Agenda

- Introduction
- Travel Updates: What’s new?
- Concur Online Booking Tool
- Housekeeping
- Collaborative Discussion
What’s new in OSU Travel?

- Delta Name Change Program
- Southwest Reservation System Upgrade
- Carmen Training transitioning to BuckeyeLearn
- Webinar/Recorded Travel Workshop
Concur Online Booking Tool

- Tips for the seasoned user
  - Flight Changes
  - Basic Economy Class Warnings (Delta, American, United)
  - Rental Car Contract Warning
  - Southwest Reservation
Concur Online Booking Tool

• Troubleshooting
  • “Inactive Profiles”
  • System Downtime - http://open.concur.com/
  • Online Help Desk: 1-877-727-5188

• Reminder: OSP/UNIV payment selection is critical. Always verify you are selecting the card that matches your Travel Request’s business unit
Housekeeping

- Goals:
  - Collaboration on best practices and processes
  - Participation across diverse areas
  - Constructive troubleshooting
  - Initiate and extending the conversation
Housekeeping

• Ongoing Feedback Options
  • Email: Travel@osu.edu
  • Phone: 614-292-9290
  • Travel Agency Online Feedback Form:
    https://controller.osu.edu/travelfeedback/TrvlFeedbk.aspx
Collaborative Discussion Topics

• Travel Resources
  • Policy Help & FAQ
  • Job Aids
  • ASSIST
  • eReports
  • NewsLink
Collaborative Discussion Topics

• Policy
  • Mileage Reimbursements
  • Lodging (Thresholds, AirBnB)
  • Ground Transportation (Uber, Lyft)
  • International Flight Options
  • Cost Comparisons
Collaborative Discussion Topics

- Travel Expenses
  - Advance Payments, Direct Bill
  - Rental Cars
  - Hotels
  - Airfare
  - Group Travel Arrangements
Advance Payments and Direct Bills

• **Advance Payment** (also referred to as prepayments) is a payment made in advance of the trip with university procurement methods (e.g. PCard, PO or travel system), for a travel related expense. Common examples include airfare and registration payments.

• **Direct Bill** is a process in which the travel agency (or other travel entity), advances payment on behalf of the university upon completion of the expense and bills the university for that payment. The travel expenses are typically not billed to the agency until after the stay, service or use has been completed. Common examples include hotel and rental car payments.
Questions & Feedback

Email: travel@osu.edu