


DATE: August 24, 2012
TO: University Travelers, Travel Managers and Travel Planners
FROM: Jeffrey J. West, Associate Vice President 
SUBJECT: Use of Non-Contracted Travel Agencies

As you may know, the University contracts with Christopherson Business Travel to assist our own University Travel Office in doing your travel arrangements. We went through a formal competitive process in choosing Christopherson, as we are required to do, and they have been a very professional and effective partner to facilitate the booking, tracking, billing and related activity for University air travel. Christopherson is the only travel agency that, as part of University and State of Utah contracts, has been approved to bill airfare directly to a travel number by sending a weekly file to the Travel office. We refer to this payment method as a 'direct payment' since we pay the vendor without a signed request from the traveler's department. Although other travel agencies are sometimes used by University travelers, such agencies do not have the same direct payment privileges that Christopherson, by contract, enjoys.

Last Fall, a situation arose with one such agency, Clawson Travel, that is causing some difficulties in the proper and timely recording of travel expenses on University accounts, particularly sponsored projects accounts. We are working with University departments to gather information to ensure that delinquent airfare billings purchased on sponsored projects are appropriately billed by closing deadlines.

This memo is meant to notify University Travelers that Christopherson Business Travel, acting as a contracted University partner, is the only travel agency that is authorized to deal directly with the University. You may choose to utilize another travel agency, if you'd like, but we will not pay airfare costs without a signed travel payment request from your department. We encourage travelers to take full advantage of contracted rates and payment efficiencies gained when booking airfare through our Travel Office in partnership with Christopherson. Direct payment methods improve record-keeping and reporting of expenses, will save effort for administrative staff in both campus departments as well as within Financial and Business Services, and facilitate an environment to better serve our University community.

Thank you for your attention to this matter. We encourage you to share your ideas, if you have questions or concerns, please contact our Travel Office at 581-7142 or travel@admin.utah.edu