



THE  
UNIVERSITY  
OF UTAH

**TRAVEL TRAINING**

# Section 1: Process, submitting forms, etc.

## Where to Start - Register a Trip

- Go to: <http://fbs.admin.utah.edu/travel/>
- Click “Travel System Login” in the center
- Login with empl ID and password
- Under Trip Data Tab, click “register a new trip”
- Fill out trip and traveler information including a chart field to charge the audit fee to. Submit.
- You now have received a Travel Number and an audit fee has been charged to your department. Keep record of the travel number.
- You can now request reservations, prepayments, and reimbursements for this trip.
  - The audit fee will be:
    - \$8.00 for an employee driving in the state of Utah.
    - \$12.00 for domestic travel.
    - \$20.00 for international travel.

If you are the traveler, you will not be able to register a trip for yourself. Find someone in your department or a neighboring department to register your trip.

### Note: Paperwork - (Know this before you submit any form)

The travel office receives paperwork for 100 trips every day on average throughout the year. The more organized the paperwork, the faster we can get reimbursements paid.

- Every form you submit on the website should be printed, signed and sent to the Travel office, 402 Park.
- Original receipts should be taped down to one side of a page and included with the related form.
- One sided, paper clips only. **No Staples.**
- Each form has options for payment to be sent via Campus Mail, US Mail, Hold for Pickup, or Direct Deposit.
  - Set up direct deposit through Accounts Payable.
  - Hold for pickup checks are held in Accounts Payable, 145 Park.

## Forms

### (OPTIONAL) Reservations and Prepayments and Early Reimbursement

- Airfare/Hotel/Car rental reservations and bookings - See Section 3: Airfare
- Hotel Prepayment - Send a prepaid check to a hotel
  - First - Traveler or onsite agents must reserve a room with the traveler's personal credit card.
  - P-Cards not allowed
  - Include reservation confirmation with Hotel Prepayment pdf print out.
  - Send the documents to the Travel office and a check will be mailed to the hotel.
  - You may want to verify with the hotel in advance that they will accept a check for payment
  - For visitors to the U - Local hotels listed on our Travel website have direct billing contracts. Just reserve a room using your travel number and Travel will do the rest. The hotel will send the invoice to the Travel office, and Travel will make the payment.) Travelers should only charge room and tax. Any other services should be charged to a personal credit card and be reimbursed on the Final Reimbursement.
  - Groups - A block of rooms can be paid using a single hotel payment request from a single travel number. A final itemized receipt will be required on the final reimbursement.
  - ALWAYS collect final itemized receipt on checkout. It will be needed to close the trip.
- Conference Prepayment - Send a prepaid check to a conference
  - Include registration document with Conference Prepayment pdf print out.
  - Send the documents to the Travel office and a check will be mailed to the conference
  - Department P-card is recommended for paying conference fees. *(This is the only time in Travel where you can use a P-Card.)*
- Foreign Wire Prepayment - Wire money to a foreign hotel or conference
  - Include documentation with Foreign Wire Prepayment pdf print out.
  - You will need the foreign bank information to fill out the wire prepayment.
- Cash Advance - Send cash with the traveler
  - Requires Vice President signature
  - Include memo of explanation with Cash Advance pdf print out. Memo should explain why the cash advance is necessary.
- Early Reimbursement - reimburse the traveler for anything they have paid for out of pocket before the trip.
  - Include original receipts with Early Reimbursement pdf print out.
  - Reservations not paid in full, per diem, and car mileage are not reimbursable on this form.

### To Close out a trip - Submitting the Final Reimbursement

- Summarize all expenses including prepaid and early reimbursed expenses
  - The purpose of the Final Reimbursement is to show the signer a summary of the entire trip. This person will be authorizing prepaid airfare if any, as well as all other expenses related to the trip.
- Total amount due to the traveler will be calculated for you at the bottom of the form.
  - Payments already made will show up at the bottom of the form in the Deductions section. Make sure to enter those items again into the top of the form, adding to the total expenses in the Expenses section.
  - In each expense line enter in the total amount for that type of expense. If it's complicated, (i.e. 5 different hotels), include another sheet itemizing each hotel expense.
- Include original receipts with Final Reimbursement pdf print out.
  - (If original receipts were turned in with an Early Reimbursement, they are not needed again with the Final.)

