Frequently Asked Questions (FAQ'S)

TRAVEL PROGAM

Why did we change Travel Companies?

The goal was to consolidate the current number of travel agents to one preferred agency with an accredited travel agency that could provide the university with a:

- Dedicated University account representatives for domestic and international travel 24/7 (365 day/year) customer service via a toll free phone number
- On-line travel booking capability for University travelers.
- Provide regular and ad hoc management reports according to various travel metrics to facilitate monitoring of cost savings
- Agency that could provide University Travelers with full travel services.
- Ensure that the University receives the most competitive pricing and routing.
- Negotiate special fare with airlines for group travel that permits name changes and last minute itinerary changes after the initial ticketing.

Can I make reservations on line?

Yes. World Travel works with Concur Solutions, a Global Distribution System (GDS) that provides an online booking tool [link to online booking tool].

What if I want to talk to a reservationist about my travel plans?

World Travel operates a full service reservation system. American University has two dedicated agents and numerous back up support personnel.

What is the difference in cost between travel assisted purchase and an Internet Online purchase?

The agent fee for a travel assisted purchase is $30.00 for domestic as well as international fares. Online service fee is $9.00.

If I have a question regarding my travel reservation or about general travel information will AU be charged?

No. World Travel only charges a service fee when a trip is ticketed.

What if I can find a cheaper flight elsewhere?

If a traveler finds a cheaper airfare for an identical itinerary (same flight, same time, same day, same seat class), excluding auction or distressed inventory sites, World Travel offers a double-the-difference guarantee. World Travel will refund you double the difference in fares with a check.

If I find a cheaper air flight, what do I do?

Use the print screen key on a PC, a traveler copy and paste the current screen on an email and send to autravel@worldtravelinc.com, and a copy to hporter@american.edu.

How will using World Travel change how I make reservations?

There are two ways that the new program will change the purchasing of travel.

- All travelers will need to set up a travel profile prior to making travel reservations.
- All travelers will have an AU employee who will be assigned to approve travel itineraries and provide the correct departmental account number.
- All travel will need to be approved **BEFORE** tickets can be issued.

Will this affect how I get reimbursed for travel?

When using World Travel with the assistance of an agent or when using the on-line reservation site for airfare and train, the travel cost will be directly charged to the departmental account determined by the person listed as tour travel approver. The traveler will not need to fill out a disbursement request to receive a reimbursement for out of pocket expenditures or place the charges on a Travel PCard (if one is issued to the traveler)

Do I have to use World Travel? Can I use my own travel agent?

American University strongly encourages all University faculty, staff, and students to use World Travel. Using the University Travel Program provides the University traveler with several benefits:

- 24 hour, 365 day a year travel services that can directly access all your travel information. This service is part of World Travel and not contracted out after hours.
- Airfare and train reservations are billed directly to your AU departmental account numbers eliminating out of pocket travel expenses
- Through I-jet, a service of World Travel, information is sent to the University if the traveler whereabouts may be in harm's way (weather related, airline disruptions, and emergency country issues).
- Lowest guarantee pricing of airline tickets. [explain double the difference or say it here]

What happens to my frequent flyer miles?

All travelers retain ownership of accumulated frequent flyer miles and awards

Can I use my frequent flyer miles when I book travel?

Yes. When booking online and the traveler wishes to use their miles for upgrades, please notate the request in the comment box on the reservation page, A WT travel counselor will honor the request when the reservation is reviewed.

Do I lose my benefits if I have reward points for free baggage or other options?

All benefits earned thru a traveler's frequent flyer program such as free checked bags are also extended thru World Travel. These fees are processed thru the airline directly, not thru World Travel. If the traveler has their frequent flyer number noted in their profile, that information automatically rolls over to World Travel bookings and the airlines. World Travel does not charge for baggage fees. All baggage fees are collected at the airport upon check in.

What if I want to purchase optional travel interruption insurance?

Travelsafe insurance is used for World Travel customers who want to purchase additional insurance on their own. Insurance prices vary based on various factors such as type of coverage required. Travelers can contact Travelsafe directly at 888-885-7233 or by www.travelsafe.com. Please use World Travel- # WORPA10.

Can I book tickets from Southwest and Jet Blue and other independent airlines?

Yes. The Concur on line booking tools and World Travel agents have access to all independent airlines like Southwest and Jet Blue.

CONCUR TRAVEL SYSTEM

What is the relationship between World Travel and Concur?

World Travel has partnered with Concur Solutions to provide an online booking tool concursolutions.com to their clients.

How can I enroll in the AU Travel Program?

