

UTravel is set up to book single-traveler, domestic trips only. Use this guide to determine how you will book your travel.

Old Process:
Legacy Travel System



UTravel Users:
Booking *OUTSIDE* UTravel



UTravel Users:
Booking *IN* UTravel



Guests & Affiliates, Untrained Travelers, Open Travel Numbers	International, complex, domestic, group, high status travelers.	Simple domestic trips. Air, Car, Hotel.
Old Travel System	Travel & Reimbursement Services Onsite Agency webpage <i>fbs.admin.utah.edu/travel/agency</i>	UTravel System <i>utrael.utah.edu</i> Travel tab
Travel Number	Request ID Option 2	Request ID Option 1
Step 1 AirSelect	Onsite/UTravel: Airquote	Use tool to book
Step 2 Request Reservation	Onsite/UTravel: Book a Trip	↓
Step 3 Confirm Reservation	Onsite/UTravel: Confrim a Trip	(Agent fulfilled)
Billed to: University Card (preferred)	Billed to: - University Card - Personal Card (additional workflow step)	Billed to: University Card (mandatory)


The University of Utah is contracted with Christopherson Business Travel (CBT) to assist with travel arrangements.

CBT offers 24 hour travel assistance, with a designated Travel Advisor team.

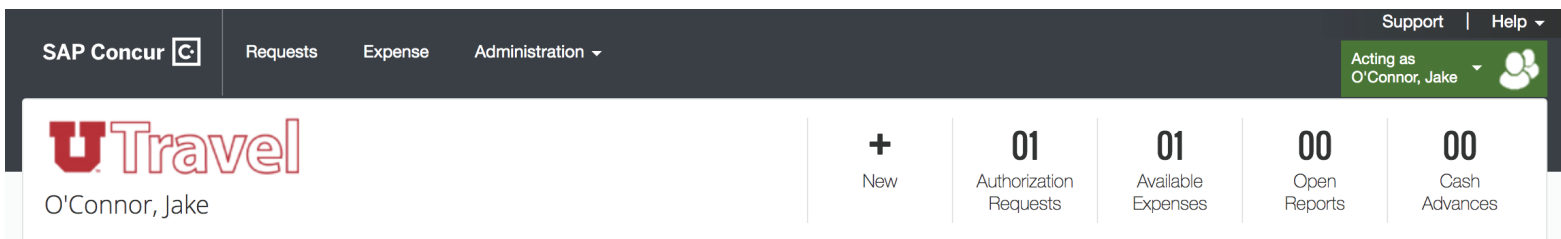
The University has a contract with Delta, which gives a 2-10% discount, in addition to the state contract fare that is refundable and changeable.


Employee Travel Booking in UTravel


If you're booking the trip for someone else, make sure they've given you approval in their profile under the Assistants and Travel Arrangers section. You will know you have access if there is a green check next to your name.

Can book travel? 

To act as a Travel Arranger, click Profile in the upper right corner of the screen, and select the person you wish to book for from the Acting on behalf other user drop-down. Click Start Session – you'll see the name of the person you're arranging travel for display on the home page. Follow these instructions if you are starting in **Request**.



SAP Concur  Requests Expense Administration Support | Help

Acting as O'Connor, Jake 

UTravel
O'Connor, Jake

+ New **01** Authorization Requests **01** Available Expenses **00** Open Reports **00** Cash Advances

1. After the Request has been submitted and approved, begin with the **Book** link under the **Request** tab in the Action column.

Active Requests (8)

[Delete Request](#) [Copy Request](#) [Close/Inactivate Request](#)

[View](#)

Request Name Begins With

<input type="checkbox"/>	Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved a...	Remaining ...	Action
<input type="checkbox"/>	Test Guest Trip	3374	Approved	06/21/2019	04/24/2019	\$417.60	\$417.60	\$417.60	Expense
<input type="checkbox"/>	Test Guest Trip Future - no agen	3377	Approved	06/25/2019	04/24/2019	\$300.00	\$300.00	\$300.00	Expense
<input type="checkbox"/>	Test Trip - show Book button	337A	Pending on-line Booking	06/17/2019	04/24/2019	\$600.00	\$0.00	\$0.00	Book
				05/25/2019	04/24/2019				
				05/27/2019					

2. After viewing your Booking Summary, click Proceed to Booking.

3. Select your flights

- Use the controls on the left to modify your search.
- Use the matrix at the top of your screen to narrow down results.
- Click **View Fares** next to each flight you wish to book, and you'll be able to see the price
- Click on the fare to proceed with booking your flights. You'll be taken to a new page to review booking details and reserve.

4. Verify the information on this page is correct. If you decide to change your flights, click **Back**. If you're ready to proceed, click **Reserve Flight and Continue**.

5. Verify Travel Details and add Car/Hotel if needed. Scroll to the bottom and click Next.

6. Trip Booking Information - leave any necessary comments for the Travel Agent. Click **Next** to proceed to Trip Confirmation. THE TICKET IS NOT BOOKED YET.