Turnaround Time and Expediting - Normal turnaround time is 5 business days from when the paperwork arrives in the Travel inbox. Expedite for \$12, or \$8 if traveler is set up for direct deposit. Put expedited forms in the "next day" basket INSIDE the Travel office. Expedited forms are due by noon for \$12 (non-direct deposit), and \$8 (direct deposit) due by 2:00PM for next day guarantee.

- Check your email (and junk) for "Approved Payment" notice, or a notice from one of the Travel auditors that something is missing or incorrect.
  - It is important that you submit the original receipts, do not use staples, and only use one side of paper. Failure to do so will result in delay.
- "Approved Payment" notice indicates Travel has approved payment, so the funds will be processed by AP as a check or direct deposit.

### Website Tools -

- Lookup Trip Data - Search for trip reports by different criteria to find payments, expenses, and date received by the Travel office. (Date received is when the paperwork arrived in the Travel office inbox.)
- Quick Trip Lookup - Search for trip reports you have submitted yourself to find payments, expenses, and date received by the Travel office.
- Cancel a Trip - close an unused travel number without submitting a final reimbursement.
  - Travel dates have passed
  - Trip did not occur
  - No pre-paid expenses (Hotel, conference, early reimbursement, cash advance, airfare)
  - Trip should be closed

## Section 2: Policy

In general, any out of pocket expense incurred while on business travel can be reimbursed to the traveler. Individual departments are responsible for approving the reasonableness and necessity of these expenses.

The following are the expense line items listed on a Final Reimbursement form and any related restrictions outlined in University policy:

- Airfare - To be reimbursed for airfare purchased out of pocket, itinerary and receipts are required. NO first/business class unless first class portion is over 8 hours in the air. Upgrades require memo of explanation.
- Agency fee - Only when using our onsite travel agents, \$30 fee for state contract tickets and international tickets. Additional \$30 fee for cancellations, and flight changes.
- Baggage Fees – Reimbursement is available for 1 bag if the trip is up to 7 days, and 2 bags if the trip is more than 7 days.
- Personal Auto - Reimbursed at \$.575/mile, limited to the price of a flight. Must be traveler's personal vehicle. Use University fleet vehicles where appropriate.
  - To get a flight estimate, contact onsite agents or find online for trip rates.
- Lodging - Itemized final hotel receipt required even if hotel was prepaid. Include room and tax only in the lodging expense line.
  - Direct Billing option for visitors to local hotels.
  - Call hotel, give them your travel number. They will reserve a room and bill the Travel office directly. Remember, room and tax only.
- Per Diem/Meals - your department will determine much of the meal detail. Use receipts for actual meals OR per diem rates with no receipts.
  - Per Diem rates, foreign and domestic, breakdown charts etc, available on travel home page.
    - Travel's per diem link is a link to the government website where per diem rates per day are listed by city. We only use the "M&IE" rates (Meals and Incidental Expenses), you can ignore the lodging by month rates.
    - For Hawaii and Alaska, use the "local meals" and "local incidentals" columns totaled together.
    - Averaged or reduced per diem rates are acceptable.
  - Separate business meals and group meals from "Per Diem" expense line and put under "other"
    - Business meals require a Dean's signature, list of attendees, and memo of explanation.
  - Single day per diem - \$15 max with receipts. Trip should be over 10 hours.
- Meal Reductions - Meals provided to travelers by a third party should be deducted from per diem total. For example if a conference provided a lunch you

- would deduct the estimated amount of that lunch. Use the domestic and foreign breakdown charts to get estimated costs of meals.
- Conference fee - CONFERENCE BROCHURE required to check dates of publicized conferences against travel dates. This is easy to forget, online print outs are acceptable. Must show the name, dates, and destination of the conference.
  - Car Rental - Use state contract rates with Hertz, National, or Enterprise. These rates include insurance for any domestic travel.
    - Contract rate numbers are on the Travel homepage or ask a Travel agent.
    - Insurance purchased by traveler is not reimbursable.
  - Insurance Surcharge - Failure to use state contract rate will result in \$3/day insurance surcharge to department.
    - Include surcharge on final reimbursement if state contract rate not used.
  - Taxi, Bus, etc - Missing receipts reimbursable up to \$25
    - Missing receipts should be documented on the final reimbursement.
  - Parking - Salt Lake Airport, Short term lot allowed for 24 hours (\$28/day). Long term lot required for trips over 24 hours (\$9/day).
  - Internet – Reimbursable for business need.
  - Other - Use other expense lines for out of the ordinary expenses
    - Multiple hotels should be summed together and put together under hotel etc.

