

## Procedure BF-T-PR8 Travel Agencies and Concur

Responsible Officer: Chief Financial Officer and Vice President

Sponsoring Department: Procurement and Payment Services

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Errors or changes to: Office of Legal Affairs

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### PROCEDURE OBJECTIVE

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Procedure BF-T-PR8 provides information about the two travel agencies and the on-line booking portal 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.

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### RATIONALE

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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 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). Representatives from these two travel agencies can discuss and confirm the best lowest fare for one's travel itinerary. Using these two agencies helps the University achieve maximum savings for traveling for UTA business.

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### SCOPE

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

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## RELATED STATUTES, POLICIES, REQUIREMENTS OR STANDARDS

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UT System Administration Policies and Standards	Other Policies and Standards
	<a href="#">Texas Government Code, Section 660.093, Commercial Air Transportation</a> <i>Travel Authorization and Obtain Permission to Travel ((procedure BF-T-PR10)</i>

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## CONTACTS

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If you have any questions about Procedure BF-T-PR8, *Travel Agencies and Concur*, contact the following departments:

Subject	Office Name	Telephone Number	Email/URL
All topics in Procedure	Procurement & Payment Services	(817) 272-2194	<a href="mailto:travelservices@uta.edu">travelservices@uta.edu</a> <a href="http://www.uta.edu/policy/bac/travel">http://www.uta.edu/policy/bac/travel</a>
Website access	Office of Legal Affairs	(817) 272-5577	<a href="mailto:kphillips@uta.edu">kphillips@uta.edu</a>

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## DEFINITIONS

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

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## RESPONSIBILITIES

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### University Employees Traveling for University Business

- Will not use university funds to pay for upgrades to Premium Economy, First or Business class unless one has obtained justification from a physician and an approved exception as outlined in Section IV of this procedure

### 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

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## **PROCEDURES**

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### **Section I. Travel Agencies and Concur**

To book airline flights and direct bill the University, there are two travel agencies and one on-line booking portal authorized by the University of Texas System. The travel agencies are Corporate Travel Planners (CTP) and Anthony Travel, Inc. (ATI), and Concur is the on-line booking portal. The agencies are authorized to book a ticket after receipt of a fully approved Travel Authorization Number (ref. Procedure BF-T-PR1).

For complete information and restrictions related to air travel and auto rentals, see Procedure BF-T-PR5.

### **Section II. Concur**

- A. 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. Concur can be used to book airfare, hotels and car rentals from one of the University of Texas System contracted auto rental companies (ref. Procedure BF-T-PR5).

The web address to book travel is [www.concursolutions.com](http://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](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. If you have any difficulty or need assistance please contact the Online Help Desk at 877.727.5188.

### **Section III. Corporate Travel Planners**

- A. Corporate Travel Planners (CTP) is an approved travel agency that travelers may use to book airline flights, hotels and car rentals from one of the University of Texas System contracted auto rental companies (ref. Procedure BF-T-PR5) . All travel profiles will be shared with ATI.

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.

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.

- B. 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.

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 IV. Anthony Travel, Inc.**

- A. Anthony Travel, Inc. (ATI) is also an approved travel agency that you may use to book airline flights, hotels and car rentals. All travel profiles will be shared between 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](mailto:UTARLT@anthonytravel.com). ATI's normal hours of operation are from 8:00 a.m. to 5:30 p.m., Monday thru Friday.

- A. For after-hours support, call 800-342-9008, VIT Code 4RRG.

### **Section IV. Exceptions to This Procedure**

There may be occasions when travelers need to request an exception to the travel rules on airfare (this applies only to chartfields following local rules). Exceptions 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.

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## FORMS AND TOOLS/ONLINE PROCESSES

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- [CONCUR – On-Line Travel Booking Portal](#)
- <http://www.uta.edu/business-affairs/travel/index.php>

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## APPENDICES

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