



**TRAVELUVA**

Making Business Travel  
Personal



# Overview

- What is TravelUVA?
- Traveler Benefits
- How to Book in Concur
- Travel Assistants
- International Travel Registry
- Next Steps



# What is TravelUVA?

The University's travel program  
for university-related travel

40+ Travel  
Contracts

Travel Agents &  
Online Booking  
Tool

Customer  
Service &  
Communications

# What is TravelUVA?

## 40+ Travel Contracts



### Airlines

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



### Hotels

- 17 Local Hotels
- New hotel contracts coming this Fall!



### Car Rentals & Ground Transportation

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



### Other Services

- CISI International Health & Emergency Assistance Insurance
- Automatically enrolled when you complete the international travel registry



# What is TravelUVA?

## Travel Agents and Online Booking Tool



### Booking Options

- Concur Self-Service Online Booking Tool
- Designated Advisors- available via phone and email

### Functionality

- NO FEE for online bookings
  - Advisor Fees: \$26 domestic, \$35 international
- Real Time Availability
- Lowest Fare Guarantee

### Benefits

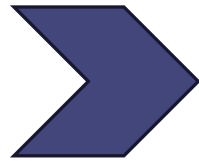
- Customized for UVA employees and policy
- Discounted rates pre-loaded
- Travel Alerts

### Profile Creation

- Create a customized traveler profile
  - Preferences and rewards programs
  - Profile info automatically applied to bookings

# What is TravelUVA?

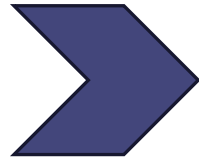
## Customer Service & Communication



TravelUVA team available via email and phone to answer questions- [Travel@virginia.edu](mailto:Travel@virginia.edu)



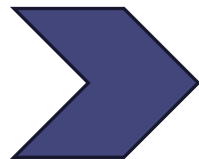
Tracking your feedback with surveys



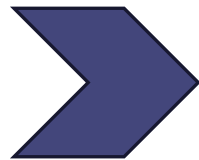
Tracking unused tickets



Unused ticket lists sent to each MBU quarterly



TravelUVA Website & Monthly Newsletter



Departmental presentations, Annual Travel Expo, Special Events (i.e. Real ID Days)

# Traveler Benefits

## Airline Benefits



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

## Hotel Benefits



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

## Rental Car Benefits



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

# Personal Travel Discounts



## Rental Car Discounts

### Enterprise/National

- Use the leisure code on the Travel Contracts page
- Insurance not included

### Hertz

- Use the leisure code on the Travel Contracts page
- Insurance not included

## Flight Discounts

### United

- Register for the Break for Business discount using your UVA email address

### Southwest

- Link UVA's Company ID to your Rapid Rewards account

## Vacation Program Discounts

### American

- Book via the unique link on the Travel Contracts page

### Delta

- Apply promo code to your flight + hotel booking



# How to Book Online with TravelUVA

## Travel Planning

- Booking Travel
- International Travel
- Lodging
- Air & Rail
- Vehicle Rental
- Ground Transportation
- Paying for Travel

Instructions for how to build a profile

Click here to book a trip!



Launch TravelUVA

Travel Contracts



# 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 logged in for the 'University of Virginia (UVA)'. The dashboard includes a search bar with fields for 'Last Name', 'Agency Locator', and 'Ticket Number', and a 'Search' button. A 'My Travel Dashboard' section is visible, containing a search box for 'Search for Traveler'. A sidebar menu is open, listing options such as 'Collapse / Expand Menu', 'Dashboards', 'My Travel Dashboard', 'Trips', 'Book Travel', 'Request Agency/Supplier', 'Book/Manage Online Trips' (highlighted with an orange circle), 'Travel Approval', and 'Reporting'. An orange arrow points from a briefcase icon in the top left to the sidebar menu. At the bottom, there are loading indicators and a 'View SecurityLogic®' button.

# How to Book Online with TravelUVA

Access your profile

Search by travel type

Helpful information from the UVA Travel team



# Profile Setup

## Required Fields

- Middle Name
- Phone Numbers

## My Profile - Personal Information

Jump To: Personal Information Choose

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** and **[Required\*\*]** (validated and required) must be completed to save your profile.

### Important Note

**Your Name and Airport Security:** Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name <b>[Required]</b>	Preferred Name	Last Name	Suffix
<input type="text"/>	<input type="text" value="Chris"/>	<input type="text"/>	<input type="text" value="Test 1"/>	<input type="text" value="Offerzen"/>	<input type="text"/>
		<input checked="" type="checkbox"/> No Middle Name			

### Contact Information

**A mobile phone number is recommended so the airlines may contact you in case of a flight status change while you are traveling.**

Work Phone <b>[Required**]</b>	Work Extension	Work Fax	2nd Work Phone/Remote Office
<input type="text" value="999-999-9999"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="999-999-9999"/>
Home Phone <b>[Required**]</b>	<input type="text"/>		
<input type="text" value="999-999-9999"/>			
Pager	Other Phone		
<input type="text"/>	<input type="text"/>		
Mobile Phone Country/Region	Mobile Phone <b>[Required**]</b>		
<input type="text" value="United States of America (+1)"/>	<input type="text" value="999-999-9999"/>		