**Personally Incurred Expenses** - University employees are not allowed to pay for the travel expenses of other university employees. VP signature and initials will be required for an exception to policy if this rule is broken.

**Foreign Receipts** - Convert all foreign receipts to \$US. [www.oanda.com](http://www.oanda.com) is recommended.

- Print out conversion documentation and include with paperwork.
- Label foreign receipts by expense type.
- Write \$US amount on each foreign receipt.
- Credit card statements are acceptable as conversion documentation.

**60 Day Rule** - Substantiation of prepayments is required 60 after traveler returns. A completed final reimbursement will substantiate prepayments and close the trip. consequences of failing 60 day rule include payroll deduction and prepayments treated as taxable income.

**Diners Card** - Optional personal credit card. Longer billing cycle, no annual fee, insurance built in. Application on travel homepage

**Signatures GFA** - all forms require travelers signature and approval signature(s). First approval signature must authorize funding and be listed as an authorized approver under the related project or activity in the GFA website. Second approval signature must approve of the business relatedness of the trip. (Usually the travelers boss).

## Section 3: Airfare

Airfare can be charged directly to your departmental Activity or Project ONLY when on-site agents book reservations.

You must first register a trip to obtain a Travel Number to complete the 3 Step Reservation Process.

You must use an accurate chartfield to complete 3 Step Reservation Process.

**Important Note:** It is the requestor and the traveler's responsibility to make sure the confirmed itinerary is correct. Any errors to the reservation must be corrected within 24 hours.

We recommend use of On-site agents to:

- Maximize airline discounts ONLY available through On-site Agents
- Ensure compliance to various University and Government regulations
- Choose refundable and/or upgradable fares, when appropriate

NOTE: Airfare purchased independently will be scrutinized for compliance to various guidelines, and may be reimbursed at a lower rate.

### **Why Use University Onsite Agents?**

1. Overall cost savings
2. Low or no ticketing service fees
3. Maximize value of negotiated contracts
4. Maximize traveler comfort & benefits
5. Ease of changes
6. Expertise with Fly America Act
7. Agents average more than 20 years of experience
8. Specialists in Group and Student Travel

## **Travel Agency Traveler Profile**

When booking travel through the online travel system, you will be asked if the traveler has a travel profile, this is for the travel agency not the University. This profile makes it so the travel planner will not have to add the traveler's personal information to each individual reservation when booking with the onsite agency. A travel profile is recommended for those that travel more than once a year. If you are not sure if the traveler has a profile, please contact the onsite agency.

To create a traveler profile, go to <https://legacy.cbtravel.com/business/profile/uofu/>.

***All profile changes must be done by the travel agency.***

## Three Step Booking Process:

### Step 1: AirSelect Request Form (Request Flights):

AirSelect emails present a matrix of airfare flight choices from which the traveler can choose airfare itinerary. Travelers will quickly be able to choose flights based upon cost, departure times, available contracts and direct flight considerations.

Once travelers choose a flight option, Travel Planners then proceed to Step 2: Request "ON HOLD" Reservation Form.

AirSelect saves departments time. It is a reliable tool for departments to see the cost and departure times of flights for most commercial airlines without spending the time doing initial airfare research online.

- A travel number is not required to submit Step 1.
- You will be emailed a list of outbound and inbound flight options. All fares listed are quotes only and subject to change without notice.
- If you have already found an itinerary on your own, you can bypass Step 1 and go right to Step 2.

### Step 2 - On Hold Reservation:

This form is the 2nd step in the airfare reservation process, and should be completed as soon as the AirSelect email has been generated to take advantage of availability of open seats.

This form will require traveler information that includes Date of Birth, Nationality, and full name as it appears on their government issued ID. If your travelers are frequent travelers, you may want to encourage them to submit a personal profile to make this step more efficient.

Step 3 is required to complete any reservation.

