



TRAVELUVA

Return to Travel

Making Business Travel Personal



Overview

- What is TravelUVA?
- Traveler Benefits
- How to Book in Concur
- Travel Assistants
- Guest Bookings
- Companion Taxes
- Unused Tickets
- UVA Travel Policy
- International Travel Registry
- Traveling Safely
- Resources & Support



HOTEL CERTIFICATES DRAWING!

What is TravelUVA?

40+ Travel Contracts

Travel Agents & Online
Booking Tool

Customer Service &
Communication

The University's
travel program
for university-related
employee travel

What is TravelUVA?

40+ Travel Contracts



Airlines

- Delta (and partners)
- United (and partners)
- American (and partners)
- Southwest

Car Rentals & Ground Transportation

- Enterprise/National
- Hertz
- 23 Motorcoach, Limo, and Executive Transportation Services

Hotels

- 18 Local Hotels

Other Services

- CISI International Insurance
 - Automatically enrolled when you complete the international travel registry



What is TravelUVA?



Travel Agents & Online Booking Tool

- Self-Service Online Booking through Concur
- Agents available via phone and email
- 24/7 Urgent Assistance

- NO BOOKING FEE for online bookings
- Real-time availability
- Lowest fare guarantee

- Customized for UVA employees and policy
- Discounted rates pre-loaded
- Travel alerts

- Create a Customized Traveler Profile
 - Preferences and rewards programs
 - Profile info automatically applied



What is TravelUVA?

Customer Service & Communication

- TravelUVA team available via phone and email to answer questions
- Tracking your feedback with surveys

- CBT Assistance- dedicated university agents
- Tracking unused tickets

- TravelUVA Website
- Monthly newsletter

- Departmental presentations
- Special events i.e. REAL ID Days
- Annual Travel Expo



Traveler Benefits

Airline Benefits

- 2-10+% Discount
- Preferred Seats
- Priority Boarding
- Flight Protection
- Frequent Flyer Miles

Hotel Benefits

- Discounts
- Flexible cancellation
- No individual contracts for events/groups
- Shuttle or walking distance to Grounds for most properties

Rental Car Benefits

- Discounts
- Upgrades
- Status matching
- Waived second driver fees
- Insurance included
- Direct bill accounts

