

From whom do I get the four-digit request code to move forward with a request?

Go to my.pitt.edu, open Concur, then select “create a new request”. Once submitted a 4 digit code will be provided at the top of the screen. This is the request id and is usually 2 number and 2 letters.

Working as a delegate on someone's reservation, I created a request and sent it for review, its current status is "not submitted". There is not submit option on their account. Who submits the request?

As a delegate, you should be able to complete the request on their behalf since you are booking the travel for them. The only thing you cannot submit for someone as a delegate is their expense report. The System Administrator will review this specific issue for this user to troubleshoot.

I'm a faculty member. I understand that graduate students don't get travel cards. How are their trips handled? Would the same administrator who handles my travel handle theirs?

If the University is paying for the grad student's travel, this should be booked on an admin's University Travel Card on behalf of the student. A request should be created for this booking by a department administrator, the grad student can then use the request id and the airfare would be charged to the Travel Card of the person who created the request. Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request. Alternatively, you can request a credit card authorization form from the hotel and provide an admin's Travel Card info this way. Note: if a hotel credit card authorization form is not provided, one will need to be provided at check in to cover room and tax.

How do I book for transportation / taxi services through Anthony travel?

Ground transportation such as a train or car rentals can be booked through Anthony Travel/Concur. Taxis cannot be booked/reserved through Concur and are booked individually using your Travel Card.

I missed the start, so apologies for the novice question: where do we start / get setup? I'm a new staff member with Pitt, excited to join the family and striving to get all of my onboarding complete :)

All employees (faculty and staff) have access to Concur. Extensive information on accessing the system as well as training materials are available on the [Purchase, Pay & Travel website](#).

We would like to send out information to our students who travel who do not have a T-Card. I assume you would have the student create a request in Concur. Can someone give me more instruction on how that works so I can include it in a detailed email to the grad students. How does creating a request connect Anthony Travel with BioE Staff?

When students are University employees, they automatically have profiles in Concur.

If the student is not an employee of the University:

- If the University is paying for the student's travel, this should be booked on a department admin's University Travel Card on behalf of the student.
 - A request should be created for this booking by a department administrator, the grad student can then use the request id to book travel through Anthony Travel and the

airfare would be charged to the Travel Card of the person who created the request. The request has your information and accounting information as well as the traveler's information to enable them to book the travel directly with Anthony Travel.

Alternatively, you can request a credit card authorization form from the hotel and provide an admin's Travel Card info this way. Note: if a hotel credit card authorization form is not provided, one will need to be provided at check in to cover room and tax.

- A Department Admin with a Travel Card could also book travel for the student as a guest in Concur.
- If a student is booking using their personal funds we still recommend that they utilize Anthony Travel. An employee within the department will need to submit a request and provide the request id to the student to use when contacting Anthony Travel. The person submitting the request can indicate that the travel for the student will be booked using the student's personal credit card information.

Visit [this page](#) for training information and quick user guides related to Concur, including how to create a request.

Conferences often offer discounted room rates that must be booked through a specific web link or 1-800 number using a discount code. In that circumstance, can we book outside of Concur/Anthony Travel?

We recognize that with conferences, the organization works with various hotels to secure a special rate. You are able to book the hotel through the site provided by the conference. When you submit this expense through Concur, make a note in the comments that you booked this through this site specifically for a conference so that payment processing understands the special circumstance.

How to I book travel for a candidate that we are bringing in through the Concur system.

Their travel should be booked as a guest. In Concur, there are two different options at the top of the booking page, select "booking for a guest", once you have chosen the travel arrangements, a screen will appear that requires the guest's information.

I am assisting with planning a conference next year where we expect about 100-150 people to travel to Pittsburgh (both domestically and internationally). How do I work with someone to get a block of rooms at a hotel or two? How much advance notice do I need to give before the conference date?

The sooner, the better to ensure availability. Ideally a few months would be best as far as timing. Follow the [Hotel Room Block and Hotel Conference Meeting Space Request process](#) and the Hotel Program Manager will contact you.

I haven't found the proper web site for filling out my profile. Can I get a link to that?

Go to my.pitt.edu > search for an open Concur > on the right hand side of the screen, select "Profile" > select "Profile Settings". Visit [this page](#) for training information and quick user guides related to Concur, including how to access profile settings.

I apologize, but you are saying we are encouraging that we book the student travel on a department card, but I was told this is now a requirement?

Any travel that is being paid by the University is required to be booked using a University Travel Card and through Anthony Travel/Concur.

If a student only gets a stipend/partial payment from the University towards travel, then the student should use a personal card and get reimbursed for the stipend/partial payment amount.

I booked a flight shortly before COVID for our Interim Director, who then had to cancel due to a family emergency. This was not related to COVID, but when I talked to Anthony Travel recently about using the credit for a conference coming up in November, I was told it was put in the "COVID Pool" and I would need to give 32 digit number to pull funds from the pool. What Anthony Travel could not answer is why I needed to give 32 digit code to basically buy back the unused ticket that we purchased. They referred me to Panther Express, who still hasn't responded to my question. Can you let me know how this would work as our Interim Director is now planning to travel to a conference and wants to use the unused Amer. Airlines ticket. Side note: I found the travel credit on the airline's website, so it is still good. Thanks for any info you can provide

To ensure unused tickets are utilized and not lost by individual departments or the University, we established an [Unused Airline Ticket Bank in March 2021](#). Unused tickets go into the bank that is available for anyone at the University so that departments don't lose these tickets or the funds spent on them. In order to re-book the same ticket then you will need to provide the 32 digit number for the ticket to Anthony Travel so that this ticket is not utilized by the Unused Airline Ticket Bank.

