Procedure 2-81

Travel Services

Responsible Officer: Vice President for Business Affairs and Controller
Sponsoring Department: Travel
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Procedure Objective

Procedure 2-81 provides information about the two travel agencies 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. In addition, this procedure informs employees of where to look for car rental agencies and hotels that have contracted rates with the State of Texas and University of Texas System.

Website Address for This Procedure

http://www.uta.edu/policy/procedure/2-81

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

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Responsibilities

University Employees Traveling for University Business

- Will not use university funds to pay for upgrades to First or Business class unless one has obtained justification from a physician or is paying for upgrades from personal funds

Individual(s) and/or University Department Responsible for Travel Planning

- Uses either 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

Procedures

Section I. Travel Agencies

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). The Travel Authorization Number is assigned electronically by Travel Authorization within UT Share and will be required by these agencies before processing any bookings. The agencies are authorized to book a ticket after receipt of the Travel Authorization Number.

For more information regarding travel authorization, please see Travel Authorization and Obtain Permission to Travel (Procedure 2-80). For detailed steps on how to complete a Travel Authorization please see Business Affairs Training UPK training materials.

Section II. Corporate Travel Planners (CTP)

CTP can be contacted at telephone number 1-866-366-1142.

1. 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. Corporate Travel Planners (CTP) contracts out the after-hours service reservations. The after-hours service vendor charges $16.00 a call to CTP that must be passed onto the traveler. The call will cost $16.00 but the after-hours service vendor will also charge an additional fee to CTP for original ticketing and ticket exchange as per following fee schedule that will be passed on to the traveler:
   1. Each domestic ticket exchange: $41.00
   2. Each domestic ticket issued (original ticketing): $28.00

   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. All calls and inquiries during normal business hours (7:30 a.m. to 6:00 p.m. Central Time) should be directed to CTP's 866 number to avoid unwarranted service fees.

2. Corporate Travel Planner's Online Booking System - CONCUR. For travelers desiring to do so, the capability now exists to book reservations on-line through our contracted travel agency, Corporate Travel Planners (CTP), using CONCUR on-line booking system. The system is very similar to other on-line booking entities such as Travelocity, airline sites and others.

The web address to book travel is www.concursolutions.com.

If you do not have access to the system, the following steps must be done to self-register for the on-line booking system:

1. To get set up in the system you will need to complete all fields at https://www.concursolutions.com/registration/register_form.asp?regcode=UTARLINGTON-72267.
2. Registrant 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 user 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. 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 the best lowest fare for the itinerary all things considered. Working through CTP travel counselors also ensures that the passport/visa requirements are addressed.

If you have any difficulty or need assistance please contact the Online Help Desk at 877.727.5188.

Section III. Anthony Travel, Inc.

Anthony Travel is the second travel agency that you may use to book airline flights, hotels and car rentals. All travel profiles will be shared between ATI and 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. ATI's normal hours of operation are from 8:00 a.m. to 5:30 p.m., Monday thru Friday.

1. For after-hours support you call 800-342-9008, VIT Code 4RRG, but there will be additional fees, and those will be the same amount as indicated in Section II. A. above.

Section IV. Airfares

Departments are required to use the University's travel agencies, CTP or ATI. Airfare contracted through CTP or ATI will be charged to the Corporate Business Account. Exceptions for not using CTP or ATI must have prior approval of the Vice President for Business Affairs and Controller.

1. Upgrades to First or Business Class: Any upgrade in travel to business or first class will require justification from a physician (licensed medical doctor). Upgrades paid from personal funds (not State Appropriated funds or local funds) are exempt from this requirement.
Section V. Auto Rental Agencies

The University of Texas System has contracted with these listed auto rental companies - Avis/Budget, Enterprise/National and Hertz. As such, all travelers are required to use the dedicated auto rental companies.

1. All University travelers should reserve a car through the University's dedicated travel agencies (ref. Section 1 of this procedure), or Corporate Travel Planners' online travel booking portal, CONCUR. This will ensure all travelers receive the University of Texas System contracted rates and the insurance coverage at no additional charge. Additionally, all car rentals booked through CTP, ATI, or CONCUR will be charged to a Corporate Business Account, minimizing the traveler's out-of-pocket costs.

2. If reserving a car direct through a contracted vendor, provide the following rate identifier for the appropriate vendor. This will ensure the traveler receives the contract rate and the insurance coverage at no additional charge:

   1. Avis #S828002
   2. Budget #R524102
   3. Enterprise - #UTS222
   4. National - #UTS222
   5. Hertz - #CDP 1989414

3. Contracted car rentals cover only items that have been deemed reimbursable by the State of Texas. Contracted rental rates include the Collision Damage Waiver (C.D.W.). When renting an automobile, the employee should refuse the Collision Damage Waiver Insurance, since it is included in the contracted rental rate. If CDW is not refused, the University will not reimburse the duplicate charge. When other rental agencies are used (non-contracted agencies), the traveler risks paying higher rates that may not be reimbursed by the University.

4. UT Arlington will not reimburse other insurance coverage or items, such as SLI, PLI, road hazard, GPS navigation systems, child booster seats, etc.

Section VI. Hotels

1. The State of Texas contracted hotels are published by the Texas Procurement and Support Services on the State Travel Management Program which may be accessed at the following website:

   [http://www.window.state.tx.us/procurement/prog/stmp/](http://www.window.state.tx.us/procurement/prog/stmp/)

2. UT Arlington Travelers may also use the hotels listed in the on-line booking tool, CONCUR.

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Forms and Tools/Online Processes

- Business Affairs Training Travel Authorization UPK page
- CONCUR – On-Line Travel Booking Portal

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Appendices