bill before they leave the hotel. Fees such as Destination Marketing Fees are not a tax, so they're not assessed by the government and should be removed from the bill upon checkout. Many thanks to D. Weber for surfacing this!

Claiming Mileage and Hybrid (telecommuting) Work Schedules. Travelers are permitted mileage reimbursement based on their official station of work designated in IRIS. Working from home is a telecommuting agreement, not a temporary reassignment requiring employees to work from one location for a specific period. Telecommuting is a benefit that is allowed to employees under UT policy HR0480 – Work Schedules.

Concur Learning Playlist. A new way to get started with traveling for the university will be launched later this fall in the K@TE learning management system. This listing will guide travelers to policy and training resources.

Upcoming or Applied Concur Changes:

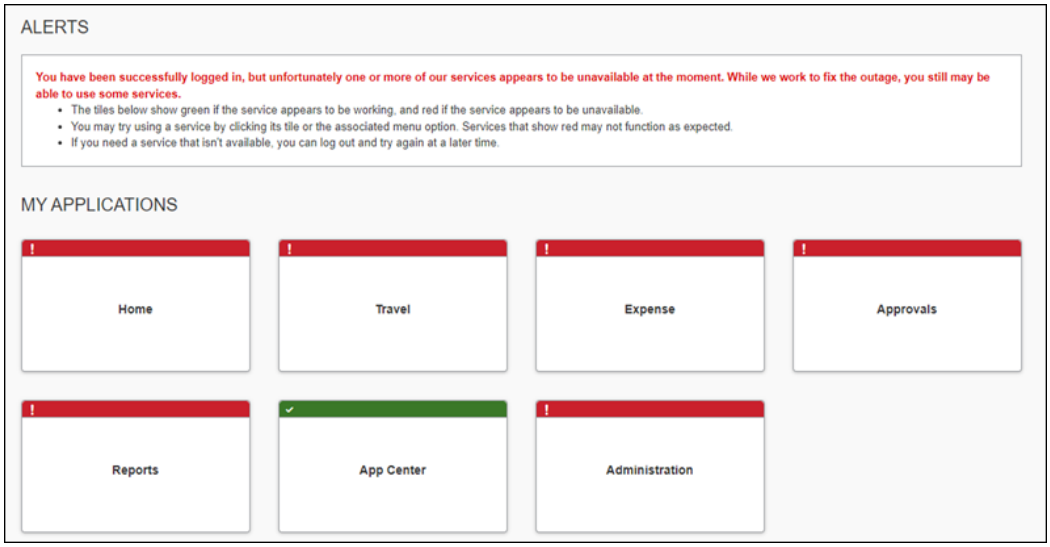
Conference Lodging Exception Usage. Based on your feedback, additional exceptions are now permitted to reflect travel scenarios for conference lodging. These exception options include: 1. No exception, 4. Yes, no itemized receipt and 6. Yes, other. Previously, Conference Lodging

only permitted the use of 3. No, conference or group room rate.

Documentation Only Usage. New preventative measures are in place to prevent posting failures on reports including a Documentation Only expense line with a total above zero.

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 routine feedback. Responses are sent directly to Concur and may influence future changes.

- A new landing page will alert users of system issues and indicate module outages. For additional information concerning service disruptions or issues, check the Concur System Status posting or contact travel@tennessee.edu.



- A new travel booking experience for airfare, lodging and car rental improving the layout and details visible in search returns is set to roll out later this year.
- Expense reports returned by the Processor will display an updated status of 'Returned' instead of 'Not Submitted.'
- The Lodging expense type Check-in Date and Check-out Date fields will be changing from two separate date fields to a single 'date range' field.
- The Expense Report Details drop-down, which includes access to the report heading, timeline and audit trail, will now be reordered based on the last viewed item rather than defaulting too alphabetical.

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

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