How to change last name on concur if incorrect

Email [Emily Duchene](#), Travel Program Manager, and she can coordinate this change with the System Administrator.

When guests book their own travel using their debit cards and not a university travel card, can they still get reimbursed?

Yes if they are someone from outside the University that is visiting.

If we want to book an Airbnb, do we somehow do that through Anthony Travel? Or can we just book it with our travel card and get reimbursed?

We are working with Airbnb to get them setup in Concur, but this has been delayed due to COVID-19. You can book through Airbnb using your Travel Card and when you submit the expense report, make a note in the comments explaining that this is a booking for Airbnb that cannot be made through Concur currently.

Are we to assume that the traveler (whether faculty or staff) CANNOT use their personal credit card for anything while traveling? What about graduate students who do not have a Travel Card? how are they to pay for Uber, meals etc?

Yes, all faculty & staff are eligible to obtain a Travel Card. Faculty & Staff must use a Travel card and while traveling.

For grad students, if the University is paying for their travel then it should be booked using a Travel Card within the department, such as a Department Administrator. For meals while traveling, students can be

provided with a stored value card through Vincent Payment Solutions™ if they do not have the personal funds to pay with their own payment method and be reimbursed. Learn more about Vincent Payment Solutions™ [here](#) or submit an inquiry to Purchase, Pay & Travel [Customer Service](#) by selecting “Vincent Card” as the inquiry type.

To be clear, if we paid for the airline ticket and will now be required to pay again to use the travel credit for the unused ticket? we are taking a \$400+ loss then?

Visit [this page](#) to learn more about the Unused Airline Ticket Bank.

Please clarify meals again:

For students, meals can be provided to students using stored value cards through [Vincent Payment Solutions™](#), if they do not have a Travel Card.

All Faculty and Staff need to use a Travel Card since all staff/faculty are eligible to obtain a Travel Card.

If an employee wants to book a flight for a University conference for themselves and they will also be taking their family, what is the best way to go about booking all of the tickets even though only the Pitt employee's flight will be covered by the university so they can all still sit together on the flight?

Split payments cannot be made within Concur. If you have a group that is travelling together, contact Anthony Travel directly and they can book together with split payments.

If a faculty candidate is visiting Pitt, but a faculty member from CMU would like to pay for the visit from their funds, does Pitt require us to still book the travel through Concur or would CMU need to book from their side?

If another organization is paying for the travel, such as CMU in this example, they are not required to use Anthony Travel/Concur. However, it is recommended that they still manually register their travel so that the University is aware of their travel plans and can provide support as needed. Instructions for manually registering travel is available [here](#).

Will you be reimbursed for meals if you do not have a travel card?

All Staff and Faculty are eligible to receive a Travel Card and meals should be paid with a Travel Card. It is useful to have a Travel Card for various expenses related to travel, including expenses which require a travel card such as car rentals.

Is per diem still applicable for faculty/student travel?

Yes, Staff and Faculty can claim the per diem on their expense report. For those who would be utilizing actuals, the Travel Card must be used for meals that are not per diem.

Also note, using per diems can sometimes be higher than what you would actually spend on meals, so it is up to the discretion of the department and their budget as to whether per diems should be utilized.

Is there a charge for using the agents?

For Airfare, booking online through Concur is a \$10 booking fee and through Anthony Travel is a \$25 booking fee. When booking hotels or rental cars there is no booking fee for Concur or Anthony Travel.

Concur doesn't seem to have a field for the vaccine card - but that's required for lots of international travel. Is it someplace, or perhaps planned?

This is something in the works through Concur, but not available currently.

A couple questions about meals/per diem while travelling internationally: Are we required to use the Pitt Travel Card, even though it charges a foreign transaction fee? Are we allowed to use cash at establishments that do not accept credit?

The Travel Card must still be used despite foreign transaction fees, these are considered an allowable expense. The University is aware of the concern surrounding Foreign Transaction Fees and is working to address this. You are allowed to use cash if credit cards are not accepted.

Is there any exceptions for staff members to use there own cards for meals and be reimbursed? I book all travel for our department and we do not wish everyone to have a travel card.

The Travel Card is the primary payment method for this. The alternate option would be to use per diems for meals.

Is there a way to expedite the Travel card?

Submit an inquiry to [Purchase, Pay & Travel Customer Service](#). Select "Payment Processing" and "Travel Card" as the inquiry type.

Is a Vincent card required for student travel or is it optional to use a Vincent Card or be reimbursed.

[Vincent Payment Solutions™](#) provide a stored value card which is a means to support students for meals when in travel. You don't have to use this method but it's an option in the event that the student does not have the funds to pay for meals personally and be reimbursed later.

One of our staff members applied for a travel card a few weeks before his trip, but he didn't receive it before he left, so he had to charge his personal card for some expenses. Can he be reimbursed for his personal card expenses since he applied for a travel card but didn't receive it in time?

Yes, there was a backlog given the number of applications being received. When submitting expenses, please make a comment that he applied for the card and has not received it yet.

How do I apply for a travel card?

Visit the [Purchase, Pay & Travel website](#) for information about obtaining access as well as training information for the Travel Card.

Do you have a general trouble-shooting person or number for random issues (when we are not sure to whom to email)?

Contact [Purchase, Pay & Travel Customer Service](#) for general inquiries and information or [Anthony Travel](#) for assistance with booking travel.