Training Offerings for Fall 2022
Schedule time this fall to learn or enhance your travel knowledge with the Travel Team as they are joined by special guest experts and rework the standing Open Q&A sessions to focus on specific Concur elements. All one-hour sessions, unless noted otherwise, will be recorded and posted at Learn More About Concur. Session times reflect the eastern time zone.

International SOS  ** New **
International travelers have access to a FREE new service that provides global medical, security and emotional support assistance through International SOS. Representatives from UT Risk Management and ISOS will review how travelers can leverage this service and address questions. Tuesday, October 25 at 2 pm 1.5 hours

Travel Card Troubleshooting  ** New **
Cardholders will learn about appropriate card management, including common decline reasons and the benefits of Bank of America’s Global Card Access features. Wednesday, November 2 at 2 pm

Travel Card Transaction Management  ** New **
Cardholders will learn best practices for managing travel card transactions to avoid lingering pending transactions, address future travel expenses and recommendations for timely reconciliation. Wednesday, November 9 at 2 pm

Exceptions to Policy, What They Are and Are Not  ** New **
Travel expenses that do not adhere to university policy, must be submitted as an exception. However, not all expenses that trigger a compliance alert are true exceptions to policy. Join the policy experts to learn about exceptions and how to resolve non-exception alerts. Wednesday, November 16 at 2 pm

Allocating Expenses  ** New **
Travelers and delegates will learn how to charge a single item or group of expenses to a different account using the Allocation function, including known ‘gotchas’ on rounding and how to confirm allocation amounts. Wednesday, November 30 at 2 pm

Resolving Alerts: Travel Allowance Itineraries and Per Diem  ** New **
When claiming lodging and/or meals per diem, a Travel Allowance is required for compliance validation. This session will review best practices for completing an itinerary and how to address compliance alerts. Wednesday, December 7 at 2 pm

Registration
Enroll by visiting the Concur Topics area of the K@TE learning management system. Zoom details will be provided in the confirmation email along with the password. Session times reflect the eastern time zone.

Preparation
Have a working knowledge of the University’s FI0705 – Travel, FI0531 – Travel Cards and related policies.

Attending Sessions
Use a headset with microphone for optimal audio. Cameras are welcome but not required. Consider reserving a conference room and attending with colleagues to create a focused-learning environment.

Additional Training
View recorded sessions and access curriculums.

Stay Connected
Subscribe to the travel listserv for information on system changes, travel tips, and more.

HR128 Credit
All sessions are eligible for credit.

Questions
Browse for answers to in the UT Travel knowledge base, travelfaq.tennessee.edu or ask travel@tennessee.edu.
Traveling for the University
An overview of University’s FI0705 - Travel policy and resources available to ensure travelers are compliant with state and federal laws and regulations, as well as safeguard efficient use of university funds. **1.5 hours**
Monday, November 14 at 10:30 am

Travel Card Overview
Open to any individual interested in learning about the University’s Travel Card Program and how it can reduce the out-of-pocket burden for employees, guests, and students who travel on behalf of the university.
Monday, November 14 at 2:00 pm

Booking Travel with World Travel
Travelers and delegates interested in using the Concur Travel (booking) service provided by World Travel. In this session, attendees will realize the benefits of using Travel and the basics of arranging travel.
Monday, November 14 at 3:30 pm

In-state Travel
Travelers or delegates processing expenses for in-state travel will learn how to claim expenses for day, overnight and mileage only trips, including when and how to claim a travel allowance.
Tuesday, November 15 at 9:30 am

Out-of-state Travel
Travelers or delegates will learn when and how to submit requests for out-of-state travel and claim (out-of-pocket and travel card) expenses, as well as when and how to claim a travel allowance.
Tuesday, November 15 at 11 am

International Travel
Travelers and delegates will learn the technical approach for submitting a request to travel and claiming expenses, as well as hear from participating campus international offices on campus-specific procedures. **1.5 hours**
Tuesday, November 15 at 2 pm

Conference Travel
Travelers and delegates will learn the details of preparing for conference travel, including collecting required documentation, requesting approval and guidance on claiming expenses.
Wednesday, November 16 at 9:30 am

Requesting and Managing Cash Advances
While the UT Travel Card is the University’s recommendation for offsetting out-of-pocket expenses, there are specific scenarios and campus philosophies that are best met by requesting a cash advance prior to travel. Join this session to learn about these scenarios, how to request an advance, manage advances for group travel, and how to return an unused advance.
Wednesday, November 16 at 11 am

Resolving Alerts: Lodging Focused
While lodging is a frequently claimed expense, creating the report line item can be challenging with unique lodging scenarios, receipt itemizations and built in compliance based on University travel policy.
Wednesday, November 16 at 3:30 pm
**Guest Travelers**
Intended for individuals tasked with managing travel for guests to the University, including non-employed students and designated guest travelers. This session will discuss aspects of managing guest travelers and demonstrations will cover onboarding and managing guests via IRIS in preparation for booking and processing travel in Concur. **1.5 hours**
Thursday, November 17 at 9:30 am

**Centrally Held Cardholder How-To**
Intended for travel cardholders using their assigned card to facilitate travel for others, such as guest travelers. This session reviews the process for reconciling travel card transactions using the appropriate expense item types, attaching supporting documentation and resolving alerts.
Thursday, November 17 at 2 pm

**Group Travel**
Intended for travel entry professionals (delegates) processing travel for student or employee groups. This session will discuss creating bulk requests, tracking submissions, benefits of a travel card and tips on processing expenses.
Thursday, November 17 at 3:30 pm

**Tentative 2023 Titles to be Scheduled**
- **Concur Mobile App Basics**  **New**
Concur is equipped with many integrations to improve the traveler’s experience managing travel, including the full feature mobile app, SAP Concur. This session will review app features that allow travelers to manage expenses, including capture receipt images that automatically upload to their Concur profile.

Have questions or difficulty joining the Zoom session, contact the UT Travel Support Team at travel@tennessee.edu.