Discounted Personal Travel*

- Rental car discounts
- American & Delta discounted vacation programs

*Personal travel should be booked directly with vendor

*Different terms/conditions apply



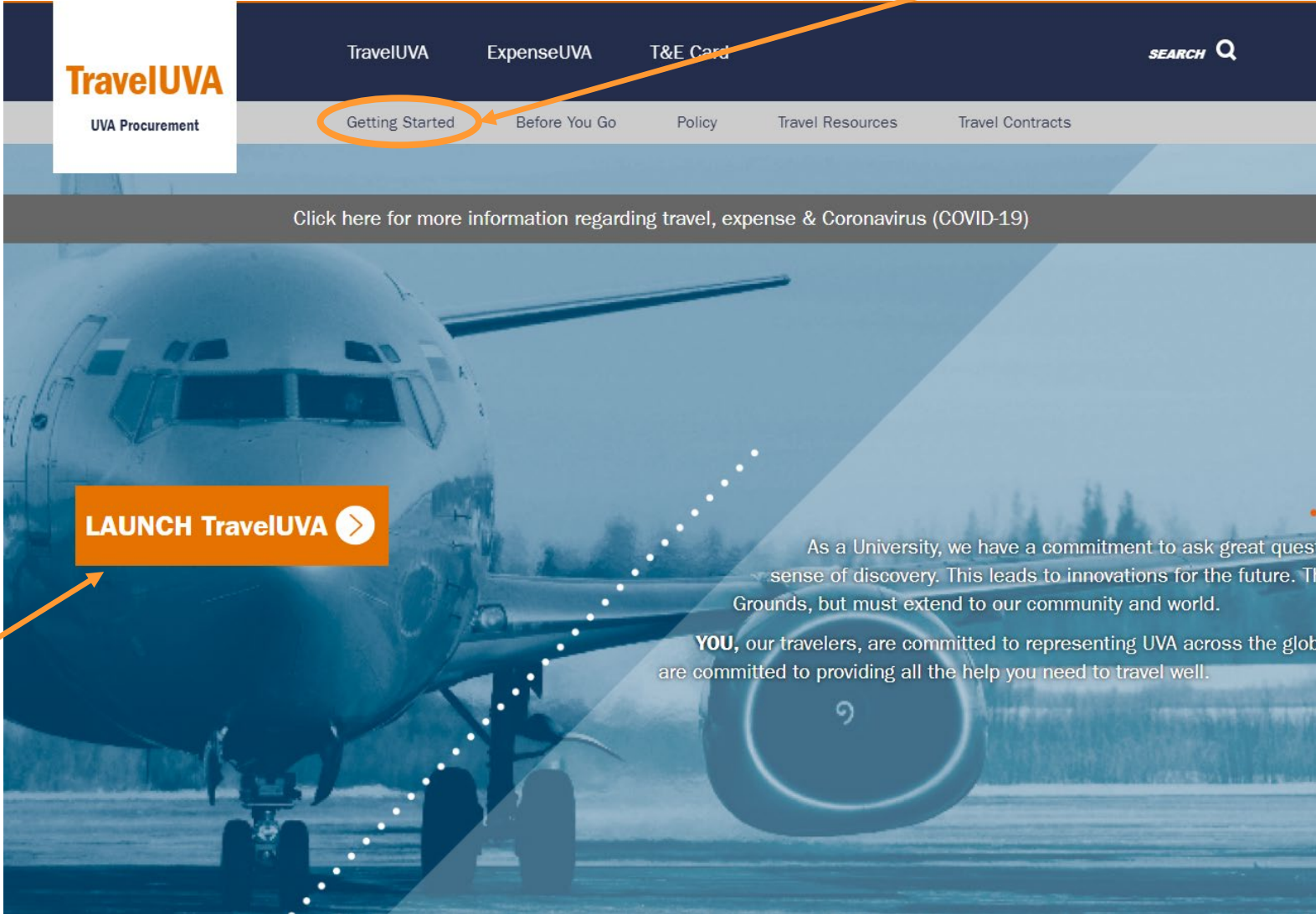
POLL

Do you have experience booking travel with CBT, either using Concur or using a full-service agent?



How to Book Online with TravelUVA

Instructions for how to build a profile



Click here to book a trip!

How to Book Online with TravelUVA

The screenshot displays the 'AirPortal 360™ Dashboard' for 'CHRISTOPHERSON BUSINESS TRAVEL'. The user is identified as 'Carol Harouff' and is associated with the 'University of Virginia (UVA)'. The dashboard includes a sidebar menu with the following items: 'Collapse / Expand Menu', 'Dashboards', 'My Travel Dashboard', 'Trips', 'Book Travel', 'Request Agency Locator', 'Book/Manage Online Trips' (highlighted with an orange circle), 'Travel Approval', and 'Reporting'. The main content area contains search fields for 'Last Name', 'Agency Locator', and 'Ticket Number', a green 'Search' button, and a 'Search for Traveler' input field. At the bottom, there is a 'View SecurityLogic®' button and a status message: 'Transferring data from domo.d1.sc.omtrdc.net...'

How to Book Online with TravelUVA

Access your profile

The screenshot displays the SAP Concur TravelUVA user interface. At the top, there is a navigation bar with 'SAP Concur', 'Travel', 'App Center', and 'Administration'. On the right, there are links for 'Help', 'Profile', and a user icon. Below the navigation bar, the user is greeted with 'Hello, Danae' and a 'View Trips' button showing '00' trips. The main content area is divided into several sections: 'TRIP SEARCH' with filters for 'Booking for myself' and 'Book for a guest', and icons for different travel modes; 'ALERTS' with a notification about connecting to Tript; 'COMPANY NOTES' with helpful links and contact information; and 'MY TRIPS (0)' showing no upcoming trips. A 'Search' button is located at the bottom of the trip search section.