To be able to access the benefits of the travel program, each traveler will need to request a travel profile. For security reasons, the following information is required before the travel profile can be emailed to you:

- Last, Middle, First Name as it appears on your driver's license or passport
- Email Address
- AU ID#
- Name and email of the person that should approve your travel itinerary [please consult with your budget office]

After the information is submitted, an email from Concur Solutions (not World Travel) will be sent to you with your travel profile link embedded in it, usually within 72 hours. Please access the link and fill out the requested information. Please note that your name, email address, AU id#, and your approver will be hard coded on the profile. Should you need any changes in those fields, please contact Hallie Porter at hporter@american.edu or at 202-885-3810.

How do I get access to the AU Travel webpage?

A traveler can access AU Travel by http://portal.worldtravelinc.com/au/home.aspx. From the website you will be able to access the online booking tool, review your travel profiles, and previous reservations.

What is the URL for Concur Solutions?

Concur Solutions URL is concursolutions.com. A traveler can use this URL to go directly to the online booking tool.

What happens if I forget my password?

Click on forget password link. Concur will reset your password

What is my user ID to sign into Concur Travel?

The sign in is your AU email address. The password is one of your own choosing.

What is a Travel Arranger?

A travel arranger has the ability to view, modify travel profile, and book travel for a traveler with a profile.

What is a Travel Approver?

A travel approver is an AU employee who reviews and approves the traveler's itinerary and provides the correct departmental account number for the charges to be applied.

What if I need to book travel for guests of the University?

A supervisor can request that you be given guest rights. You will then be able to book for guests as long as you have the proper information from the guest. To book travel, you will be requested to provide the guests name as it appears on their driver license or passport, gender, and birth date.

I am a travel arranger but I can't see my travelers.

The first time you make a reservation for a traveler as an arranger you must search for their name in the box on the upper right hand corner of your profile. After you search once, this traveler will be displayed in the pull down box of travelers.

I am a travel arranger, where does my name appear on the profile?

Each traveler must enter the travel arranger name on their own profile. Although you may be a designated travel arranger you do not have access to another travel profile without their permission

Can I book more than one guest as a Travel Arranger?

No. Not online or via agent. Each ticketed traveler is charged the appropriate fee. $9.00 online and $30.00 by agent.

I am a travel approver, where does my name appear on the profile?

A travel approver name appears on the profile of the traveler who is traveling. The approver name is hardcoded in the manager field under the company section. It can only be changed by the travel administrator.

As an Approver how many emails should I get from WT?

You will receive a minimum two email for approving travel:
One for the approval of the travel.
One for the Ticketed itinerary

Additional email will be sent for a reminder if approval is not approved within 20 hours.

Additional email if any items on the ticket are changed and will need approval.

I have guest abilities to make reservations, how do I access?

In the upper right corner box, the drop down will display a word guest. When you click on guest, you will be making a reservation for a traveler who does not have a travel profile. Due to TSA e requirements, you will need to know:

- First, Middle, Last name of the person traveling as it appears on their driver's license or passport.
- Gender
- Birth date

If I have problems getting on the Concur website, who do I call?

The Concur Online Tech Support phone number 800-221-4730. You can also email at onlinehelp@worldtravel.com

Concur Travel has an option to "share a trip". Can we use this for our spouse or anyone traveling for personal reasons?

No, Concur Travel may not be used for personal travel. If you wish to make an additional reservation for personal travel, please contact the leisure department at 800-451-5449.

Can I book personal travel online?

No., please contact the leisure department at 800-451-5449.

Can the Online System be used for foreign travel?

Concur can be used to book foreign travel, however, contacting World Travel reservationists may be able to find you the best fares.

How can I view the itinerary for flights I have already booked?
On the **My Concur** page, review the **Upcoming Trips** section. For more detailed information, click the appropriate trip name in the **Trip Name/Description** column and then click **View Itinerary**.

What type of confirmation do I need at the airport?
You should bring a printed copy of your email itinerary with ticket number information or the paper ticket (whichever is acceptable by the airline) and a government approved identification document such as a driver's license, Passport, VISA, etc. Please check the TSA website

How do I change my reservation after it's been booked?
To make changes to your seat assignment or add a hotel or car reservations to a trip, click the trip name in the **Upcoming Trips** area of the **My Concur**. To change your air itinerary, please contact World Travel by phone 888-305-9160. Changes in travel reservations may incur a change fee charge from the airlines up to $150.00 for domestic flights and higher for international flights. Issuance of a new ticket will be charged a service fee from World Travel. Air Travel can be voided within 24 hours without incurring a fee from the airlines or World Travel.

How do I schedule a multi-leg flight?
To schedule a multi-leg flight:

- On the **My Concur** page, click the **Flight** tab on the **Trip Search** wizard
- Click **Multi-segment** additional departure
- Enter you departure and arrival information for each segment and then click **Search**

Where do I update my email address and password?
You can update your password in the **Profile** section.

