

# How Concur Works

Concur is the booking and reimbursement service the University uses for sponsored Travel. Below you will learn the order of operations from requesting travel permission through reimbursement.

## First actions as a New User

Once you have been set up in Concur you will first need to fill out your profile information. You will also be able to connect your travel apps to Concur at that time.

*Concur Profile personal information (name, gender, DOB, nationality) **must** match the traveler's photo ID required by the federal Transportation Security Administration (TSA) to fly. This information will be populated from the traveler's profile when booking a trip through Concur Travel or through Christopherson Business Travel.*

*Travel Arrangers booking on behalf of employees or non-employees should obtain a copy of the traveler's ID used at the airport or the **exact** traveler information to prevent additional costs for flight changes.*

### [Concur Profile: Confirm/Update Travel Profile](#)

## Step 1: Request to Travel

*It is important all travel has a fully approved Concur Request **prior** to the Travel Start Date for Duty of Care (including Insurance Coverage, travel assistance, and emergency evacuation services for international emergencies) regardless of booking method. Insurance enrollment instructions will be provided via email after successfully opening a Travel Request for International Travel.*

### [Concur Request: Creating and Submitting a Travel Request](#)

Each traveler (employee or non-employee) needs to have their own unique Concur Request for the specific trip.

Travelers **cannot** use the same Request ID for different trips.

Request for International Travel is required at least 3 weeks prior to the departure date. *Travel registration submitted less than three weeks before the departure date will require VP approval.*

Refer to the **Group Travel form** for instructions if you are registering a group trip for ten (10+) or more traveling on the exact same trip. *Group Travel may include student travelers.*

## Step 2: Booking a Trip

### Travel Booking Method Options:

#### 1. [Concur Travel – Online Booking Tool](#)

- Concur Travel may be used to book air, hotels, and/or car rentals for yourself or for other employees (must be added as **Travel Arranger** for the other employee).
- Booking through Concur Travel provides access to the University's travel discounts and offers a variety of benefits.
- Concur reservations are **auto-ticketed** once trip is purchased.
- Group Travel **cannot** be booked through Concur Travel and should be done through a Christopherson Business Travel Advisor.
- Reservation changes to a trip booked by Concur Travel must be done with a Christopherson Travel Advisor.
- A personal credit card or TCard is not allowed to pay for airfare booked in Concur. Airfare booked in Concur is charged to the UTravel Office card.
- *If you start in Concur Travel Trip Search, a travel reservation will auto-create a **Concur Request** that **requires** you to **submit** the Concur Request to prevent losing the fare. Start booking from an approved Request to avoid this.*

## Concur Travel: Book a Flight

### 2. Christopherson Business Travel – Travel Advisor Assistance

- A **Concur Request ID** is required prior to Concur Online Booking or Christopherson Business Travel Advisor booking
- Submit the **Book a Trip Form** if booking air, car, and/or hotel. If you are only booking a car and/or hotel submit the **Car and Hotel Only form**.
- A Travel Advisor will email the traveler an on-hold reservation to **review and approve** for ticketing and then email you the confirmed/ticketed itinerary. The form must be returned to Christopherson Business Travel by the **end of the business day** to confirm ticketing. Failure to confirm the trip on the same day may result in a higher price or trip cancellation.
- Refer to the **Group Travel form** for instructions if you are registering a group trip for ten (10+) or more traveling on the exact same trip.
- Reservation changes to a trip booked by Christopherson Business Travel must be done with a Christopherson Travel Advisor.
- A personal credit card may be used to pay for an airline ticket in place of the UTravel Office card for all fare types except state-contracted pricing.

### 3. Outside of Concur Travel/Christopherson Business Travel

Although not recommended by the University, travelers may choose to procure travel reservations outside of the university-contracted travel management company.

The traveler is responsible for adhering to university policy and regulations.

Not ready to book just yet? Travelers can submit the **Trip Quote Form**.

Booking for a Non-Employee/Group:

- Non-Employee Travel may only be purchased by a Utah Employee through Christopherson Business Travel Advisor or directly with the travel supplier(s) **or** the Non-Employee can procure travel and seek reimbursement after travel is completed for approved expenses that meet policy and regulations.
- Group Travel should refer to the **Group Travel form** for instructions, utilizing Christopherson Business Travel.

## **Step 3: Submitting Travel Reimbursements & Reconciliation of Travel Expenses**

*Travelers should submit all travel expenses within sixty (60) days of the **trip end date** in a Concur Expense Report. Expense Reports will reimburse the employee for their out of pocket expenses incurred while traveling as well as allowing the Department to reimburse the Utravel airfare card for any booked airfare. Once submitted, an expense report will be reviewed and approved by a department budget approver, a travel office auditor, and lastly the traveler's supervisor before being sent for payment.*

*Only business expenses that are in compliance with University Regulations and Rules will be eligible for reimbursement.*

*TCard expenses that are not in compliance are considered personal expenses and will need to be reimbursed to the University.*

*Expenses paid in full before travel occurs are eligible for early reimbursement and can be submitted in an expense report. It is still recommended, however, to wait until travel is complete to submit all expenses in one expense report.*

# Know Before You Go

*Review the helpful General Traveler Information links below prior to traveling domestically or internationally.*

**NOTE:** On May 3, 2023, U.S. travelers must be REAL ID compliant to board domestic flights and access certain federal facilities.

- [Fly America Act](#)
- [Real-ID – Department of Homeland Security](#)

## Specific to International Travel

Travelers should confirm their passport is valid and updated in their Concur Profile prior to booking international airfare and verify any Visa Requirements for destination(s)

- [Travel Advisory Map](#)
- [Export Control](#)
- [Health-Related Alerts](#)
- [The Global U – Health and Safety Resources for Travelers](#)

\*\*If you are participating in a Learning Abroad and Eccles Global program, your travel will be registered automatically with the University. You will receive confirmation of travel registration and insurance enrollment in the weeks before their program begins. Questions? Contact Learning Abroad or Eccles Global.

**You are now ready to begin Concur online training. Please watch or read the materials provided related to your role in Concur.**