7. Trip Confirmation - to complete the booking, click on the **Confirm Booking** button at the bottom of the page.

8. Upon successful ticketing, an itinerary will be emailed to the traveler, and any designated Travel Arrangers within 24 hours with the wording ELECTRONIC TICKET HAS BEEN ISSUED ** TICKETED RESERVATION.
The ticket number will also be listed in the bottom of the itinerary with the price and form of payment.
 - If you do not receive an itinerary back from the travel agency within 24 hours, something went wrong. Please contact the onsite agency at 801-585-9005 or travel@admin.utah.edu. It is the arranger/travelers responsibility to make sure this itinerary is received.
 9. If airfare is not required, and you just need to book a rental car or hotel, go back to the Home Page and proceed to those sections.
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If you chose **2. Book outside Concur Travel: Book with CBT Agent/Other Method** under *How will you reserve air, car and/or hotel?* in **Request**, follow these directions:

1. Use the **Flight Search** box to refine search criteria.
 - You can restrict your flight search by changing the dropdowns for your depart and return (+/- # of hours).
 - If you want to search for a rental car or a hotel after your flight search, check the boxes for Pick-up/Drop-off car at airport and/or Find a Hotel. Or you can use the designated tabs, later, to book a car or lodging.
 - The Search by dropdown defaults to sort by Price. You can change to sort by Schedule first -- or you can keep the Price default and compare fares later.
2. Click **Search** and wait for your results to fully load.
 - Use the controls on the left to modify your search.
 - Use the matrix at the top of your screen to narrow down results.
 - Click **Select** next to each flight you wish to book, and you'll be able to see the price
 - Click on the fare to proceed with booking your flights. You'll be taken to a new page to review booking details and reserve.
3. Verify the information on this page is correct. If you decide to change your flights, click **Back**.
If you're ready to proceed, click **Reserve Flight and Continue**.
4. Verify Travel Details and add Car/Hotel if needed. Scroll to the bottom and click **Next**.
5. Trip Booking Information - Leave any necessary comments for the Travel Agent. Click **Next** to proceed to Trip Confirmation. THE TICKET IS NOT BOOKED YET.
6. Trip Confirmation - To complete the booking, click on the **Confirm Booking** button at the bottom of the page.
7. Manage Requests - Complete the Request ID process, see **page 6** for more details.
8. Upon successful ticketing, an itinerary will be emailed to the traveler, and any designated Travel Arrangers within 24 hours with the wording ELECTRONIC TICKET HAS BEEN ISSUED ** TICKETED RESERVATION.
The ticket number will also be listed in the bottom of the itinerary with the price and form of payment.
 - If you do not receive an itinerary back from the travel agency within 24 hours, something went wrong. Please contact the onsite agency at 801-585-9005 or travel@admin.utah.edu. It is the arranger/travelers responsibility to make sure this itinerary is received.
9. If airfare is not required, and you just need to book a rental car or hotel, click the **Travel** tab and proceed to those sections in the **Flight Search box**.

Employee + Guest Booking

If you are bringing an additional guest, visit fbs.admin.utah.edu/travel/agency and select the *Book a Trip* form. Additional travelers cannot be booked in the UTravel system.

Please note – if the travel has high status frequent flyer membership and wants to bring an additional traveler and would like that person to receive their frequent flyer benefits, they must be booked under the same airline confirmation number. UTravel users use onsite agent process.

Personal Travel Booking

Not allowed in UTravel. Contact travel@admin.utah.edu for assistance.

Group Travel Booking

Group Travel is defined as 10+ travelers on the same itinerary and is done on the group leader's profile.

On **Request**, select booking option 2, "Group" trip type, and "Group" traveler type. Booking process will follow middle column on **page 8** of this guide.

Guest/Affiliate Travel Booking

Coming soon to UTravel System. Please use old process (Legacy Travel System) to register the trip, or contact a Travel Advisor at travel@admin.utah.edu for assistance.

Form of Payment for Airline Tickets

Airline tickets booked using UTravel are billed to the University credit card. Personal credit cards are not allowed. Please use the UTravel forms at fbs.admin.utah.edu/travel/agency for personal credit card requests or contact a Travel Advisor at travel@admin.utah.edu for assistance.

Change a Trip, Airline Tickets, Car, or Hotel

Airline Tickets - Once a request is approved and travel is confirmed/ticketed, the traveler must contact the travel agency to make any changes - travel@admin.utah.edu.

Car & Hotel changes can be made in the Booking tool. CBT Travel Advisors are available to help if necessary.

All change fees and fare differences for changes are billed to the original form of payment.

Hotel

Conference hotel rates are not listed in Concur. Those will still have to be booked directly through the conference's process. Please use the tool to compare the listed rates with the conference pricing.

Other discount rates are viewable in the tool, such as: AAA, Government, hotel membership rewards, and Christopherson Business Travel discounts.

Car

The University of Utah contracts with Enterprise, National, and Hertz, and bookings must be made through UTravel or the Onsite Agency. These are the preferred vendors for booking cars, if you wish to book outside of these vendors, there will be a \$3/day insurance surcharge automatically billed to the department.

Fees

There are UTravel fees depending on which type of trip you are booking, and they apply to each Expense Report generated.

Legacy Travel System



Trip Type

\$8	Driving	\$15
\$12	Domestic Flight	\$25
\$20	International Flight	\$35

Booking

\$30	Exchange (All Fares)	\$30
\$0	Domestic Flight	\$0
\$30	International Flight	\$0
By Size	Group	\$50*/\$100**
\$12*/\$30**	Personal/Leisure	\$12*/\$30**
\$30	State Issued Ticket	\$0
	Other Booking Method	\$10*/\$20**

**Domestic*

***International*

NOTE: Concur users should add AutoNotification@concur solutions.com to their safe sender list in Outlook. All emails sent to users from Concur come from this email address, and may end up in a junk email folder unless it's specifically added to a safe list.