Search by travel type

Helpful information from the UVA Travel team



Profile Setup

Required Fields

- Middle Name
- Gender
- Date of Birth

Gender [Required] Male Female
Date of Birth (mm/dd/yyyy) [Required]

Frequent-Traveler Programs [+] Add a Program

Your Frequent Traveler, Driver, and Hotel Guest Programs [+] Add a Program

	United Mileage Plus	Search this vendor	fsa53de		
	Hertz Number 1 Club Gold	Search this vendor	122345		
	Hilton (All) (EH) Hilton HHonors	Search this vendor	gfs46m		

Unused Tickets

Southwest Ticket Credits [+] Add Ticket Credit

TSA Secure Flight
The Transportation Security Administration (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV.

Gender [Required] Male Female Date of Birth (mm/dd/yyyy) [Required] DHS Redress No. TSA Pre✓ Known Traveler Number

International Travel: Passports and Visas Go to top

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

International travelers: Many countries do not allow entry without a round-trip ticket. Be sure that you know the requirements for the country you will visit in advance of your travel and plan accordingly. Please visit <http://travel.state.gov/content/passports/en/passports.html> to check Visa requirements.

Passports

I do not have a passport

Passport Nationality	Passport Number	Date Issued	Place Issued (City, State)	Country Issued	Passport Expiration		
United States of America	xxxxxxxx	10/15/2011		United States of America	10/14/2021		

International Visas [+] Add a Visa

[+] Add a Program

Profile Setup

travel a little easier.

International travelers: Many countries do not allow entry without a round-trip ticket. Be sure that you know the requirements for the country you will visit in advance of your travel and plan accordingly. Please visit <http://travel.state.gov/content/passports/en/passports.html> to check Visa requirements.

Passports

I do not have a passport

Passport Nationality

United States of America

International Visas

[+] Add a Visa

Assistants and Travel Arrangements

Please select the individuals you want to assign as assistants:

Refuse Self Assigning Assistants

Your Assistants and Travel Arrangements

McGowan, Carrie S. (Primary)	[edit] [delete]
Harouff, Carol R.	[edit] [delete]
Hildebrand, Dolores J.	[edit] [delete]

[+] Add an Assistant

Credit Cards

When adding or editing a credit card:

VISA	Connie's Travel and Expense Card	[edit] [delete]
VISA	personal card	[edit] [delete]

[+] Add a Credit Card

[+] Add a Credit Card

Save

Add a Credit Card - Internet Explorer

https://www.concursolutions.com/profile/CreditCardEditor.asp?uID=gWllxwVxXbooKRUI7Ls5sB6EDVGv9HskFiaE

Add a Credit Card

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction. **All fields are required.**

Display Name (e.g., My Corporate Card) Your name as it appears on this card

Card Type Credit Card Number Expiration Date

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations

Billing Address: Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address **must** be the address where the bills for this card are **currently** delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. **Your credit card may be declined if your billing address is inaccurate.**

Note: Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street Use this address

City State Zip/Postal Code

Country

Save Reset Cancel

[+] Add a Credit Card

Travel Assistants

Travel Assistants have permission to book travel and update the profile on behalf of the traveler

- One-time setup
- TSA info automatically added to bookings
- Traveler still receives all travel alerts

travel a little easier.

International travelers: Many countries do not allow entry without a round-trip ticket. Be sure that you know the requirements for the country you will visit in advance of your travel and plan accordingly. Please visit <http://travel.state.gov/content/passports/en/passports.html> to check Visa requirements.

Passports

I do not have a passport

Passport Nationality	Passport Number	Date Issued	Place Issued (City, State)	Country Issued	Passport Expiration
United States of America	xxxxxxxx	10/15/2011		United States of America	10/14/2021

[+] Add a Visa

International Visas

Assistants and Travel Arrangers

Please select the individuals within your organization

Refuse Self Assigning Assistants

Your Assistants and Travel Arrangers

McGowan, Carrie S. (Primary Travel Asst.)
Harouff, Carol R.
Hildebrand, Dolores J.

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

Harouff, Carol R.