- A travel number is required to submit a Step 2
- To begin Step 2, choose a flight from your Airselect email (received after Step 1) and click on the link. This will link you to the Travel system to begin Step 2, where your itinerary will appear. Submit Step 2 to put the flight on hold. An email will be sent to you with your itinerary for the on hold flight.
- The airlines require the travelers legal name and date of birth to place flights on hold. If you submit the wrong name, the agent can make the correction **before** the ticket issued however there is a risk of losing the fare and the seat.
- If you bypassed Step 1, go into the travel website and click on Step 2. You will be able to upload a **pdf** flight schedule or itinerary straight into Step 2. You will also have the option to enter in flight numbers for specific flight segments.
  - On the form you will be asked which type of fare you want to book, there are several options to chose from and it is up to you to decide, not the



travel agent. The travel agent will notify you if a better schedule/price is found.

If you need to make a change to the ON HOLD reservation do not submit another Step 2, please send the agent a direct email for the request.

- On hold reservations are only held for 24 hours! And prices are only guaranteed to the end of the business day as long as no changes have been made! Make sure to submit Step 3 to confirm the flight before the reservation is lost.

### **Step 3 - Confirm Reservation:**

Discussion: Step 3 is used to complete an airfare reservation. Departments must be sure all information on the itinerary is correct and what the traveler desires. Questions on the form will help departments look for the appropriate information.

- You must register a trip and obtain a travel number to process Step 3. If you are the traveler, you will not be able to proceed and will need to find someone in your department to register a trip for you. See Travel Website Training.
- Before you submit Step 3, carefully review the itinerary. Make sure the name is spelled correctly, the dates and times are accurate, the destination is accurate, the fare is accurate (Refundable contract fare OR Nonrefundable fare), and the frequent flyer # is on the itinerary. If the traveler does not have frequent flyer number, direct them to the airlines website to create an account. The frequent flyer number may be added up until the flight departure. Submitting step 3 will book the flight and you will receive your final itinerary and receipt. The flight will be charged directly to the activity/project you used when you registered the trip. (It is also an option to have the traveler's credit card charged. You would request that in the notes section in Step 2)
- You will need the Travel Agency Locator, which is found on the on hold itinerary above the travel agent name.
- Once the ticket has been issued the form of payment cannot be reversed.
- After the travel agent has issued the ticket, they will then email you the itinerary/electronic ticket to forward to the traveler. If you do not receive the confirmed ticket by the end of the business day please contact the onsite travel agency immediately.

### **Traveling with a Companion/Family Member with Business**

The onsite agency can assist with booking travel for additional family members or guests. Include the traveler's information on the Step 2 form under the notes section. The onsite agency will email the requestor an On Hold itinerary to review and approve. If correct, it is the responsibility of the employee to pay for the service with a personal credit card to the travel agency, unless the department has made other arrangements.

### **Multiple Destinations**

If the traveler has more than one destination planned for the trip please submit your request to [travel@admin.utah.edu](mailto:travel@admin.utah.edu).

### **Airline Seat Upgrades**

Most airlines do not allow seat upgrades to be assigned until the ticket has been issued. Seat upgrades are based on availability and must be booked in a specific fare class. The airlines will charge an extra fee for upgrades, which must be paid by the traveler with a personal credit card.

Please let the Travel Agent know if you need this service. The onsite agency will do their best to accommodate the request. Upgradeable coach fares **cannot be purchased for the sole purpose of upgrade** for domestic flights, and will be reimbursed only at the appropriate state contracted fare for the destination city.

### **Airline Award or Certificate Reservations**

At this time the onsite agency does not book award travel that is associated with credit cards or airlines.

### **Booking First/Business Class Airline Tickets**

University travel policy allows for payment or reimbursement of first/business class tickets when there are documented reasons and certain conditions are met. Please refer to the travel website for more details.

### **Fly America Act**

The Fly America Act is a law requiring the University to use domestically owned airline companies when airfare purchased is part of a federally funded grant. If a traveler does not follow the requirements of the Fly America Act, he/she may not be reimbursed for the cost of the airfare purchased.

### **Hotel Reservation**

**Important Note:** The Hotel Reservation form is for reservations only, it does NOT prepay the hotel.

- A travel number is not required to submit request.
- Hotel reservations require the traveler's credit card number with the expiration date. You can either include the information on the form in the "notes" section, email it to the travel agent or call the onsite agency.
- When the onsite agency receives the request, they will make the reservation and then email the requestor the confirmation/itinerary to forward to the traveler. After you have submitted this form, no further action is needed by the requestor.