**\*\*You must specify either a home phone or a work phone.**

# Profile Setup

T&E Card is the preferred method of payment for all travel expenses

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**

**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 Traveler)	
Harouff, Carol R.	
Hildebrand, Dolores J.	

**Credit Cards**

When adding or editing a credit card:

VISA	Connie's Travel and Expense Card
VISA	personal card

**Add a Credit Card - Internet Explorer**

<https://www.concursolutions.com/profile/CreditCardEditor.asp?uID=gWlXwVvKXbookRUI7Ls5sB6EDVGv9HskFIA&>

### 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

City  State  Zip/Postal Code

Country

**Go to top**

**[+] Add a Visa**

**[+] Add an Assistant**

**[+] Add a Credit Card**

**[+] Add a Credit Card**

**[+] Add a Credit Card**

**Save**

**Go to top**

# 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

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

[+] Add an Assistant

#### 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

### Credit Cards

When adding or editing a credit card, you must

Card Type	Card Number	Exp: Date
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 shows the SAP Concur TravelUVA interface. At the top left, the SAP Concur logo is visible. The main header area displays the TravelUVA logo and a personalized greeting: "Hello, Chris". An orange callout box points to this greeting with the text "Hello, Chris".

In the top right corner, there is a user profile section for "Chris Offerzen", including links for "Profile Settings" and "Sign Out". Below this, there is an "Acting as other user" dropdown menu. An orange callout box highlights this menu, which is currently open and shows a selection: "Offerzen, Chris Six (Test 6)".

The main content area is divided into several sections:

- TRIP SEARCH:** Includes options for "Booking for myself" and "Book for a guest", icons for different travel modes (air, car, train), and a "Mixed Flight/Train Search" section with "Round Trip", "One Way", and "Multi City" tabs. It features "From" and "To" input fields and a "Search" button.
- ALERTS:** Contains a notification about connecting a Triplt account.
- COMPANY NOTES:** Features the TravelUVA logo and "Helpful Links" such as "TravelUVA Online Support and Agent Contact Information" and "Know Before You Go".
- MY TRIPS (0):** Shows a message: "You currently have no upcoming trips."

# Travel Assistants- How to Book

Offerzen, ChrisSix

The screenshot displays the SAP Concur TravelUVA interface. At the top left, the SAP Concur logo and 'Travel' text are visible. The user profile 'Offerzen, ChrisSix' is shown in the top right, with a 'Help' link and a 'View Trips' button (00). The main content area is divided into two sections: '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 cities, airports, or train stations), a 'Search' button, and a 'Show More' link. A warning message states: '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 informational links and paragraphs, including 'Helpful Links', 'Important Information', 'Preferred Seats on AA and DL', 'Company Notes', and 'CBT Lowest Price Guarantee for Concur Air Bookings'.

Acting as Offerzen, ChrisSix



# Travel Assistants- Additional Features

The screenshot shows the SAP Concur Travel Arranger View interface. Three steps are annotated with orange boxes and arrows:

- Step 1:** Points to the 'Travel' tab in the top navigation bar.
- Step 2:** Points to the 'Arrangers' sub-tab in the secondary navigation bar.
- Step 3:** Points to the 'Upcoming Travelers' tab within the 'Travel Alerts' section.

The interface includes a top navigation bar with 'SAP Concur', 'Travel', 'App Center', and 'Administration'. Below it is a secondary navigation bar with 'Travel', 'Arrangers', 'Trip Library', 'Templates', and 'Tools'. The main content area is titled 'Travel Arranger View' and contains several sections: 'Booking for myself | Book for a guest', a warning about flights to sanctioned countries, a 'Mixed Flight/Train Search' section with fields for 'From' and 'To', and a 'Travel Alerts' section with tabs for 'Upcoming Travelers', 'Company Notes', and 'I'm Assisting...'. The 'Upcoming Travelers' tab is currently selected and shows a message: 'No one is traveling during this time period.' There is also a 'Weather' section with a 'Local Weather' input field.

- Upcoming Travelers
  - See everything you've booked for other travelers in one place
- I'm Assisting tab
  - View everyone you are an assistant for and remove yourself as an assistant if needed
- Trip Library tab
  - View past trips you booked for others.

# International Travel Registry

[Register Here](#)

Technical Issues?  
Need to modify or cancel your  
registration?  
Email [edo9h@virginia.edu](mailto:edo9h@virginia.edu)

Who needs to complete the registry?

- All Faculty/Staff going on 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



# 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



Email [Travel@Virginia.edu](mailto:Travel@Virginia.edu) with any questions





# FAQs

## Flight Upgrades

Additional approval required for:

Domestic: Business or first class tickets

International: First class tickets

Airline upgrades > \$350

Rail Sleeping Car ticket

## Non-refundable vs. Refundable Flights

Non-refundable is recommended and can be cancelled for a credit

Refundable is allowed if necessary

## Mixing Personal & Business Travel

Print a cost comparison at the time of booking

The less expensive of the two itineraries will be reimbursed

Purchase on T&E card only if the trip with personal travel is less expensive than the business trip

## Lodging Per Diem

\$300 per night (not including taxes)

Justification and additional approval required if rate is \$600 or more per night

Questions?



THANK YOU!



TRAVELUVA