

## Travel FAQs- May 2024

### General

- 1. Can I book guests and students in TravelUVA?**
  - a. Yes! Guests and students will not have profiles in TravelUVA, but an academic employee may book them as a guest by selecting “Book for a guest” in the Trip Search section on the Concur homepage. More details on booking for a guest can be found on [our website](#).
- 2. Can I book international travel in TravelUVA?**
  - a. Yes, international travel can be booked through Concur; however, due to the complexity of international travel, we recommend booking directly with a Christopherson Business Travel advisor.
- 3. Can I book groups through TravelUVA?**
  - a. Groups of 10 or more passengers should be booked through Christopherson Business Travel’s Groups Desk by completing [this form](#) and emailing it to [universitygroups@cbtravel.com](mailto:universitygroups@cbtravel.com).
- 4. How do I change a reservation after it’s booked?**
  - a. If your reservation was booked through Concur, you may also change it through Concur (as long as this is the first change being made to the reservation) following the [instructions here](#). Please reach out to a Christopherson Business Travel advisor for assistance with changes to advisor-booked reservations and reservations that require multiple changes. \*Please note that [advisor fees](#) will apply when working with an advisor to modify a reservation. These fees are reimbursable.
  - b. There are a few other instances where changes may not be available to be made in Concur (see a list of the most common below). In these cases, a CBT advisor can assist with making the change.
    - i. Not available on multi-carrier reservations
    - ii. Not available on multi-segment reservations
    - iii. Not available on previously exchanged reservations
    - iv. Not available on upgraded reservations
    - v. Not available on reservations already checked in for a flight
    - vi. Any part of the trip has already been flown
    - vii. Schedule change/flight number change
- 5. Are there fees for booking through TravelUVA?**
  - a. There is NO booking fee to book through TravelUVA’s Concur online booking tool. If you work directly with a Christopherson Business Travel (CBT) advisor, UVA has negotiated [advisor fees](#). These fees are reimbursable.

### Flights

- 6. What are the benefits of booking flights through TravelUVA?**
  - a. Flights booked through TravelUVA are supported by Christopherson Business Travel (CBT) with 24/7 Urgent Assistance available and designated University advisors that can be

reached via phone or email. UVA's airline contracts are also pre-loaded and can only be accessed through TravelUVA or a CBT advisor and have many benefits including a 2-10% discount on airfare, preferred seats, priority boarding, flight protection, and name change flexibility (benefits vary by airline). See our website for a full list of [TravelUVA benefits](#).

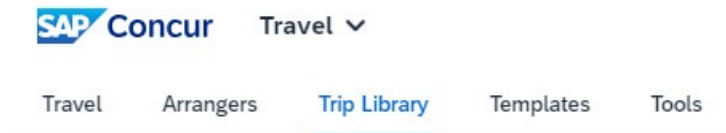
7. **How do I ensure that my KTN (Known Traveler Number) is applied to my reservation to get my TSA PreCheck and Global Entry benefits?**
  - a. Once you add your KTN to your Concur profile, it will be applied to future reservations made in Concur or with a CBT advisor.
8. **How do I ensure that my frequent flyer numbers are applied to my reservations?**
  - a. Once you add your frequent flyer numbers and other loyalty account numbers to your Concur profile, it will be applied to all future reservations made in Concur or with a CBT advisor with that vendor.
9. **Can I still earn credit card points and frequent flyer miles if I book through TravelUVA?**
  - a. Yes! Add your frequent flyer number to your Concur profile at least 15 minutes prior to booking and you will earn miles on any trip booked through TravelUVA. We recommend using a University T&E Card to make all reservations, however, if you prefer to book on a personal card to earn credit card points, you can use that personal card in TravelUVA and earn credit card points. Please keep in mind that University policy does not allow travelers to be reimbursed until after the travel is completed if they pay with a personal card.
10. **Can I still earn American Airlines frequent flyer miles if I book through TravelUVA?**
  - a. Yes, UVA has an agreement with American Airlines so that you can continue earning frequent flyer miles and other benefits. Add your AAdvantage number to your Concur profile and you will earn miles on all American Airlines reservations booked through TravelUVA.
11. **Why does my name run together with no spaces on my airline ticket?**
  - a. It is common for airlines to run first and middle names together on the ticket. This is due to limitations in airlines' ticketing systems. As long as your name is spelled correctly and in the correct order, it's fine.
12. **Why is the airfare price higher in TravelUVA?**
  - a. TravelUVA has real-time availability so airfare pricing will be the same as what you are seeing online or lower if booking through one of UVA's airline contract discounts when comparing the same carrier, dates, flights, and fare class of service. Christopherson Business Travel also has a [lowest price guarantee](#). If a lower fare is found on another online source for the same air carrier, fare class of service, identical fare rules and restrictions, submit the itinerary to CBT via your travel advisor team ([UVA@CBTravel.com](mailto:UVA@CBTravel.com)) or the Online Help Desk ([OnlineSupport@CBTravel.com](mailto:OnlineSupport@CBTravel.com)) within one (1) hour of the original booking and they will honor the lower price.
    - i. You may see a lower fare online if you are looking at a flight with a different connection or if you are viewing the Basic Economy fare. Basic Economy fares (which are completely non-refundable/non-changeable) are strongly discouraged and are not offered as a booking option in Concur.

## Hotels

- 13. If I book a hotel on behalf of a guest, why doesn't the hotel send me the final invoice?**
  - a. When you call the hotel after booking to request that the room and tax be charged to your T&E card, you will also need to provide them with your email address and request that they send you a copy of the final invoice. Hotels do not have access to the contact information of the person who booked the reservation.
- 14. Why doesn't Christopherson Business Travel send me the final hotel invoice?**
  - a. A final hotel invoice is not accessible by travel agencies and can only be requested directly from the hotel since the hotel may have added additional charges to the bill such as parking, food purchases, etc.
- 15. Can I book a conference hotel in TravelUVA?**
  - a. Conference hotels cannot be booked through Concur. Conference hotel rates should be booked directly through the conference.

## Travel Assistants

- 16. As a Travel Assistant, can I see a record of the past bookings I've made?**
  - a. Yes! In Concur, click on the Home dropdown at the top of the screen, and select "Travel" under Applications. Then select Trip Library. You can also view upcoming bookings you've made for others by clicking on the Arrangers tab, then down below click on Upcoming Travelers.



- 17. Can a Travel Assistant hold a flight for a period of time while confirming that the itinerary works for the traveler?**
  - a. It is not possible to hold a flight in Concur, but a CBT advisor may be able to do this for you. Please call a CBT advisor at 844-488-2228 to request this. [Advisor fees](#) will apply when working with an advisor. These fees are reimbursable.
- 18. How do I add/edit my Travel Assistants in TravelUVA?**
  - a. Follow the steps on [this page](#) to add a Travel Assistant to your Concur profile. You may also remove assistants by clicking on the Trash Can icon next to their name under the Assistants and Travel Arrangers section in your Concur profile. If you would like assistance, please email [Travel@virginia.edu](mailto:Travel@virginia.edu) and we are happy to help!
- 19. When employees book their own flight using my T&E card, how do I ensure I receive a copy of the email notification and receipt?**
  - a. To ensure the Travel Assistant receives all trip confirmations, itineraries and receipts, and schedule changes for any travel booked for the employee:
    - i. Scroll to the Email Addresses section of the traveler's Concur profile.
    - ii. Click "Add an email address," then enter the Travel Assistant's email address in the Email 2 field. Check Yes under "Contact for Travel Notifications." Click OK.