Procedure 2-81-2

Travel Services – Travel Agencies, Airfare, Car Rentals and Hotels [8-13-2016]

Responsible Officer: Chief Financial Officer and Vice President

Sponsoring Department: Procurement Services

Revision Date: 28 November 2018

Errors or changes to: aim@uta.edu

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Procedure Objective

Procedure 2-81-2 provides information about the two travel agencies authorized by the University of Texas System to book airline flights and direct bill the University. The agencies' contact information, hours of business and information about an on-line booking system are contained in this procedure. In addition, this procedure informs employees of where to look for car rental agencies and hotels that have contracted rates with the State of Texas and University of Texas System.

Rationale
In accordance with the Texas Government Code, Chapter 660, Subchapter A, Section 660.007, state agencies must take proper steps to ensure that travel arrangements are the most cost effective. Thus, there are two travel agencies and on-line booking tool authorized by the University of Texas System to book airline flights and direct bill the University. These travel agencies are Corporate Travel Planners (CTP) and Anthony Travel, Inc. (ATI), and the on-line booking tool is CONCUR. Representatives from these two travel agencies can discuss and confirm the best lowest fare for one's travel itinerary. Using these two agencies or CONCUR helps the University achieve maximum savings for traveling for UTA business. Exceptions for not using CTP, ATI or CONCUR must have prior approval of the Associate Vice President for Business Affairs and Controller (ref. Section VII). Moreover, the University may achieve cost savings for travel by using the current UT System contracted car rental agencies and contracted hotels that are published by the Texas Procurement and Support Services on the State Travel Management Program website.

Scope

All university employees, prospective employees, students and non-employees who are traveling for UTA business.

Website Address for This Procedure

https://www.uta.edu/policy/procedure/2-81-2

Related Statutes, Policies, Requirements Or Standards

UT System Administration Policies and Standards

Other Policies and Standards

Texas Government Code, Section 660.093, Commercial Air Transportation
Texas Administrative Code, Title 34, Part 1, Chapter 20, Subchapter F, State Support Services-Travel and Vehicles
Travel Authorization and Obtain Permission to Travel (Procedure 2-80)

Contacts

If you have any questions about Procedure 2-81, Travel Services, contact the following departments:

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<thead>
<tr>
<th>Subject</th>
<th>Office Name</th>
<th>Telephone Number</th>
<th>Email/URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>All topics in procedure</td>
<td>Procurement Services</td>
<td>817-272-2194</td>
<td><a href="mailto:travelservices@uta.edu">travelservices@uta.edu</a></td>
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<td>affairs/travel/index.php</td>
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Definitions

**Travel Authorization:** This document is used in UT Share to authorize travel for employees, prospective employees, students, and non-employees who are traveling for UTA business.

Responsibilities

**University Employees Traveling for University Business**

- Will not use university funds to pay for upgrades to First or Business class unless one has obtained justification from a physician or is paying for upgrades from personal funds

**Individual(s) and/or University Department Responsible for Travel Planning**

- Uses either CONCUR, Corporate Travel Planners (CTP) or Anthony Travel, Inc. (ATI) when booking airline flights for university business
- Refrains from making travel arrangements with the university's contracted travel agencies after business hours or on the weekends unless there is an emergency

**Corporate Travel Planners and Anthony Travel, Inc.**

- Assist university employees and departments with making travel arrangements and discuss and confirm the best lowest fare for one's travel itinerary

**Associate Vice President of Business Affairs and Controller (or designee)**

- Reviews all exception requests to this procedure

Procedures

Section I. Travel Agencies

There are two travel agencies authorized by the University of Texas System to book airline flights and direct bill the University. These travel agencies are Corporate Travel Planners (CTP) and Anthony Travel, Inc. (ATI). The Travel Authorization Number is assigned electronically by Travel Authorization within UT Share and will be required by these agencies before processing any bookings. The agencies are authorized to book a ticket after receipt of the Travel Authorization Number.
For more information regarding travel authorization, please see Travel Authorization and Obtain Permission to Travel (Procedure 2-80-2). For detailed steps on how to complete a Travel Authorization please see Business Affairs Training UPK training materials.

Section II. Corporate Travel Planners (CTP) and CONCUR

1. **CONCUR** is the most efficient and cost effective tool for making travel reservations. Travelers should book with this on-line tool when at all possible. The system is very similar to other on-line booking entities such as Travelocity, airline sites and others. CONCUR is available 24/7.

The web address to book travel is www.concursolutions.com.