Harouff, Carol R.
MB-Procurement and Supplier Diversity Service
crh7p@virginia.edu
4349244354

Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

Save Cancel

[+] Add an Assistant

Credit Cards

When adding or editing a credit card, you must

VISA	Connie's Travel and Expense Card	xxxx-xxxx-xxxx-1111	Exp: 12/2020
VISA	personal card	xxxx-xxxx-xxxx-1234	Exp: 09/2017

[+] Add a Credit Card

Save

Go to top



Travel Assistants- How to Book

The screenshot displays the SAP Concur TravelUVA interface. At the top left, the SAP Concur logo and 'Travel App Center' are visible. The user's name 'Chris Offerzen' is shown in the top right corner, with a profile dropdown menu open. The dropdown menu lists 'Offerzen, Chris Six (Test 6)' with associated details like 'Test 6', 'test16@virginia.edu (Email)', and '999-999-9999'. A callout box on the left says 'Hello, Chris' with an arrow pointing to the user's name in the header. The main content area includes a 'TRIP SEARCH' section with a 'Mixed Flight/Train Search' form, an 'ALERTS' section with a Triplt notification, and a 'COMPANY NOTES' section with helpful links. The 'MY TRIPS (0)' section at the bottom indicates no upcoming trips.

Travel Assistants- How to Book

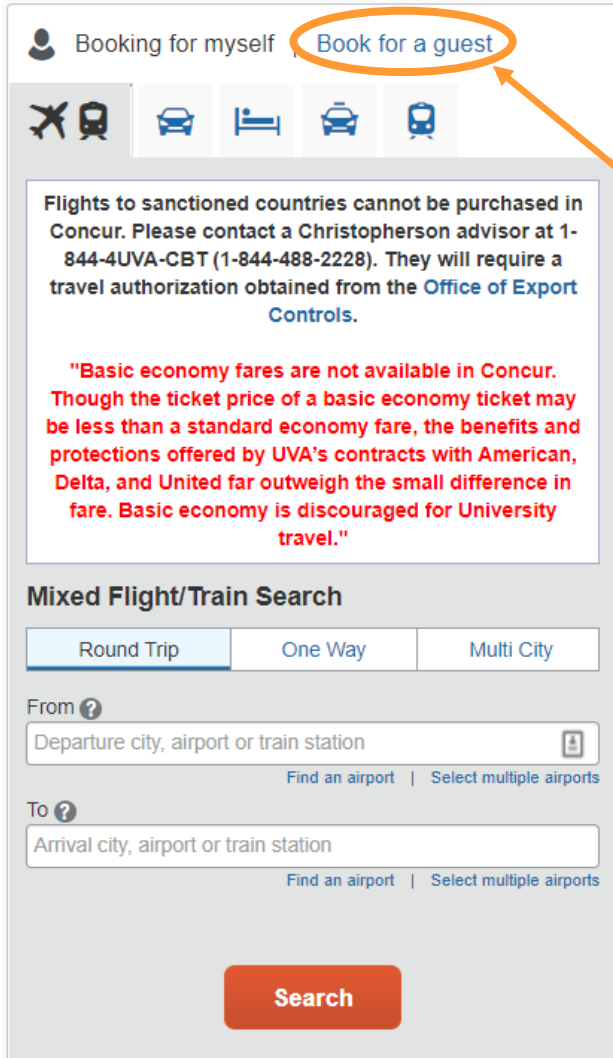
The screenshot displays the SAP Concur TravelUVA interface. At the top left, the 'SAP Concur' logo is visible next to the word 'Travel'. On the right side of the header, there is a user profile dropdown menu showing 'Acting as Offerzen, ChrisSix' with a 'Help' link. Below the header, the user's name 'Offerzen, ChrisSix' is displayed on the left, and a '00 View Trips' button is on the right. The main content area is divided into two columns: 'TRIP SEARCH' and 'COMPANY NOTES'. The 'TRIP SEARCH' section includes a 'Mixed Flight/Train Search' form with fields for 'From' and 'To' (departure and arrival city, airport or train station), a 'Search' button, and a 'Show More' link. A warning message is displayed above the search form: 'Flights to sanctioned countries cannot be purchased in Concur. Please contact a Christopherson agent at 1-800-286-0767. They will require a travel authorization obtained from the Office of Export Controls.' The 'COMPANY NOTES' section contains several sections: 'Helpful Links' with links to 'TravelUVA Online Support and Agent Contact Information' and 'Know Before You Go'; 'Important Information' stating that the Concur system requires all employee travelers to have a profile; 'Preferred Seats on AA and DL' with details for American Airlines (AA) and Delta Airlines (DL); 'Company Notes' regarding university travel policy; 'CBT Lowest Price Guarantee for Concur Air Bookings'; and 'News' with a link to 'New Travel & Expense Resource Available - Traveler's Rights'.