### **Car Rental**

**Important Note:** The Car Reservation form is for reservations only, it does NOT prepay the car.

- The travel number is not required to submit request.
- Car rental reservations do not require a credit card at time of booking.
- Car rentals cannot be prepaid. The traveler will need to use his/her personal credit card to pay for the rental upon arrival.
- A valid driver's license and major/valid credit card are required to rent a car.
- University employees should use the contracted car rental companies when on University related trips. The state of Utah has contracts with Hertz, National and

Enterprise. The Travel department encourages booking with the onsite agency who can conveniently reserve a car using the state contract ID.

- The three car companies listed above will provide FULL insurance coverage within the United States and District of Columbia. Agent may offer additional insurance, but additional insurance upgrades are not needed and will not be reimbursed.
- If the state contract number is not used through Hertz, Enterprise or National, a \$3 per day insurance surcharge will be assessed to the traveler's department.
- The state contract car rental codes should not be used for personal travel.
- When the onsite agency receives the request, they will make the reservation and then email the requestor the confirmation/itinerary to forward to the traveler. After this form is submitted no further action is needed by the requestor.

Please contact the onsite travel agency to assist in booking car rentals for non-employees or send an email to [travel@admin.utah.edu](mailto:travel@admin.utah.edu).

### **Multiple Destinations**

If the traveler has more than one destination planned for the trip please submit your request to [travel@admin.utah.edu](mailto:travel@admin.utah.edu).

### **Group Travel**

- Group travel consists of 10 or more people traveling on the exact same itinerary.
- Submit the request by email to [travel@admin.utah.edu](mailto:travel@admin.utah.edu) indicating the travel dates, destination and the number of travelers.
- Do not use the normal 3 step process.

### **Personal Travel**

- The onsite agency does not book personal travel, but may be booked through Christopherson Business Travel leisure department, Andavo Travel. The exclusive phone line for University travelers is 801-327-7696 or [vacations@andavotravel.com](mailto:vacations@andavotravel.com).

### **Travel Insurance**

The onsite agency does not sell personal travel insurance, however it may be purchased through Christopherson Business Travel's leisure department, Andavo Travel. The exclusive phone line for University travelers is 801-327-7696. The Travel Department also encourages you to check with Risk Management for more detailed information.

### **Airport Check In**

- Most airlines offer online check in 24 hours prior to departure. Please refer to the individual airlines website for more information or contact the onsite travel agency.
- On arrival at the airport, the traveler will need the following to check in:
  - The flight confirmation number or the ticket number.
  - A passport for international travel - passport must be valid 6 months beyond the return date.
  - Government issued ID.

### **Airline Baggage Policies and Fees**

- Checked baggage policies vary by airline, frequent flyer status, booking class, bag size and weight. Please check the airline website for more details on baggage.

### **Changes and Cancellations**

- Any changes or cancellations to a reservation booked by the onsite agency must be sent to [travel@admin.utah.edu](mailto:travel@admin.utah.edu) not Travel Accounting. Cancelling the travel number does not cancel the airfare, car, or hotel reservation. You must contact the Travel agent to cancel reservations.
- Most airlines require the reservation to be cancelled before the departure, or they consider this a no-show. Once a ticket has been marked as a no-show, it retains no value and cannot be used.
- Airlines usually require the passenger to use the ticket in the order they were issued. If a flight is missed or cancelled in a series of ticketed flights, the remainder flights may be cancelled and lose their value. Please make sure you notify the onsite agency or the airline if you plan to miss a leg of your trip to ensure your flights are secure. Repricing of the ticket and fees may apply.

### **Fare Information - You will be asked to choose a fare option in Step 2**

#### **Lowest Available Fare: Nonrefundable/Penalty Fare: All Airlines**

- This fare is nonrefundable and nontransferable between passengers.
- Any date or time changes will result in an airline penalty change fee plus any additional air cost at time of reissue.
- There is not a ticketing service fee for this fare.
- Refunds are not offered with this fare.
- Any flight cancellations will result in an airline credit, in the name of the traveler. This credit is valid one year from the issue date and is subject to airline change penalty fee. We recommend you cancel the reservation with the travel agency via email prior to departure to receive a credit.
- A personal credit card may be used for this fare, however a \$12.00 ticket fee will apply.

