

# AU TRAVEL PROCEDURES

Welcome to Au Travel. Listed below is the procedure to follow when booking Travel through World Travel and the Concur on-line booking tool.

1. All travelers must have a profile completed and entered into the system.
  - a. To request a profile, please email the following information to [hporter@american.edu](mailto:hporter@american.edu):
    - i. Last Name, Middle Initial, First Name
    - ii. AU Id#
    - iii. The person who will be approving your travel
  - b. An email will be sent to you from Concur (our on-line booking site) with a travel profile to be completed.
    - i. Include email and a phone number in case airlines need to inform you of changes in your itinerary.
    - ii. Include frequent flier miles account numbers to ensure proper crediting to your account.
    - iii. If someone else books your travel, please include their name in the **Assistants and Travel Arrangers** section on the form.
    - iv. If your travel requires a hotel reservation or a car rental, please include your AU Travel Card number or your private credit card for reservation guarantees.
  - c. To gain access, enter [www.concursolutions.com](http://www.concursolutions.com)
  - d. Press save at the end of the form when completed
2. American University travelers have a choice when making travel reservations. Travel can be reserved by telephone or online.
  - a. To make travel reservations by telephone:
    - i. AU has a dedicated telephone line for travel reservations: (888) 305-9160
    - ii. AU has two dedicated travel counselors: Maria Bono and Heather Bradley
    - iii. AU has a dedicated email monitored our travel counselors:  
[autravel@worldtravelinc.com](mailto:autravel@worldtravelinc.com)
  - b. To make travel reservations online:
    - i. To access the Web portal, go to AU Travel Portal at [myamerican.edu](http://myamerican.edu)
    - ii. Click on online reservations
    - iii. Sign in with your email address and password
    - iv. Make reservations
3. Approval Process has been set up as follows:

- a. Once a reservation has been booked through an agent or online, an email is sent to the Traveler's approver. The approver will be able to confirm that the travel is appropriate and within budgetary constraints and enter the proper G/L number for travel. At the same time, a letter will go to the traveler confirming the request for travel
- b. The traveler approver has 24 hours to approve the reservation. The approver does not respond after 20 hours, a reminder is sent to the approver advising that they have 4 hours to approve the reservations with a copy to the traveler
- c. After 24 hours, the airline will cancel the reservation. (Be aware that the airlines count 24 hours to **include weekends**. Don't make travel arrangements on Friday or Saturday unless your travel approver is available).
- d. If the travel is approved, the approver confirms the reservation
- e. The traveler receives a confirmation letter