Offerzen, ChrisSix

Acting as Offerzen, ChrisSix



Guest Bookings & Companion Taxes



Booking for myself **Book for a guest**

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Flights to sanctioned countries cannot be purchased in Concur. Please contact a Christopherson advisor at 1-844-4UVA-CBT (1-844-488-2228). They will require a travel authorization obtained from the [Office of Export Controls](#).

"Basic economy fares are not available in Concur. Though the ticket price of a basic economy ticket may be less than a standard economy fare, the benefits and protections offered by UVA's contracts with American, Delta, and United far outweigh the small difference in fare. Basic economy is discouraged for University travel."

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From ?
Departure city, airport or train station

Find an airport | Select multiple airports

To ?
Arrival city, airport or train station

Find an airport | Select multiple airports

Search

Book for a guest

Companions

- Companion travel can be booked through Concur as a guest
- NEW:** ALL companion travel should be booked on a personal credit card per IRS and T&E Policy
 - Companion travel not permitted on a T&E card
 - Companions with a bona fide business purpose can seek reimbursement after travel is completed
- Examples: Spouse or family member accompanying an employee on a business trip
- How to Book Seats Together
 - Book seats next to each other
 - Email UVA@CBTravel.com to request reservations to be cross-referenced

Guests

- Bookings for non-employees
 - Examples: Visiting professor, job candidate, traveling companion, etc.
- Do not book an employee as a guest. Use the Travel Assistant feature instead.

Unused Tickets

What are they?

- Cancelled airline tickets that retain their value to apply to a future flight.
- Due to the pandemic, the university has a large number of unused tickets, and the airlines have extended the expiration dates

When should I use them?

- As soon as possible to ensure that the credits are used before they expire.

How long are they valid?

- Tickets have different expiration dates. Most tickets cancelled due to COVID will expire in 2022.

If I don't have any upcoming travel, can someone else in my department use my ticket?

- If your ticket qualifies for a COVID waiver, then your ticket may qualify for a free name change. Please contact CBT at UVA@CBTravel.com to determine if your ticket is eligible.

How to Rebook with Unused Tickets



Same Traveler

1. Book a new flight on the same airline through Concur
2. After you purchase the new flight, the unused ticket credit will be applied
3. No booking fee
4. Running into issues? Reach out to CBT Online Support

888-535-0179

or onlinesupport@cbtravel.com



Different Traveler

1. Request approval from the original traveler/department that the ticket belongs to
2. Contact CBT to check the name change rules and request new flight
3. CBT will assist you with booking the new flight
4. Booking fee will be charged

1-844-4UVA-CBT (844-488-2228) M-F

8am – 9pm ET

uva@cbtravel.com



Tips for Rebooking with Unused Tickets

Book a flight that is more expensive than the original ticket so that the entire credit is used. Otherwise, you may forfeit any remaining amount.



Typically, travel needs to be completed by the expiration date.



Unused ticket lists are sent out quarterly to Financial Admins at each MBU.



UVA Travel Policy

Domestic Travel

- Non-essential, University-related domestic travel is allowed
- Travelers must follow [CDC guidelines](#), which call for individuals to be fully vaccinated with an FDA-authorized COVID vaccine before they travel

International Travel

- Non-essential, University-related international travel is allowed
- **NEW!** Travelers must register on the University's [International Travel Registry](#) after booking
 - Travel may not be funded if not registered.
- After registering, travelers will automatically be enrolled in the university's international travel insurance policy with CISI
- Travelers must follow [CDC guidelines for international travel during COVID-19](#) before, during, and after such travel, including being fully vaccinated before undertaking travel.
- Employees are responsible for assessing the safety of their travel in consultation with their supervisor



International Travel Registry

[Register Here](#)

Technical Issues?
Need to modify or cancel your
registration?
Email edo9h@virginia.edu

Who needs to complete the registry?