If you do not have access to the system, the following steps must be taken to self-register for the on-line booking system:

1. To get set up in the system the traveler will need to complete all fields at https://www.concursolutions.com/registration/register_form.asp?regcode=UTARLINGTON-72267.
2. The traveler will receive an email confirming that registration has been submitted for approval.
3. After the traveler has been approved, they will receive an email notification advising them to create a password for their account.
4. A final confirmation email will be sent to the traveler after the password is created and a Concur account has been established.

Please use the on-line tool for roundtrip domestic or international airline reservations, hotels and car rentals. For more complicated reservations please call full service travel counselors for assistance. CTP travel counselors can scroll through multiple pages of availability and using specific entries, discuss and confirm options for the lowest fare for the itinerary. Working through CTP travel counselors also ensures that the passport/visa requirements are addressed.

If you have any difficulty or need assistance please contact the Online Help Desk at 877.727.5188.

2. Corporate Travel Planners (CTP) - All calls and inquiries during normal business hours (8:00 a.m. to 6:00 p.m. Central Time) should be directed to CTP's number, 1-866-366-1142 to avoid unwarranted service fees.

3. Travel Arrangements Made After Business Hours or on the Weekend:

If travel arrangements need to be made after business hours or on the weekend, you may call 800-441-6512. CTP contracts out the after-hours service reservations. The after-hours service vendor charges $16.00 a call to CTP that must be passed onto the traveler. The call will cost $16.00 but the after-hours service vendor will also charge an additional fee to CTP for original ticketing and ticket exchange as per following fee schedule that will be passed on to the traveler:
1. Each domestic ticket exchange: $41.00
2. Each domestic ticket issued (original ticketing): $28.00

It is important to note that the after-hours service should be used only for emergencies and/or for reservation requests (traveler must provide Travel Authorization Number) that must be handled when CTP offices are closed. It is strongly recommended that you make travel arrangements during normal business hours.

Section III. Anthony Travel, Inc.

Anthony Travel is the second travel agency that you may use to book airline flights, hotels and car rentals. All travel profiles will be shared between ATI and CTP. If you wish to book travel over the phone, call 800-684-2044 to talk to an agent. If you wish to email your travel request, please send the information to the University's email box, UTARLT@anthonytravel.com. ATI's normal hours of operation are from 8:00 a.m. to 5:30 p.m., Monday thru Friday.

1. For after-hours support you call 800-342-9008, VIT Code 4RRG, but there will be additional fees, and those will be the same amount as indicated in Section II.

Section IV. Airfare

1. Requirements to use travel agency for airfare.

   Departments are required to use the University's travel agencies, CTP or ATI. Airfare contracted through CTP or ATI will be charged to the Corporate Business Account.

   Exceptions for not using CTP or ATI must have prior approval of the Associate Vice President for Business Affairs and Controller (see Section VII, Exceptions to this Procedure).

2. Seat Upgrades
   1. Upgrades paid from University funds

      Any upgrade in air travel that the university will be paying will require an exception (see Section VII) prior to the designated travel dates. Additionally, upgrades to business or first class will require the submission of a justification and documentation from a physician (licensed medical doctor) to the Associate Vice President of Business Affairs and Controller, or designee.

   2. Upgrades Paid with Traveler's Personal Funds

      Upgrades to preferred seating paid by the traveler using personal funds are at the discretion of the traveler, and do not require an exception. These types of upgrades are not reimbursable, and will be handled by one of the following processes:
1. Full Service Agent:
   Traveler will need to inform the travel agent of their preferred seating request, and if available, traveler will be required to give the agent their personal credit card information to complete the booking.

2. CONCUR:
   Travelers cannot upgrade and pay for preferred seating within this portal. Instead, the traveler will need to use the "Comments to Agent" box that they would like a specific seat or preferred seat, and then finish the transaction. This comment will prompt the travel agency to call/email the traveler after the booking is complete, and obtain the traveler's personal credit card information for payment of the upgraded seat.

3. Fly America Act – Use of Federal Funds for Airfare
   Compliance with the Fly America Act is the responsibility of each traveler. Before making arrangements for air travel for University business, the traveler must determine the source of funding. If the travel is federally funded, the traveler must adhere to the Fly America Act.
   
   1. Requirements - If the travel is federally funded, the traveler must use a U.S. flag carrier or a U.S. flag carrier under a code-share agreement.
      1. Code Sharing occurs when two or more airlines “code” the same flight as if it was their own. A U.S. airline may sell a seat on a foreign air carrier’s flight. This seat is considered the same as one operated by a U.S. flag carrier. Compliance with the Fly America Act is achieved when the U.S. flag carrier’s designator code is present in the area next to the flight number on the airline ticket, boarding pass, or on the documentation for an electronic ticket.
   