#### **Non-Refundable: University Discounted Delta Fare**

The University gets a discount on most Delta nonrefundable/penalty fares. The discount is from 3% to 11%, based upon the routing. The discount does not apply to the State Contract Fare on Delta flights. Refunds are not offered with this fare.

Any flight cancellations will result in an airline credit, only in the name of the traveler. The credit is valid one year from the issue date less the airline penalty. We recommend the traveler cancel the reservation with the travel agency via email prior to departure to receive a credit.

A personal credit card may be used for this fare.

#### **Refundable State Contract Fare**

This State Contract Fare is only available on Delta & is only for certain city pair routing (SLC -> ATL, for example). The fare is fully refundable but nontransferable between passengers. There is no airline change fee for date or time changes when space is available. The contract fare is not offered to all markets and the flight must begin or end in SLC (If space is very limited, we are able to book a state contract fare at a higher price). There is a ticketing service fee of \$30.00 to book this fare as well as any transactions changing. This fare is typically more expensive than a nonrefundable/penalty fare, but allows a lot of flexibility for the traveler and the department, and may save cost in the long run.

A personal credit card **cannot** be used for this fare. We encourage department leadership to define a threshold within which the contracted fare should *always be booked*.

### **Travel Booking Fees**

The Travel Department is not completely hard-funded by State Appropriated funds, and bills departments for services rendered to subsidize salaries and operational costs. The audit fees, both for international and domestic trips, is designed to provide support for the accounting functions associated with a trip; prepayments, substantiation, reporting and reimbursement, for example. Onsite Agency fees are similarly charged, but provide support for travel agents, software and contractual fees paid to Christopherson Business Travel, as our contracted Agency. All departments are charged according to the same schedule.

International Ticket: \$30.00 employee / \$30.00 non-employee

Domestic Ticket: No fee / \$12.00 fee non-employee or when using a personal credit card  
State Contract Domestic and International - \$30.00

### **Prefer Upgradeable Class?**

Some travelers have high frequent flyer status with certain airlines & are eligible for upgrades. Airlines require the ticket to be booked in a specific class of service to receive the upgrade. It is the responsibility of the travel planner or the traveler to know eligibility when submitting the request (Step 2). The travel agency in the appropriate fare class for eligible upgrades will then book the airline ticket. Upgrades applied state contracted fares may be lost when flight changes are made.

Note: Upgradeable coach fares cannot be purchased for the sole purpose of upgrade for domestic flights and will be reimbursed only at the appropriate refundable state contracted fare rate.

### **Upgrade Certificates, Companion, or American Express Points**

The onsite agency does not book any type of upgrade certificates, or tickets purchased using frequent flyer miles or points. These requests have to be directly from the traveler to the airline source. The travel planner/traveler will need to book directly with the airline and use a personal credit card for any charges.

### **Christopherson Traveler Profile vs University Profile**

Discussion: Frequent Travelers use this form to submit personal information to a secure site storing their data to make the reservation process more thorough, more accurate and easier.

Information stored securely for our travelers may include:

- Name as it appears on traveling identification
- Issuing Country of traveling identification to avoid additional airport screening
- Credit Card information for hotel reservations
- Seating Preferences
- Airline frequent flyer numbers to assist in getting credit for miles
- Car rental preferences and member numbers
- Hotel preferences and member numbers

NOTE: Travelers may choose to withhold some of the above information, as they prefer.

**Onsite Travel Agency Information**

Christopherson Business Travel is the exclusive, business travel agency for the University of Utah. There is a team five travel agents to assist with all of the University's travel needs as well as a 24 after hours service line.

**Onsite Agency Hours of Operation**

Monday–Friday, 9:00am to 5:00pm.

Online reservations can be made Monday–Friday, 8:00am to 5:00pm.

**Ticketing Service Fees**

Domestic Nonrefundable Fare - \$0.00

International Nonrefundable Fare - \$30.00

State Contract Domestic or International -

\$30.00. Changes or cancellations to a state contract ticket will result in an additional \$30 fee.

Delta Discount Fare - \$0.00 (No Fee)

<http://fbs.admin.utah.edu/travel>