- Required to complete for all university-related international trips
 - Does not apply to personal travel
 - Traveler must complete registration- travel assistants are not able to complete it on their behalf
 - Faculty/staff traveling on a UVA Education Abroad program do not need to complete this registry

When should I register?

- We recommend registering at the same time you make travel reservations

What information will I need to complete the registry?

- Registration takes approximately 10 minutes. You will need:
 - Itinerary (travel dates and locations, as well as flight/transit details)
 - Emergency contact information
 - On-site contact information

Why do we have an international travel registry?

- Allows university to keep travelers safe in case of emergency and initiates enrollment in CISI International Insurance program



QUIZ!

When should you complete the International Travel Registry?

- A. When I have approval to book an international trip
- B. Once I have booked my international trip
- C. After I submit my expense report



Traveling Safely



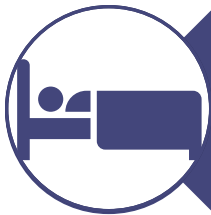
Face Coverings

- Required by U.S. federal law for all travelers while indoors at airports and on planes, trains, buses and other public transit



TSA

- Exemption for Hand Sanitizer- one container of liquid hand sanitizer up to 12 oz allowed in carry-on bags
- Increased cleaning and disinfecting of high-touch surfaces including bins



Hotels

- Ask if your hotel allows for contactless check-in and check-out
- Many hotels providing hand sanitizer/wipes
- Some hotels offering modified food & beverage service



Rental Cars

- Vehicles at Hertz, Enterprise, and National are sanitized and disinfected between rentals
- Number of passengers on shuttles may be limited



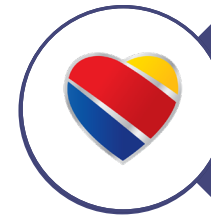
American Airlines

- Onboard amenity kits that include hand sanitizer or wipes
- HEPA filters on all mainline and most regional aircraft refresh the cabin air every 2-4 minutes



Delta Airlines

- All aircraft ventilated with outside air, or air that is recirculated through a HEPA filter
- Electrostatic spraying with high-grade disinfectant on all aircraft
- Complimentary Care Kits with a face mask and hand sanitizer available upon request



Southwest Airlines

- Electrostatic disinfectant and anti-microbial spray are applied on all aircraft surfaces
- HEPA filters used on board to remove majority of airborne particles
- Hand sanitizer wipes available on board



United Airlines

- HEPA filters used to circulate air and remove most airborne particles
- Disinfecting high-touch areas including arm rests, seat belts, etc.
- "All-in-one" snack bags with a wrapped sanitizer wipe, 8.5 oz bottled water, and two snacks

Travel vs. Expense



Travel@Virginia.edu

- How to book travel
- Travel contracts
- Travel policy
- International travel registry
- Unused tickets



NEW! Expense@Virginia.edu

- Chrome River questions
- Non-employee reimbursements
- Expenditure types
- Per diems
- Companion taxes

Resources & Support

TravelUVA Resources

- [Getting Started Instructions](#)
- [Training Videos](#)
- [FAQs](#)
- [Travel Contracts](#)
- [COVID-19 Resources](#)
 - CDC & TSA Resources
 - Vendor Health & Safety Guide
 - How to prepare for business travel during the pandemic
 - Airline, Hotel, & Rental Car Safety Resources

Christopherson Business Travel (CBT)

- 1-844-4UVA-CBT (844-488-2228) M-F 8am - 9pm ET
- UVA@CBTravel.com

International Travel Resources

- [International Travel Webpage](#)
- [Travel Registry](#)
- [CISI Insurance Coverage](#)

What to do now?



Start using TravelUVA to book your travel!



Complete your traveler profile



Set up Direct Bill Accounts with Enterprise and Hertz



Review unused tickets available in your department



Refer to our COVID-19 Resources page for tips on how to stay safe while traveling



AIRLINE CERTIFICATES DRAWING!





THANK YOU!



TRAVELUVA