Travel Workshop
Introductory
Agenda

- Introduction
- Planning Business Travel
  - Travel Website
  - Travel Policy
  - eTravel
  - Preferred Travel Agencies
- Concur Online Booking Tool
- Corporate Travel Planners
- Questions and Answers
What’s new in OSU Travel?

• Delta Name Change Program
• Southwest Reservation System Upgrade
• Carmen Training transitioning to BuckeyeLearn
• Webinar/Recorded Travel Workshop
Planning Business Travel

• Travel Planning/Arranging Checklist:
  • Ensure arranger and traveler are familiar with Travel Policy
  • Get travel authorization (eTravel T#)
  • Procure your travel
  • Ensure the traveler knows who to call if something happens
Planning Business Travel

• Travel Website – osutravel.osu.edu
  • Most recent travel policy
  • Concur Access
  • Agency contact info
  • Rental contract info
  • Per Diem rates
  • Checklists and much more!
Planning Business Travel

• Key Travel Policy Points
  • See Travel site for most up to date policy
  • Contact your service center, or the travel office for policy related questions.
  • FAQ and Best Practices can be found at:
    https://osutravel.osu.edu/faq/
Planning Business Travel

- eTravel System – etravel.osu.edu
  - Captures electronic approval
  - Allows for “Duty of Care”
  - “Keys to buy” when using university procurement tools
  - Audit point for all reimbursement documentation
  - Required Carmen Training:
    http://u.osu.edu/financialtraining/travel-training/
Uniglobe Travel Designers

Group Business Travel

Agent Assist:
• (614)237-4488
• Monday – Friday 8:30 AM – 5 PM EST

**Group Travel is defined as 10+ individuals that are traveling to a common place for a common purpose, sharing a unique itinerary**
Corporate Travel Planners (CTP)

Individual Business Travel

Agent Assist:
• (855)784-9282 (Toll Free)
• theohiostate@ctp-travel.com
• Monday – Friday 8 AM – 7PM EST

Concur Booking Tool:
• 24/7 Available through osutravel.osu.edu
• Online Help Desk: (877)727-5188 (Toll Free)
**Process for Airfare Prepayment – Best Practice**

1. Gather Airfare Estimate (and other trip details)
2. Create/Submit Travel Request
3. Approve Travel Request (T# generated)
4. Finalize Airfare Selection with Agent or Online
5. Provide T# to complete purchase
Concur Online Booking Tool

- Individual Travel
- Supported by Corporate Travel Planners
- Business Travel Only
- Facilitates prepayment of Air and Rail only
- Facilitates reservation of Hotel and Car
- Includes all OSU contracted rates (Air & Car)
The Ohio State University
Collegiate Experts
## Account Structure & Services

### When to Call

<table>
<thead>
<tr>
<th>Full Service</th>
<th>Complicated International Itineraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>(855)784-9282</td>
<td>Pre-paid Hotels</td>
</tr>
<tr>
<td></td>
<td>Existing Full Service Booking</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Online Help Desk</th>
<th>Online Navigation</th>
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<tr>
<td>(877)727-5188</td>
<td>Existing Concur Booking</td>
</tr>
<tr>
<td></td>
<td>Profile Questions</td>
</tr>
</tbody>
</table>
Benefits of Using CTP

- Competitive Fee Structure
- Dedicated Phone Line and Email Account
- Emergency Locating
- Contract Savings
- Online Booking Tool with Direct Connect
- Unused Ticket Management
- Competitive Fares
- Discounted Hotel Rates
- Passport/Visa Services
## Fee Schedule

<table>
<thead>
<tr>
<th>Service Requested</th>
<th>For Service Booked through Concur</th>
<th>For Service Booked through Full Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue a domestic airline ticket</td>
<td>$6.30</td>
<td>$18.00</td>
</tr>
<tr>
<td>Issue an international airline ticket</td>
<td>$6.30</td>
<td>$22.50</td>
</tr>
<tr>
<td>Make a domestic hotel reservation</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Make an international hotel reservation</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Make a domestic car rental reservation</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Make an international car rental reservation</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Void an airline ticket</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Cancel an airline reservation</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Refund an airline ticket</td>
<td>NO CHARGE</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Reissue a domestic airline ticket</td>
<td>$9.00</td>
<td>$9.00</td>
</tr>
<tr>
<td>Reissue an international airline ticket</td>
<td>$9.00</td>
<td>$9.00</td>
</tr>
<tr>
<td>Exchange an airline ticket</td>
<td>$9.00</td>
<td>$9.00</td>
</tr>
</tbody>
</table>
Questions & Feedback

Email: travel@osu.edu