- On **My Concur**, click **Profile**.
- Click **Change Password**.
- Enter your old and new password into the appropriate fields, enter your password hint, and then click **Submit**.

MAKING RESERVATIONS

What is the difference between booking a flight with Concur Travel and purchasing an Internet fare from a vendor's website?

Concur Travel provides access to both agency assisted fares and online booking of Internet fares. The difference between the two is where it is fulfilled and who provides the customer support. With an agency purchase, you have the full support of your agent in making changes. Your ticket is purchased through your agency.

If you select with an Internet fare through our World Travel agency, the airline may issue the ticket however you can contact World Travel to make changes or for support in making your travel plans. The ticketing process is in real time and the ticket price and seating assignment are determined at that time.

If you use an outside Internet vendor, the ticket is purchased directly through a third party the supplier or the airline fulfillment agency. These fares may have special rules that apply that may prohibit any changes or modifications to the ticket. Tickets from these companies may not be booked in real time which could lead to high prices and the inability to purchase the ticket that you originally requested.

Can I make reservations with an actual travel agent?

Yes. American University has two dedicated travel representatives. Maria Bono and Heather Bradley can be contacted by telephone at 888-305-9160 from 8:30AM to 5:30PM. All other times, the call will be forwarded to other travel representatives for assistance in booking tickets. A traveler can also email travel request at autravel@worldtravelinc.com.

Can I make reservations on-line?

Yes. Online booking can be accomplished 24 hours a day, 365 days a year. The online address is www.concursolutions.com

What happens if I do not comply with company policy?

When you go outside of your company policy, Concur Travel & Expense notifies you by showing the fare with a yellow or red tab. When you select a yellow or red tab, Concur Travel & Expense prompts you to enter an explanation as to why you chose a fare that did not comply with your company's policy. The approver will review the fare and your explanation. If the explanation is acceptable, and the approver approves the travel, the reservation will be processed.

What does the yellow diamond represent for air, hotel, and car options?

The yellow diamond represents a company preferred vendor.

Why does the Reserve button appear in more than one color?

The following table describes the meaning of the Reserve button colors:

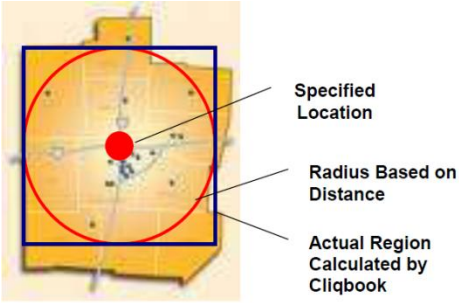
If the Reserve Button color is...	Then the fare is...
Green	Within policy compliance
Yellow	Outside of policy compliance and you are required to enter additional information
Red	Outside of policy compliance. You are required to enter additional information and the trip will not be ticketed until approved by your manager

What happens if a traveler does not pick the lowest fares?

If you do not pick the lowest fares, you will need to justify that in the system. There is a reason box and a space to type in your reasoning for not using the lowest airfare.

Can I add a car or hotel to an airline reservation after it is booked?

Yes, you can make changes before your ticket is issued. To add or modify your trip, click the name of the trip on the Upcoming Trips section of My Concur and then click Change Trip.



Why does Concur Cliqbook Travel display hotels that are outside my search distance?

Concur Travel displays all company preferred hotels within a distance determined by your individual company. The search distance is a selected number of miles from your reference point. Because Concur Travel uses a square rather than a circle as the search boundary, the search results can include hotels that are farther away than the distance you entered. For example, if you select a 5 mile radius as your search distance, Concur Travel will build a square that is 10 by 10, with your reference point in the center.

How do I pay for my reservations?

After reserving airfare, hotel, and car rental reservations, the itinerary and the reason for travel box will be forwarded to your approver. The approver will add the correct departmental account number on the approval form and send it back to Concur.

What happens after a reservation is made on-line?

An email is sent the traveler and the traveler's approver requesting the proper accounting codes and the request to approve the travel. Because the airline will only hold reservations for 24 hours, it is important for the travel to be reviewed and approved within that time period. If the itinerary is not approved after 20 hours, another email is sent to the approver and a copy to the traveler reminding both that the ticket remains outstanding. Once the ticket is approved, an email is sent to the traveler that the itinerary has been approved and a link to print the ticket. The printed ticket will be your ticket.

If I make a reservation on Friday, will it be on file on Monday to complete the trip?

No. Airlines will only hold reservations for 24 hours.

How do I access my ticket for Amtrak?

The traveler inserts any credit card into the Amtrak Quik Kiosk. It is just for Identification purposes, and the card will not be charged. The Amtrak Kiosk will request **one** of the following pieces of information:

- Amtrak Reservation Number
- Amtrak Frequent Guest Number
- Destination City
- Train Number

The kiosk will match the information with your identification document and print the train ticket.