   2. Exception - The U.S. Government has entered into several air transport agreements that allow federally funded travel the use of foreign carriers under certain circumstances. These agreements are called “Open Skies Agreements.” A list of agreements can be found on the GSA website.

Section V. Auto Rental Agencies

The University of Texas System has contracted with these listed auto rental companies - Avis/Budget, Enterprise/National and Hertz. As such, all travelers are required to use the dedicated auto rental companies.

1. University travelers should reserve a car through the University's dedicated travel agencies (ref. Section 1 of this procedure), or Corporate Travel Planners' online travel booking portal, CONCUR. This will ensure all travelers receive the University of Texas System contracted rates and the insurance coverage at no additional charge. Additionally, all car rentals booked through CTP, ATI, or CONCUR will be charged to a Corporate Business Account, minimizing the traveler's out-of-pocket costs.

2. If reserving a car direct through a contracted vendor, provide the following rate identifier for the appropriate vendor. This will ensure the traveler receives the contract rate and the insurance coverage at no additional charge:
1. Avis - #S828002
2. Budget - #R524102
3. Enterprise - #UTS222
4. National - #UTS222
5. Hertz - #CDP 1989414

3. Contracted car rentals cover only items that have been deemed reimbursable by the State of Texas. Contracted rental rates include the Collision Damage Waiver (C.D.W.). When renting an automobile, the employee should refuse the Collision Damage Waiver Insurance, since it is included in the contracted rental rate. If CDW is not refused, the University will not reimburse the duplicate charge. When other rental agencies are used (non-contracted agencies), the traveler risks paying higher rates that may not be reimbursed by the University.

4. If a traveler books a car rental outside of the travel agencies, or CONCUR, the Texas sales tax on rent cars is reimbursable as well as sales tax on rent cars imposed by other states. The traveler is encouraged to present The Motor Vehicle Rental Tax Exemption Certificate (page 2 only) for rentals occurring in the state of Texas. The traveler will complete the following fields: (1) Exemption D Check "Public Agencies"; (2) Name of Organization D "University of Texas at Arlington"; (3) Signature D Traveler's Signature; (4) Address of Traveler D University Department Address (Street and number, City, State and Zip Code).

5. UTA will not reimburse other insurance coverage or items, such as SLI, PLI, road hazard, GPS navigation systems, child booster seats, etc.

6. If a vehicle is rented one (1) day prior to the actual start date of a UTShare Travel Authorization, or returned one (1) day after the actual end date of a UTShare Travel Authorization, an Exception to this Procedure (ref. Section VII) is NOT required. Rentals that occur more than two (2) days prior / after UTShare Travel Authorization dates must have an attached memo explaining in detail the benefit of this cost to the university. The memo must be signed by an executive leader of the paying unit.

Section VI. Hotels

1. The State of Texas contracted hotels are published by the Texas Procurement and Support Services on the State Travel Management Program which may be accessed at the following website: http://www.window.state.tx.us/procurement/prog/stmp/
2. UTA Travelers may also use the hotels listed in the on-line booking tool, CONCUR, or through CTP or ATL.
3. Per diem rates are available from most major chain hotels by requesting ‘Government Rates’. Please contact the hotel if this rate is available for specified dates.

Section VII. Exceptions to This Procedure

There may be occasions when travelers need to request an exception to some portion of the travel rules (this applies only to chartfields following UT local rules). Exceptions to any of the travel policies must be obtained prior to the start of travel, documented in writing and final approved by the Associate Vice President for Business Affairs and Controller, or designee. The request must be submitted using the BA Exceptions Tracker Request menu located in UTA SharePoint.
Each request should include detailed justification for the exception and the benefit to the University if the exception is granted. Documentation of the request and its disposition will be maintained in the Business Affairs online policy exceptions files. In every case the account administrator is responsible for ensuring that all travel and charges are appropriate, comply with the source of funds, and support the mission of the University.

NOTE: The circumstances of the request will be taken under consideration. Any exception ultimately granted does NOT alter the existing travel policy and should not be construed as precedent for allowing repeated exceptions to the existing policy.

**Forms and Tools/Online Processes**

- Business Technology Services Training Resources
- CONCUR - On-Line Travel Booking Portal
- Motor Vehicle Rental Tax Exemption Certificate

**Appendices**

N/A